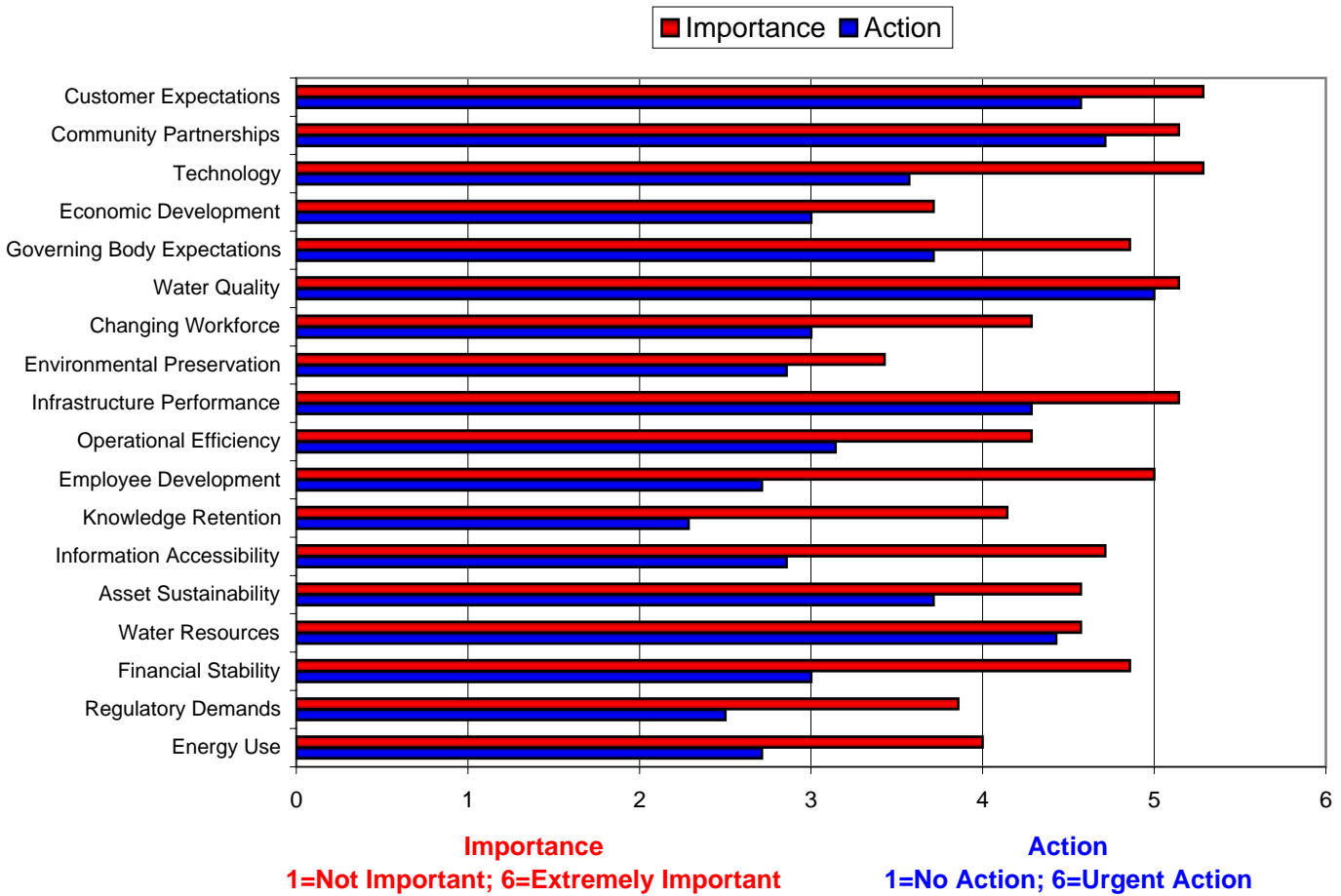


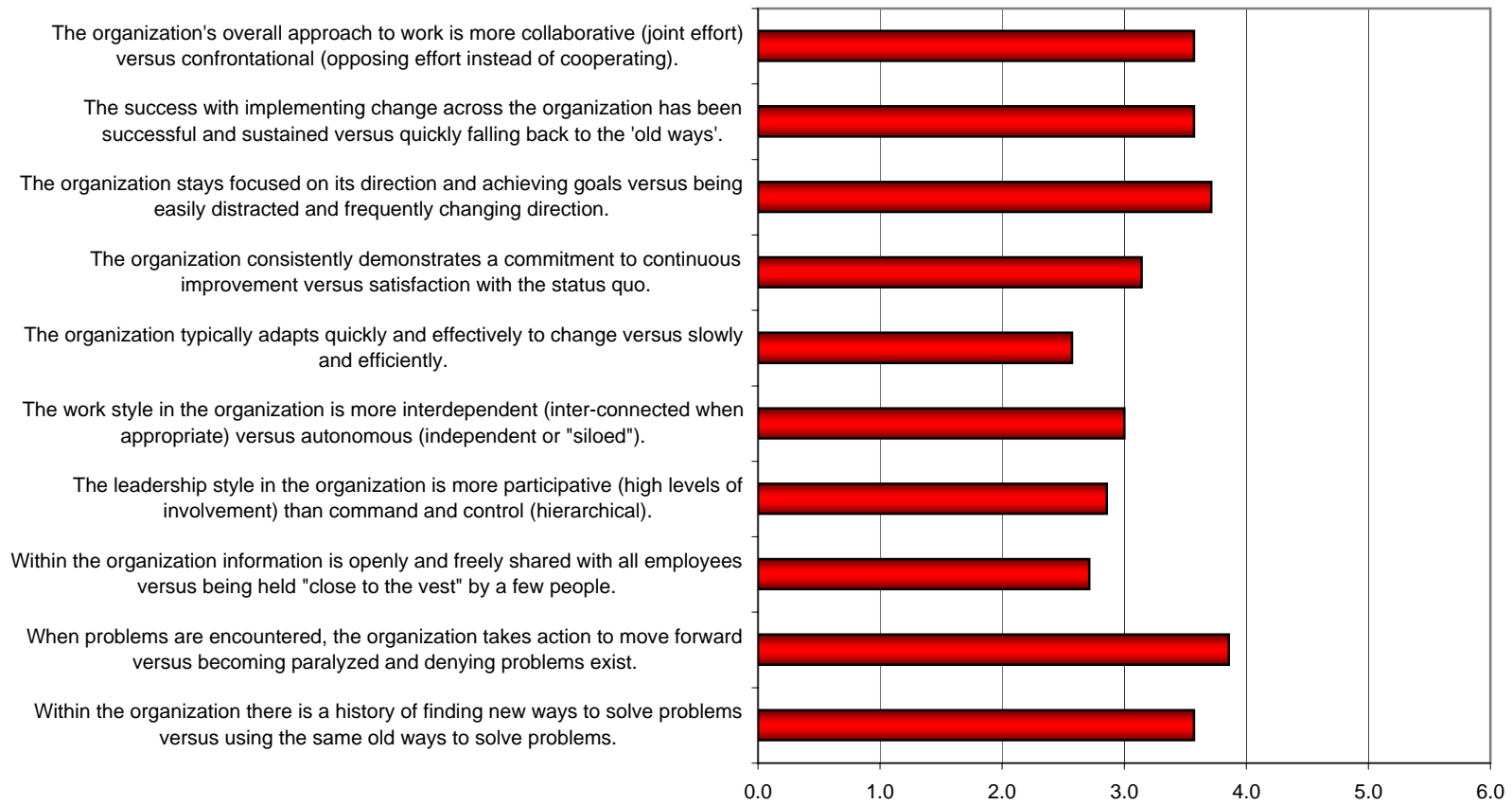
DRIVERS FOR CHANGE - AVERAGE RESPONSE



	Number of Responses					
	IMPORTANCE					
	1	2	3	4	5	6
1. Customer Expectations					4	2
2. Community Partnerships					5	1
3. Technology					5	1
4. Economic Development		1	1	3	1	
5. Governing Body Expectations				2	2	2
6. Water Quality					5	1
7. Changing Workforce			1	1	4	
8. Environmental Preservation		2		2	2	
9. Infrastructure Performance					5	1
10. Operational Efficiency				4	2	
11. Employee Development			1	1	2	2
12. Knowledge Retention	1			2	2	1
13. Information Accessibility			1	1	3	1
14. Asset Sustainability				2	4	
15. Water Resources			1		4	1
16. Financial Stability				1	4	1
17. Regulatory Demands		1	1	1	3	
18. Energy Use		1		1	4	

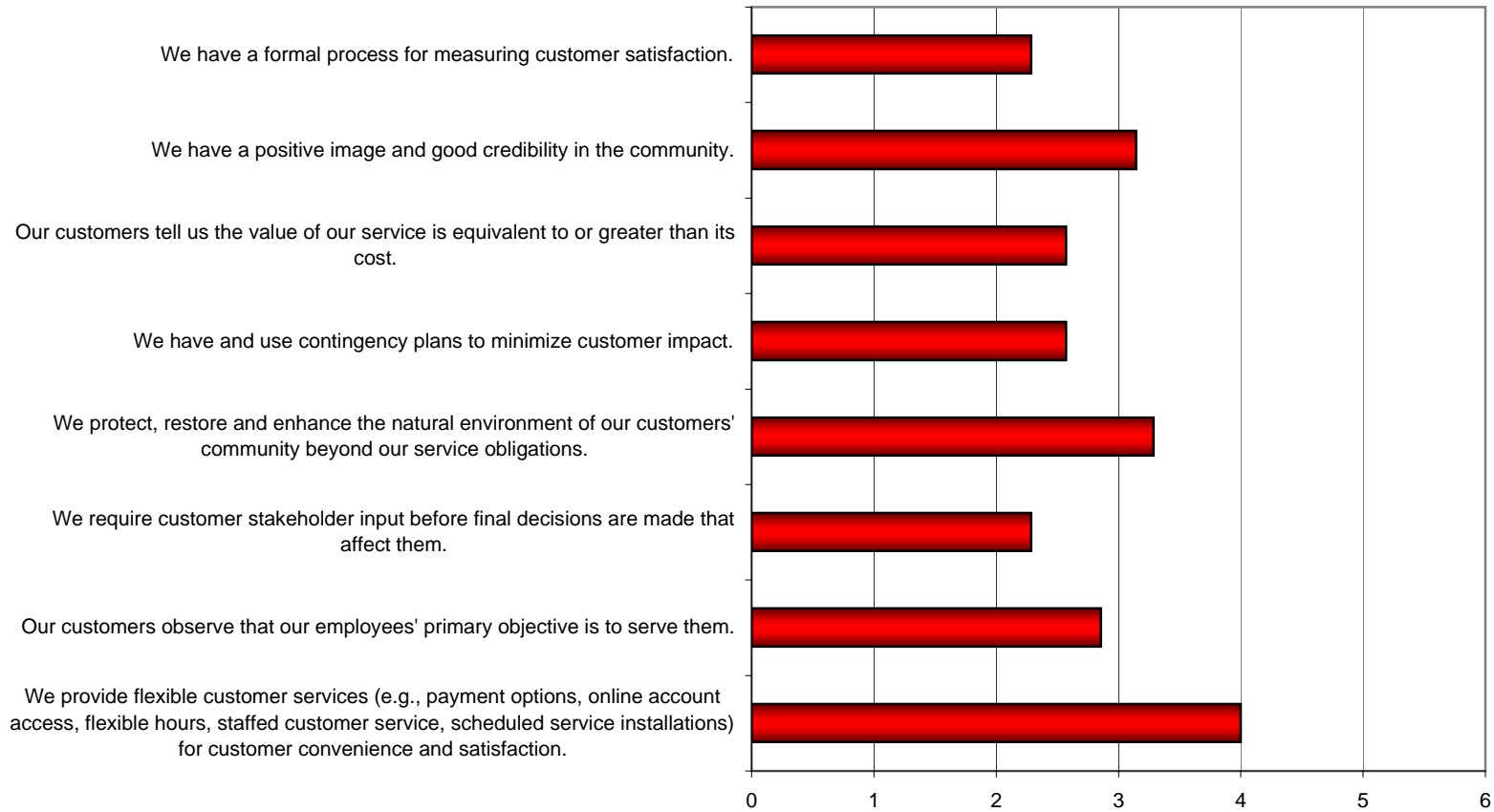
	Number of Responses					
	ACTION					
	1	2	3	4	5	6
1. Customer Expectations				2	4	
2. Community Partnerships				2	4	
3. Technology			4		2	
4. Economic Development		2	2	2		
5. Governing Body Expectations			2	3	1	
6. Water Quality					6	
7. Changing Workforce		1	4		1	
8. Environmental Preservation		4			2	
9. Infrastructure Performance			1	2	3	
10. Operational Efficiency			5	1		
11. Employee Development	1	1	3		1	
12. Knowledge Retention	2	2	1		1	
13. Information Accessibility		3	2		1	
14. Asset Sustainability		1	1	3	1	
15. Water Resources		3	1	2	3	
16. Financial Stability		3	1	1	2	
17. Regulatory Demands		3	1	1		
18. Energy Use	1	2	1	1	1	

Experience or Capability - Average Response



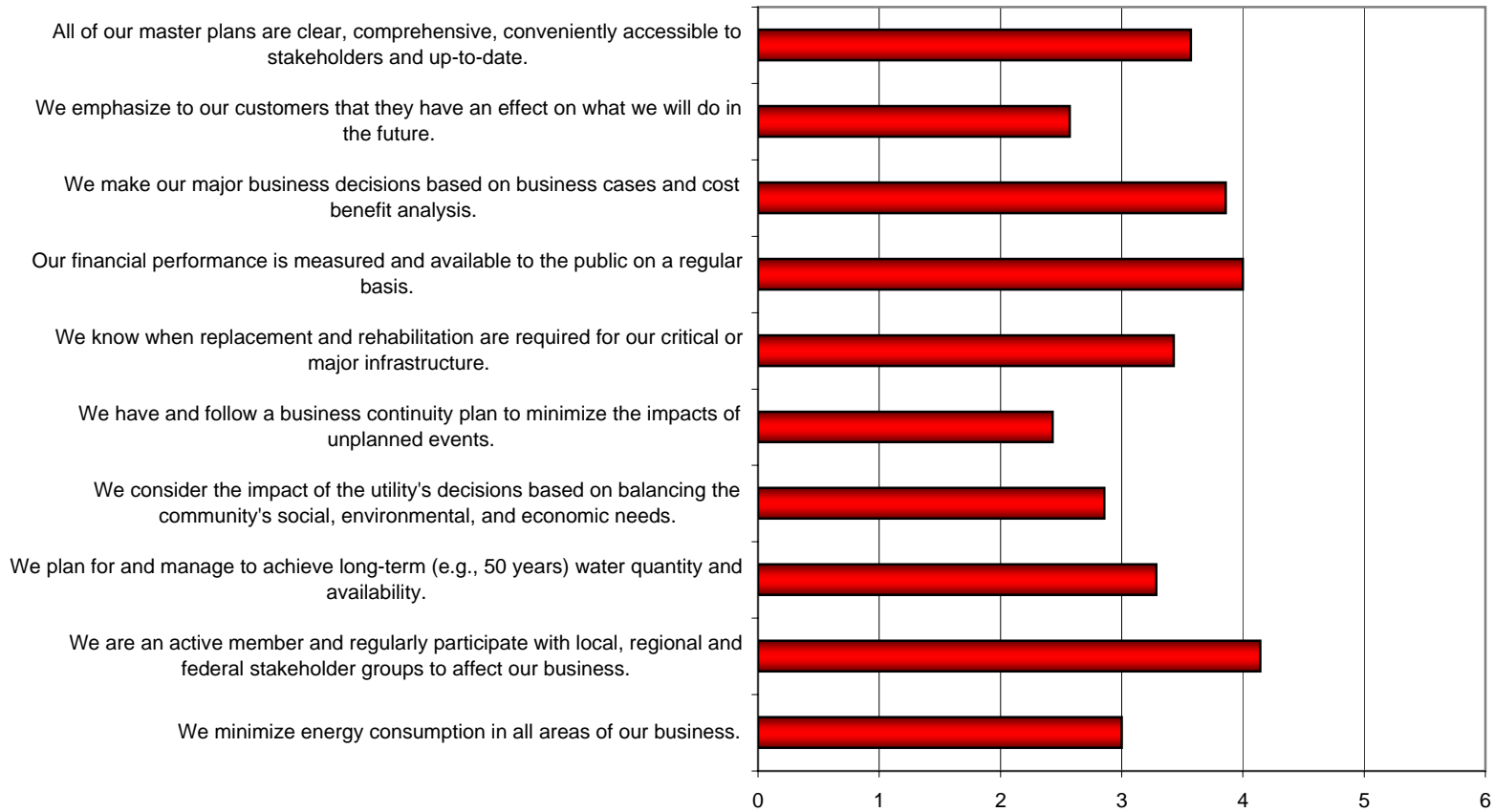
Number of Responses					
1	2	3	4	5	6
	1	2	2	1	
		3	3		
	1	1	2	2	
1	1	1	2	1	
1	2	3			
1	1	1	3		
	2	4			
	3	2	1		
	1		5		
	1	1	4		

Customer Relations - Average Response



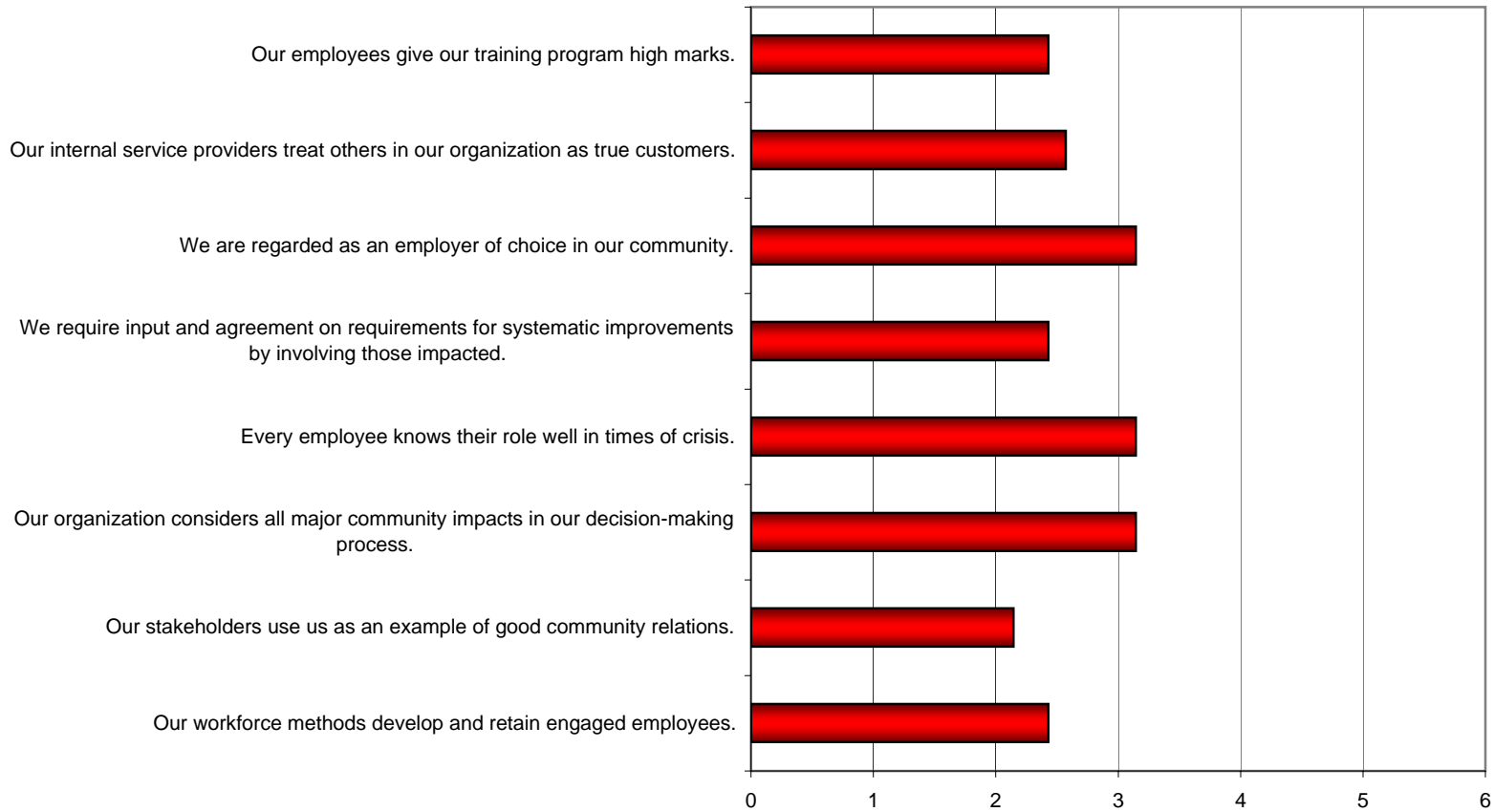
Number of Responses					
1	2	3	4	5	6
2	2	2			
	1	4	1		
3	1	1		1	
2	2		2		
	3	1		2	
1	4		1		
2	1		3		
		2	3	1	

Business Planning and Management - Average Response



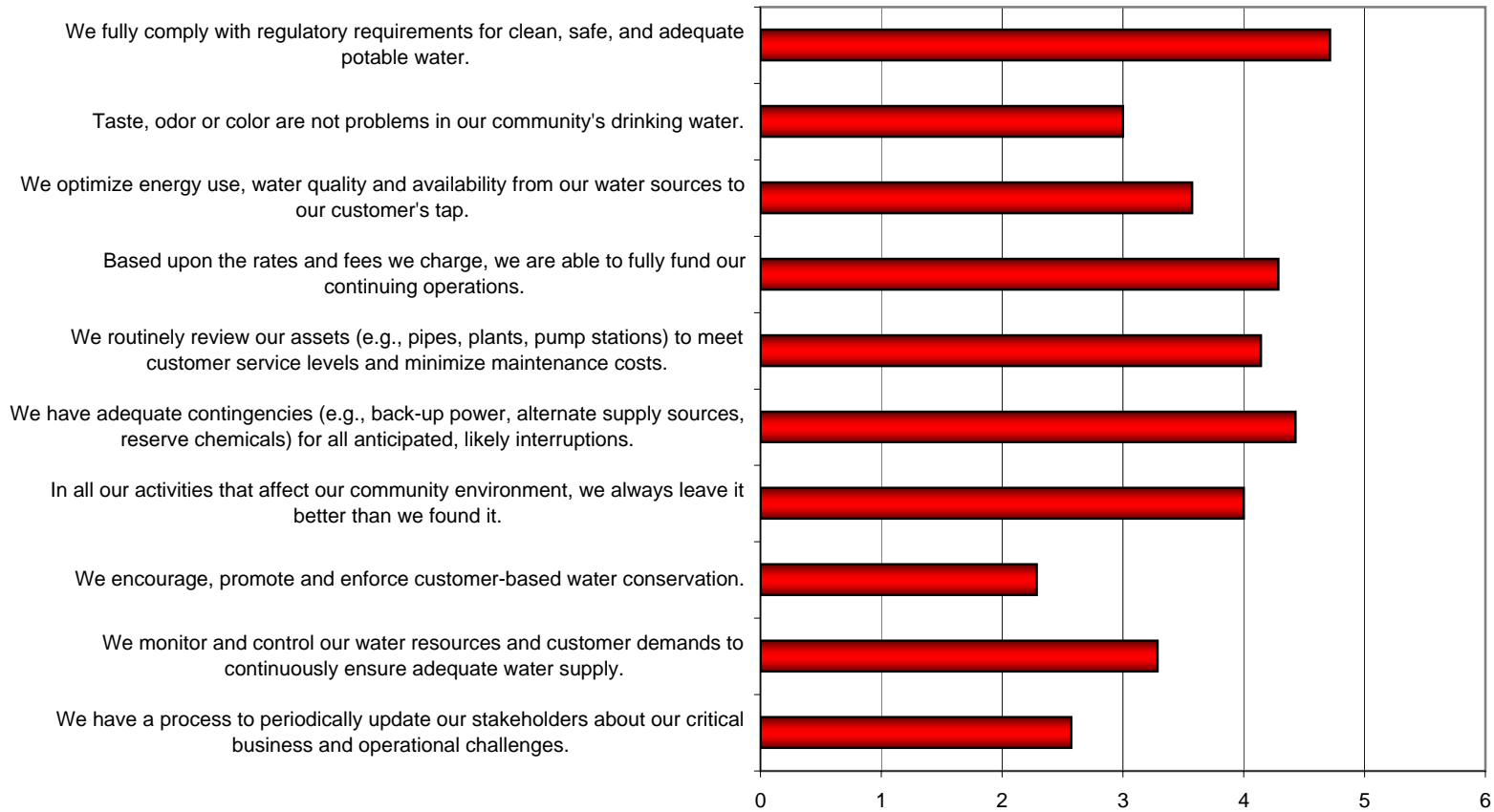
Number of Responses					
1	2	3	4	5	6
	1	1	4		
2	2	1	1		
		2	3	1	
1			3	2	
1		2	2	1	
1	2	1		1	
1	2	1	2		
1	1		4		
		1	3	2	
1	1	2	2		

Organization Development - Average Response



Number of Responses					
1	2	3	4	5	6
2	2	1	1		
1	3	1	1		
	3	2		1	
3		2	1		
	4		1	1	
	2	2	2		
2	3	1			
3	2			1	

Water Operations - Average Response



Number of Responses					
1	2	3	4	5	6
		1	1	3	1
	2	3	1		
		4	1	1	
	1		2	2	1
	1	2		2	1
			4	2	
	1	2		3	
1	3	2			
		1	1	2	1
		2	2	1	