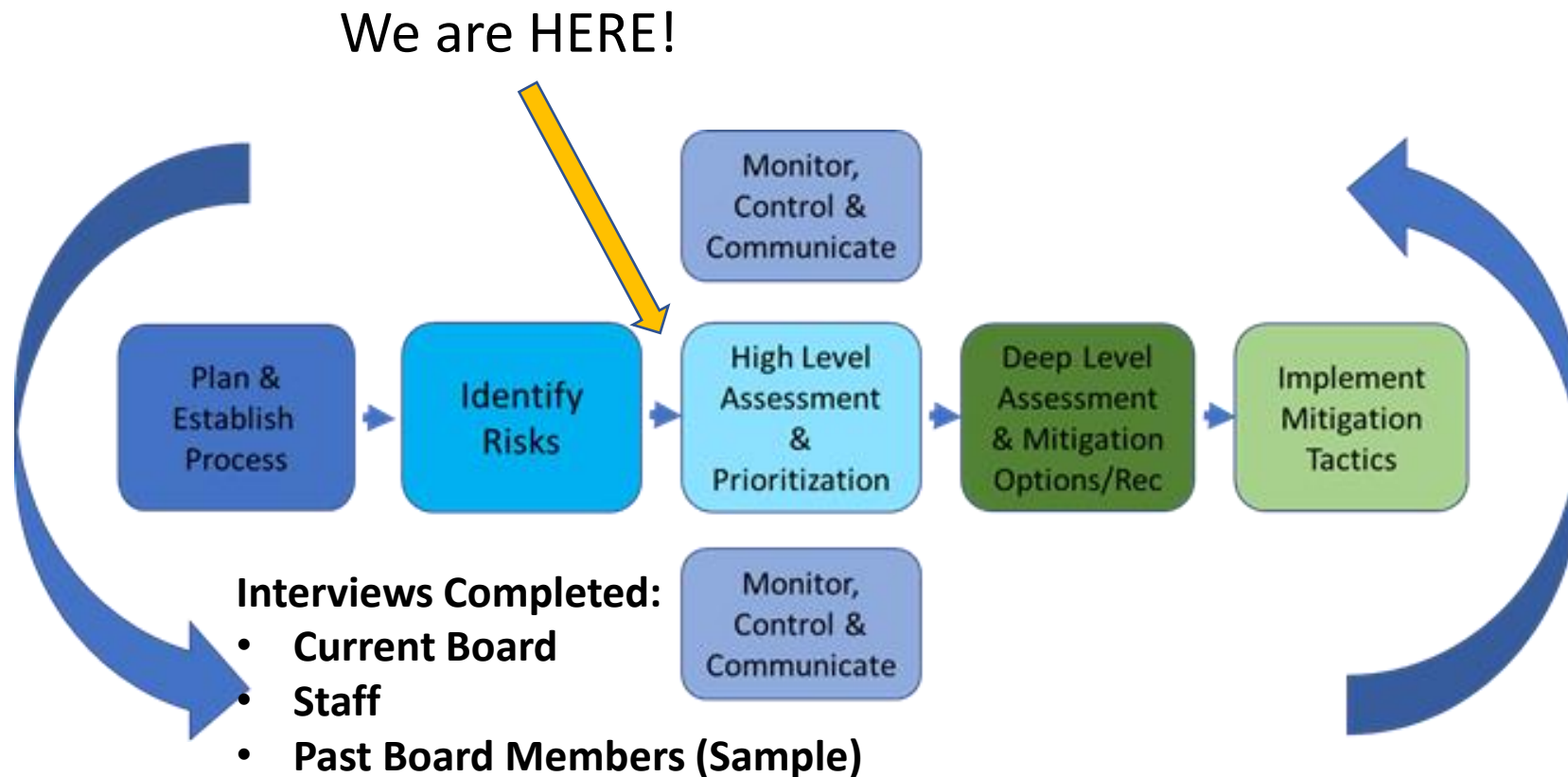


Risk Management Update to GM CSD Board of Directors Kim Seney - 5/15/2020

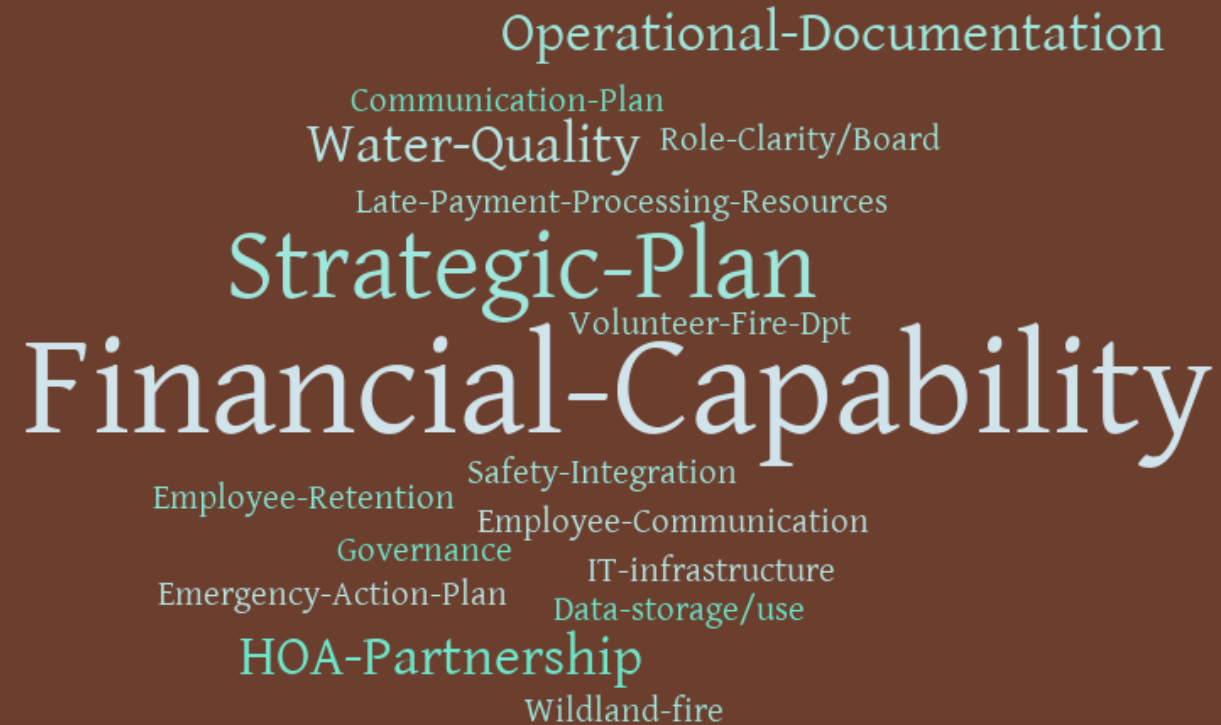


Risk Themes from Board

A word cloud visualization of risk themes from a board meeting. The words are arranged in a vertical stack, with 'RevenueCollection&Risk' being the largest and most central. Other prominent words include 'StrategicPlan', 'Hazardous-Fuel-Reduction', 'HOAPartnership', 'Water-quantity', 'Wildfire', and 'Water-quality'. Smaller words like 'financial', 'performance', 'Asset-Protection', 'EmergencyResponsePlan', 'Contract', 'field', 'Documentation', 'modeling', 'IncidentResponsePlan', 'Late-payments', 'Leech', 'Processes', and 'customer-data' are also visible. The words are color-coded: green for 'Water-quantity', 'Wildfire', 'HOAPartnership', 'StrategicPlan', and 'Water-quality'; blue for 'Hazardous-Fuel-Reduction'; red for 'RevenueCollection&Risk' and 'customer-data'; and purple for 'IncidentResponsePlan'.

Water-quantity Wildfire
financial performance
Asset-Protection
HOAPartnership
EmergencyResponsePlan
Hazardous-Fuel-Reduction
Contract field
RevenueCollection&Risk
Documentation modeling
Fire issues IncidentResponsePlan
Late-payments Leech
StrategicPlan
Processes
Water-quality
customer-data

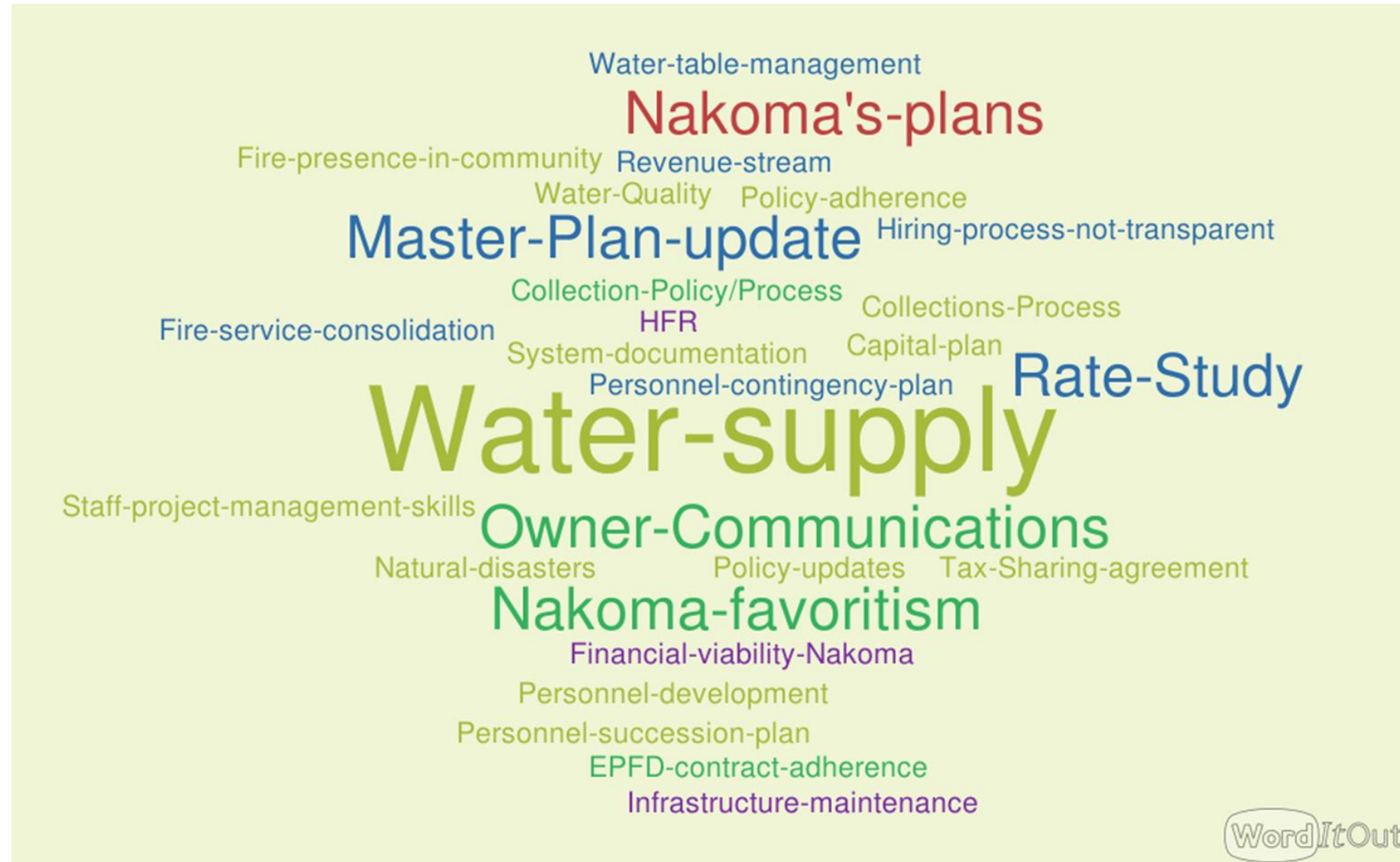
Risk Themes from Staff



A word cloud on a dark brown background. The words are in various sizes and colors (white and teal). The largest word is 'Financial-Capability' in white. Other prominent words include 'Strategic-Plan' in teal, 'Operational-Documentation' in teal, 'Water-Quality' in teal, and 'HOA-Partnership' in teal. Smaller words include 'Communication-Plan', 'Role-Clarity/Board', 'Late-Payment-Processing-Resources', 'Volunteer-Fire-Dpt', 'Safety-Integration', 'Employee-Retention', 'Employee-Communication', 'Governance', 'IT-infrastructure', 'Data-storage/use', 'Emergency-Action-Plan', and 'Wildland-fire'.

Operational-Documentation
Communication-Plan
Water-Quality Role-Clarity/Board
Late-Payment-Processing-Resources
Strategic-Plan
Volunteer-Fire-Dpt
Financial-Capability
Safety-Integration
Employee-Retention Employee-Communication
Governance IT-infrastructure
Emergency-Action-Plan Data-storage/use
HOA-Partnership
Wildland-fire

Risk Themes from Past Board Members



Next Steps:

- Pause scheduling of Special Meeting to Prioritize issues collected from interviews until in person meeting is possible
- Pause Interviews with Community Owners until in person meetings are possible
- Pause Interviews with External Partners until in person meetings are possible