Weighting of Strategic Framework: Panel Ratings and E-Team Ratings

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>Panel Rating</th>
<th>E-Team Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieve Operational Excellence</td>
<td>34%</td>
<td>41%</td>
</tr>
<tr>
<td>Protect Environmental and Public Health</td>
<td>15%</td>
<td>27%</td>
</tr>
<tr>
<td>Create an Easy and Engaged Customer Experience</td>
<td>9%</td>
<td>17%</td>
</tr>
<tr>
<td>Transform the Workforce</td>
<td>42%</td>
<td>16%</td>
</tr>
</tbody>
</table>
Comparisons of Customer Panel and E-Team Weightings of Strategic Objectives

**Transform the Workforce**
- **Place/Safety**: Panel 24%, E-Team 36%
- **People**: Panel 17%, E-Team 32%
- **Systems/Processes**: Panel 15%, E-Team 15%
- **Culture**: Panel 14%, E-Team 27%

**Operational Excellence**
- **Service Quality**: Panel 20%, E-Team 40%
- **Effectiveness/Efficiency**: Panel 25%, E-Team 37%
- **Affordability**: Panel 25%, E-Team 25%
- **Fiscal Strength/Integrity**: Panel 18%, E-Team 22%
- **Transparency**: Panel 6%, E-Team 8%

**Easy/Engaged Customer Experience**
- **Easy Customer Experience**: Panel 29%, E-Team 65%
- **Service Equity**: Panel 33%, E-Team 27%
- **Customer Involvement**: Panel 15%, E-Team 8%
- **Transparency**: Panel 23%

**Environment/Public Health**
- **Environment/Health Mandates**: Panel 27%, E-Team 55%
- **Stewardship**: Panel 28%, E-Team 29%
- **Adaptability**: Panel 11%, E-Team 8%
- **Partnering**: Panel 7%, E-Team 33%