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%* *Yellow = 90-99%* *Red = <90%*	
	Water system wholesale billed revenues will meet or exceed budgeted amount	Method for establishing revenue projections are reliable	*Green=100%* *Yellow= 85-99%* *Red = <85%*	
	Days to Pay an Invoice	Timely vendor payments support health supplier relationships.	*Green = 43 daysor less* *Yellow = >43 to <48 days* *Red = >48days*	
Product Quality	Effluent phosphorus concentration will be at least 20% below Permit levels	Wastewater regulatory compliance	*Green= below 80% of Permit Levels* *Yellow = between 80 and 100% of Permit levels* *Red = exceeds Permit levels*	
	GLWA will maintain 100% compliance with Safe Drinking Water Act	Water services compliance	*Green= 100% compliance* *Red = <100% compliance*	
Infrastructure Strategy and Performance	Water - Preventative maintenance projects completed as planned	Reduced risk of unplanned downtime or inefficiencies	*Green = 80-100%* *Yellow = 60-,80%* *Red = >60%*	
	Wastewater - Preventative maintenance projects completed as planned	Reduced risk of unplanned downtime or inefficiencies	*Green = 80-100%* *Yellow = 60-,80%* *Red = >60%*	
	Water - Preventative maintenance projects completed as a percentage of total projects	Reduced risk of unplanned downtime or inefficiencies	*Green = 75-85%* *Yellow = >85%* *Red = <75%*	
	Wastewater - Preventative maintenance projects completed as a percentage of total projects	Reduced risk of unplanned downtime or inefficiencies	*Green = 75-85%* *Yellow = >85%* *Red = <75%*	

	Water - 25 or more valves exercised per month	Reduced risk of unplanned downtime or emergency repairs	*Green = 25 or more per month* *Yellow= 21 -24 per month* *Red = 20 or less per month*	
	Water - 100% of GLWA valves assessed are operational.	Reduced risk of unplanned downtime and service interruption	*Green = 90-100%* *Yellow = 80 -,90%* *Red = <80%*	
Operational Optimization	WWTP staffing levels meet ACO Targets	Wastewater regulatory compliance	*Green= 95 - 100%* *Yellow = 91 -94%* *Red = <90%*	
	Monthly Average Solids Inventory Below 750 Dry Tons	Wastewater regulatory compliance	*Green= Average below 725 Dry Tons* *Yellow = Average between 725 and 750 Dry Tons* *Red = Average above 750 Dry Tons*	
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* *Yellow = 2,000 - 2,350 Patrols* *Red = <2,000 patrols*	
	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* *Yellow = 1.5 - <1.9 or ,>2.7 -2.9 average reports per patrol* *Red = <1.5 or >2.9 average reports per patrol*	
	General Counsel will receive 15 or less information requests each month	Employee safety and risk mitigation	*Green = lower* *Yellow = Benchmark* *Red = Higher*	
	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* *Yellow = Benchmark* *Red = Higher*	

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%* *Yellow = 68% to <78%* *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%* *Yellow = 68% to <78%* *Red = <68 %*	
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 and network security	*Green = 78- 100%* *Yellow = 68% to <78%* *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%* *Yellow >=99.50% and <99.98%* *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* *Yellow =90 - <95% first attempt success* *Red <90% first attempt success*	
FY 2021 Total CIP Spend	Method for establishing spending is aligned with budgeted revenue	*Green= >80%* *Yellow= 70-80%* *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%*	
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* *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%* *Yellow = <76% and <60* *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%* *Yellow = Pull through > 50% band < 75%* *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* *Yellow = industry average retention rate* *Red = lower retention rate*	