



## KEY GOALS



**Productive, engaged team**

**Accurate scientific information**

**Collaborative solutions**

**Informed, holistic and transparent decisions**

**Environmental laws and regulations implemented**

**Excellent service**

**Healthy and sustainable environment**

## Core Work Map

04-01-14

## PROCESS MEASURES

• Samples collected per FTE • Analyses assigned per FTE • Analytical turnaround time • Lab quality management • KPM 11 – Diesel particulate emissions	• Supplemental environmental projects completed	• Percent of permits current (also KPM 4)		• Timely closure of complaints • Significant Operational Compliance Inspections • WQ facilities inspected on schedule • AQ facilities inspected on schedule • LQ facilities inspected on schedule • Proposed Orders upheld • Resolved compliance orders • Timeliness of issuing Enforcement Actions	• Outcome measure roll-up • KPM 16 – EQC performance	• Policies completed vs. planned • Employees current on required policies • Percent of public records requests fulfilled on time	• Cost of time lost and medical expenses • Employees completing required safety training • Facility/site inspections completed • Implementation of agency safety plan • Safety hazards corrected by deadline • Vehicle accidents per miles driven statewide	• Employees engaged in career development • Employees coached for events • Employees trained • Days to hire	• Web survey results • Employees coached for events • News stories after news release	• Meeting budget deadlines • Meeting deposit requirements • Correcting timesheet entries • SPOTS card logs • Accounting change orders • Facility occupancy rate • Meeting mileage requirements	• Agency email up time • Key systems performance • Information system up time • Disaster Recovery • Electronic incidents
Brian Boling	Wendy Wiles	Keith Andersen	Lydia Emer	Nina DeConcini	Dick Pedersen and Joni Hammond	Kerri Nelson	Linda Hayes-Gorman	Kerri Nelson	Jennifer Flynt	Jim Roys	Greg Aldrich

## PROCESS OWNERS

OUTCOME MEASURES	Environmental quality	Pollution reduction	Sustainability goal performance	Timeliness	Customer experience	Public engagement	Employee engagement	Workplace safety	Performance to budget	Productivity per FTE	Process performance	Breakthroughs on plan
	•KPM 10 – WQ trends •KPM 12 - # days unhealthy air •KPM 13 – Toxic air pollutants •% of ambient river sites rated good to excellent •AQ, WQ and LQ report cards	•KPM 5 - % TMDLs approved •KPM 7 – HW cleanup •KPM 8 – mercury removal •KPM 9 – SW landfilled/incinerated	•Meeting sustainability plan goals	•KPM 2 – ACDP timeliness •KPM 3 – WQ individual permit timeliness •KPM 15 – Title V permits timeliness •Number of timeliness measures in green	•KPM 1 – Customer service •Number of customer service surveys with average score of 3 or higher	•KPM 14 – RST performance •% of positive comments on feedback cards and surveys	•Based on Employee Engagement Survey	• Number of injuries requiring medical attention	• Number of productivity measures in green	• % outcome measures in green • % process measures in green • % measures involved in process improvement	• Number of breakthrough team milestones completed on plan	Dick Pedersen and Joni Hammond