| EUM Attribute | Measure | Significance | Criteria | Status |
|---|---|---|---|---|
| **Financial Viability** | Operations & Maintenance cash balance exceeds 30 days of budget requirements | Resources consumed for operations and maintenance activities are less than budgeted amounts | *Green = 100%*<br>*Yellow = 90-99%*<br>*Red = <90%* | 🟩 |
| | Water system wholesale monthly billed revenues will meet or exceed budgeted amount | Method for establishing revenue projections are reliable | *Green=100%*<br>*Yellow= 85-99%*<br>*Red = <85%* | 🟨 |
| | Days to Pay an Invoice | Timely vendor payments support health supplier relationships. | *Green = 43 daysor less*<br>*Yellow = >43 to <48 days*<br>*Red = >48days* | 🟩 |
| **Product Quality** | Effluent phosphorus concentration will be at least 20% below Permit levels | Wastewater regulatory compliance | *Green=  below 80% of Permit Levels*<br>*Yellow =  between 80 and 100% of Permit levels*<br>*Red = exceeds Permit levels* | 🟩 |
| | GLWA will maintain 100% compliance with Safe Drinking Water Act | Water services compliance | *Green= 100% compliance*<br>*Red = <100% compliance* | 🟩 |
| **Infrastructure Strategy and Performance** | Water - Preventative maintenance projects completed as planned | Reduced risk of unplanned downtime or inefficiencies | *Green = 80-100%*<br>*Yellow = 60-,80%*<br>*Red = >60%* | 🟩 |
| | Wastewater - Preventative maintenance projects completed as planned | Reduced risk of unplanned downtime or inefficiencies | *Green = 80-100%*<br>*Yellow = 60-,80%*<br>*Red = >60%* | 🟩 |
| | Water - Preventative maintenance projects completed as a percentage of total projects | Reduced risk of unplanned downtime or inefficiencies | *Green = 75-85%*<br>*Yellow = >85%*<br>*Red = <75%* | 🟩 |
| | Wastewater - Preventative maintenance projects completed as a percentage of total projects | Reduced risk of unplanned downtime or inefficiencies | *Green = 75-85%*<br>*Yellow = >85%*<br>*Red = <75%* | 🟩 |

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| | Water - 25 or more valves exercised per month | Reduced risk of unplanned downtime or emergency repairs | *Green = 25 or more per month*<br>*Yellow= 21 -24 per month*<br>*Red = 20 or less per month* | (green) |
| | Water - 100% of GLWA valves assessed are operational. | Reduced risk of unplanned downtime and service interruption | *Green = 90-100%*<br>*Yellow = 80 -,90%*<br>*Red = <80%* | (yellow) |
| **Operational Optimization** | WWTP staffing levels meet ACO Targets | Wastewater regulatory compliance | *Green= 95 - 100%*<br>*Yellow = 91 -94%*<br>*Red = <90%* | (green) |
| | Monthly Average Solids Inventory Below 750 Dry Tons | Wastewater regulatory compliance | *Green= Average below 725 Dry Tons*<br>*Yellow = Average between 725 and 750 Dry Tons*<br>*Red = Average above 750 Dry Tons* | (green) |
| **Enterprise Resiliency** | The number of Security and Integrity patrols each month will meet or exceed baseline target of an average of 65 per day | Risk prevention | *Green = 2,350 or more patrols*<br>*Yellow = 2,000 - 2,350 Patrols*<br>*Red = <2,000 patrols* | (green) |
| | GLWA security patrols will produce an average of 2 security reports (incident and facility inspection) per patrol. | Risk prevention | *Green = 1.9 - 2.7 average reports per patrol*<br>*Yellow = 1.5 - <1.9 or ,>2.7 -2.9 average reports per patrol*<br>*Red = <1.5 or >2.9 average reports per patrol* | (green) |
| | General Counsel will receive 15 or less information requests each month | Employee safety and risk mitigation | *Green = lower*<br>*Yellow = Benchmark*<br>*Red = Higher* | (green) |
| | Workers compensation quarterly claims frequency will be at or below Bureau of Labor Standards Benchmark of 6.1 incidents per 100 FTEs | Employee safety and risk mitigation | *Green = lower*<br>*Yellow = Benchmark*<br>*Red = Higher* | (green) |

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| | GLWA will exceed the 68 % service sector standard by resolving at least 78% of Incidents reported to the Service Desk  within 24 hours of receipt. | Rapid Incident response promotes Employee Productivity | *Green = 78- 100%*<br>*Yellow = 68% to <78%*<br>*Red = <68 %* | 🟩 |
| | GLWA will exceed the 68% service sector standard by resolving at least 78% of service requests reported to the Service Desk  within 5 days of receipt. | Rapid Service Request  response promotes Employee Productivity | *Green = 78- 100%*<br>*Yellow = 68% to <78%*<br>*Red = <68 %* | 🟩 |
| | All GLWA sites (59) with Wide Area Network (WAN) connections will have 100% availability excluding schedule down time for maintenance. | Network Connectivity promotes Employee Productivity | *Green = 99.98 - 100%*<br>*Yellow >=99.50% and <99.98%*<br>*Red <99.50%* | 🟩 |
| | At least 99% of GLWA system data back-ups will be successful on the first attempt. | Network  management protects data and promotes Employee Productivity | *Green = 95 -100% first attempt success*<br>*Yellow =90 - <95% first attempt success*<br>*Red <90% first attempt success* | 🟩 |
| | FY 2021 Total CIP Spend | Method for establishing spending is aligned with budgeted revenue | *Green= >80%*<br>*Yellow= 70-80%*<br>*Red = < 70%* | 🟩 |
| | At least 85% of GLWA team members will complete the most recent monthly cyber-security training within one month of issuance. | Cyber risk prevention | *Yellow= 70-80%* | 🟩 |
| **Customer Satisfaction** | GLWA will maintain pressure variance within 98% of required contract amounts | System reliability | *Red = < 70%* | 🟩 |

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| **Water Resource Sustainability** | No more than 10%  of GLWA solids will be disposed of through landfilling. | Community sustainability and watershed health | *Green = 10% or less sent to landfills*<br>*Red = >10% sent to landfill* | |
| **Stakeholder Understanding and Support** | At least 75% percent of Articles mentioning GLWA will express a positive or neutral sentiment. | Effective media interaction | *Green = >75%*<br>*Yellow = <76% and <60*<br>*Red = <60% of coverage* | |
| | GLWA Materials will be used or GLWA Sources quoted in at least 75% of online and print articles mentioning the GLWA. | Effective media interaction | *Green = Pull through >75%*<br>*Yellow = Pull through > 50% band < 75%*<br>*Red = Pull through<50%* | |
| **Employee and Leadership Development** | GLWA's employee retention rate will exceed the 94.9 % industry average rate | Organizational development employee retention | *Green = higher retention rate*<br>*Yellow = industry average retention rate*<br>*Red = lower retention rate* | |