

## Legislation Text

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### CEO's KPI Report

Agenda of: November 12, 2020  
Item No.: **2020-400**  
Amount: N/A

**TO:** The Honorable  
Board of Directors  
Great Lakes Water Authority

**FROM:** Sue F. McCormick  
Chief Executive Officer  
Great Lakes Water Authority

**DATE:** November 7, 2020

**RE:** **CEO's KPI Report**

### MOTION

Upon recommendation of Sue F. McCormick, Chief Executive Officer, The Board of Directors (Board) of the Great Lakes Water Authority (GLWA) **receives and files the November 2020, Chief Executive Officer's Key Performance Indicators and Effective Utility Management Metrics Report**; and authorizes the CEO to take such other action as may be necessary to accomplish the intent of this vote.

### BACKGROUND

The Chief Executive Officer submits a monthly Report of Key Performance Indicators for the Great Lakes Water Authority.

### JUSTIFICATION

The use of Key Performance Indicators is a means to provide readily accessible insight and overview of the utility's operations. The use of this Report supplements the information currently provided in the CEO's monthly Report.

### BUDGET IMPACT

This item does not impact the GLWA budget.

**COMMITTEE REVIEW**

This item is being presented directly to the GLWA Board of Directors.

**SHARED SERVICES IMPACT**

This item does not impact the shared services agreement between GLWA and DWSD.