

**327th MEETING OF THE
STATE ENVIRONMENTAL IMPROVEMENT
AND ENERGY RESOURCES AUTHORITY
EIERA Office
425 Madison Street, Second Floor
Jefferson City, Missouri
December 7, 2016
10:00 a.m.**

1. Call to Order
2. Approval of Minutes

Approval of Minutes from the 326th Meeting of the Authority held September 15, 2016, in Jefferson City, Missouri
3. Presentation of Fiscal Year 2016 Authority Audit
4. State Revolving Program
 - A. Program Update
 - B. Other
5. Other Financings
 - A. Missouri American Water Redemption
6. Missouri Market Development Program
 - A. Program Update
 - B. Other
7. Brownfields Revolving Loan Fund
 - A. Program Update
 - B. Other
8. Review of Strategic Measures
9. Review of FY17 First Quarter Financials
10. Other Business
 - A. Opportunity for Public Comment (Limit of Four Minutes per Individual)
 - B. Next Meeting Date
 - C. Other
11. Closed Meeting Pursuant to Section 610.021(1), (3) and (11) RSMo. (as needed)

State Environmental Improvement and Energy Resources Authority
327th Board Meeting
December 7, 2016

Agenda Item #5A
REDEMPTION OF MISSOURI AMERICAN WATER COMPANY SERIES 2006 BONDS

Issue:

The Missouri American Water Company notified the Authority in November of its intention to redeem the remaining balance of their Series 2006 bonds.

Action Needed:

None. For your information only.

Staff Recommendation:

None.

Staff Contact:

Joe Boland

Background:

The Missouri American Water Company notified the Authority in early November 2016, of its intention to redeem the remaining balance of their Series 2006 bonds. Section 3.01 of the bond indenture allows for the optional redemption of the bonds on or after December 1, 2016. The Company intends to redeem the entire balance of \$57,480,000. The actual redemption date is still being determined.

This redemption requires no formal action from the Board and little involvement from Authority staff. Missouri American is responsible for any costs associated with the redemption except for the minimal involvement from our general counsel.

JB:ge

State Environmental Improvement and Energy Resources Authority
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Agenda Item #8
REVIEW OF STRATEGIC MEASURES

Issue:

We recently compiled our strategic measures for fiscal year 2016. A copy of the 6/30/16 Scorecard is attached for your convenience. We would also like to recommend changes to the Scorecard for fiscal year 2017.

Action Needed:

Consensus on staff recommendations to update the measures for fiscal year 2017.

Staff Recommendation:

Staff recommends revisions to the Scorecard measures.

Staff Contact:

Connie Patterson

Background:

Tracking our fiscal year 2016 efforts revealed the Authority's progress on several important measures:

- Exceeded our "Client dollars saved" target by almost \$33 million.
- Surpassed our "Total dollar amount of projects funded" target by more than \$183 million.
- Exceeded our "Total Authority revenue" target by almost \$87,000.
- Increased client referrals and partner interest as our outreach efforts consistently bore fruit.
- Maintained an "Average cost of services" that is almost 30 percent below target.
- Maintained our clean record of no significant audit findings.

As we move into the second quarter of fiscal year 2017, we are updating our Scorecard to be more consistent with the work the Authority plans to do, based on staff input and recommendations:

Improve Client Satisfaction

Delete "Client satisfaction ratings improved." This happens informally now, typically through conversations with applicants at the end of their project. We plan to continue to capture this objective through continuing these conversations and by adding "Client Satisfaction and Suggestions" as a standing topic to our regularly scheduled staff meetings. Due to the variety of Authority projects, we must individually tailor the conversations to each specific project. We may also consider taking advantage of another low-cost alternative, such as SurveyMonkey.

Build Awareness of EIERA's Value

Delete "Survey targeted groups." At the current time, the Authority does not have the resources to do a scientifically valid survey. As stated above, we hope to capture the needs of our clients through conversations during projects and after they wrap up.

Continuous Quality Improvement

Delete "Identify, implement efficiencies." This is difficult to measure, and, perhaps more importantly, the Authority has grown and changed since first implementing its strategic plan in 2013. We believe the issues behind this strategic objective have been addressed, based on consistent feedback from Authority staff. In addition to discussion at our quarterly staff meetings, we have implemented this as part of our day-to-day activities.

Scorecard measures not mentioned above remain the same. These changes will be reflected on the first quarter Scorecard for fiscal year 2017.

After discussion at the meeting, we may also come back to the Board with new rankings and target adjustments.

At the meeting, we will answer any questions you may have.

Thank you.

CP:ge

Attachment

Attachment "A"

EIERA Balanced Scorecard							6/30/2016
 Top 8 KPI							↑ Performance Meets or Exceeds Target Expectations To Date
 Middle 9 KPI							↔ Performance Neutral To Date
 Bottom 8 KPI							↓ Performance Below Target Expectations To Date
Improve Client Results							
	Measured	FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
Client dollars saved	6/30/2016	\$81,784,816	\$82,893,316	\$50,000,000		↑	
Total dollar amount of projects funded	6/30/2016	\$296,701,664	\$298,114,751	\$115,000,000		↑	
Number of environmental impacts	6/30/2016	27	29	20		↑	
Improve Client Satisfaction							
		FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
Client satisfaction ratings improved	-	-	-	-		NA	
Increase number of EIERA client referrals	6/30/2016	51	70	> 33		↑	
Build Awareness of EIERA's Value							
		FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
# contacts generating results	6/30/2016	15%	13%	10%		↑	
Survey targeted groups	-	-	-	-		NA	
# web hits	6/30/2016	6,098	8,003	6,500		↑	
# of applications for financing	6/30/2016	3	3	15		↓	
Create Sustainable Funding Model/Enhance Financial Strength							
		FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
Total Authority revenue increased	6/30/2016	\$628,753	\$ 886,559	\$800,000		↑	
Diversification of revenues (<33%)	6/30/2016	47%	44%	< or = 33%		↓	
Average cost of services	6/30/2016	\$ 54.47	\$ 53.91	< \$75		↑	
Financial Accountability Excellence							
		FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
# of significant audit findings	6/30/2016	0	0	0		↑	
Enhance Partnerships and Relationships							
		FY16 1+2Q	FY16 Total	Target	Rank	Progress	
Partner Interest in working with the EIERA	6/30/2016	36	54	8		↑	
Continuous Quality Improvement							
		FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
Identify, implement efficiencies	-	-	-	-		NA	
Increase Board Involvement							
		FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
Survey on Board informed input	6/30/2016	-	-	50%		NA	
Leads provided by Board which are pursued	6/30/2016	0	1	2		NA	
Increase Staff Capacity							
		FY16 1+2+3Q	FY16 Total	Target	Rank	Progress	
% of identified knowledge gaps addressed	6/30/2016	75%	90%	50%		↑	
% of staff training plans implemented	6/30/2016	75%	90%	50%		↑	