

Current Enterprise Operational Effectiveness Metric

Enterprise Operational Effectiveness	Variance from 3-Year Average	Score	Payout Ratio
Overhead Operating Costs as a percentage of Total Operating Costs ("OOC") <ul style="list-style-type: none"> Total Overhead Operating Costs ("OOC") identify all administrative costs not mapped directly to Product and Service Delivery Operating Costs ("PSDOC") $OOC = OOC / (OOC + PSDOC)$ 	Maximum	33.8%	1.50 (150%)
	One-up from Goal	34.3%	1.25 (125%)
	Goal = 3-Year Average	34.9%	1.0 (100%)
	One-down from Goal	35.9%	.75 (75%)
	Threshold	36.4%	.50 (50%)
	Below Threshold	>36.4%	0 (0%)

Proposed Revisions to Enterprise Operational Effectiveness Metric (Revisions shown in green)

Enterprise Operational Effectiveness	Variance from 3-Year Average	Proposed Range (Actual – Average)	Payout Ratio
Overhead Operating Costs as a percentage of Total Operating Costs ("OOC") <ul style="list-style-type: none"> Total Overhead Operating Costs ("OOC") identify all administrative costs not mapped directly to Product and Service Delivery Operating Costs ("PSDOC") $OOC = OOC / (OOC + PSDOC)$ 	Maximum	<-1.1%	1.50 (150%)
	One-up from Goal	-1.1% to -0.6%	1.25 (125%)
	Goal*	-.06% to 0.0%	1.0 (100%)
	One-down from Goal	0.0% to 1.0%	.75 (75%)
	Threshold	1.0% to 1.5%	.50 (50%)
	Below Threshold	>1.5%	0 (0%)
	*2-Year Average will be used for calculation of 2016-17 performance; subsequent years will be measured against 3-Year Average.		