
Compilation of State Government Performance Measures

Preface

The Office of the Legislative Fiscal Analyst and the Executive Appropriations committee of the Utah Legislature have been working on a budget presentation format emphasizing agency accountability. As part of that effort, Stan Eckersley, a Senior Fiscal Analyst within the office, compiled a list of performance measures from eight other states, categorized according to Utah's nine appropriations subcommittees. To make the list more useful to other states, it is a full listing, including measures not applicable to Utah such as lotteries, and costal fisheries. We hope this information may be useful to other states as they work toward more accountability in state government.

John Massey, Legislative Fiscal Analyst

Measures from other States

This is a compilation of measures from eight selected states:

Alaska	New Mexico
Arkansas	Oregon
Florida	Texas
Louisiana	Virginia

These states were selected because they are serious about performance measures and far enough down the road that others can benefit from their experience. The compilation is not represented as comprehensive but it does have sufficient breath and depth to be a useful tool for those looking for ideas.

Sources

Alaska

<http://www.gov.state.ak.us/omb/results/agencies.php>

Arkansas

<http://www.arkleg.state.ar.us/>

Select "Agency Budget Information"

Select "Silver Manual - Volume 2"

Florida

http://oppaga.state.fl.us/monitor/reports/pdf/2003_measures.pdf

Louisiana

<http://house.legis.state.la.us/housefiscal/PBB/PBB.htm>

Select "Appropriations Bill" to see the final product.

For all the performance measures (not just the select ones):

<Http://www.state.la.us/opb/lapas/lapas.htm>

Scroll to "LaPAS functions" and select "view"

New Mexico

<http://legis.state.nm.us/LFC05Bud.htm>

Oregon

http://egov.oregon.gov/DAS/OPB/apr_Jan04.shtml

Texas

<http://www.lbb.state.tx.us/performance/Reporting/Documents.htm>

Virginia

<http://dpb.virginia.gov/VAResults/PP/PublicSelect.cfm>

Process Notes

A variety of sources

The measures were taken from reports published on the internet and they vary in the depth they report their own measures. Some show a selection of key measures and others report a full listing.

Heavily edited

Many of the measures have been heavily edited. This has been done to make them non-state specific or to fit to the space provided. Some of the very long ones have been included as they were written, for discussion purposes. Measures that applied only to one state or only one project are not included.

Type of measure indicated by symbol.

The type of measure is often indicated by the symbols:

- # Number of
- % Percent of
- \$ Dollar value of.

The reader may need to read the symbols as part of the sentence.

Compiler's Notes

Breadth vs. Depth

The states, for the most part, have the same functions with the same goals. Utah has the Utah Department of Transportation (or UDOT). Virginia has VDOT. So the measures should have a lot of repetition, but they don't. There is repetition where there are federally required measures, but where the states are on their own, they vary widely.

Measures come predominantly from the executive branch.

The measures seem to come predominately from the executive branch, sometimes exclusively.

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Administrative Services

- 1 Administration & General
- 4 Facilities Management
- 27 Capitol Preservation Board
- 31 Building Construction
- 43 Federal Property Assistance
- 45 Central Mail
- 47 Motor Pool
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- 62 Automated Geographic System
- 64 Rulemaking

Finance

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- 102 State Financial Information & State Agency
Accounting
- 112 Unclaimed Property

Information Technology

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- 163 State Technology Office
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- 191 State Self-Insured Claims Adjustment
- 206 Workers' Compensation

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- 240 Pension Investment Agency

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- 256 Emergency Communications
- 261 Emergency Planning
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- 288 Hazardous Materials Compliance Planning
- 293 Building Compliance and Hazard Mitigation

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Archives

- 321 Administration & General

Judicial Conduct Commission

- 339 Judicial Conduct Commission

Tax Commission

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- 360 Property Tax
- 377 Alcohol & Tobacco
- 381 Return Processing
- 400 Information Technology
- 402 Tax Appeals
- 403 Auditing

Motor Vehicles

- 420 Administration & General
- 427 Automobile Dealer & Salesperson Licensing
- 432 Salvaged Vehicles
- 435 Truth in Mileage Compliance
- 437 Vehicle & Vessel Title & Registration Services
- 459 Information Technology
- 464 Audits

Employment

- 470 Administration & General
- 477 Wagner-Peyser
- 481 Customized Training
- 486 Older Worker
- 494 Unemployment Appeals Commission
- 501 Employers
- 505 Job Seekers
- 521 Unemployment Insurance
- 543 Employment Data
- 546 Job Training
- 547 Status of Women
- 557 Labor Market Services

TANF, WIA, & Food Stamp

- 562 Administration & General
- 577 Food Stamps
- 584 TANF
- 606 Micro enterprise (TANF) (an econ.
dev. program)
- 608 WIA
- 624 General Assistance
- 630 Refugees
- 635 Service Providers
- 637 Intake & Benefits Determination
- 661 Child Care

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Alcoholic Beverage Control

671 Administration & General

Labor Commission

689 Administration & General
695 Occupational Safety
729 Child Labor
733 Workers' Compensation Law Enforcement
743 Workers' Compensation/Judges
763 Consumer Protection
765 Wage & Hour
775 Dispute Resolution Services
781 Anti-Discrimination
792 Fair Housing
794 Employment Relations Board
801 Apprentice

Occupational & Professional Licensing

808 Administration & General
840 Contractors
847 Standards & Licensure
863 Inspections
866 Unlicensed Activities
867 Mediation
868 Compliance & Enforcement
883 Testing
884 Veterinary Licensing
887 Pharmacy Licensing
895 Medical
901 Nursing
907 Psychiatric Licensing
913 Radiology
914 Security, Investigative, and Recovery
920 Securities
933 Securities Regulatory Review

Consumer Protection

936 Administration & General
942 Mobile Home Compliance & Enforcement
946 Public Utility Counsel/Advocacy

Business Regulation

950 Administration & General
963 Customer Call Center
966 Central Intake
971 Testing & Continuing Education
974 Compliance & Enforcement
983 Recorder & Uniform Commercial Code

996 Boxing
999 Horse Racing
1020 Gaming
1036 Charitable Gaming
1046 Lottery Operations
1055 Construction
1060 Port Authority

Financial Institutions

1063 Administration & General
1075 Safety & Soundness
1085 Examinations
1093 Financial Investigations
1100 Consumer Credit

Insurance Commission

1104 Administration & General
1137 Fraud
1150 Licensing & Oversight
1173 Consumer Assistance
1182 Workers' Compensation
1189 Policy Forms Review
1194 Health Insurance
1196 Life & Annuity
1198 Property & Casualty
1200 Receivership
1202 Comprehensive Health Insurance (insurer of the uninsurable)

Public Service Commission

1209 Administration & General
1235 Utility Cost Comparisons
1241 Transportation
1242 Electric
1249 Gas
1256 Water & Waste Water
1262 Communications
1269 Consumer Calls
1273 Conservation
1276 Telecommunications Do Not Call List
1281 Motor Carrier Registration
1285 Deaf & Hard of Hearing

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Economic Development

- 1299 Administration & General
- 1333 Business Infrastructure
- 1340 Employee Training
- 1343 Small Business
- 1347 Minerals Development
- 1350 Minority Economic Development
- 1356 Film
- 1365 Music
- 1366 Exports
- 1367 Sports
- 1373 Outreach
- 1374 Site Selectors
- 1377 In-State Development
- 1385 Technology Transfer
- 1395 Other High Technology
- 1403 Technology & Space
- 1405 Military Bases
- 1407 Micro enterprise (TANF)
- 1409 Financial Assistance & Capital Programs
- 1414 Clustering
- 1416 Bringing Outside Business In-State
- 1422 Border Development
- 1425 International
- 1436 Advocating International Business Partnerships
- 1445 Rural Development
- 1446 Incubators

Travel Development

- 1447 Administration & General
- 1451 Visitor Data
- 1460 Tax & Economic Data
- 1467 Publications
- 1473 Advertising
- 1478 Private Sector Partnerships
- 1485 Welcome Centers
- 1487 State Beautification

Community

- 1490 Administration & General
- 1506 Urban Development
- 1508 Homeless
- 1511 Low Income Housing
- 1530 Rural Development
- 1536 Family Violence
- 1540 Community Development Block Grant

- 1544 Community Services Block Grant
- 1548 Weatherization

History

- 1549 Administration & General
- 1563 Historic Preservation
- 1578 Archaeology

Library

- 1588 State Library
- 1614 Public Library
- 1621 Library for the Blind
- 1629 Community Library Outreach
- 1630 Internet
- 1631 Databases
- 1636 Inter-Library Lending

Museums

- 1637 Administration & General
- 1639 State Museums
- 1664 Private & Local Museum Technical Services
- 1667 Outreach

Arts Council

- 1669 Administration & General
- 1679 Cultural Support & Development Grants
- 1692 Folk Arts & Local Culture
- 1695 Arts Education

Human Resources

- 1698 Administration & General
- 1730 Insurance Benefits Administration
- 1738 Educational Employees Benefits
- 1747 Educational Employees Retirement
- 1756 Public Employees Relations
- 1762 Human Relations
- 1764 Appeals
- 1767 Training
- 1771 Compensation
- 1776 Testing
- 1777 Ethics
- 1782 Retirement System Administration

State Housing Finance Corporation

- 1793 Administration & General

Career Service Review Board

- 1805 Administration & General

Minority Offices

- 1807 American Indian
- 1812 African Americans
- 1817 Martin Luther King, Jr.

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Governor's Office

- 1820 Governor
- 1824 Budget Office
- 1849 Community Planning
- 1879 Economic Research

Lieutenant Governor's Office

- 1881 Administration & General
- 1882 Elections
- 1905 Voting Machines
- 1911 Elections Outreach
- 1912 Elections Training
- 1915 Customer Complaints & Investigations

State Treasurer's Office

- 1920 Administration & General
- 1932 Deposit Security
- 1935 Supplemental Retirement Plan
- 1938 State Funds Management & Investment

Attorney General's Office

- 1961 Administration & General
- 1980 Criminal Justice
- 2019 Medicaid Fraud
- 2035 Medicaid Fraud Prevention
- 2037 Public Defender
- 2059 Public Defender Appellate
- 2066 Public Defender Mentally Disabled
- 2073 Capital Collateral Regional Counsels
- 2083 Civil Enforcement
- 2113 Constitutional Legal Services
- 2117 Criminal and Civil Litigation Defense
- 2129 Victim Services
- 2136 Crime Victim Federal Grant Administration
- 2144 Prosecution of Multi-Circuit Organized Crime
- 2149 Campaign Finance and Election Fraud
Enforcement
- 2156 Risk Litigation

Auditor

- 2162 Administration & General

Corrections

- 2168 Corrections - Administration & General
- 2191 Institutional Operations
- 2213 Public Service Work squads and Work Release
Transition
- 2218 Community Corrections
- 2230 Inmate Health
- 2237 Inmate Education

- 2254 Offender Transition, Rehabilitation and Support

- 2260 Private Prison Operations

- 2262 Officer Training

- 2263 County Jail Contracting

- 2269 Correctional Industries

Juvenile Justice

- 2271 Administration & General
- 2292 Secure Residential & Detention Centers
- 2319 Home Detention
- 2321 Aftercare Services - Conditional Release
- 2323 Juvenile Parole
- 2329 Juvenile Probation
- 2345 Non-Residential
- 2347 Education
- 2361 Field Services
- 2369 Contract Services

Probation & Parole

- 2376 Administration & General
- 2387 Pardons
- 2390 Parole
- 2428 Post-Incarceration Enforcement & Victims Rights
- 2436 Field Services

Courts

- 2440 Administration & General
- 2461 Data Processing Services
- 2466 Supreme Court
- 2497 Law Library
- 2502 Appellate Courts Operations
- 2524 Circuit Court Operations
- 2562 Circuit Court Services to Most Vulnerable
- 2569 Magistrates Court
- 2575 Administrative Law

Public Safety

- 2579 Administration & General
- 2602 State Police
- 2609 Police - Crime
- 2624 Capitol Police
- 2631 Fire Marshall
- 2665 Fire & Arson Investigations
- 2672 Fire Professional Training & Standards
- 2678 Motor Vehicle
- 2685 Traffic Safety
- 2725 Motor Vehicle Weights & Standards
- 2727 Explosives & Hazardous Materials Control
- 2730 Drugs - Alcohol

Index to Performance Measures From Other States

2732 Crime Lab
2772 Training
2794 Outreach - Prevention
2802 Crime Databases - DP
2819 Investigative Services
2830 Standards & Compliance
2835 Concealed Carry Permits
2838 Driver Licensure
2854 Motorist Financial Responsibility Compliance
2856 Identification and Control of Problem Drivers
2858 Motor Carrier Compliance
2862 Crime Victims Reparations
2864 Gaming Enforcement
2868 Community Programs
2869 Legal Services

Health

2878 Administration & General
2911 Outreach
2920 Health Protection
2935 Lab
2940 Community Health
2963 Water & Sewage
2967 Permits
2969 Prenatal
2971 Infants
2977 Children
2999 Child Immunizations
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3015 Infectious Disease Prevention and Control
3037 Statewide Health Support Services
3039 Vital Records
3043 Violent Sexual Predator Program
3046 Health Care Benefits - Administration & General
3049 Benefits Administration

Medicaid

3064 Administration & General
3076 Prescription Drugs
3081 Long Term Care
3091 Medicaid Prepaid Health Plans
3095 Hospital/Medical Services
3132 Medicaid Management Information System
3136 Health Standards
3139 Buy-Ins and Supplements
3141 Mental Retardation & Developmentally Disabled
3147 Medical Assistance
3155 Children

Health Licensing

3158 Medical Quality Assurance

Human Services Administration

3192 Human Services - Administration & General

Services to People with Disabilities

3206 Administration & General

3229 Developmental Services Public Facilities

3242 Home and Community Services

3257 Outreach & Advocacy

3261 Brain Injury

3262 Early Intervention

3264 Employment

Substance Abuse Program

3267 Administration & General

3272 Adult Prevention, Evaluation & Treatment

3291 Addictive Disorder Treatment

3293 Children

Office of Recovery Services

3302 Administration & General

3306 Family Support

3320 Child Support Order Establishment

3323 Child Support Remittance & Distribution

3326 Child Support Compliance Enforcement

3329 Child Support Customer Service

Child & Family

3333 Administration & General

3348 Foster Care

3367 Adult Protection

3372 Child Abuse & Intervention

3375 Child Protection

3393 Child Protection and Permanency - Investigations

3399 Abuse Hotline

3402 Child Care Licensing

3405 At-Risk Youth

Aging Program

3406 Administration & General

3417 Eligibility

3420 Home & Community

3459 Meals on Wheels

3463 Consumer Advocate Services

3483 Employee Training

3484 Elderly Protective Services

3491 Title V

3494 Title VII

3497 Elderly Outreach

3498 Senior Centers

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Mental Health Program

- 3500 Administration & General
- 3508 Community Services
- 3523 Forensic & Criminal
- 3528 Children's Services
- 3539 Adult Treatment Facilities

Higher Education

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- 3588 Enrollment
- 3607 Retention & Advancement
- 3610 Graduation Rates
- 3617 Placement
- 3621 Scholarships
- 3632 Subsidized Special State Need
- 3636 Accreditation
- 3637 Research Centers
- 3640 Commercializing Research
- 3644 Student Financial Assistance
- 3668 Diversity

Graduate School

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University

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- 3718 Graduation & Advancement
- 3729 Customized Training
- 3734 Agricultural Research & Extension Center
- 3748 Engineering Experiment Station
- 3752 Engineering Extension Service
- 3756 Transportation Institute

Four Year College

- 3760 Administration & General

Community & Technical College

- 3780 Administration & General
- 3817 Minority Students
- 3833 Post-Completion
- 3843 Advancement
- 3845 Classroom & Laboratory Space Utilization

Medical School

- 3849 Administration & General
- 3858 Hospital Services

Vocational Education

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Distance Education

- 3891 Administration & General

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- 3897 Administration & General

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- 3920 Administration & General
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- 3937 Fishing
- 3951 Fish Habitat
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- 3962 Marine Fisheries Management
- 3966 Marine Assessment/Technical Support
- 3972 Wildlife
- 3998 Habitat Conservation
- 4018 Law Enforcement
- 4022 Licensing
- 4025 Non-Game
- 4027 Wildlife Depredation & Nuisance Abatement

Forestry

- 4030 Administration & General
- 4039 Outreach
- 4044 Nursery Operations
- 4047 Harvesting
- 4049 Reforestation
- 4054 Forest Health
- 4059 Urban Forestry
- 4062 Prescribed Burns

Fire Suppression

- 4067 Administration & General
- 4089 Outreach
- 4092 Fire Remediation

Oil, Gas, & Mining Regulation

- 4097 Mineral & Coal Mining
- 4104 Energy Conservation

State Parks

- 4106 Administration & General
- 4122 Recreational Assistance to Local Governments
- 4125 Operations
- 4137 Boating
- 4164 Youth Conservation Corps

State Geologic Survey

- 4170 Administration & General

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Water Rights & Development

- 4183 Administration & General
- 4187 Water Rights
- 4206 Water Development
- 4212 Interstate Stream Compacts
- 4215 Watershed Enhancement
- 4225 Dam Safety

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- 4226 Administration & General

Agriculture

- 4228 Administration & General
- 4242 Agricultural Law Enforcement
- 4244 Agricultural Water Policy Coordination
- 4248 Dairy Facilities Compliance & Enforcement
- 4253 Food Safety Inspection & Enforcement
- 4261 Food & Fiber Research
- 4264 Agricultural Environmental Services
- 4275 Standards and Petroleum Quality
- 4287 Fruit & Vegetables Inspection & Enforcement
- 4289 Organic Farming & Marketing
- 4295 Amusement Ride Inspections
- 4297 Agricultural Products Marketing
- 4328 Aquaculture
- 4335 Agricultural Inspection Stations
- 4339 Animal Pest and Disease Control
- 4354 Plant Pest & Disease Control
- 4374 Soil & Water Conservation
- 4390 Livestock Inspection
- 4394 Meat Inspection
- 4397 Laboratory Services

State Lands

- 4400 Administration & General
- 4445 Protected Lands

State Fair

- 4457 Administration & General

Public Education

- 4460 Administration & General
- 4505 Student Assessment
- 4533 Parental Assessment
- 4534 Special Program Assessment
- 4540 Teacher Assessment
- 4546 School Assessment
- 4577 District Assessment
- 4582 Grants
- 4590 Support Services

- 4596 Charter Schools
- 4598 Disadvantaged Children
- 4604 At-Risk
- 4606 Classroom Technology
- 4609 Professional Development
- 4627 Quality of Educators
- 4642 Adult Education
- 4657 Early Intervention - Remediation
- 4658 Private Education

K-12 Education

- 4669 Administration & General
- 4701 Post Secondary Preparation
- 4710 Pre-Kindergarten
- 4714 Grades 1-12
- 4717 Special Groups (disabled, detained, migrant, non-English speaking, African Am., Native Am., Asian Am., Hispanic Am.)

Deaf & Blind Education

- 4719 Administration & General
- 4723 Blind
- 4753 Residential Blind Services
- 4758 Deaf

Special Education

- 4790 Administration & General
- 4799 Instruction
- 4807 Residential Services
- 4811 Early Childhood Development
- 4812 Special School Districts

Vocation Rehabilitation

- 4829 Administration & General
- 4854 Employment Measures
- 4869 Blind
- 4890 Blind Vending Stand Program
- 4893 Community Rehabilitation Services
- 4898 Independent Living
- 4905 Specialized Services
- 4907 Services for the Deaf

School for Math, Science, Art...

- 4915 Administration & General
- 4927 Residential
- 4930 Virtual High School - Tele-learning
- 4931 Instruction

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National Guard

- 4934 Administration & General
- 4939 Facilities Maintenance
- 4944 Drug Interdiction & Prevention
- 4950 Readiness
- 4963 Military Response
- 4967 Federal/State Cooperative Agreements
- 4969 Community Service

Veterans Affairs

- 4970 Administration & General
- 4990 Veteran's Home
- 5001 Benefits and Assistance
- 5011 Outreach

Environmental Quality

- 5017 Administration & General
- 5051 Invasive Plants
- 5052 Laboratory Services
- 5055 Hazardous Waste
- 5066 Information Technology
- 5067 Beaches
- 5068 Air
- 5087 Utility Siting and Coordination
- 5088 Environmental Investigations
- 5092 Water Resources Protection and Restoration
- 5123 Drinking Water
- 5129 Waste Cleanup
- 5132 Land Management
- 5134 Emergency Response
- 5135 Solid Waste
- 5152 Waste Tires
- 5154 Regulated Facilities
- 5157 Underground Storage Tanks
- 5159 Radiation
- 5163 Food
- 5164 Brownfields

Aviation

- 5165 Administration & General
- 5183 Aircraft Management

Transportation

- 5187 Administration & General
- 5195 Executive Direction and Support Services
- 5202 Highway & Bridge Construction
- 5216 Contract Supervision
- 5229 Safety
- 5242 Public Transportation.
- 5251 Highway Operations
- 5270 Toll operations
- 5276 Ferries
- 5278 Field Operations
- 5284 Railroads

Legislature

- 5289 Administration & General
- 5290 Fiscal
- 5298 Bill Drafting & Legal
- 5299 Auditor
- 5302 Printing

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administrative Services								
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39								•
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Federal Property Assistance								
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Central Mail								
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Motor Pool								
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Printing								
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Automated Geographic System								
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Rulemaking								
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Finance								
Administration & General								
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	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Finance (continued)								
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Payroll								
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Information Technology								
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State Financial Information & State Agency Accounting								
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Unclaimed Property								
112			•					

Information Technology (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Information Services								
152			•					
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State Technology Office								
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Strategic Planning								
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Risk Management								
Administration & General								
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State Self-Insured Claims Adjustment								
191			•				•	

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Risk Management (continued)								
192 # liability claims closed.			•					
193 # of total liability claims closed.			•					
194 % indemnity and medical payments made timely.			•					
195 #,% positive risk training responses.			•					
196 # tort liability claims paid.			•					
197 Average cost of federal civil rights liability claims paid.			•					
198 Average cost of property claims.			•					
199 # hours spent training or consulting.			•					
200 # liability claims.			•					
201 # state property loss/damage claims.			•					
202 % public property clients rating the risk mgt program's claims processing services as satisfactory or better.					•			
203 Injury and illnesses per 100 covered full-time state employees.							•	
204 # medical bills processed.							•	
205 % by which Risk Management will initially respond to an insured within 3 business days.								•
Workers' Compensation								
206 # workers' compensation claims requiring some payment per 100 FTE.			•			•		
207 Average cost of workers' compensation claim.			•					
208 State employees' workers' compensation benefit cost rate, as defined by indemnity and medical benefits, per \$100 of state employee's payroll.			•					
209 Cost of workers' compensation per covered state employee.							•	
210 # workers' compensation claims.			•					
211 # workers' compensation claims litigated.			•					
212 % decrease of state government workers' compensation claims.					•			
213 % workers' compensation claims generated electronically.					•			
214 % of worker's compensation warrants cancelled as a total of all warrants issued.					•			
Retirement Systems								
Administration & General								
215 % Accuracy for on-line data.	•							
216 % Member reporting increased understanding.	•							
217 % Members reporting resolution on first call.	•							
218 Turn around time for benefit calculations - information requests.			•					
219 % Payments made on time.	•		•					
220 # educational seminars for members.		•						
221 # newsletters.		•						
222 \$ administrative cost per active and retired member.		•	•				•	
223 % performance measures met.		•						
224 # prior years audit findings repeated in subsequent audit.		•						
225 % member earnings service and contributions recorded accurately.		•						
226 % initial benefit payment made within 30 days of notice.		•						
227 % initial benefit payment made within next payroll.			•					
228 % members satisfied with services.			•				•	
229 % participating agencies satisfied with retirement services.			•					
230 % monthly payrolls processed within 5 days.			•					
231 % agency payroll transactions correctly reported.			•					
232 % local retirement systems reviewed which are funded on a sound actuarial basis.			•					
233 # local pension plan valuations and impact statements reviewed.			•					
234 # members.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Retirement Systems (continued)								
235 # days to provide retirement packets.							•	
236 % state public retirement systems that are actuarially financially sound.							•	
237 # benefit applications processed.							•	
238 \$ participating network savings.							•	
239 % claims adjudicated within 14 days.							•	
Pension Investment Agency								
240 Actual returns compared with target returns reported by consultant.	•							
Emergency Management								
Administration & General								
241 # lives lost in flood, wind, tornado, & lightning disasters.								•
242 \$ value of property damage in relation of property value of disaster affected areas.								•
243 % jurisdictions rating services and response as good or excellent.								•
244 % equipment purchased and delivered within grant period.								•
245 % agencies & localities participating in stakeholder feedback.								•
Pre-Disaster Mitigation								
246 \$ saved by mitigating repetitive losses.			•					
247 # communities supported to mitigate (prevent) hazards.			•					
248 # repetitive loss structures mitigated.			•					
249 % core reviews and updates of state emergency operation plans completed.								•
250 % communities with completed local basic plans prepared & updated.								•
251 # training classes.								•
252 # completing training classes.								•
253 % citizen emergency preparedness awareness. (by survey).								•
254 Increase %, # localities conducting community emergency response team training.								•
255 # local and regional exercises.								•
Emergency Communications								
256 # 911 calls.							•	
257 # poison control calls.							•	
258 # public safety answering points with wireless automatic number identification.							•	
259 % emergency operation center warnings sent within 15 minutes of receipt.								•
260 % state agencies satisfactorily accomplishing evaluated mock event.								•
Emergency Planning								
261 % counties with above avg capability rating to respond to emergencies.			•					
262 # hurricane shelter spaces created.			•					
263 # applicants provided technical assistance.			•					
264 # personnel trained in emergency preparedness.			•					
265 # plans, reports, and procedures maintained.			•					
266 # public hurricane shelters evaluated.			•					
267 # entities with enhanced capabilities.			•					
268 % local emergency plans reviewed.				•				
269 # emergency preparedness exercises conducted.				•				
270 # students trained.				•				
271 # counties with domestic preparedness plans.						•		
272 % jurisdictions with approved hazard mitigation plans.						•		•
273 # signatories to regional partnership plan/mutual aid agreements.								•
Emergency Recovery								
274 Avg months for a community to recover from a disaster.			•					
275 # post disaster recovery projects.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Emergency Management (continued)								
276			•					
277			•					
278			•					
279			•					
280			•					
281				•				
282				•				
Emergency Response								
283			•					
284			•					
285			•					
286			•					
287			•					
Hazardous Materials Compliance Planning								
288			•					
289			•					
290			•					
291			•					
292			•					
Building Compliance and Hazard Mitigation								
293			•					
294								
295			•					
296			•					
297			•					
Purchasing								
Administration & General								
298	•							
299		•						
300		•						
301				•				
302						•		
303						•		
304						•		
305						•		
306						•		
307						•		
308						•		
309							•	
310						•		
311							•	
312								•
313								•
Office Supplier Diversity								
314		•						
315		•						
316		•						
317					•			

Tax Commission

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administration & General								
350	•							
351			•					
352			•					
353				•				•
354					•			
355					•			
356						•		
357						•		
358						•		
359								•
Property Tax								
360			•					
361			•					
362			•					
363			•					
364			•					
365			•					
366			•					
367			•					
368			•					
369			•					
370			•					
371					•			
372					•			
373					•			
374						•		
375						•		
376						•		
Alcohol & Tobacco								
377				•				
378				•				
379				•				
380				•				
Return Processing								
381			•					
382			•					
383			•					
384			•					
385			•					
386			•					
387			•					
388				•	•	•		
389						•		
390								•
391								•
392			•					•
393			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Tax Commission (continued)								
394				•				
395				•				
396				•				
397				•				
398								•
399								•
Information Technology								
400			•					
401			•					
Tax Appeals								
402				•				
Auditing								
403				•				
404						•		
405						•		
406						•		
407						•		
408						•		
409						•		
410						•		
411			•					
412			•					
413			•					
414			•					
415						•		
416						•		
417						•		
418						•		
419								•
Motor Vehicles								
Administration & General								
420			•					
421			•					
422	•							
423	•							
424								•
425								•
426								•
Automobile Dealer & Salesperson Licensing								
427			•					
428			•					
429								•
430								•
431								•
Salvaged Vehicles								
432			•					
433			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Motor Vehicles (continued)								
434								
Truth in Mileage Compliance								
435			•					
436			•					
Vehicle & Vessel Title & Registration Services								
437			•					
438			•			•		
439			•					
440			•					
441			•					
442			•					
443							•	
444			•					
445			•					
446			•					
447					•			
448				•	•			
449				•	•			
450				•				
451				•				
452				•				
453					•			•
454				•				
455				•				
456					•			
457	•		•		•	•		
458						•		
Information Technology								
459			•					
460					•			
461					•			
462					•			
463					•			
Audits								
464					•			
465					•			
466					•			
467					•			
468					•			
469					•			
Employment								
Administration & General								
470			•					
471			•					
472			•					
473					•			
474					•			
475					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Employment (continued)								
476 # providers trained.			•					
Wagner-Peyser								
477 Wagner-Peyser entered employment rate.			•					
478 Wagner-Peyser entered employment wage rate.			•					
479 Wagner-Peyser new hire involvement rate.			•					
480 Wagner-Peyser employer involvement rate.			•					
Customized Training								
481 # individuals receiving customized training for new high skill/wage jobs.			•					
482 # individuals receiving customized training for new high skill/wage jobs in rural areas.			•					
483 # individuals receiving customized training for new high skill/wage jobs in enterprise zones or distressed inner city areas.			•					
484 # individuals receiving customized training for new high skill/wage jobs in brownfield areas.			•					
485 Ratio of private fund match to state funds for training.			•					
Older Worker								
486 % individuals participating in the state older worker program obtaining unsubsidized permanent employment.					•			
487 % individuals participating in the federal older worker program obtaining unsubsidized permanent employment.					•			
489 % TANF clients placed in meaningful employment.					•			
490 # enrolled in state older worker program.					•			
491 # mentors.					•			
492 # clients mentored.					•			
493 # clients placed in meaningful employment.					•			
Unemployment Appeals Commission								
494 % appeals disposed within XX days.			•			•		
495 % appeals disposed within 150 days.			•					
496 % cases appealed.			•			•		
497 % appealed decisions affirmed.			•					
498 % cases in which adjudication meets a standard of quality.						•		
499 Average unit cost of cases appealed.			•					
500 # appeals disposed.			•					
Employers								
501 Business customer satisfaction survey.	•		•	•		•		
502 # job orders entered directly onto website.				•				
503 % employers that submitted tax reports by the due date.						•		
504 % employers that submitted tax payments by the due date.						•		
Job Seekers								
505 #,% job openings filled.	•			•		•		
506 #,% adult entered employment.				•				•
507 \$ cost per entered employment.			•					
508 Adult employment X month retention rate.				•		•		
509 Adult average earnings change - 6 months after exit.				•				
510 Dislocated worker earning replacement rate - 6 months after exit.						•		
511 Customer satisfaction - individuals.			•	•		•		
512 Time to reemployment as measured by the Unemployment Compensation benefit duration.			•					
513 # individuals referred to job openings.			•					
514 # reportable services for job seekers.				•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Employment (continued)								
515 # youth entered employment.				•				
516 Youth retention rate for employment, post-secondary ed, or advanced training.				•				
517 Youth attainment for basic skills, work readiness or occupational skills.				•				
518 Incumbent worker training customer satisfaction rate.				•				
519 Incumbent worker training customer wage gain at graduation.				•				
520 # TANF clients who enter employment.							•	
Unemployment Insurance								
521 # initial unemployment insurance claims filed.							•	
522 Time to process unemployment insurance claims filed.							•	
523 % wages replaced by unemployment insurance.	•							
524 % unemployed eligible for unemployment insurance benefits.	•							
525 %,# unemployment compensation benefits paid timely.			•	•		•		•
526 % unemployment compensation benefits paid accurately.			•					
527 % unemployment compensation appeal cases completed timely.			•					
528 % new unemployment compensation employer liability determinations made timely.			•					
529 # new unemployment compensation employers liability determinations made.			•					
530 % current quarter unemployment compensation taxes paid timely.			•					
531 # Unemployment compensation claimant eligibility determinations issued.			•					
532 # unemployment compensation benefit weeks paid.			•					
533 \$ amount of unemployment compensation benefits paid.			•					
534 # unemployment compensation appeal cases completed.			•					
535 \$ unemployment compensation taxes collected.			•					
536 # unemployment compensation employer tax/wage reports processed.			•					
537 # process claims filed by unemployed.			•					
538 \$ overpayments recovered.				•				
539 % liable employers issued account numbers within 180 days.				•				
540 % monies deposited within 3 days.				•				
541 % appeals heard promptly.								•
542 % appeal decisions made within 30 days.								•
Employment Data								
543 % population employed.	•							
544 % unemployed rate.	•							
545 % occupational information system database completed.				•				
Job Training								
546 # individuals referred to training.			•					
Status of Women								
547 # paid employment teamwork's placements.					•			
548 % teamwork's participants employed at nine months after initial placement.					•			
549 \$ hourly rate for teamwork's paid employment placements in Xxx city.					•			
550 # TANF clients served through the teamwork's program.					•			
551 # teamwork's twelve-week classes conducted.					•			
552 # collaborations & meetings coordinated or conducted with other agencies and organizations.					•			
553 # major publications distributed annually.					•			
554 # award programs.					•			
555 # workforce conferences or trainings.					•			
556 # informational conferences.					•			
Labor Market Services								
557 # served by labor market services who found employment.					•			

TANF, WIA, & Food Stamp (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Intake & Benefits Determination								
637				•				
638				•				
639				•				
640				•				
641				•				
642				•				
643				•				
644				•				
645				•				
646				•				
647				•				
648				•				
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652				•				
653				•				
654				•				
655				•				
656				•				
657				•				
658				•				
659				•				
660				•				
Child Care								
661				•				
662				•				
663				•				
664				•				
665				•				
666					•			
667						•		
668						•		
669						•		
670							•	
Alcoholic Beverage Control								
Administration & General								
671				•				
672				•				
673						•		
674						•		
675						•		
676						•		
677						•		
678						•		

Labor Commission (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
722 % employers whose accident rate is reduced by counsel, advice, and training.					•			
723 # employers voluntarily implementing outstanding safety and health programs.						•		
724 # new employers participating in a recognized safety & health compliance program.								•
725 # employers participating in a recognized safety & health compliance program.								•
726 # high-hazard construction workplace injuries and illnesses.								•
727 # construction industry fatalities.								•
728 % safety & health investigation initiated within one day or on-site inspection within 5 business days.								•
Child Labor								
729 # child labor violations.	•							
730 # child labor fatalities.	•							
731 \$ investigations & inspections - child Labor			•					
732 % reduction in the number of work permit revocations for children working in hazardous occupations.								•
Workers' Compensation Law Enforcement								
733 % uninsured employers.	•							
734 % injured uninsured employees.	•							
735 # claims against employers without workers' compensation coverage per 1,000 claims.						•		
736 Time from request to hearing on workers' compensation issues.	•							
737 Ratio of cases settled to cases filed with Board.	•						•	
738 % initiated investigations completed.				•				
739 % difference in wage recovery for workers who use return-to-work programs versus workers who do not.						•		
740 % workers receiving timely and accurate benefits.						•		
741 Statewide incidence rate of injuries and illnesses per 100 FTE.							•	
742 # fraud investigations completed.							•	
Workers' Compensation/Judges								
743 % concluded mediations resulting in resolution (all issues except attorneys fees).			•	•				
744 Average days required to close disputed claims.			•	•				
745 % claims resolved within 6 months of filing.			•	•				
746 % appealed, decided orders affirmed.			•	•		•		
747 % timely held mediations.			•	•				
748 Average # days from petition filed to disposition order.			•	•			•	
749 % petitions resulting in final order (i.e. final merit) timely.			•	•				
750 % decisions rendered by board within XXX days.			•	•				
751 % claimant attorney's fees awarded under contingency fee schedule.			•	•				
752 # petitions received by presiding judge.			•	•				
753 # mediations.			•	•				
754 # final merit hearings.			•	•				
755 # other hearings.			•	•				
756 # final merit orders entered.			•	•				
757 # lump sum settlements.			•	•				
758 # stipulation orders.			•	•				
759 # orders other than final orders entered (i.e. procedural orders).			•	•				
760 Average days from date petition filed to scheduled date of first mediation.			•	•				
761 # disposition orders.			•	•				
762 % claims set-up within 5 days.			•	•				

Labor Commission (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Consumer Protection								
763 # consumer complaints.	•							
764 # enforcement actions.	•							
Wage & Hour								
765 % complaints investigations started within 30 days.		•						
766 % wage claims investigations completed within 60 days.		•						
767 Response rate from targeted contractors on wage surveys.		•						
768 % wage claims investigated & resolved within XXX days.					•	•		
769 % wage security claims processed within 15 days.						•		
770 % prevailing wage rate investigations completed within 90 days.						•		
771 % farm labor wage claims completed within 30 days.						•		
772 % cases where decision to close, settle or charge is determined within 90 days.						•		
773 % proposed orders issued within 30- 45 days of close.						•		
774 Reduction in time needed to resolve filed payment of wage claims.								•
Dispute Resolution Services								
775 # days from hearing to decision issued.								•
776 % customer service rating of parties to grievance hearings.								•
777 # dispute resolution rulings upheld on appeal to circuit court.								•
778 % two party mediation participants agreeing that mediation services are objective and of high quality.								•
779 # days from request to two-party mediation.								•
780 % satisfied with training services.								•
Anti-Discrimination								
781 % cases resolved in 365 days.				•				
782 # training sessions with state agencies.				•				
783 # backlogged hearings pending.					•			
784 % discrimination cases settled through alternative dispute resolution.					•			•
785 # days to complete discrimination investigations and determinations.					•			
786 % charging documents completed within 15 days of completed intake questionnaire.						•		
787 % intake interviews conducted with 30 days.						•		
788 % complaints resolved within 150 days.						•		
789 % complaints accepted or rejected within 30 days.								•
790 % complaints dual filed with EEOC that are investigated and closed.								•
791 # of training and outreach activities.								•
Fair Housing								
792 # partnerships with designers of multi-family housing to increase awareness of Fair Housing Law accessibility requirements.								•
793 % fair housing cases open more than 100 days.								•
Employment Relations Board								
794 # days to process all union representation related petitions.						•		
795 # days between close of record and issuance of recommended decision.						•		
796 # between oral arguments on appeal from recommended decision and final order.						•		
797 # days between case filing and final order.						•		
798 % collective bargaining disputes resolved prior to strike or unilateral implementation.						•		
799 % collective bargaining disputes resolved prior to interest arbitration.						•		
800 # employers and unions trained in interest-based bargaining that used it subsequently.						•		

Labor Commission (continued)

Alaska
Arkansas
Florida
Louisiana
New Mexico
Oregon
Texas
Virginia

Apprentice

- 801 % adults (25+) with post-secondary professional and technical credentials.
- 802 % completions for all registered apprentices.
- 803 % women and minorities registered as apprentices.
- 804 % programs reviewed for affirmative action and compliance.
- 805 # apprentices participating in the state apprentice program.
- 806 # new apprenticeship partnering outreach contacts.
- 807 # apprenticeship sponsors.

Occupational & Professional Licensing

Administration & General

- 808 % of (profession) in compliance.
- 809 % license revocations or suspensions initiated within 20 days of complaint.
- 810 Avg cost of administrative action (revocation, fine, probation, & compliance letter).
- 811 # investigations (security, investigative, & recovery complaint & agency-generated).
- 812 # compliance inspections (security, investigative, recovery licensee/new agency inspections & random inspections).
- 813 % telephone calls returned within 24 hours.
- 814 % programs in full compliance.
- 815 # rule reviews.
- 816 # public information announcements.
- 817 # web hits on consumer related pages.
- 818 # website form downloads.
- 819 # customer contacts. (all types)
- 820 # consumers contacted through agency outreach efforts.
- 821 % customers rating services "good" or "excellent".
- 822 % customers rating service promptness.
- 823 % stakeholders involved in annual rules review, board meetings, & peer committees.
- 824 % board-issued license denials that were upheld upon appeal.
- 825 % disciplinary actions not overturned by appeal.
- 826 % medical licensees voluntarily entering treatment for substance abuse that meet the terms of the aftercare agreement.
- 827 % medical probationers who re-offend within 3 years.
- 828 # new licenses to individuals.
- 829 \$ licensing cost per individual.
- 830 Inspection coverage rate.
- 831 # complaints resolved.
- 832 % licensees with no recent violations.
- 833 # disciplinary cases offered alternative dispute resolution.
- 834 % licenses renewed on-line.
- 835 # web visits.
- 836 % cases resolved on time.
- 837 % applicants submitting documents electronically.
- 838 # complaints.
- 839 Customer rating of on-line services.

Contractors

- 840 % tested contractors filing bankruptcy.
- 841 % homeowners aware of state services.
- 842 % offenders working without a license within three years of first offence.

Occupational & Professional Licensing (continued)

- | | Alaska | Arkansas | Florida | Louisiana | New Mexico | Oregon | Texas | Virginia |
|-----|--------|----------|---------|-----------|------------|--------|-------|----------|
| 843 | | | | | | • | | |
| 844 | | | | | | • | | |
| 845 | | | | | | • | | |
| 846 | | | | | | • | | |

Standards & Licensure

- | | | | | | | | | |
|-----|--|--|---|---|---|---|---|---|
| 847 | | | • | | | | | |
| 848 | | | • | | | | | |
| 849 | | | • | | | | | |
| 850 | | | | | • | • | | |
| 851 | | | | | | • | | |
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| 859 | | | | | • | | | |
| 860 | | | | | | • | | |
| 861 | | | | | | | | • |
| 862 | | | | | | | | • |

Inspections

- | | | | | | | | | |
|-----|--|--|---|---|--|--|--|--|
| 863 | | | • | | | | | |
| 864 | | | • | • | | | | |
| 865 | | | | • | | | | |

Unlicensed Activities

- | | | | | | | | | |
|-----|--|--|---|--|--|--|--|--|
| 866 | | | • | | | | | |
|-----|--|--|---|--|--|--|--|--|

Mediation

- | | | | | | | | | |
|-----|--|--|---|--|--|--|--|--|
| 867 | | | • | | | | | |
|-----|--|--|---|--|--|--|--|--|

Compliance & Enforcement

- | | | | | | | | | |
|-----|--|--|---|--|---|---|---|--|
| 868 | | | • | | | | | |
| 869 | | | • | | | | | |
| 870 | | | | | | • | | |
| 871 | | | • | | | | | |
| 872 | | | • | | | • | | |
| 873 | | | • | | | | | |
| 874 | | | • | | | | • | |
| 875 | | | | | | • | | |
| 876 | | | | | | | • | |
| 877 | | | • | | | | | |
| 878 | | | • | | | • | | |
| 879 | | | | | • | | | |
| 880 | | | | | • | • | | |
| 881 | | | | | • | | | |
| 882 | | | | | • | | | |

Occupational & Professional Licensing (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Testing								
883 # tests administered.					•			
Veterinary Licensing								
884 % facilities in full compliance.					•			
885 # facility licenses.					•			
886 # artificial insemination/pregnancy diagnosis permits issued annually.					•			
Pharmacy Licensing								
887 % inspected pharmacies that are in compliance annually.						•		
888 % pharmacies inspected.						•		
889 % licensees with no recent violations.							•	
890 % complaints resulting in disciplinary action.							•	
891 # complaints resolved.							•	
892 Time to resolve a complaint.							•	
893 Time to investigate priority-one allegations of misconduct by health care providers.								•
894 Time to investigate priority-two allegations of misconduct by health care providers.								•
Medical								
895 # new licenses to individuals (physicians).							•	
896 # new licenses to individuals (physician assistants).							•	
897 # complaints resolved (physicians).							•	
898 Time to resolve a complaint.							•	
899 Time to investigate priority-one allegations of misconduct by health care providers.								•
900 Time to investigate priority-two allegations of misconduct by health care providers.								•
Nursing								
901 # new licenses to individuals (RNs).							•	
902 Time to resolve a complaint (RNs).							•	
903 # new licenses to individuals (LVNs).							•	
904 Time to resolve a complaint (LVNs).							•	
905 Time to investigate priority-one allegations of misconduct by health care providers.								•
906 Time to investigate priority-two allegations of misconduct by health care providers.								•
Psychiatric Licensing								
907 % revocations of conditional release based on commission of felony.						•		
908 % hearings scheduled within statutory timeframes.						•		
909 % conditional release reports received on time.						•		
910 % conditional releases maintained in community per month.						•		
911 Time to investigate priority-one allegations of misconduct by health care providers.								•
912 Time to investigate priority-two allegations of misconduct by health care providers.								•
Radiology								
913 % licensees or applicants whose self-reported chemical dependency's impact on patients is managed by complying with a Consent Order or by leaving the profession.						•		
Security, Investigative, and Recovery								
914 % security, investigative, and recovery licenses issued within 90 days of application.			•					
915 % security, investigative, and recovery investigations completed within 60 days.			•					
916 % security, investigative, and recovery investigations completed within 30 days.			•					
917 Average cost of security, investigative, and recovery application processed.			•					
918 Average cost of security, investigative, and recovery investigation.			•					
919 Average cost of security, investigative, and recovery compliance inspection.			•					

Occupational & Professional Licensing (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Securities								
920			•					
921			•					
922			•					
923			•					
924								
925			•	•				
926					•			
927					•			
928							•	
929							•	
930							•	
931								•
932								•
Securities Regulatory Review								
933			•					
934			•					
935			•					
Consumer Protection								
Administration & General								
936			•					
937			•					
938			•					
939			•					
940			•					
941				•				
Mobile Home Compliance & Enforcement								
942			•					
943			•	•				
944								
945								
Public Utility Counsel/Advocacy								
946							•	
947							•	
948							•	
949							•	
Business Regulation								
Administration & General								
950	•							
951	•							
952							•	
953							•	
954							•	
955		•						
956		•	•					

Business Regulation

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Boxing								
996 % licenses suspended or revoked in relation to fights supervised.			•					
997 # scheduled boxing rounds.			•					
998 % applications processed within 30 days.			•					
Horse Racing								
999 Administrative expenses as a percentage of self-generated revenue.				•				
1000 \$ wagered at racetracks & off-track betting parlors.				•				
1001 Cost per race.				•				
1002 % horses testing positive.				•				
1003 % humans testing positive.				•				
1004 % breeder awards issued within 60 days of race.				•				
1005 Breeder awards paid.				•				
1006 # horses destroyed per 1,000 starters.						•		
1007 # disciplinary rulings issued per 1,000 races.						•		
1008 \$ mount of simulcast handle to \$1,000 of live track handle.						•		
1009 Purse supplements at summer fair meets to total industry disbursements from development fund.						•		
1010 # investigations.							•	
1011 \$ regulatory cost per racetrack.							•	
1012 # race animals inspected pre-race.							•	
1013 % compliance audits passed.							•	
1014 \$ revenue generated for state and local governments.								•
1015 # live racing days.								•
1016 # awards distributed.								•
1017 % stable workers tested for drug or alcohol violations.								•
1018 % horses with blood tests.								•
1019 % horses with urine tests.								•
Gaming								
1020 % known unsuitable persons that were denied a license or permit.				•				
1021 % licenses or permittees disqualified, or suspended, or revoked.				•				
1022 # administrative hearings.				•				
1023 # casino hearing decisions.				•				
1024 # video poker hearing decisions.				•				
1025 # gaming control board casino decisions.				•				
1026 # gaming control board video poker decisions.				•				
1027 # video poker licenses and permits issued.				•				
1028 # casino licenses and permits issued.				•				
1029 # days to process a license application that requires a hearing.						•		
1030 Ratio of revenue generated to General Fund expended for regulation.						•		
1031 % variance identified between actual tribal quarterly payments made to the state treasurers office to the audited financial statements received.						•		
1032 % decrease in repeat violations by licensed gaming operators.						•		
1033 % gaming tribes receiving an annual compact compliance review.						•		
1034 % of 2001 compacting tribes having gaming operations that receive reviews of 80% of the 46 terms detailed in the compact.						•		
1035 % time central monitoring system is operational.						•		

Financial Institutions

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Safety & Soundness								
1075 % applications for financial institutions that seek state charters.			•					
1076 % state-chartered credit unions that exceed median of all national/federal credit unions chartered on return on equity.			•					
1077 % state-chartered banks that exceed median of all national/federal banks chartered on return on equity.			•					
1078 % banks receiving an examination report within X days after the conclusion of their onsite state examination.			•	•				
1079 % credit unions receiving an examination report within X days after the conclusion of their onsite state examination.			•	•				
1080 % de novo complete applications processed within 90 days.			•					
1081 % surveys returned that rate the examination program as satisfactory or better.			•					
1082 # domestic financial institutions regulated.			•					
1083 # international financial institutions regulated.			•					
1084 % safe & sound credit unions.							•	
Examinations								
1085 % examinations conducted as scheduled for banks/thrifts.				•			•	
1086 % examinations conducted as scheduled for credit unions.				•			•	
1087 % examinations mailed to a depository institution within XX days of exam departure.					•			
1088 # credit union examinations.							•	
1089 # bank examinations.							•	
1090 # savings & loan examinations.							•	
1091 # bank special audit licensees examined.							•	
1092 # trust company/dept and EDP examinations/certifications & other special reviews.							•	
Financial Investigations								
1093 % documented violations referred for enforcement action.			•					
1094 % completed investigations resulting in enforcement action.			•					
1095 # financial investigations closed.			•					
1096 % investigations conducted within X days of report of unlicensed company.				•				
1097 % companies closed or license not required.				•				
1098 % investigated companies licensed.				•				
1099 % written complaints acted on with X days.				•				
Consumer Credit								
1100 \$ monies returned to consumers form licensed lenders.							•	
1101 # complaints closed.							•	
1102 # business applications processed.							•	
1103 # consumers receiving in-person services.							•	
Insurance Commission								
Administration & General								
1104 Administrative costs as a percent of total costs.		•						
1105 Administrative FTE as a percent of total FTE.		•						
1106 # of domestic insurers becoming insolvent.	•							
1107 % insurance interventions conducted with insurance companies when risk-based capital < 200%.					•			
1108 % of alleged violations investigated.	•							
1109 % of market shared by top five insurers.	•							
1110 # resident agents meeting continuing education requirements.		•						
1111 # resident and non-resident agents with active licenses.		•						

Insurance Commission (continued)

- 1112 # company applications for administration processes within XXX days.
- 1113 % domestic companies examined according to statute.
- 1114 % domestic companies analyzed (financial).
- 1115 % non-domestic companies analyzed.
- 1116 % surplus lines brokers examined.
- 1117 Examinations performed as a % of domestic companies.
- 1118 % domestic companies on which financial analysis reviews were performed.
- 1119 Avg time to process agent licenses.
- 1120 Maintain full accreditation.
- 1121 \$ consumer awards resulting from complaint investigation.
- 1122 \$ additional taxes and penalties assessed as a result of examinations/audit
- 1123 # consumer complaints filed.
- 1124 # inquiries answered.
- 1125 % consumer complaints closed.
- 1126 # consumer calls received.
- 1127 # repeat audit findings.
- 1128 # Medical Necessity Review Organizations examined.
- 1129 % internal and external insurance related grievances closed within 180 days.
- 1130 % form and rate filings processed within 90 days.
- 1131 % premium tax collected from authorized insurers.
- 1132 % domestic insurer examination reports adopted within 18 months after examination.
- 1133 % companies rehabilitated after agency intervention.
- 1134 # days form "at risk" identification to solvency action.
- 1135 # contested cases closed.
- 1136 \$ savings to consumers as a result of rate hearings.

Fraud

- 1137 Review and assign investigator within 48 hours of receipt.
- 1138 Investigation closed and referred to local prosecutor before statute of limitations.
- 1139 % referred cases accepted by prosecuting attorneys.
- 1140 Conviction rate on arraigned cases.
- 1141 % investigative actions resulting in administrative action against agents or agencies.
- 1142 # investigations completed.
- 1143 # worker's compensation insurance fraud investigations completed.
- 1144 \$ amount of court ordered restitution.
- 1145 % of court ordered restitution as a percent of department recommended amount.
- 1146 \$ amount of court ordered restitution per capita.
- 1147 % initial claims investigations completed within XX days.
- 1148 % background checks completed within 15 working days.
- 1149 % complaints recommended for further admin action or closure in 60 days.

Licensing & Oversight

- 1150 # companies entering rehabilitation or liquidation.
- 1151 % appraised value of assets liquidated for real property.
- 1152 % appraised value of assets liquidated for personal property.
- 1153 % insurance representatives requiring discipline or oversight.
- 1154 # new producer/agent licenses.
- 1155 % producer application appointments and renewals processed within 10 days.
- 1156 # new companies licensed.
- 1157 # applicants and licensees required to comply with education requirements.
- 1158 # examinations administered and licenses authorized.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
1112		•			•			
1113		•		•				
1114				•				
1115				•				
1116				•				
1117		•						
1118		•						
1119		•						
1120		•		•				
1121		•						
1122				•				
1123		•						
1124							•	
1125		•						
1126			•					
1127				•				
1128				•				
1129						•		
1130						•		
1131						•		
1132						•		
1133							•	
1134							•	
1135							•	
1136							•	
Fraud								
1137		•						
1138		•	•					
1139		•	•					
1140		•						
1141			•					
1142			•					
1143			•					
1144			•					
1145			•					
1146			•					
1147				•				
1148				•				
1149					•			
Licensing & Oversight								
1150			•					
1151			•					
1152			•					
1153			•					
1154			•	•				
1155					•			
1156				•				
1157			•					
1158			•					

Insurance Commission (continued)

- 1159 # agent and agency investigations completed.
- 1160 # agent and agency investigations opened.
- 1161 Avg days from application to denial or issuance for certificate of authority.
- 1162 # rate and forms reviews.
- 1163 # financial review and examinations completed.
- 1164 # market conduct examinations.
- 1165 % market conduct examinations performed as a result of complaints.
- 1166 # regulated or licensed agencies.
- 1167 % companies meeting required financial standards.
- 1168 Residential market premium as a percent of total premium for homeowner's (total), mobile home, dwelling fire insurance.
- 1169 Residential market premium as a percent of total premium for workers' comp insurance.
- 1170 Residential market premium as a percent of total premium for automobile insurance.
- 1171 Average risk based capital percentage.
- 1172 % company filing and applications processed timely.

Consumer Assistance

- 1173 % consumer activities resulting in quality service and consumer satisfaction.
- 1174 # consumers assisted through court-ordered outreach.
- 1175 # consumer educational materials created and distributed.
- 1176 # telephone calls answered through the consumer helpline.
- 1177 # consumer requests and information inquiries.
- 1178 % of written complaints processed timely.
- 1179 # complaints resolved, referred, or closed.
- 1180 Estimated savings to counseled senior health clients.
- 1181 # seniors receiving services through telephone, home visits, airs, group presentations.

Workers' Compensation

- 1182 % injured workers returning to work at 80% or more wages.
- 1183 # claims handlers audited annually.
- 1184 # employer investigations.
- 1185 # early case interventions.
- 1186 # reimbursement requests audited.
- 1187 # reimbursement requests paid.
- 1188 \$ assessment collected.

Policy Forms Review

- 1189 Avg days to process Property & Casualty contract or policy forms.
- 1190 % of Property & Casualty contracts or policy forms approved.
- 1191 % of health contracts or policy forms advertising and rates approved.
- 1192 Avg days to process health contract or policy forms, advertising and rates.
- 1193 # days to process Life & Annuity contract/policy forms.

Health Insurance

- 1194 # avg days to investigate to conclusion a consumer health complaint.
- 1195 \$ claim payments and premium refunds recovered for health insurance complainants.

Life & Annuity

- 1196 # days to investigate to conclusion a Life & Annuity complaint.
- 1197 % of Life & Annuity contract/policy forms approved.

Property & Casualty

- 1198 # days to investigate to conclusion a Property & Casualty complaint.
- 1199 \$ claim payments and premium refunds recovered for Prop & Casualty complainants.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
1159			•					
1160			•					
1161			•	•				
1162			•					
1163			•					
1164			•		•			
1165					•			
1166			•					
1167			•					
1168			•					
1169			•					
1170			•					
1171			•					
1172				•				
Consumer Assistance								
1173			•					
1174			•					
1175			•					
1176			•					
1177			•					
1178			•					
1179			•			•		
1180			•					
1181			•					
Workers' Compensation								
1182			•					
1183			•					
1184			•					
1185			•					
1186			•					
1187			•					
1188			•					
Policy Forms Review								
1189			•					
1190			•					
1191			•					
1192			•					
1193			•					
Health Insurance								
1194			•					
1195			•					
Life & Annuity								
1196			•					
1197			•					
Property & Casualty								
1198			•					
1199			•					

Insurance Commission (continued)

Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
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Receivership

- 1200 # companies brought to final closure.
- 1201 \$ assets recovered form liquidated companies.

Comprehensive Health Insurance (insurer of the uninsurable)

- 1202 Administrative costs as a percent of total costs.
- 1203 # participants.
- 1204 % eligible that are enrolled.
- 1205 % without health insurance
- 1206 # referrals through insurance agents involved in the agent referral program.
- 1207 # training sessions or presentation made to insurance agents and companies.
- 1208 # insurance agents, community partners and stakeholders trained.

Public Service Commission

Administration & General

- 1209 # proceedings relating to wholesale competition or electric reliability.
- 1210 # electric and gas safety inspections.
- 1211 # communications service evaluations.
- 1212 % orders issued within XX days.
- 1213 Avg days to issue orders.
- 1214 Avg days for rate cases to reach final order.
- 1215 # rate cases.
- 1216 #,% cases processed in less than statutory time allowed.
- 1217 % rate cases completed within XX months.
- 1218 Average time to completion of rate cases. (composite or by utility)
- 1219 Direct savings to rate payers.
- 1220 Indirect savings to rate payers.
- 1221 # docketed cases. (composite or by utility)
- 1222 # docketed cases completed.
- 1223 \$ credits/refunds for consumers obtained through complaint resolution.
- 1224 % information technology projects completed on time & within budget.
- 1225 Information systems costs as a percent of total budget.
- 1226 % of total outstanding corporation bureau corporate revocations processed.
- 1227 Opinion of previous fiscal year independent agency audit.
- 1228 # prior year audit findings eliminated.
- 1229 # corporate certificated issued within statutory deadlines.
- 1230 % fully functional applications systems.
- 1231 % employee files that contain performance appraisal completed and submitted.
- 1232 # injuries related to electric operations per 100,000 customers.
- 1233 # injuries related to natural gas operations per 100,000 customers.
- 1234 # compliance investigations.

Utility Cost Comparisons

- 1235 Commercial electric rate comparison of major State utilities & selected regional utilities.
- 1236 Residential electric cost per KWH as a % of national average.
- 1237 Commercial electric cost per KWH as a % of national average.
- 1238 Residential telephone monthly cost as a % of national average.
- 1239 Commercial telephone monthly cost as a % of national average.
- 1240 % composite residential utility increases compared to Consumer Price Index.

Transportation

- 1241 # formal complaints processed by transportation division

Public Service Commission (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Electric								
1242 % electric residential utility increases compared to Consumer Price Index.			•					
1243 Electric allowed return on equity (ROE) state vs national.			•					
1244 % electric utilities achieving within range and over of latest authorized ROE.			•					
1245 % electric safety variances corrected on first reinspection.			•					
1246 #/% electric companies for which rates or earnings were reviewed/adjusted.			•					
1247 # electric proceedings, reviews, and audits examining rates, rate structure, earnings & expenditures.			•					
1248 # electric proceedings granting service authority.			•					
Gas								
1249 % gas residential utility increases compared to Consumer Price Index.			•					
1250 Gas allowed return on equity (ROE) state vs national.			•					
1251 % gas utilities achieving within range and over of latest authorized ROE.			•					
1252 % gas safety variances corrected on first reinspection.			•					
1253 #/% gas companies for which rates or earnings were reviewed/adjusted.			•					
1254 # gas proceedings, reviews, and audits examining rates, rate structure, earnings & expenditures.			•					
1255 # gas proceedings granting service authority.			•					
Water & Waste Water								
1256 % water & wastewater residential utility increases compared to Consumer Price Index.			•					
1257 Water & wastewater allowed return on equity (ROE) state vs national.			•					
1258 % water & wastewater utilities achieving within range and over of latest authorized ROE.			•					
1259 #/% water & wastewater companies for which rates or earnings were reviewed/adjusted.			•					
1260 # water & waste water proceedings, reviews, and audits examining rates, rate structure, earnings & expenditures.			•					
1261 # water & waste water proceedings granting service authority.			•					
Communications								
1262 % communications residential utility increases compared to Consumer Price Index.			•					
1263 % local exchange & alternate local exchange telephone companies communications service variances per inspection points examined.			•					
1264 % inter-exchange communications service variances per inspection points examined.			•					
1265 % pay telephone companies communications service variances per inspection points examined.			•					
1266 # proceedings to evaluate or resolve retail and wholesale competitive issues.			•					
1267 # proceedings granting certificates to operate as a telecommunication company.			•					
1268 % of total switched access lines provided by competitive local exchange carriers.						•		
Consumer Calls								
1269 % answered.			•					
1270 Average waiting time.			•					
1271 Complaints handled within 60 days.			•					
1272 Complaints handled within 30 days.			•	•				
Conservation								
1273 # programs reviewed and proceedings undertaken.			•					
1274 Per capita kWh energy savings through conservation programs.			•					
1275 % combined conservation goals achieved by utility companies.			•					

Economic Development

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
In-State Development								
1377 % local officials reporting satisfied.				•				
1378 # small business certified.				•				
1379 # small and emerging businesses provided specific assistance.				•				
1380 % by which certified companies 2-year survival rate exceed similar companies.				•				
1381 # Small Business Bond guarantees provided.				•				
1382 \$ bond guarantees provided.				•				
1383 # business expansions assisted by the rural economic development program.					•			
1384 # business expansions assisted by the urban economic development program.					•			
Technology Transfer								
1385 # State Technology Transfer Office assistance requests processed.				•				
1386 # startup companies assisted through state office.				•				•
1387 # jobs created by the commercialization of university based research.								•
1388 # state research universities assisted by state office.				•				
1389 # companies introduced to R&D/technology development entities.				•				
1390 # technology opportunities introduced to private sector.				•				
1391 # collaborations with academic institutions & businesses to promote academia.				•				
1392 # collaborations with academic institutions to promote student awareness of job opportunities, career development & internships.				•				
1393 # companies linked to academic institutions to utilize existing academic resources.				•				
1394 # small businesses provided technology assistance.								•
Other High Technology								
1395 % Change in hi-tech jobs.	•							
1396 # high technology jobs created.					•			
1397 Federal R&D funding at colleges and universities		•						
1398 % state payroll in high technology NAICS codes.		•						
1399 % state jobs in high technology NAICS codes. (by code)								•
1400 \$ federal research and development awards and contracts to state businesses.								•
1401 \$ increase in support for nanotechnology, life science, & homeland security research.								•
1402 # undergraduate and graduate students in engineering and sciences.								•
Technology & Space								
1403 # companies trained in ISO 9000 by ISO 9000 quality training organization.				•				
1404 \$ investment in aerospace-related testing, research and development.				•				
Military Bases								
1405 # collaborations with congressional, state, & military leaders to insure survivability.				•				
1406 # companies assisted in developing defense contract opportunities.				•				
Micro enterprise (TANF)								
1407 # individuals assessed for entrepreneurial readiness.				•				
1408 # business startups or expansions.				•				
Financial Assistance & Capital Programs								
1409 # contracts approved (by program).				•				
1410 # jobs created (by program).				•				
1411 # workshops and briefings.				•				
1412 # on-line applications implemented.				•				
1413 \$ amount of venture capital funds invested in-state.		•						•
Clustering								
1414 # entities with ongoing collaborative processes.				•				
1415 # events for cluster organizations (trade shows, cluster meetings, presentations, etc.)				•				

Economic Development (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Bringing Outside Business In-State								
1416 # qualified marketing leads generated.			•					
1417 # companies introduced to investment opportunities.				•				
1418 # business to business linkages and introductions for value added relationships.				•				
1419 \$ value of petrochemical & environmental tech. industries business to business efforts				•				
1420 # business to government linkages impacting startup, competitiveness, expansion.				•				
1421 \$ value of petrochemical & environmental tech. Indus. business to government efforts.				•				
Border Development								
1422 Annual trade share of state ports within the region.					•			
1423 # coordination meetings with border community leaders, congressional office, Mexican federal agencies, federal, state and/or international funding resources to maintain integrity of the international border.					•			
1424 Commercial and noncommercial vehicular port traffic at state ports.					•			
International								
1425 # in-state companies assisted.			•	•				•
1426 # international companies contacted and assisted with investment opportunities.				•				
1427 # projects.			•					
1428 # leads referred to local economic development organizations.			•	•				
1429 # successful incentive projects worked with local organizations.			•					
1430 # times information services are accessed.			•					
1431 # export opportunities for cluster companies.				•				
1432 \$ value of state exports to Mexico as a result of state efforts.					•			
1433 # export to Mexico related jobs impacted by state efforts.					•			
1434 New sales of assisted exporters.						•		
1435 # companies actively counseled in exporting or that have participated in a trade event.								•
Advocating International Business Partnerships								
1436 % clients indicating assistance is very responsive.			•					
1437 % overseas clients indicating assistance is very responsive.			•					
1438 % volunteer-consultants who would volunteer again.			•					
1439 Ratio of donated services & contributions to state funding.			•					
1440 # trade or cultural missions.			•					
1441 # consular corps credentials issued.			•					
1442 # sister cities/sister state grants approved.			•					
1443 # volunteer technical assistance missions to Central America & Caribbean.			•					
1444 # international and domestic development missions.			•					
Rural Development								
1445 # communities and regions assisted with their strategic assessments and action plans to increase readiness for economic development.								•
Incubators								
1446 # startup companies entering incubators within distress or underserved areas.								•
Travel Development								
Administration & General								
1447 Website hits.					•			
1448 # site inspections.					•			
1449 # audit exceptions.					•			
1450 % audit exceptions resolved.					•			
Visitor Data								
1451 # visitors per year.	•		•	•				

Travel Development (continued)

- 1452 # visitors per year from selected countries.
- 1453 # visitors during off-season.
- 1454 # visitors by (travel mode).
- 1455 # in-state tourists.
- 1456 % state tourists participating in nature or heritage bases activities.
- 1457 # inquiring about nature or heritage activities while visiting web site.
- 1458 % market share of domestic tourism.
- 1459 % awareness of state as a visitor destination.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
1452 # visitors per year from selected countries.	•							
1453 # visitors during off-season.	•							
1454 # visitors by (travel mode).	•							
1455 # in-state tourists.			•					
1456 % state tourists participating in nature or heritage bases activities.			•					
1457 # inquiring about nature or heritage activities while visiting web site.			•					
1458 % market share of domestic tourism.					•			
1459 % awareness of state as a visitor destination.					•			
Tax & Economic Data								
1460 \$ total direct tourist spending.				•				
1461 Lodging taxes.	•							
1462 Rental car surcharge.			•					
1463 Tourism related employment.			•	•				
1464 Taxable tourism related sales.			•					
1465 Local option tax.			•					
1466 Sales tax collections vs cost of producing and airing advertisements.			•					
Publications								
1467 # of brochures distributed.	•							
1468 # page views.	•							
1469 # reached by printed advertising.			•					
1470 Average time to provide requested information.				•				
1471 Magazine circulation rate.					•			
1472 Ancillary product revenue.					•			
Advertising								
1473 # leads from advertising.			•					
1474 #,\$ value of industry and advertising site visits (familiarization tours).			•					
1475 # total mail, telephone & internet inquiries.				•				
1476 Print advertising conversion rate.					•			
1477 Broadcast advertising conversion rate.					•			
Private Sector Partnerships								
1478 # private sector partners.			•					
1479 \$ private sector direct donations.			•					
1480 \$ private sector matching programs.			•					
1481 Private sector contributions.			•					
1482 Satisfaction rate of partners and representative industry members.			•					
1483 # community outreach activities.					•			
1484 # partnered cooperative advertising applications received.					•			
Welcome Centers								
1485 # visitors.			•	•				
1486 Average length of stay.			•					
State Beautification								
1487 # pounds of litter removed.				•				
1488 # state clean and beautiful community participants and volunteers in spring cleanup-great American cleanup.				•				
1489 # state clean and beautiful community participants and volunteers in fall cleanup-trek for trash.				•				

History (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Historic Preservation								
1563 # properties protected or preserved.			•	•	•			
1564 # preservation services applications reviewed.			•					
1565 # copies or viewings of publications, including internet website hits.			•					
1566 # citizens served.			•					
1567 # buildings recorded.				•				
1568 # businesses recruited to historic districts.				•				
1569 # historic properties participating in federal and state tax incentive programs.						•		
1570 # historic properties provided technical assistance, monitoring, and mandated reviews to encourage preservation.							•	
1571 \$ private & local investment in historic rehabilitation & other heritage stewardship activities due to department assistance.								•
1572 # historic properties protected or documented by their owners or managers.								•
1573 # historic properties registered or marked for their historic significance.								•
1574 # state-owned properties placed under treatment or management plans for which historic preservation issues are appropriately considered in-long range planning or maintenance processes.								•
1575 # state-owned historic properties added to the state landmarks register.								•
1576 # state-owned historic properties assessed for condition.								•
1577 # historic properties listed as state historic landmarks that recognize persons or events associated with diversity themes.								•
Archaeology								
1578 # historic and archaeological sites recorded in master site file.			•					
1579 # historic and archaeological objects maintained for public use.			•					
1580 # citizens served.			•					
1581 # sites identified or evaluated.				•			•	
1582 # sites jeopardized due to insufficient information system.				•				
1583 # landowners contacted.				•				
1584 % proposed projects reviewed.				•				
1585 # persons provided educational materials.				•				
1586 # interpretive projects conducted.				•				
1587 % archaeological fieldwork requested by the state highway and transportation department that met or surpassed budget and schedule requirements.					•			
Library								
State Library								
1588 # agencies using (service).	•							
1589 % change in service usage.	•		•					
1590 % increase in research collections usage at state library.			•					
1591 # of documents and photos accessed.	•							
1592 # exhibits circulated and venues served.	•							
1593 # items loaned.			•					
1594 Patron satisfaction survey results.	•							
1595 # of local librarians using services.	•							
1596 # of patrons served.	•	•	•					•
1597 # of patrons served by (special service).	•		•					
1598 Cost per library customer served.		•						
1599 Cost per special service library customer served.				•				
1600 # new users.			•	•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Arts Council (continued)								
1675							•	•
1676								•
1677								•
1678								•
Cultural Support & Development Grants								
1679			•					
1680			•					
1681			•					
1682			•					
1683			•					
1684			•					
1685							•	
1686			•					
1687			•					
1688			•					
1689							•	
1690			•					
1691			•					
Folk Arts & Local Culture								
1692				•				
1693				•				
1694				•				
Arts Education								
1695								•
1696								•
1697	•							
Human Resources								
Administration & General								
1698					•			
1699	•							
1700	•							
1701	•							
1702	•							
1703	•							
1704	•							
1705	•							
1706			•					
1707			•					
1708			•					
1709			•					
1710			•					
1711			•					
1712			•					
1713			•					
1714			•					
1715					•			
1716					•			

Human Resources (continued)

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Public Employees Relations								
1756 % timely labor dispositions.			•					
1757 % timely employment dispositions.			•					
1758 % dispositions not appealed.			•					
1759 # labor dispositions.			•					
1760 # employment dispositions.			•					
1761 % employees who feel that their accomplishment is recognized by supervisors and senior management.					•			
Human Relations								
1762 % civil rights cases resolved within 180 days of filing.			•					
1763 # inquiries & investigations.			•					
Appeals								
1764 # discipline and removal cases not scheduled in 90 days.					•			
1765 % decisions rendered within XX days.					•			
1766 % decisions taking more than 90 days.					•			
Training								
1767 # of students instructed.					•			
1768 % managers and supervisors completing board-required training as a % of total managers & supervisors.					•			
1769 Customer satisfaction rating with training.								•
1770 Customer satisfaction rating with consulting services and technical assistance.								•
Compensation								
1771 % classified positions reviewed.					•			
1772 % jobs reviewed.					•			
1773 Average processing time for job studies.					•			
1774 # salary surveys.					•			
1775 \$ avg employee pay as a percent of board approved comparator market surveys.					•			
Testing								
1776 # exams validated.					•			
Ethics								
1777 # investigations completed.					•			
1778 #,% investigations completed timely.					•			
1779 % reports in registrations filed electronically.					•			
1780 % reports and registrations filed late.					•			
1781 Time to seek board action.					•			
Retirement System Administration								
1782 5-year average annualized investment returns to exceed internal benchmark, in basis points.					•			
1783 % 5-year annualized performance ranking in a national survey of 50-60 similar large public pension plans in the US.					•			
1784 % accurately computed retirements.					•			
1785 Avg days to respond to request for benefit estimates, military buy backs and service credit verifications.					•			
1786 # years needed to finance the unfunded actuarial accrued liability for the public employees retirement fund with current statutory contribution rates.					•			
1787 \$ direct cost per retirement established.						•		
1788 Customer satisfaction rating with service retirement established.						•		
1789 % increase in deferred comp dollars deferred annually.						•		
1790 % increase in total deferred comp dollars deferred.						•		

Human Resources (continued)

- 1791 \$ cost per deferred comp participant for meeting and counseling.
- 1792 Deferred comp customer satisfaction rating.

State Housing Finance Corporation

Administration & General

- 1793 Number of loans purchased.
- 1794 Public Housing Assessment System (PHAS) score.
- 1795 SEMAP (Section Eight Management Assessment Program) score.
- 1796 Bond ratings.
- 1797 % of targeted dollars allocated to target population.
- 1798 Ratio of non-state funding to state appropriated dollars.
- 1799 % units exceeding statutory set-asides.
- 1800 # applications processed.
- 1801 # affordable housing loans funded.
- 1802 % individuals at 91-100% of applicable median income closing residential loans.
- 1803 % individuals at 81-90% of applicable median income closing residential loans.
- 1804 % individuals at 80% and less of applicable median income closing residential loans.

Career Service Review Board

Administration & General

- 1805 % cases scheduled for hearing within 90 days after filing.
- 1806 # cases closed.

Minority Offices

American Indian

- 1807 # youth camps sponsored.
- 1808 % capital outlay projects closed.
- 1809 % employee files that contain performance appraisals.
- 1810 # tribal nations surveyed.
- 1811 # tribal issues identified.

African Americans

- 1812 # regional educational conferences.
- 1813 # state African Americans recognized statewide for achievement.
- 1814 # African American organizations or churches statewide included in database.
- 1815 # churches, organizations, and counties receiving information.
- 1816 # forums within state to mobilize citizens to address issues identified in prior year town hall meetings.

Martin Luther King, Jr.

- 1817 # annual statewide youth conferences suing Dr. King's principles of non-violence.
- 1818 # statewide holiday commemorative programs supported.
- 1819 # youth anti-violence workshops.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
1791						•		
1792						•		
1793	•							
1794	•							
1795	•							
1796	•							
1797			•					
1798			•					
1799			•					
1800			•					
1801			•					
1802						•		
1803						•		
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1805			•					
1806			•					
1807			•					
1808						•		
1809						•		
1810						•		
1811						•		
1812						•		
1813						•		
1814						•		
1815						•		
1816						•		
1817						•		
1818						•		
1819						•		

Governor's Office

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Governor								
1820 % website re-development project completed.					•			
1821 # days to appoint individuals to board and commission positions.					•			
1822 # days to answer or refer to the proper entity constituent requests for information.					•			
1823 # days to respond to requests for pardons.					•			
Budget Office								
1824 % agencies reaching performance targets.	•							
1825 % self-supporting agencies that are fully self-supporting.	•							
1826 General Fund reserve levels as a percent of recurring appropriations in the executive budget recommendation.					•			
1827 % state budget division's Accountability in Government Act statutory deadlines met.					•			
1828 Error rate for eighteen-month general fund revenue forecast.					•			
1829 Average days to approve or disapprove budget adjustment requests.					•			
1830 % bond proceed balances older than four years for inactive projects reverted by June 30.					•			
1831 Date that written budget request guidelines will be provided to agencies.					•			
1832 Budget document preparation schedule provides adequate time for governor's office input and agency input through analyst interaction and selected budget meetings.					•			
1833 % compliance with budget monitoring and control system plan for all cabinet agencies for implementation in next budget cycle.					•			
1834 % agencies with budgeting and corrective action plans in place.					•			
1835 % department of finance and administration and legislative finance committee collaboration plan implemented.					•			
1836 % office of education accountability's statutory responsibilities met.					•			
1837 # group or individual budget training sessions provided to state agencies.					•			
1838 % state employee payroll direct deposits.					•			
1839 % agency satisfaction survey ranking services as very good to excellent.					•			
1840 % state agencies submitting annual performance reports consistent with performance measure guidelines.					•			
1841 % citizens familiar with state benchmarks.					•			
1842 State proportionate share of federal funding.							•	
1843 % of responses within two business days.							•	
1844 One-time savings as a percent of total general fund spending.								•
1845 % of general fund that is one-time.								•
1846 % projected federal grants in budget to actual.								•
1847 Per capital federal grants.								•
1848 Debt service as a percent of tax revenue.								•
Community Planning								
1849 % local comprehensive plan amendments determined in compliance with Growth Management Act.			•					
1850 %,# local governments receiving technical assistance to promote innovative planning strategies and encourage optional planning provisions.			•					
1851 # inter-local agreements executed by local governments/school boards.				•				
1852 # plan amendment packages reviewed.				•				
1853 # local govt. evaluations and appraisal reports reviewed.				•				
1854 # technical assistance initiatives.				•				
1855 # plans that adequately address disaster mitigation.				•				
1856 # developments of regional impact managed.				•				
1857 # areas of critical state concern development orders reviewed and final orders issued.				•				
1858 # statewide or county planning efforts that incorporate state benchmarks.						•		

Attorney General's Office

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administration & General								
1961 % challenges to agency decisions.	•							
1962 # repeat legislative audit findings.				•				
1963 % initial responses for opinions made within 3 days of request.					•			
1964 % inquiries resolved within sixty days of complaint or referral receipt.					•			
1965 % investigations of Open Meetings Act, Inspection of Public Records Act, Governmental Conduct Act, and Campaign Reporting Act, what complaints or referral initiated within thirty days of referral.					•			
1966 # outreach presentations.					•			
1967 # crime victims receiving information and advocacy.					•			
1968 % payment vouchers sent to finance within two working days.					•			
1969 \$ delinquent revenue collected.						•		
1970 \$ Title IV-D child support collected.						•		
1971 # days to analyze a claim and make an award.						•		
1972 \$ Medicaid overpayments identified.						•		
1973 # hours training per prosecutor.								•
1974 % prosecutors given the opportunity to meet CLE requirements.								•
1975 Prosecutor quality rating of training.								•
1976 # prosecutors trained in domestic violence prosecution.								•
1977 # jurisdictions collecting data form standardized computerized case management program.								•
1978 # court of appeals case reversals attributable to procedural errors by prosecutors.								•
1979 # eligible attorneys who have attained AV rating, BV rating, or board certification.								•
Criminal Justice								
1980 % offenders qualifying for enhanced sentencing for whom attorneys recommend it.			•					
1981 #,% of dispositions by trial verdicts.			•					
1982 #,% of dispositions by pleas.			•					
1983 #,% of dispositions by non trial.			•					
1984 #,% of dispositions by otherwise			•					
1985 # substantiated Bar Grievances filed annually.			•					
1986 # misdemeanor criminal case referrals.			•					
1987 # felony criminal case referrals.			•					
1988 # juvenile criminal case referrals.			•					
1989 # misdemeanor criminal case filings.			•					
1990 # felony criminal case filings.			•					
1991 # juvenile criminal case filings.			•					
1992 # avg misdemeanor referrals per attorney.			•					
1993 # avg felony referrals per attorney.			•					
1994 # avg juvenile referrals per attorney.			•					
1995 # avg misdemeanor filings per attorney.			•					
1996 # avg felony filings per attorney.			•					
1997 # avg juvenile filings per attorney.			•					
1998 # post conviction relief responses or Habeas Corpus responses.			•					
1999 # sexual predator civil commitment proceedings.			•					
2000 # citizen dispute mediations.			•					
2001 # worthless check diversions.			•					
2002 # domestic violence diversions.			•					
2003 # statutory pretrial interventions.			•					
2004 # cases referred to drug court.			•					

Attorney General's Office

- 2005 # Baker Act hearings.
- 2006 # cases opened.
- 2007 # cases closed.
- 2008 # recusals.
- 2009 # requests for assistance.
- 2010 # extraditions processed.
- 2011 # requests for opinions.
- 2012 # criminal investigations initiated.
- 2013 # criminal investigations closed.
- 2014 # task force & joint investigations conducted.
- 2015 # arrests.
- 2016 # citizen complaints handled or resolved.
- 2017 % mediation processes initiated within 72 hours of receipt of completed complaint.
- 2018 # petitions for discretionary review granted by the court of criminal appeals.

Medicaid Fraud

- 2019 # investigations pending from previous fiscal year.
- 2020 # investigations initiated.
- 2021 # investigations closed.
- 2022 % investigations completed within 120 days of receipt.
- 2023 # prosecutions instituted.
- 2024 # prosecutions referred to a district attorney.
- 2025 # convictions.
- 2026 # prosecutions pending at year's end.
- 2027 Collections from all sources.
- 2028 \$ total Medicaid recoveries.
- 2029 Three year projected savings resulting from fraud investigations.
- 2030 \$ total judgments.
- 2031 \$ amount of administrative restitution ordered.
- 2032 Avg working days to begin coordination between investigator & prosecutor.
- 2033 Avg working days for initial contact with victim & witnesses from initial consultation.
- 2034 # program improvement recommendations.

Medicaid Fraud Prevention

- 2035 # training programs for state agency personnel & health care providers.
- 2036 # proactive projects to detect abuse of the infirm & Medicaid fraud.

Public Defender

- 2037 % clients in custody contacted within 72 hours of appointment.
- 2038 % felony and misdemeanor cases resolved within speedy trial rule unless dismissed.
- 2039 # substantiated Bar grievances filed annually.
- 2040 # appointed cases.
- 2041 # criminal cases closed.
- 2042 # civil cases closed.
- 2043 # cases nolle dismissed.
- 2044 # pleas.
- 2045 # trials.
- 2046 # clients represented.
- 2047 # juveniles represented.
- 2048 # violation of probation hearings.
- 2049 # conflict hearings.
- 2050 # initial interviews for assigned cases held for initial appointment.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
2005 # Baker Act hearings.			•					
2006 # cases opened.			•					
2007 # cases closed.			•					
2008 # recusals.			•					
2009 # requests for assistance.			•					
2010 # extraditions processed.			•					
2011 # requests for opinions.			•					
2012 # criminal investigations initiated.			•					
2013 # criminal investigations closed.			•					
2014 # task force & joint investigations conducted.			•					
2015 # arrests.			•					
2016 # citizen complaints handled or resolved.			•					
2017 % mediation processes initiated within 72 hours of receipt of completed complaint.						•		
2018 # petitions for discretionary review granted by the court of criminal appeals.							•	
Medicaid Fraud								
2019 # investigations pending from previous fiscal year.			•					
2020 # investigations initiated.			•					
2021 # investigations closed.			•					
2022 % investigations completed within 120 days of receipt.						•		
2023 # prosecutions instituted.			•					
2024 # prosecutions referred to a district attorney.			•					
2025 # convictions.			•					
2026 # prosecutions pending at year's end.			•					
2027 Collections from all sources.			•					
2028 \$ total Medicaid recoveries.						•		
2029 Three year projected savings resulting from fraud investigations.						•		
2030 \$ total judgments.			•					
2031 \$ amount of administrative restitution ordered.			•					
2032 Avg working days to begin coordination between investigator & prosecutor.			•					
2033 Avg working days for initial contact with victim & witnesses from initial consultation.			•					
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2042 # civil cases closed.			•					
2043 # cases nolle dismissed.			•					
2044 # pleas.			•					
2045 # trials.			•					
2046 # clients represented.			•					
2047 # juveniles represented.						•		
2048 # violation of probation hearings.			•					
2049 # conflict hearings.			•					
2050 # initial interviews for assigned cases held for initial appointment.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Attorney General's Office								
2051				•				
2052				•				
2053				•				
2054					•			
2055					•			
2056					•			
2057					•			
2058					•			
Public Defender Appellate								
2059			•					
2060			•					
2061			•					
2062			•					
2063			•					
2064			•					
2065					•			
Public Defender Mentally Disabled								
2066			•					
2067			•					
2068			•					
2069			•					
2070			•					
2071			•					
2072			•					
Capital Collateral Regional Counsels								
2073			•					
2074			•					
2075			•					
2076			•					
2077			•					
2078			•					
2079			•					
2080			•					
2081			•					
2082			•					
Civil Enforcement								
2083			•					
2084			•					
2085			•					
2086			•					
2087			•					
2088			•					
2089			•					
2090			•					
2091			•					

Attorney General's Office

- 2092 # active Medicaid Fraud cases.
- 2093 # hearings held before the court.
- 2094 # active ethics cases.
- 2095 # active child support enforcement cases.
- 2096 # active civil rights cases.
- 2097 # of opinions released.
- 2098 # pending cases in Collections Section
- 2099 # cases closed in Collections Section.
- 2100 \$ total collections.
- 2101 # student loan collection cases.
- 2102 \$ collected from outstanding student loan cases.
- 2103 % insurance & securities cases claims, and proceedings involving receivership handled in-house.
- 2104 % equal opportunity cases closed within X days.
- 2105 Average time to respond to a consumer complaint.
- 2106 Average # days to initiate auto fraud investigation.
- 2107 # duty calls.
- 2108 Average response time for attorney to research and write opinions (in days).
- 2109 Average total time form receipt to release of an opinion (in days).
- 2110 % cases handled in-house.
- 2111 # cases.
- 2112 # cases contracted to outside firms.

Constitutional Legal Services

- 2113 # days for opinion release.
- 2114 % clients expressing satisfaction with constitutional legal services.
- 2115 # opinions issued.
- 2116 # active Solicitor General cases.

Criminal and Civil Litigation Defense

- 2117 % clients expressing satisfaction with criminal and civil legal defense services.
- 2118 \$ total fees and costs expended for legal services with private outside counsel.
- 2119 % state legal services conducted by private entities.
- 2120 # capital cases - briefs/state & federal responses/oral arguments.
- 2121 # non-capital cases - briefs/state & federal responses/oral arguments.
- 2122 # active sexual predator commitment appeals.
- 2123 # active eminent domain cases.
- 2124 # active tax cases.
- 2125 # active civil appellate cases.
- 2126 # active inmate cases.
- 2127 # active state employment cases.
- 2128 # active tort cases.

Victim Services

- 2129 # victim compensation claims received.
- 2130 # days from application to payment of victim compensation claims.
- 2131 # victims service through grants.
- 2132 # attending victims and crime prevention training.
- 2133 % increase in number of reparation applications received.
- 2134 # formal regional trainings conducted annually.
- 2135 # formal internal staff trainings conducted annually.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
2092			•					
2093			•					
2094			•					
2095			•					
2096			•					
2097					•			
2098					•			
2099					•			
2100					•			
2101					•			
2102					•			
2103					•			
2104					•			
2105					•			
2106					•			
2107					•			
2108					•			
2109					•			
2110					•			
2111					•			
2112					•			
Constitutional Legal Services								
2113			•					
2114			•					
2115			•					
2116			•					
Criminal and Civil Litigation Defense								
2117			•					
2118			•					
2119			•					
2120			•					
2121			•					
2122			•					
2123			•					
2124			•					
2125			•					
2126			•					
2127			•					
2128			•					
Victim Services								
2129			•					
2130			•		•			
2131			•					
2132			•					
2133					•			
2134					•			
2135					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Attorney General's Office								
Crime Victim Federal Grant Administration								
2136					•			
2137					•			
2138					•			
2139					•			
2140					•			
2141					•			
2142					•			
2143					•			
Prosecution of Multi-Circuit Organized Crime								
2144			•					
2145			•					
2146			•					
2147			•					
2148			•					
Campaign Finance and Election Fraud Enforcement								
2149			•					
2150			•					
2151			•					
2152							•	
2153							•	
2154							•	
2155							•	
Risk Litigation								
2156			•					
2157			•					
2158			•					
2159			•					
2160			•					
2161			•					
Auditor								
Administration & General								
2162					•			
2163					•			
2164					•			
2165					•			
2166					•			
2167					•			
Corrections								
Administration & General								
			•					
2169			•					
2170			•					
2171			•					
2172			•					
2173			•					
2174					•			

Corrections

- 2175 % budget units with repeat audit findings.
- 2176 State's national rank in incarceration rate.
- 2177 State's national rank in inmate cost per day .
- 2178 \$ daily cost per adult inmate.
- 2179 Recidivism rate (X-year follow-up).
- 2180 Corrections debt service outstanding balance.
- 2181 # Walk away prisoners.
- 2182 # Offenders convicted on new offenses while in custody.
- 2183 # Offenders receiving a GED while in custody.
- 2184 # Substance abuse enrollees completing treatment.
- 2185 % inmates with corrections plan.
- 2186 % inmates corrections plan completed while incarcerated.
- 2187 % plan completers reintegrated into the community who did not recidivate.
- 2188 # inmates classified into facilities based on their individual and program needs.
- 2189 # victim contacts or notifications.
- 2190 # offenders in transition programs.

Institutional Operations

- 2191 # escapes from the secure perimeter of major institutions
- 2192 # batteries committed by inmates on one or more persons per 1,000 inmates.
- 2193 # inmates receiving major disciplinary reports per 1,000 inmates.
- 2194 % random drug tests that are negative.
- 2195 % of reported criminal incidents investigated by the Inspector General's Office
- 2196 # escapes from the secure perimeter of major institutions
- 2197 # score sheets processed.
- 2198 % completing drug treatment without subsequent recommitment within 2 years
- 2199 % needing drug treatment that successfully complete treatment.
- 2200 # inmates receiving substance abuse services.
- 2201 % adult institutions accredited by American Correctional Association.
- 2202 # total beds for all adult institutions.
- 2203 Inmate population as a percent of maximum design capacity.
- 2204 # inmates per corrections security officer.
- 2205 # Class I assaults on staff per month per 1000 inmates.
- 2206 % placed in a facility providing at least one of the inmate's primary program needs.
- 2207 % inmates who did not escape when assigned outside secure perimeter.
- 2208 # escapes.
- 2209 Rate of workers' compensation time loss claims per 100 employees.
- 2210 Department electrical consumption per month.
- 2211 Turnover rate for correctional officers.
- 2212 # high-risk offenders with increased monitoring contacts.

Public Service Work squads and Work Release Transition

- 2213 % of available inmates who work.
- 2214 # available work assignments.
- 2215 # inmates available for work assignments.
- 2216 % of those available for work who are not assigned.
- 2217 % work center utilization.

Community Corrections

- 2218 % court-ordered amounts collected from community supervised for restitution.
- 2219 % court-ordered amounts collected from community supervised for other court ordered costs.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
2175				•				
2176				•				
2177				•				
2178				•				
2179				•			•	
2180				•				
2181	•							
2182	•							
2183	•							
2184	•							
2185						•		
2186						•		
2187						•		
2188								•
2189								•
2190								•
Institutional Operations								
2191			•					
2192			•					
2193			•					
2194			•					
2195			•					
2196			•					
2197			•					
2198			•					
2199			•					
2200			•					
2201			•					
2202			•					
2203			•					
2204				•				
2205						•		
2206			•					
2207			•			•		
2208				•				
2209						•		
2210						•		
2211							•	
2212								•
Public Service Work squads and Work Release Transition								
2213			•					
2214			•					
2215			•					
2216			•					
2217								•
Community Corrections								
2218			•					
2219			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Corrections								
2220			•					
2221			•					
2222			•					
2223				•				
2224				•				
2225				•				
2226				•				
2227								•
2228								•
2229								•
Inmate Health								
2230			•					
2231			•					
2232				•				
2233				•			•	
2234				•				
2235						•		
2236								•
Inmate Education								
2237			•					
2238			•					
2239			•	•				
2240			•					
2241			•	•				
2242			•					
2243				•				
2244				•				
2245				•				
2246				•				
2247								•
2248								•
2249								•
2250								•
2251								•
2252								•
2253								•
Offender Transition, Rehabilitation and Support								
2254			•					
2255			•					
2256			•					
2257			•					
2258			•					
2259			•					
Private Prison Operations								
2260			•					
2261			•					
Officer Training								
2262				•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Corrections								
County Jail Contracting								
2263 # offenders housed per day.				•			•	
2264 # adults housed per day.				•				
2265 # adults housed per day in work release.				•				
2266 # juveniles housed per day.				•				
2267 % adult inmate population in local jails.				•				
2268 % juvenile inmate population housed in local jails.				•				
Correctional Industries								
2269 \$ revenue earned by agriculture operations.								•
2270 # hours worked per week per work center inmate.								•
Juvenile Justice								
Administration & General								
2271 Re-offense rate. (By type of offense, or race, or with & without treatment.)	•				•			
2272 % convicted of a new misdemeanor or felony within one year.								•
2273 % ordered restitution collected at time of case closure.	•							
2274 % of community work service hours performed.	•							
2275 Avg. cost per juvenile served through community based programs.			•					
2276 % youth receiving crime prevention services whose risk factors decrease.						•		
2277 # youth receiving crime prevention services.						•		
2278 % youth receiving treatment still free one year after case is closed.			•					
2279 % juveniles released from custody who receive aftercare services.			•					
2280 Total collections of statutorily mandated maintenance fees.			•					
2281 Time in seconds of processing information requests for juvenile offender criminal history reports.			•					
2282 % juvenile facilities ACA accredited.				•				
2283 % juvenile regional offices ACA accredited.				•				
2284 % juvenile community residential centers and day treatment ACA accredited.				•				
2285 % employee files that contain completed performance appraisals development plans.					•			
2286 # recommendations in long-range public safety plan that are adopted or implemented.						•		
2287 % surveyed customers rating agency assistance good or excellent.						•		
2288 # website hits.						•		
2289 % detain or release decisions guided by detention assessment instrument.								•
2290 # travel-related meetings replaced or enhanced by videoconferencing.								•
2291 % key management reports added to an automated reporting system.								•
Secure Residential & Detention Centers								
2292 Average daily population in residential programs.							•	
2293 % who remain crime free while in secure detention.			•					
2294 # escapes.			•			•		•
2295 # escapes per 100 person days.						•		
2296 # youth-on-youth batteries per 1,000 youth served daily in secure detention.			•					
2297 # youth-on-staff batteries per 1,000 youth served daily in secure detention.			•					
2298 Avg daily population for secure detention by type: High or Maximum.			•					
2299 Avg Daily population in secure substance abuse treatment by level by month.			•					
2300 % residential commitment program reviews conducted with "satisfactory" or higher.			•					
2301 # beds available.			•					
2302 Avg. cost per juvenile served through residential programs. (sometimes by facility)			•	•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Juvenile Justice								
2303			•					•
2304				•				
2305					•			
2306					•			
2307					•			
2308					•			
2309					•			
2310					•			
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2312						•		
2313						•		
2314						•		
2315						•		
2316						•		
2317						•		
2318								•
Home Detention								
2319			•					
2320			•					
Aftercare Services - Conditional Release								
2321			•					
2322			•					
Juvenile Parole								
2323					•			
2324					•			
2325					•			
2326					•			
2327								•
2328								•
Juvenile Probation								
2329			•					
2330			•					
2331			•					
2332			•					
2333			•					
2334			•					
2335			•					
2336			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Juvenile Justice								
2337			•					
2338			•					
2339			•					
2340			•					
2341			•					
2342					•		•	
2343							•	
2344							•	
Non-Residential								
2345			•					
2346				•				
Education								
2347							•	
2348			•					
2349			•					
2350			•					
2351			•					
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2354						•		
2355							•	
2356							•	
2357								•
2358								•
2359								•
2360								•
Field Services								
2361			•					
2362			•					
2363			•					
2364			•					
2365			•					
2366			•					
2367			•					
2368			•					
Contract Services								
2369			•					
2370			•					
2371			•				•	
2372			•					
2373			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Probation & Parole								
2414 % community control offenders completing sentence or still under supervision after 2 years.			•					
2415 % post prison release offenders completing sentence or still under supervision after 2 years.			•					
2416 % community supervised completing drug treatment without recommitment within 2 years.			•					
2417 # comprehensive resource guides produced and updated.					•			
2418 # meeting held with individuals advocacy groups, and local, state, federal, or county governments to educate and provide information regarding the parole board and its role and mission.					•			
2419 % active registered victims where the board has accurate contact information.						•		
2420 % warrants received by the board in which the warrant is issued within 5 days.						•		
2421 % revocations for offenders who violate their conditions of parole or post prison supervision.						•		
2422 % of expiration orders that have been completed and mailed within 5 days of an offenders discharge or post prison supervision.						•		
2423 % of administrative review responses completed and mailed within 60 days of receipt of an inmate/offenders administrative review request.						•		
2424 % parolees reoffending within X years.						•		
2425 % crime victims requesting and getting a meeting with a parole board member.								•
2426 % timely grant decision notices to attorney general.								•
2427 % discretionary grant cases with crime victim input.								•
Post-Incarceration Enforcement and Victims Rights								
2428 #,% parolees successfully completing supervision without revocation within 2 years.			•					
2429 % revocation cases completed within 90 days after final hearing.			•					
2430 % cases placed before board containing no factual errors.			•					
2431 #,% conditional release cases			•					
2432 #,% revocation determinations			•					
2433 #,% clemency cases			•					
2434 #,% parole release decisions			•					
2435 #,% victims assisted			•					
Field Services								
2436 # caseload per agent.					•			
2437 # total investigations.					•			
2438 # offenders under supervision.					•			
2439 # offenders under electronic surveillance.					•			
Courts								
Administration & General								
2440 Administrative costs as a percent of total costs.			•					
2441 Administrative FTE as a percent of total FTE.			•					
2442 # judicial and court staff education contact hours.			•					
2443 # public education contact hours.			•					
2444 # professionals certified.			•					
2445 # major court services, research and evaluation initiatives completed.			•					
2446 # of audit findings.			•					
2447 % invoices processed within statutory time frames.			•					
2448 # budget amendments and agency transfers processed.			•					
2449 # accounting transactions.			•					

Courts

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Law Library								
2497 % titles updated.					•			
2498 # website hits.					•			
2499 # research requests.					•			
2500 % staff time spend on shelving and updating library materials.					•			
2501 % positive evaluations of library service by library patrons.							•	
Appellate Courts Operations								
2502 Clearance rate for all case types.			•		•		•	
2503 # cases disposed.			•					
2504 Median days from filing of criminal appeals to disposition.			•					
2505 Median days from filing of criminal petitions to disposition.			•					
2506 Clearance rate for criminal appeals and petitions.			•					
2507 % criminal appeals & petitions cases disposed within 180 days of oral argument or conference.			•					
2508 Median days for non-criminal appeals from filing to dispositions for notices of appeal.			•					
2509 Median days for non-criminal appeals from filing to dispositions.			•					
2510 Clearance rate for non-criminal appeals and petitions.			•					
2511 % non-criminal appeals & petitions cases disposed within 180 days of oral argument or conference.			•					
2512 # records maintained.			•					
2513 # employees administered.			•					
2514 Square footage secured.			•					
2515 Square footage maintained.			•					
2516 # legal opinions written.					•			
2517 Average # credited training hours for appellate court attorneys annually.					•			
2518 Average time from time filed to disposition in death penalty cases.							•	
2519 Dispositions rate for death penalty cases.							•	
2520 Disposition rate for petitions for discretionary review which are granted.							•	
2521 Average time from the time petitions for discretionary review are granted until disposition.							•	
2522 % cases under submission for more than 12 months.							•	
2523 Average % cases filed but not yet disposed for more than 24 months.							•	
Circuit Court Operations								
2524 Clearance rate for all case types.			•		•			
2525 # cases disposed.			•					
2526 Clearance rate for criminal cases.			•					
2527 # criminal cases disposed.			•					
2528 Clearance rate for general civil cases.			•					
2529 # general civil cases disposed.			•					
2530 Clearance rate for domestic relations cases.			•					
2531 # domestic relations cases disposed.			•					
2532 Clearance rate for probate and guardianship cases.			•					
2533 # probate and guardianship cases disposed.			•					
2534 Clearance rate for juvenile delinquency cases.			•					
2535 # juvenile delinquency cases disposed.			•					
2536 Clearance rate for juvenile dependency cases.			•					
2537 # juvenile dependency cases disposed.			•					
2538 # employees administered.			•					
2539 # juvenile programs coordinated, monitored, managed, or supervised.			•					
2540 # children served relating to truancy alternatives.			•					

Public Safety

- 2584 % minority applicants.
- 2585 # grants disbursed.
- 2586 # agencies accredited.
- 2587 # cases awarded emergency violent crime funds.
- 2588 # internal and compliance audits.
- 2589 # deficiencies identified.
- 2590 % deficiencies corrected.
- 2591 % employee performance appraisal development plans that were completed on time.
- 2592 Satisfaction rating of administrative services provided to all programs.
- 2593 % operability for mission-critical software applications on agency servers.
- 2594 % operability for mission-critical hardware applications on agency servers.
- 2595 % computer servers with anti-virus software installed and up to date.
- 2596 % up-time for web server.
- 2597 % state served by 911.
- 2598 % grants awarded timely.
- 2599 % crime victims & individuals involved in traffic accidents rating their experience as "very good" or "excellent".
- 2600 # field division implementing statewide agencies radio system.
- 2601 % of underage tobacco sales by retailers.

State Police

- 2602 # patrol strength.
- 2603 # miles patrolled per regular duty contact.
- 2604 Major Crime Team Annual Resolution Rate.
- 2605 Average trooper response time.
- 2606 # founded complaints of racial profiling or driving while black.
- 2607 # sworn employees hired to fill vacancies.
- 2608 Turnover rate for sworn employees.

Police - Crime

- 2609 % reported violent crimes per 100,000 population.
- 2610 Crime rate (murder, robbery, rape, child sexual abuse, domestic violence, etc.)
- 2611 Search & rescue success rate.
- 2612 Reported crime index offenses rate.
- 2613 # criminal investigations opened.
- 2614 # meth labs identified and cleaned up.
- 2615 # call received by child abuse hot line.
- 2616 % child abuse calls requiring further investigation.
- 2617 \$ fraudulent benefits withheld due to public assistance fraud investigations.
- 2618 # public assistance fraud investigations conducted.
- 2619 # detective section criminal investigations initiated.
- 2620 # narcotics section criminal investigations initiated.
- 2621 # insurance fraud section criminal investigations initiated.
- 2622 # fugitives apprehended.
- 2623 % arrests verses total reported crimes on rural state and interstate highways.

Capitol Police

- 2624 # criminal incidents per 1,000 employees.
- 2625 # officer patrol hours.
- 2626 # calls for service.
- 2627 # dignitaries provided with protective services.
- 2628 # vehicle miles patrolled.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
2584		•						
2585			•					
2586			•					
2587			•					
2588				•				
2589				•				
2590				•				
2591						•		
2592						•		
2593						•		
2594						•		
2595						•		
2596						•		
2597						•		
2598								•
2599								•
2600								•
2601								•
State Police								
2602				•				
2603				•				
2604						•		
2605								•
2606								•
2607								•
2608								•
Police - Crime								
2609	•							
2610	•	•						
2611	•							
2612	•							
2613			•					
2614			•					
2615			•					
2616			•					
2617			•					
2618			•					
2619				•				
2620				•				
2621				•				
2622				•				
2623						•		
Capitol Police								
2624			•					
2625			•					
2626			•					
2627			•					
2628				•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Public Safety								
2629 # bicycle miles patrolled.				•				
2630 # contacts, arrests, citations, etc.				•				
Fire Marshal								
2631 # of structural fires.	•							
2632 \$ value of property loss due to fire.	•							
2633 Fire fatalities.	•							
2634 Administrative FTE as a percent of total FTE			•					
2635 Administrative costs as a percent of total costs.			•					
2636 # fire related deaths occurring in state owned properties requiring inspection.			•					
2637 \$ direct losses from fires in state owned buildings.			•					
2638 % mandated regulatory inspections completed.			•	•				
2639 # inspections required.				•				
2640 # recurring inspections.			•					
2641 # high hazard inspections.			•					
2642 # construction inspections.			•					
2643 # regulatory inspections.			•					
2644 % fire code inspections completed timely.			•					
2645 # boiler inspections.			•					
2646 # requests for licenses, permits & certifications processed timely.			•	•				
2647 Average plan review time per project.				•				
2648 Arson clearance rate.				•				
2649 % statewide fire districts with Insurance Services Office ratings of 8 or better.					•			
2650 % local fire fund expenditure audits performed.					•			
2651 % ISO class 9 & 10 fire department reviewed by survey or audit.					•			
2652 # inspection audit hours.					•			
2653 # training contact hours delivered.					•			
2654 % homes fires occurring in homes without smoke alarm.						•		
2655 # hazardous materials outreach presentations.						•		
2656 # local fire authorities fire and life safety inspections.						•		
2657 % total requested awarded as grants.							•	
2658 % inspected fire certificate holders with no recent violations.							•	
2659 % increase in the number of research requests made to the fire protection information resource center.							•	
2660 # eligible localities receiving entitled disbursement.								•
2661 # reached through public fire and life safety education.								•
2662 # website fire information hits.								•
2663 Response time to disasters and emergencies.								•
2664 # stakeholder coordination meetings.								•
Fire & Arson Investigations								
2665 % closed fire investigations successfully concluded.			•					
2666 % arson arrests resulting in conviction.			•					
2667 % closed arson investigations resulting in arrest.			•					
2668 # closed fire investigations involving economic or physical loss.			•					
2669 # evidence sample analyses/examinations processed.			•					
2670 # evidence photographic services.			•					
2671 # reported fire incidents.			•					
Fire Professional Training & Standards								
2672 % above satisfactory rating by supervisors for recent graduates.			•					
2673 # students trained.			•	•			•	

Public Safety

- 2674 # contact hours.
- 2675 # examinations administered.
- 2676 % students passing certification exam on first attempt.
- 2677 # direct raining courses delivered.

Motor Vehicle

- 2678 % of weight compliant commercial motor vehicles.
- 2679 # Commercial and regular driver license tests performed.
- 2680 # hours spent investigating traffic homicides.
- 2681 #,% duty hours spent law enforcement officer assistance to motorists.
- 2682 # motorists assisted by law enforcement officers.
- 2683 # training courses offered to highway patrol personnel.
- 2684 # successfully completing training.

Traffic Safety

- 2685 # crashes investigated by Highway Patrol.
- 2686 % change in number of crashes investigated by Highway Patrol.
- 2687 Traffic fatality rate per 100 million vehicle miles traveled.
- 2688 # commercial related crashes.
- 2689 Ratio of state traffic fatality rates vs. national rates.
- 2690 Traffic injury rate per 100 million vehicle miles traveled.
- 2691 Crash rate per 100 million vehicle miles traveled.
- 2692 Crash rate per million vehicle miles traveled on rural roads.
- 2693 Crash rate per million vehicle miles traveled on interstate highways.
- 2694 # fatal and injury crashes.
- 2695 # highway safety projects implemented
- 2696 # motor carrier safety compliance reviews.
- 2697 # commercial motor vehicle moving violations.
- 2698 % Adult safety belt compliance rate.
- 2699 % Child restraint rate.
- 2700 Alcohol-related death rate per 100 million vehicle miles.
- 2701 Illegal drug-related death rate per 100 million vehicle miles.
- 2702 # head-on crashes per 100 million vehicle miles traveled.
- 2703 % fatal & injury crashes with alcohol involved.
- 2704 % traffic fatalities with alcohol involved.
- 2705 Alcohol involved fatal & injury crash rate per 100,000 licensed drivers.
- 2706 Decrease in alcohol-related crashes.
- 2707 Decrease in alcohol-related deaths.
- 2708 Decrease in alcohol-related injuries.
- 2709 Avg response time in minutes to calls for crashes or assistance.
- 2710 #,% of duty hours spent on preventive patrol.
- 2711 #,% spend on aerial traffic enforcement.
- 2712 #,% duty hours spent on crash investigations by Law Enforcement Officers.
- 2713 #,% duty hours spend on crash investigation by community service officers.
- 2714 #,% time spent on non-patrol support activities.
- 2715 Average time to investigate crashes (long form).
- 2716 Average time to investigate crashes (short form).
- 2717 Average time to investigate non-reportable crashes.
- 2718 # rail grade crossing crashes.
- 2719 # fatalities from rail grade crossing crashes.
- 2720 % front occupant seat belt use by the public.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
2674 # contact hours.			•					
2675 # examinations administered.			•					
2676 % students passing certification exam on first attempt.			•					
2677 # direct raining courses delivered.								•
Motor Vehicle								
2678 % of weight compliant commercial motor vehicles.	•							
2679 # Commercial and regular driver license tests performed.		•						
2680 # hours spent investigating traffic homicides.			•					
2681 #,% duty hours spent law enforcement officer assistance to motorists.			•					
2682 # motorists assisted by law enforcement officers.			•					
2683 # training courses offered to highway patrol personnel.			•					
2684 # successfully completing training.			•					
Traffic Safety								
2685 # crashes investigated by Highway Patrol.		•	•					
2686 % change in number of crashes investigated by Highway Patrol.			•					
2687 Traffic fatality rate per 100 million vehicle miles traveled.	•	•	•	•	•	•		
2688 # commercial related crashes.				•				
2689 Ratio of state traffic fatality rates vs. national rates.			•					
2690 Traffic injury rate per 100 million vehicle miles traveled.		•		•				
2691 Crash rate per 100 million vehicle miles traveled.			•		•			
2692 Crash rate per million vehicle miles traveled on rural roads.						•		
2693 Crash rate per million vehicle miles traveled on interstate highways.						•		
2694 # fatal and injury crashes.				•				
2695 # highway safety projects implemented		•						
2696 # motor carrier safety compliance reviews.				•				
2697 # commercial motor vehicle moving violations.				•				
2698 % Adult safety belt compliance rate.		•		•				
2699 % Child restraint rate.		•		•				
2700 Alcohol-related death rate per 100 million vehicle miles.			•		•			
2701 Illegal drug-related death rate per 100 million vehicle miles.						•		
2702 # head-on crashes per 100 million vehicle miles traveled.						•		
2703 % fatal & injury crashes with alcohol involved.				•				
2704 % traffic fatalities with alcohol involved.				•				
2705 Alcohol involved fatal & injury crash rate per 100,000 licensed drivers.				•				
2706 Decrease in alcohol-related crashes.								•
2707 Decrease in alcohol-related deaths.								•
2708 Decrease in alcohol-related injuries.								•
2709 Avg response time in minutes to calls for crashes or assistance.			•					
2710 #,% of duty hours spent on preventive patrol.			•					
2711 #,% spend on aerial traffic enforcement.			•					
2712 #,% duty hours spent on crash investigations by Law Enforcement Officers.			•					
2713 #,% duty hours spend on crash investigation by community service officers.			•					
2714 #,% time spent on non-patrol support activities.			•					
2715 Average time to investigate crashes (long form).			•					
2716 Average time to investigate crashes (short form).			•					
2717 Average time to investigate non-reportable crashes.			•					
2718 # rail grade crossing crashes.				•				
2719 # fatalities from rail grade crossing crashes.				•				
2720 % front occupant seat belt use by the public.					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Public Safety								
2721								•
2722								•
2723								•
2724							•	•
Motor Vehicle Weights & Standards								
2725				•				
2726				•				
Explosives & Hazardous Materials Control								
2727				•				
2728				•				
2729				•				
Drugs - Alcohol								
2730	•							
2731			•					
Crime Lab								
2732	•							
2733				•				
2734				•				
2735				•				
2736				•				
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2764				•				

Public Safety

- 2765 % ASCLD/LAB essential criteria met.
- 2766 % ASCLD/LAB important criteria met.
- 2767 % ASCLD/LAB desirable criteria met.
- 2768 % compliance with ASCLD/LAB standards
- 2769 # unprocessed firearms cases.
- 2770 Customer satisfaction rating.
- 2771 # drug cases submitted for analysis.

Training

- 2772 Officers retained X years after graduation.
- 2773 # officers trained.
- 2774 \$ cost per officer trained.
- 2775 %,# passing basic professional certification examination.
- 2776 # course curricula and examinations developed or revised.
- 2777 # exams administered.
- 2778 # officers trained by DARE.
- 2779 # professional law enforcement certificates issued.
- 2780 # domestic security training courses delivered.
- 2781 % officers trained in domestic violence.
- 2782 % officers trained in crimes against children.
- 2783 # law enforcement & public safety telecommunication academies held.
- 2784 Advanced training attendees satisfaction rating.
- 2785 Level of officer performance as determined by their agency after basic training.
- 2786 Constituent satisfaction with access and availability of records.
- 2787 % attendees who ranked the usefulness of regional training at "6" or higher (of 7).
- 2788 Customer satisfaction rating on criminal justice training.
- 2789 % private security managers/instructors ranking overall industry professionalism at or above "4" on a scale of 1-5.
- 2790 # complaints resolved.
- 2791 \$ cost per complaint resolved.
- 2792 % female recruits taking training.
- 2793 % minority recruits taking training.

Outreach - Prevention

- 2794 # training and educational workshops.
- 2795 Seat belt compliance rate.
- 2796 % change in compliance rate.
- 2797 # public traffic safety presentations.
- 2798 # attending traffic safety presentations.
- 2799 Average size of audience at traffic safety presentation.
- 2800 # drug prevention elementary grades classes presented.
- 2801 # drug prevention junior high grades classes presented.

Crime Databases - DP

- 2802 % of criminal history records supported by positive fingerprint identification.
- 2803 % arrest/charge info received by repository within 5 days.
- 2804 % of registered sex offender registrations that are not available on-line.
- 2805 # working days from receipt to delivery of state and national criminal justice info.
- 2806 # users of criminal justice information system.
- 2807 % time LAN is fully operational.
- 2808 # criminal background checks.
- 2809 % responses received timely.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
2765				•				
2766				•				
2767				•				
2768				•	•			
2769					•			
2770						•		
2771								•
Training								
2772	•		•					
2773	•		•				•	
2774								
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2776			•	•				
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2787						•		
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2789						•		
2790							•	
2791							•	
2792								•
2793								•
Outreach - Prevention								
2794	•							
2795			•					
2796			•					
2797			•					
2798			•					
2799			•					
2800				•				
2801				•				
Crime Databases - DP								
2802	•							
2803	•							
2804	•							
2805	•							
2806	•							
2807	•		•					
2808		•						
2809			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Public Safety								
2810			•					
2811			•					
2812			•					
2813			•					
2814			•					
2815			•					
2816			•					
2817			•					
2818								•
Investigative Services								
2819			•					
2820			•					
2821			•					
2822			•					
2823			•					
2824			•					
2825			•					
2826			•					
2827			•					
2828			•					
2829			•					
Standards & Compliance								
2830			•					
2831			•					
2832			•					
2833			•					
2834			•					
Concealed Carry Permits								
2835			•					
2836			•					
2837			•					
Driver Licensure								
2838				•				
2839			•					
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2848			•					
2849			•					
2850			•					
2851			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Public Safety								
2852								
2853								•
Motorist Financial Responsibility Compliance								
2854			•		•			
2855			•					
Identification and Control of Problem Drivers								
2856			•					
2857			•					
Motor Carrier Compliance								
2858			•					
2859								
2860			•					
2861			•					
Crime Victims Reparations								
2862					•			
2863					•			
Gaming Enforcement								
2864					•			
2865					•			
2866					•			
2867					•			
Community Programs								
2868						•		
Legal Services								
2869					•			
2870					•			
2871					•			
2872					•			
2873					•			
2874					•			
2875					•			
2876					•			
2877					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Health								
2918 # stakeholder organizations participating in medicolegal death investigation seminars.								•
2919 # medico-legal death investigation seminars.								•
Health Protection								
2920 % retail food establishments operating under food safety system.	•				•			
2921 %,# food, beverage and dairy establishments inspected.		•			•			
2922 # monthly web visits to department site containing results of restaurant inspections.								•
2923 # food & waterborne disease outbreaks per 10,000 dept. regulated facilities.			•					
2924 % food, drug, cosmetic processors, packers & repackers, wholesalers & warehousemen, and tanning facilities with sanitation standards.					•			
2925 % state's permitted seafood processors in compliance.					•			
2926 % restaurant inspections conducted on-schedule.								•
2927 % engineering plans reviewed timely		•						
2928 % public water systems compliant with National Primary Drinking Water Regulations.		•						
2929 % facilities surveyed as required by state for federal requirements.		•						
2930 Sanitation & Safety score in dept. regulated facilities.			•					
2931 Septic tank failure rate per 1,000 within 2 years of system installation.			•					
2932 # regulated radiation facilities, devices and users.			•					
2933 % inquiries and incidents regarding urgent threats to public health that result in initiation of follow-up investigation and if warranted, control activities within 30 minutes of notification.						•		
2934 \$ value of returned or wasted drugs and vaccines.						•		
Lab								
2935 % tests requested that receive results.	•							
2936 % lab results successfully validated as required by CLIA	•							
2937 % blood alcohol tests from driving analyzed and reported within 3 days.						•		
2938 # work time units produced.							•	
Community Health								
2940 # women 40-64 at or below 200% of Federal Poverty Level breast cancer screened.		•						
2941 % breast cancer identified in Stages 1 and 2 among program women.		•						
2942 % average monthly WIC caseload goal met.		•						
2943 # avg monthly maternity visits to local health units.		•						
2944 % fed. Defined HHS Critical Benchmarks for Bioterrorism Preparedness Planning met.		•						
2945 # avg. home health visits per nurse, per day.		•						
2946 # school health services provided.			•					
2947 # healthy Start clients.			•					
2948 # family planning clients.			•					
2949 # adolescents ages 14 - 17 receiving agency-funded family planning services.						•		
2950 % pregnancies that were unintended or terminated.						•		
2951 % low-income women beginning prenatal care in first 4 months of pregnancy.						•		
2952 # immunizations.			•					
2953 # community hygiene services.			•					
2954 # vital events recorded.			•					
2955 # health care practitioners recruited & supported to work in rural & underserved areas.					•			
2956 % rural population served by comprehensive emergency medical services within 15 min.					•			
2957 % clients completing alcohol and other drug abuse treatment not abusing.						•		
2958 % 8th graders at high risk for alcohol and other drug use.						•		
2959 % tobacco use among adults.						•		
2960 % tobacco use among youth.						•		

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Medicaid								
3072 % error-free payment request transactions for provider claims processing are adjudicated within 20 days of receipt by fiscal agent.								•
3073 % time Medicaid client eligibility verification operational 7/24.								•
3074 # people receiving Medicaid.								•
3075 Customer satisfaction rating.								•
Prescription Drugs								
3076 % recipients receiving medically necessary prescriptions.		•						
3077 % drug rebates compared to total drug expenditures.		•						
3078 % prescription drugs filled with generic drugs.		•						
3079 \$ savings from prior authorization/preferred drug list & obtaining rebates.			•					
3080 \$ annual Medicaid prescriptions incurred.							•	
Long Term Care								
3081 % long term care facilities surveyed annually.		•						
3082 % long term care complaints investigated timely.		•						
3083 # case months (home and community-based services)			•					
3084 Avg. monthly recipient Caseload - public nursing homes.		•	•					
3085 Avg. monthly cost per Medicaid eligible client - public nursing homes.		•	•					
3086 Avg. monthly recipient Caseload - private nursing homes.		•	•					
3087 Avg. monthly cost per Medicaid eligible client - private nursing homes.		•						
3088 Avg. monthly recipient caseload - ICF/MR		•						
3089 Avg. monthly cost per Medicaid eligible client - ICF/MR		•						
3090 % hospitalizations for conditions preventable with good ambulatory care.			•					
Medicaid Prepaid Health Plans								
3091 % women & children hospitalizations for conditions preventable with good ambulatory care.			•					
3092 % hospitalizations for conditions preventable with good ambulatory care.			•					
3093 # case months services purchased (elderly, disabled)			•					
3094 # case months services purchased (families)			•					
Hospital/Medical Services								
3095 % Medicaid eligible enrolled in state managed care program.		•						
3096 % access to state managed care providers enrolled in Medicaid program.		•						
3097 % rates set according to fed approved Medicaid state plan.		•						
3098 # recipients served by home and community based waivers.		•						
3099 % SCHIP program eligibles receiving services.		•						
3100 # Medicaid claims.			•					
3101 # avg. days between receipt of clean Medicaid claim and payment.			•					
3102 % hospitalizations for conditions preventable by good ambulatory care.			•					
3103 % women receiving adequate prenatal care.			•					
3104 Neonatal mortality rate per 1,000			•					
3105 # avg. months between pregnancies for those receiving family planning services.			•					
3106 % eligible children receiving all required components of EPSDT screen.			•					
3107 # children 1-20 enrolled in Medicaid.			•					
3108 # children receiving EPSDT services.			•					
3109 # hospital inpatient services for children.			•					
3110 # physician services to children.			•					
3111 # prescribed drugs to children.			•					

Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
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Medicaid

- cancer screens.
- 3152 Readmission rate at the same level of clinical care or higher for individuals discharged from residential treatment centers.
- 3153 % individuals discharged from residential treatment centers who receive follow-up care within seven days.
- 3154 % individuals discharged from residential treatment centers who receive follow-up care within thirty days.

Children

- 3155 % Medicaid children fully immunized by the age of two.
- 3156 # children enrolled in CHIP.
- 3157 Utilization rate of dental services provided to children ages 3-20 who are enrolled in Medicaid.

Health Licensing

Medical Quality Assurance

- 3158 % health care practitioners' licensure applications processes within 90 days.
- 3159 # days to issue nursing license.
- 3160 # licensees found practicing on a delinquent license
- 3161 \$ revenue collected from delinquent license fines.
- 3162 # cease & desist orders issued.
- 3163 # licenses turning null and void.
- 3164 % Cease & desist orderes with subsequent complaints.
- 3165 # unlicensed individuals investigated.
- 3166 # licenses and renewals.
- 3167 # inquiries to practitioner profile website.
- 3168 % Priority I practitioner investigations resulting in emergency action.
- 3169 # avg. days to take emergency action on Priority I practitioner investigations.
- 3170 % initial investigations of probable cause completed within 180 days of receipt.
- 3171 # practitioner complaints determined legally sufficient.
- 3172 # legally sufficient practitioner complaints resolved by findings of no probable cause Nolle Prose.
- 3173 # legally sufficient practitioner complaints resolved by findings of no probable cause letters of guidance.
- 3174 # legally sufficient practitioner complaints resolved by findings of no probable cause Notice of noncompliance.
- 3175 # legally sufficient practitioner complaints resolved by findings of no probable cause issuance of citation for minor
- 3176 # legally sufficient practitioner complaints resolved by findings of no probable cause stipulations or informal hearings.
- 3177 # legally sufficient practitioner complaints resolved by findings of no probable cause formal hearings
- 3178 # avg. practitioner complaint investigations per FTE.
- 3179 % EMTs properly licensed.
- 3180 # medical students doing a rotation in a medically underserved area.
- 3181 % brain and spinal cord injury victims reintegrated to the community.
- 3182 # providers receiving continuing education.
- 3183 # EMTs licensed annually.
- 3184 % contested case actions resolved through alternative dispute resolution prior to formal hearing.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
3185 % "critical" complaints investigated within one week. (unlicensed & high risk)						•		
3186 # telephone contacts.						•		
3187 # requests and information resources distributed.						•		
3188 # participants in outreach activities.						•		
3189 # stakeholders/constituents participating in meetings.						•		
3190 % licensing areas adopting reciprocity agreements with other states.						•		
3191 % customer survey results rating above satisfactory.						•		
Human Services Administration								
Administration & General								
3192 Ratio of Personal Service expense to total department expense.	•							
3193 # days to process a grant payment after receiving reports.		•						
3194 Avg # days from invoice date to warrant date.		•						
3195 % survey respondents reporting program is meeting their needs.		•						
3196 % of federal collections.		•						
3197 Time to respond to Legislative inquiries.		•						
3198 Time to close out service calls.		•						
3199 # internal audits performed.			•					
3200 Turnover rate for social workers.					•			
3201 % long-term care clients in community settings.							•	
3202 Average # clients served per month: Medicaid non-waiver community care.							•	
3203 Average # persons receiving Medicaid-funded nursing facility services per month.							•	
3204 \$ spending for state-sponsored training for local and state employees.								•
3205 Customer service rating.								•
Services to People with Disabilities								
Administration & General								
3206 # participating in community activities.		•						
3207 # trained.		•						
3208 % trainees reporting they can more effectively work with people with disabilities.						•		
3209 Administrative costs as a percent of total costs.			•					
3210 % disability determinations completed accurately as determined by the SSA.			•					
3211 # actively waiting for Medicaid waiver.					•			
3212 # disability determinations completed.			•					
3213 % employee files that contain complete performance reviews.					•			
3214 # project, programmatic and financial reports reviewed to assure compliance with state & federal regulations.					•			
3215 % partners reporting helpful technical assistance.						•		
3216 % clients rating Xxxxx services "good" or "excellent".						•		
3217 % people with disabilities living outside of institutions.						•		
3218 Time to process disability claims.								•
3219 # disability determination claims adjusted per employee.								•
3220 # disability policy recommendations presented to the governor and executive branch.								•
3221 # people with disabilities & family members forwarded to the governor for appointment to boards and commissions.								•
3222 # unduplicated clients receiving state-funded development disabilities community-based services.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Services to People with Disabilities								
3223 # long-term services, developmental disabilities waiver, and supported-living providers receiving unannounced, on-site health and safety reviews.					•			
3224 \$ grant funds awarded.				•				
3225 % funds expended on plan activities.				•				
3226 # information and referral services provided.				•				
3227 % callers reporting that all their concerns were addressed.				•				
3228 % infants and toddlers with disabilities being served through Part C Early Intervention System.								•
Developmental Services Public Facilities								
3229 # significant reportable incidents per 100 institutionalized developmentally disabled.			•					
3230 % persons receiving dept. outcome measures.			•					
3231 # adults incompetent to proceed provided competency training and custodial care.			•					
3232 # adults receiving services in developmental services institutions.			•	•	•			
3233 # served by the agency in federally mandated areas.					•			
3234 % developmental centers meeting a minimum 90% compliance with Title XIX standards.				•				
3235 % persons in public developmental centers who choose residential.				•				
3236 \$ cost per patient per day.				•				
3237 # crisis referrals.					•			
3238 Rate of abuse, neglect & exploitation per 100 patients in department facilities confirmed.					•			
3239 % long-term care facilities nearing condemnation without capital investment.					•			
3240 % nursing facilities and intermediate care facilities for the mentally retarded surveyed.					•			
3241 # bed days used at state training centers per 100,000 population.								•
Home and Community Services								
3242 % persons receiving dept. outcome measures.			•					
3243 # people served in the community (not in private ICF/DDs)			•	•				
3244 # people served in private facilities.			•					
3245 # disabled served in supported living.			•					
3246 % disabled served in-home.			•	•				
3247 # disabled served in-home.			•					
3248 # children receiving cash subsidy stipends.					•			
3249 % Assertive Community Treatment Team clients remaining in the community.					•			
3250 # transition support team consultations.					•			
3251 # site visits.					•			
3252 Rate of abuse, neglect & exploitation per 100 patients in community facilities confirmed.					•			
3253 # crisis referrals.					•			
3254 % long-term services community program contractors' direct care staff turnover rate.					•			
3255 % clients reporting increased independence.					•			
3256 % individuals living in community settings of five or fewer.						•		
Outreach & Advocacy								
3257 # formal training sessions and town halls.					•			
3258 # seeking technical assistance on disability issues.					•			
3259 # architectural plans reviewed and sites inspected.					•			
3260 % advocates reporting they significantly benefited from sponsored leadership and advocacy training.								•
Brain Injury								
3261 % receiving education or training on traumatic brain injury issues who demonstrate increased knowledge with a minimum score of 70% or better or a 30 percent increase on post training tests.					•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Services to People with Disabilities								
Early Intervention								
3262					•			
3262 % families who report, as an outcome of receiving early interventions services, an increased capacity to address their child's special needs.								
3263					•			
3263 % children 0-4, receiving early intervention.								
Employment								
3264						•		
3264 % people with disabilities with a goal of employment who are employed.								
3265			•					
3265 % people employed in integrated settings								
3266						•		
3266 \$ client monthly earnings.								
Substance Abuse Program								
Administration & General								
3267			•					
3267 Administration costs as a percent of total budget.								
3268							•	
3268 # field audits.								
3269								•
3269 % site visits to grant-funded programs.								
3270								•
3270 Customer satisfaction rating of technical and operational assistance to grant programs.								
3271								•
3271 % adequate progress toward program-specific goals for all programs awarded funds under the safe and drug-free schools and communities act program and the protect & respect intergenerational mentoring program.								
Adult Prevention, Evaluation & Treatment								
3272			•					
3272 # drug free 1 year after treatment.								
3273			•					
3273 % employed upon discharge from treatment.								
3274			•					
3274 % change in arrests 6 months before and 6 months after treatment.								
3275			•					
3275 % who complete treatment.								
3276					•			
3276 % clients continuing treatment for 90 days or more.								
3277			•	•				
3277 # served.								
3278				•				
3278 Readmission rate.								
3279				•				
3279 % increase in positive attitude toward non-use of drugs and substances.								
3280						•		
3280 % adults receiving community-based substance abuse services who experience diminishing severity of problems.								
3281						•		
3281 % high-risk youths completing agency substance abuse prevention programming who report using marijuana in the past 30 days compared with a similar group of nonparticipants who report a 28% rate.								
3282						•		
3282 % high-risk youths completing agency substance abuse prevention programming who report using alcohol in the past 30 days compared with a similar group of nonparticipants who report a 44% rate.								
3283						•		
3283 % high-risk youths completing agency substance abuse prevention programming who report using tobacco in the past 30 days compared with a similar group of nonparticipants who report a 25% rate.								
3284						•		
3284 # active clients provided agency substance abuse treatment services.								
3285							•	
3285 \$ average cost per adult served in treatment programs.								
3286								•
3286 # community-based applicants proposing to implement evidence-based model youth substance abuse and violence prevention programs under the state federally-funded grant programs.								
3287								•
3287 # participating state agencies attending regularly scheduled meetings.								
3288								•
3288 # participating state and local agencies attending regularly scheduled meetings.								
3289								•
3289 % capabilities and practical knowledge of youth substance abuse prevention practitioners as documented on pre and post tests administered to those who complete the state's ongoing series of prevention basics courses.								

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Substance Abuse Program								
3290 % scores on post event training evaluation forms from participants in prevention conference.								•
Addictive Disorder Treatment								
3291 % clients admitted to social detox completing the program.				•				
3292 % change in arrest rate from admission to discharge for individuals receiving non-residential treatment.				•				
Children								
3293 % children with substance abuse who complete treatment.			•					
3294 % children with substance abuse who are drug free for one year after treatment.			•					
3295 % under state supervision receiving treatment not recommitted within one year.			•					
3296 % at-risk not readmitted for one year after treatment.			•					
3297 # substance abuse children served.			•				•	
3298 # at-risk children served with targeted prevention.			•				•	
3299 # at-risk children served in prevention services.			•					
3300 # youth substance abuse and violence prevention professionals using department website as clearinghouse for prevention information.								•
3301 % children admitted for substance abuse services within their county of residence.				•				
Office of Recovery Services								
Administration & General								
3302 % finance department adjusting journal entries submitted fifteen days or less after completion of reconciliation.					•			
3303 % reconciliations completed within 30-45 days after receipt of accurate monthly reports from finance department, joint accounting system, or state treasurer's office.					•			
3304 Time to process a payment voucher.					•			
3305 Time to process a purchase request document.					•			
Family Support								
3306 \$ child support recovered.	•				•			
3307 % current support owed that is collected.					•			
3308 # cases referred for prosecution				•				
3309 # cases referred for recovery action.				•	•			
3310 % cases with orders established.				•				
3311 \$ collections made by fraud and recovery section.				•				
3312 \$ cash assistance case-closures who receive a transition assessment and notification and referrals regarding eligibility and availability of support services (i.e., food stamps, child care, Medicaid, CHIP)				•				
3313 % increase in collections & distributions over prior year collections.				•				
3314 #,% paternities established.				•				
3315 #,% cash assistance terminated by IV-D (child support enforcement)				•				
3316 # in-hospital acknowledgements.				•	•			
3317 % collection of total cases.				•				
3318 % collection of cash assistance cases.				•				
3319 % collection of non-cash assistance cases.				•				
Child Support Order Establishment								
3320 % IV-D cases with a court order for support (federal definition).			•					
3321 % children with paternity established (federal definition).			•					
3322 # cases with newly established court order.			•					

Office of Recovery Services

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Child Support Remittance & Distribution

- 3323 Total child support dollars collected per \$ of total expenditures (federal definition).
- 3324 % state disbursement unit collections disbursed within 2 business days of receipt.
- 3325 # support collections distributed.

Child Support Compliance Enforcement

- 3326 % current support collected (federal definition).
- 3327 % cases with arrears due that are paying toward arrears (federal definition)
- 3328 # cases receiving a payment during the year.

Child Support Customer Service

- 3329 % calls answered.
- 3330 # calls answered.
- 3331 \$ collected.
- 3332 Undistributed collections as a percent of total collections.

Child & Family

Administration & General

- 3333 % administration budget compared to total budget.
- 3334 Information Technology cost as a percent of total agency costs.
- 3335 District administrative cost as a percent of total agency costs.
- 3336 % child mistreatment for children under supervision.
- 3337 % children in foster care.
- 3338 IV-E eligibility processing time for recording eligibility authorizations.
- 3339 # prior year audit findings repeated in subsequent audit.
- 3340 % agency key performance targets met.
- 3341 % assessments initiated within 24/72 hours.
- 3342 % children remaining safe one year after initiation of protective services.
- 3343 % children receiving Protective Services not entering foster care within one year.
- 3344 Information Technology cost as a percent of total agency costs.
- 3345 % cost reports processed within 3-5 days.
- 3346 % compliance with Civil Service rules.
- 3347 # pregnant females ages 15-17.

Foster Care

- 3348 # times children moved while in foster care.
- 3349 % children given comp. medical exam within 60 days of entering foster care.
- 3350 % children in foster care one year or less.
- 3351 % children in foster care one to two years.
- 3352 % children in foster care more than two years.
- 3353 # children in foster care for 12 months with no more than two placements.
- 3354 % children reunified with their parents/guardians when discharged from foster care.
- 3355 # children in out-of-home care.
- 3356 # children with adoption goal remaining in out-of-home care after 24 months.
- 3357 First timers median length of stay.
- 3358 % children in care less than 12 months with no more than 2 placements.
- 3359 % foster care population at end of year with zero placements.
- 3360 % foster care population at end of year with 1-2 placements.
- 3361 % foster care population at end of year with 3 or more placements.
- 3362 %,# foster children subjected to verified maltreatment.
- 3363 % foster homes exceeding capacity without a waiver.
- 3364 # children available for adoption at end of year.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Child & Family								
3365 #,% adoptive placements.				•			•	
3366 # foster care days per month.							•	
Adult Protection								
3367 % protective supervision cases in which no report alleging abuse, neglect, or exploitation is received while the case is open.		•						
3368 % adult & child victims in shelter more than 72 hours having a family safety plan when they leave.		•						
3369 # investigations.		•						
3370 # receiving protective services and protective intervention services.		•						
3371 % women subjected to domestic violence.						•		
Child Abuse & Intervention								
3372 % children in families completing intensive child abuse prevention programs of 3 months or more who are not abused or neglected within 12 months of program completion.		•		•				
3373 Per capita child abuse rate. (per/1000)		•						
3374 # children in families served.		•						
Child Protection								
3375 % victims subject of verified subsequent reports of maltreatment within 6 months.			•			•		
3376 % children with Termination of Parental Rights and goal of adoption.		•						
3377 % children reunified who were reunified within 12 months of latest removal.			•					
3378 # children remaining out-of-home care more than one year.			•					
3379 % children entering out-of-home care who re-entered within 1 year of a prior episode.			•					
3380 % cases reviewed by supervisors according to dept. timeframes for early warning.			•					
3381 % case plans completed within 60 days after the child is removed from the home.			•					
3382 % adoptions finalized within 24 months of latest removal			•	•				
3383 # new cases per worker per month.			•					
3384 # children receiving adoptive services			•					
3385 # children receiving adoptive subsidies			•					
3386 # children under protective supervision.			•					
3387 % children with repeat maltreatment.						•		
3388 % children in care for 12 months with no more than two placements.						•		
3389 % children adopted in less than 24 months from entry into foster care.						•		
3390 # months from date of latest removal from home to finalized adoption.							•	
3391 % re-abused within 12 months of first substantiated abuse.							•	
3392 # confirmed cases.							•	
Child Protection and Permanency - Investigations								
3393 % investigations commenced within 24 hours.			•					
3394 % investigations completed within 60 days.			•	•				
3395 # investigations.			•					
3396 % alleged victims seen in child protection investigations.							•	
3397 % alleged victims seen in assigned priority in child protection investigations.							•	
3398 # valid protective services investigations of children in foster care.							•	
Abuse Hotline								
3399 % abandoned calls.			•					
3400 # calls answered.			•					
3401 # hotline calls.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Child & Family								
Child Care Licensing								
3402 # child class "A" day care programs licensed.				•				
3403 # child class "B" day care programs licensed.				•				
3404 # other facilities licensed.				•				
At-Risk Youth								
3405 \$ cost per youth served in comprehensive services act program.								•
Aging Program								
Administration & General								
3406 Administration as a percent of total costs.			•					
3407 % contractors assessed with no significant findings.					•			
3408 # attendees at annual conference on aging.					•			
3409 # contractors monitored or assessed.					•			
3410 # program performance and financial expenditure reports analyzed and processed.					•			
3411 # requests for assistance and consultations from consumers, the public, facility staff and agencies.						•		
3412 # information requests.								•
3413 # legislative, regulatory and policy issues in which program had significant input.						•		
3414 % seniors with a goal of employment who are employed.						•		
3415 % seniors receiving influenza vaccine.						•		
3416 # repeat audit finding.								•
Eligibility								
3417 % eligible for nursing home placement diverted into the community.			•					
3418 # assessments.			•					
3419 % most at risk elderly served.								•
Home & Community								
3420 # aged able to remain in their communities due to home care.			•					
3421 % eligible seniors living outside of institutions.						•		
3422 % of most frail remaining at home or in community rather than nursing home.			•					
3423 \$ avg monthly savings of home or community vs. nursing home care.			•					
3424 % elders in high or moderate risk environments with improved environmental scores.			•					
3425 % new service recipients with high-risk nutrition scores with improved scores.			•					
3426 % new service recipients with stable or improved IADL scores.			•					
3427 % new service recipients with stable or improved IADL scores.			•					
3428 % family and family-assisted caregivers who self-report "very likely" to provide care.			•					
3429 % caregivers with stable or improved ability to provide care.			•					
3430 Avg community care time for Elderly program for Medicaid Waiver probable.			•					
3431 % Assisted Living Facility & Adult Family Care Home participants passing the competency test.			•					
3432 % customers at imminent risk of nursing home placement served with community-based services.			•					
3433 # served with registered long-term care services.			•					
3434 # ALF & Adult Family Care Home Staff Trained			•					
3435 # served through caregiver support.			•					
3436 # served through early intervention/prevention.			•					
3437 # served through home & community services diversion.			•	•				
3438 # served through LTC initiatives.			•					
3439 # served through meals, nutrition education & nutrition counseling.			•					
3440 # served through residential assisted living support and elder housing issues.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Aging Program								
3441 # served through self care.			•					
3442 % state elderly population served.				•				
3443 # served through supported community care.			•		•			
3444 % individuals aged 60 and over served through community services.					•			
3445 # adult day care service hours provided.					•			
3446 # respite care provided.					•			
3447 # one-way trips provided.					•		•	•
3448 # homemaker hours provided.					•			
3449 # hours legal representation provided including legal advice and education.					•			
3450 # participants in local and national senior Olympic games.					•			
3451 # children served through the foster grandparent program.					•			
3452 # volunteer hours provided by retired and senior volunteers.					•			
3453 # home-bound clients served through senior companion program.					•			
3454 % nursing facilities visited per quarter.						•		
3455 % assisted living & residential care facilities visited per quarter.						•		
3456 % adult foster care homes visited per quarter.						•		
3457 % nursing homes with a certified ombudsman.							•	
3458 # given respite care.								•
Meals on Wheels								
3459 # persons served home-delivered meals.					•		•	•
3460 # persons receiving congregate meals.			•		•		•	
3461 # congregate & home delivered meals.					•			•
3462 # senior centers providing meals.					•			
Consumer Advocate Services								
3463 % complaint investigations initiated by the ombudsman within 5 working days.			•					
3464 % service activity for frail or incapacitated initiated by public guardianship orders.			•					
3465 # judicially approved guardianship orders.			•					
3466 # complaint investigations completed.			•					
3467 % long-term care complaints resolved.					•	•		
3468 % abuse complaints that are referred appropriately.						•		
3469 # long-term care complaints identified and investigated.					•			
3470 Initial response time to non-referred cases.						•		
3471 Initial response time to abuse cases.						•		
3472 Time to close non-referred cases.						•		
3473 # client contacts on health, insurance, prescriptions and others.					•			
3474 # clients receiving assistance to access lower or no-cost prescription drugs through MEDBANK and brownbag events.					•			
3475 # volunteers trained to provide health insurance and benefits assistance.					•			
3476 # outreach events providing prescription education.					•			
3477 % ombudsmen trainees reporting satisfaction with the certification program.						•		
3478 # certified ombudsmen.						•		•
3479 # RAP/CHAT (friendly visitor) volunteers.						•		
3480 # ombudsman programs.								•
3481 # clients served.								•
3482 # collaborative efforts.								•
Employee Training								
3483 # hours training provided to agency and other staff.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Aging Program								
Elderly Protective Services								
3484 # reports received.				•				
3485 # high priority reports received.				•				
3486 # reports investigated.				•			•	
3487 # high priority reports investigated within X hours.			•	•				
3488 # cases closed.				•				
3489 % adults with repeat maltreatment.					•			
3490 % adults re-abused within 12 months of first substantiated abuse.						•		
Title V								
3491 # authorized positions.				•				
3492 # enrolled.				•				
3493 # placed in unsubsidized employment.				•				
Title VII								
3494 # complaints.				•				
3495 # complaints resolved.				•				
3496 % complaints resolved.				•				
Elderly Outreach								
3497 # public hearings.				•				
Senior Centers								
3498 % senior centers providing transportation, nutrition, information & referral, education & enrichment, and health.				•				
3499 # centers.				•				
Mental Health Program								
Administration & General								
3500 % technical support center help desk calls resolved during the initial call.				•				
3501 # repeat audit findings.				•				
3502 % warrants issued within thirty days from date of acceptance of goods or services.				•				
3503 # consumers receiving Medicaid waiver services.							•	
3504 Customer satisfaction rating.								•
3505 # citations for failure to comply with licensing regulations from the initial to the subsequent review among providers who have experienced a reduction in the term of their license as a result of multiple citations or received a provisional license.								•
3506 Administrative costs as a percent of total costs.			•					
3507 % clients served meeting priority service criteria.				•				
Community Services								
3508 # avg days spent in community for adults with severe and persistent mental illness.			•	•				
3509 # avg days worked for pay by adults with serious and persistent mental illness.			•	•				
3510 Median stay (days) in CSU/Inpatient services for adults in mental health crisis.			•	•				
3511 % adults with criminal violation of their conditional release and recommitted.			•					
3512 # adults with severe and persistent mental illness in the community.			•					
3513 # average days from inpatient program discharge to community clinic.				•				
3514 % clients continuing treatment for three months or more.				•				
3515 % adults served with new generation medication.				•				
3516 # unduplicated clients receiving individual and family support services.				•				
3517 % total mental health agency budget allocated to community-based services.				•				
3518 % newly registered adults with routine behavioral health treatment needs who have first face-to-face meeting with a community-based behavioral health professional within 10 business days.					•			

Higher Education

Administration & General

- | | Alaska | Arkansas | Florida | Louisiana | New Mexico | Oregon | Texas | Virginia |
|---|--------|----------|---------|-----------|------------|--------|-------|----------|
| 3555 # new programs or organizational changes proposed. | | • | | | | | | |
| 3556 # prior year audit findings repeated in subsequent audit. | | • | | | | | | |
| 3557 # budget requests submitted in timely fashion. | | • | | | | | | |
| 3558 Annual report produced on time. | | • | | | | | | |
| 3559 # of state high school grads completing college core curriculum. | | • | | | | | | |
| 3560 State college going rate. | | • | | | | | | |
| 3561 # state students scoring 32 or higher on ACT and attending college in-state. | | • | | | | | | |
| 3562 # students & teachers supported by federal funds. | | • | | | | | | |
| 3563 # last years graduates remaining in-state. | | | • | | | | | |
| 3564 % change in fall headcount enrollment from baseline year. | | | | • | | | | |
| 3565 # fall headcount enrollment. | | | | • | | | | |
| 3566 % change in fall minority headcount enrollment from baseline year. | | | | • | | | | |
| 3567 Student satisfaction rating. | | | | • | | | | |
| 3568 Difference between state and national student satisfaction levels. | | | | • | | | | |
| 3569 % commission's funding recommendations explicitly targeted for incentives aimed at prompting a stronger connection between higher education and the public agenda. | | | | | • | | | |
| 3570 % formula funding inequities addressed by the commission's finance committee. | | | | | | • | | |
| 3571 % of commission and committee meeting agendas devoted to discussion and actions that focus on the public agenda. | | | | | | • | | |
| 3572 # outreach services and events provided to students. | | | | | • | | | |
| 3573 % capital infrastructure draws released to the state board of finance within 30 days. | | | | | • | | | |
| 3574 Letter grade awarded based on % of 18-24 year olds who are enrolled in college full-time and percent of working adults enrolled part-time. | | | | | | • | | |
| 3575 Overall quality rating of engineering/computer science graduates by state employers. | | | | | | • | | |
| 3576 Overall quality rating of state bachelor's graduates on a 5 point scale. | | | | | | • | | |
| 3577 % graduates who would consider the state system in the future. | | | | | | • | | |
| 3578 \$ total gifts from philanthropic sources. | | | | | | • | | |
| 3579 Student to faculty ratio. | | | | | | • | | |
| 3580 \$ sponsored R&D from external sources. | | | | | | • | | |
| 3581 \$ sponsored research dollars per faculty at research/doctoral universities. | | | | | | • | | |
| 3582 % recent graduates employed in-state. | | | | | | • | | |
| 3583 External funds generated per state dollar invested in state public services (forest research laboratory, agriculture experiment station, extension service.) | | | | | | • | | |
| 3584 Revenues per student as a % of average revenues per student at peer universities. (Manage programs to provide above average quality at average cost.) | | | | | | • | | |
| 3585 \$ general fund per in-state student FTE. | | | | | | | | • |
| 3586 Ensure the effective coordination of accountability reporting. | | | | | | | | • |
| 3587 Promote access to higher education for all eligible citizens to ensure that system goals for higher education are met. | | | | | | | | • |

Regents

Enrollment

- | | Alaska | Arkansas | Florida | Louisiana | New Mexico | Oregon | Texas | Virginia |
|--|--------|----------|---------|-----------|------------|--------|-------|----------|
| 3588 % change from fall headcount enrollment baseline year. | | | | • | | | | |
| 3589 # fall headcount enrollment. | | | | • | | | | • |
| 3590 % change from fall minority headcount enrollment baseline year. | | | | • | | | | |
| 3591 # first-time freshmen. | | | | | | • | | |
| 3592 # transfers from state community colleges. | | | | | | • | | |
| 3593 Fall undergraduate enrollment in credit courses. | | | | | | • | | |

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Regents								
3594						•		
3595								•
3596								•
3597								•
3598								•
3599								•
3600								•
3601								•
3602								•
3603								•
3604								•
3605								•
3606	•							
Retention & Advancement								
3607				•				
3608				•		•		
3609						•		
Graduation Rates								
3610				•			•	
3611				•		•		
3612				•				
3613				•		•		
3614				•		•		
3615						•		
3616								•
Placement								
3617				•				
3618						•		
3619						•		
3620								
Scholarships								
3621		•					•	
3622							•	
3623		•	•	•				
3624		•	•	•				
3625		•	•					
3626			•	•				
3627			•					
3628			•					
3629			•					
3630			•					
3631			•					
Subsidized Special State Need								
3632		•						
3633		•						
3634		•	•					
3635		•						

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Graduate School								
Administration & General								
3679	•							
3680	•							
3681	•							
3682	•	•						
3683				•				
University								
Administration & General								
3684	•							
3685	•							
3686	•							
3687	•	•						
3688			•					
3689					•			
3690			•					
3691			•					
3692			•					
3693			•					
3694			•					
3695			•					
3696			•					
3697			•					
3698					•			
3699					•			
3700					•			
3701					•			
3702					•			
3703							•	
3704								•
3705								•
3706								•
3707								•
3708								•
3709								•
3710								•
3711								•
3712								•
3713								•
3714								•
3715								•
3716								•
3717								•
Graduation & Advancement								
3718			•					
3719					•			
3720			•					
3721			•					

Four Year College

Alaska
Arkansas
Florida
Louisiana
New Mexico
Oregon
Texas
Virginia

Administration & General

- 3760 # graduates in high demand job degree and certificate programs.
- 3761 Retention rates for first-time full-time cohorts in undergraduate degree and certificate programs.
- 3762 # student hours attempted
- 3763 Graduation rates for first time in college students using 6-year rate.
- 3764 Graduation rates for AA transfer students using 4-year rate.
- 3765 % students graduation with 115% or less of degree hour requirements.
- 3766 Licensure/certificate pass rate for the first sitting.
- 3767 % in-state prior year graduates earning \$22,000 or more one year after graduation.
- 3768 % in-state prior year graduates earning \$22,000 or more five years after graduation.
- 3769 % graduates enrolling in graduate school.
- 3770 # Native American first-time freshmen enrolled.
- 3771 \$ external dollars for research and creative activity.
- 3772 # undergraduate transfer students two year colleges.
- 3773 # teacher preparation programs.
- 3774 % academic departments/programs using the results of student learning outcomes for improvement.
- 3775 % graduating seniors indicating "satisfied" or "very satisfied" with the university.
- 3776 # students enrolled in extended services.
- 3777 Maintain a year-end instruction and general balance of a least 3 % of instruction and general expenditures.
- 3778 # courses available through instructional television and online via www.
- 3779 # students enrolled in distance education.

Community & Technical College

Administration & General

- 3780 % of state's 19 year olds in college.
- 3781 Cost per degree.
- 3782 Interest rates on education loans.
- 3783 Institutions in compliance with state standards.
- 3784 Retention rates for first-time full-time cohorts in undergraduate degree and certificate programs.
- 3785 # student hours attempted
- 3786 Students completing a program by skill level.
- 3787 #,%, FTEs students not completing 18 credit hours in four years.
- 3788 % prior year state high school graduates enrolled in community colleges.
- 3789 % new students taking nine or more credit hours successful after 3 years.
- 3790 # students enrolled in adult basic education.
- 3791 # students enrolled in small business development center.
- 3792 % programs having stable or increasing enrollment.
- 3793 % students enrolled in the community services program.
- 3794 # students enrolled in the concurrent enrollment program.
- 3795 # students enrolled in the service learning program.
- 3796 # GED certificates issued.
- 3797 % at-risk youth remaining in or returning to school obtaining high school diploma or equivalent upon exiting.
- 3798 # students completing a level in basic skills or ESL.
- 3799 # students completing word processing, spreadsheet, or internet use courses.

Community & Technical College

Alaska
Arkansas
Florida
Louisiana
New Mexico
Oregon
Texas
Virginia

Classroom & Laboratory Space Utilization

- 3845 # weekly hours of room use.
- 3846 % occupancy for classrooms.
- 3847 # weekly hours of lab use.
- 3848 % occupancy for labs.

Medical School

Administration & General

- 3849 % of graduates practicing in-state.
- 3850 % of medical school graduates practicing in-state.
- 3851 % of nursing bachelor of science graduates licensed in-state.
- 3852 Clinical trial grant proposals funded.
- 3853 # community participants.
- 3854 Administrative operating budget as a percentage of the total operating budget.
- 3855 \$ expenditures for conduct of research and development.
- 3856 % students passing U. W. Medical Licensing Exam (part 2) compared to national.
- 3857 % medical school graduates entering generalist medicine residencies.

Hospital Services

- 3858 # inpatient days.
- 3859 Average daily census.
- 3860 # outpatient clinic visits.
- 3861 # emergency department visits.
- 3862 # bed available (excluding nursery).
- 3863 % occupancy (excluding nursery).
- 3864 \$ cost per adjusted patient day (including nursery).
- 3865 \$ adjusted cost per discharge (including nursery).
- 3866 % increase in screenings.
- 3867 FTE staff per patient
- 3868 % readmissions.
- 3869 Patient satisfaction survey rating.
- 3870 Hospitalization related to congestive heart failure.
- 3871 ER visits for congestive heart failure patients.
- 3872 Hospitalization related to asthma.
- 3873 ER visits for asthma patients.
- 3874 % diabetic patients with long -term glycemic control.
- 3875 Hospitalization rate related to HIV patients.
- 3876 % women 40 or older receiving mammogram testing in the past year.
- 3877 % women 18 or older receiving a pap smear test in the past year.
- 3878 \$ gross charges for unsponsored charity care provided in state-owned facilities.
- 3879 # case mix adjusted average length of stay.
- 3880 \$ case mix adjusted non-salary cost per adjusted discharge.

Vocational Education

Administration & General

- 3881 Administration as a % of total budget.
- 3882 # prior year audit findings repeated in subsequent audit.
- 3883 # graduates in high demand job degree and certificate programs.
- 3884 Retention rates for first-time full-time cohorts in certificate programs.
- 3885 # student hours attempted

Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
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Vocational Education

- 3886 Student attainment of academic and technical skill proficiency
- 3887 % students placed in jobs.
- 3888 Business/industry training (clock hours)
- 3889 % point change in number of students enrolled in alternative certification program.
- 3890 % point change in number of students earning alternative certification.

Distance Education

Administration & General

- 3891 % production revenue generated as compared to comparable state networks.
- 3892 % grant revenue to state General Fund.
- 3893 % digital conversion completed.
- 3894 % clients rating service as good or very good.
- 3895 % educational institutions, state agencies, and general public rating service as good or very good.
- 3896 % positive viewer responses.
- 3897 # broadcast channels.

Miners Hospital

Administration & General

- 3898 Accreditation.
- 3899 % billed revenue collected.
- 3900 % budgeted revenue collected.
- 3901 Average patient length of stay in acute care.
- 3902 # outpatient visits.
- 3903 # outreach clinics conducted.
- 3904 # emergency room visits.
- 3905 # patient days at the acute care facility.
- 3906 # patient days at the long care facility.
- 3907 # admissions to the acute care facility
- 3908 # discharges from the acute care facility.
- 3909 # visits to the black lung clinic.
- 3910 # admissions to the long-term care facility.
- 3911 # visits to the outreach clinic.
- 3912 # specialty clinic visits.
- 3913 # surgeries.

Natural Resources Management

Alaska
Arkansas
Florida
Louisiana
New Mexico
Oregon
Texas
Virginia

Administration & General

- 3914 # audit findings.
- 3915 # repeat audit findings.
- 3916 % compliance to OMB & Legislative deadlines.
- 3917 % time networked devices fully operational.
- 3918 Web site usage.
- 3919 # sections surveyed for customer satisfaction.

Fish & Wildlife

Administration & General

- 3920 Administrative costs as a percent of total costs.
- 3921 Administrative FTE as a percent of total FTE.
- 3922 Administrative costs per division.
- 3923 Administrative FTE per division.
- 3924 # rural counties counseled regarding use of nature-based recreation as an economic development tool.
- 3925 Economic impact of fishing, hunting, and wildlife viewing in dollars.
- 3926 Economic impact of fishing, hunting, and wildlife viewing in jobs.
- 3927 # repeat audit findings.
- 3928 # consultations provided to public and private entities to determine potential impacts of habitat and wildlife resources.
- 3929 # citizens participating in hunting, fishing, boating, & wildlife related recreation.

Outreach & Education

- 3930 # people reached with information materials
- 3931 # students graduating hunter education courses.
- 3932 # people reached with education materials
- 3933 # audio and video features distributed for use by media and educators.
- 3934 # outdoor education programs conducted.
- 3935 # hunter education courses delivered.
- 3936 # students reached through outdoor education, hunter safety education, angler education and wildlife education.

Fishing

- 3937 \$ commercial fisheries harvest value.
- 3938 \$ value of commercial fishing licenses.
- 3939 # angler days.
- 3940 Fishing satisfaction survey.
- 3941 % change in licensed anglers.
- 3942 % major fish stocks not over fished.
- 3943 # water acres where habitat rehabilitation projects have been completed.
- 3944 # fish stocked.
- 3945 % real growth in economic impact to the state from commercial fishing.
- 3946 % demand for seed oysters met.
- 3947 # areas available for harvest of sack oysters on public seed grounds.
- 3948 % leases with no legal challenges.
- 3949 # natural fish populations monitored annually per FTE.
- 3950 # hatchery fish populations monitored annually per FTE.

Fish Habitat

- 3951 % of fish population that is stable or increasing.
- 3952 % of lakes where fish populations are stable or increasing.

Fish & Wildlife

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Habitat Conservation								
3998 % of critical habitat protected through land acquisition, lease, or contract.			•					
3999 # acres fish and wildlife habitat purchased.			•					
4000 # recovery plan actions implemented.			•					
4001 # habitat impact assessments and GIS requests.			•					
4002 Ratio of area of mitigation or compensation to area of unavoidable impact.					•			
4003 # studies or recreational/agricultural/environmental/educational facilities completed.					•			
4004 % time wildlife management areas open for public use during available days.					•			
4005 # local government cooperative agreements.					•			
4006 # water management projects implemented.					•			
4007 # areas conserved.					•			
4008 # acres actively managed.					•			
4009 # days of recreation.					•			
4010 # miles of access roads/trails maintained.					•			
4011 # acres enhanced.					•			
4012 # acres restored.						•		
4013 # habitat improvement projects completed in cooperation with private, state, & feds.						•		•
4014 % habitat restoration implemented.						•		
4015 % sites with assessments in progress or completed.						•		
4016 # sites to be assessed for natural resource damages.						•		
4017 % cases in settlement or settled, and restorations planned, in progress or completed.						•		
Law Enforcement								
4018 # wildlife violations as a percent of total contacts.	•							
4019 % cases closed.	•							
4020 % compliance with fish and wildlife rules.			•					
4021 # man hours.								•
Licensing								
4022 Commercial turnaround time.					•			
4023 % license buying population with hunting licenses or tags.						•		
4024 % license buying population with fishing licenses or tags.						•		
Non-Game								
4025 # new or updated element occurrence records in non-game, rare, threatened & endangered species database.					•			•
4026 # threatened & endangered species monitored, studied, or involved in, the recovery plan process.						•		
Wildlife Depredation & Nuisance Abatement								
4027 % depredation complaints resolved within one year.						•		
4028 # wildlife damage complaints responded to per FTE.						•		
4029 # "Avoiding Dangerous Wildlife Interaction" brochures, articles, personal contacts, television spots produced or distributed.						•		
Forestry								
Administration & General								
4030 # entities provided forestry through federal cooperative programs.	•							
4031 % performance targets met.		•						
4032 % administration budget to total agency budget.		•						
4033 # prior years audit findings repeated in subsequent audit.		•						
4034 # state forest acres managed.		•						
4035 % forest under best management practices.					•	•		

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Forestry								
4036 # operations contracts per program FTE.						•		
4037 % harvest acres (not federal and state forests) requiring compliance determinations that were in compliance with Forest Practices Act reforestation standards.						•		
4038 # miles of riparian forest buffer established statewide.								•
Outreach								
4039 # workshops, field days, presentations to organizations and school groups.		•						
4040 # hours spent providing forest-related technical assists to public land mgt agencies.		•						
4041 # hours spent providing forest-related technical assists to non-industrial private land mgt agencies.		•						
4042 # state forest visitors.		•						
4043 # educators trained in the value of trees and forestry.				•				
Nursery Operations								
4044 # seedlings delivered for conservation.					•			
4045 # seed zones/elevations/stock types from which seedlings are available.						•		
4046 % non-contract seedling demand met by speculation stock.						•		
Harvesting								
4047 \$ timber sales.	•							
4048 % state forests timber sale plan objectives met.						•		
Reforestation								
4049 # acres improved.		•						
4050 # acres improved per FTE.						•		
4051 # acres restored.					•			
4052 # acres replanted.						•		
4053 % state reforestation plan objectives met.						•		
Forest Health								
4054 % state forest timber producing acres adequately stocked and growing.		•						
4055 % acres planned for insect and disease survey that are surveyed.						•		
4056 % forest health assists accomplished compared to planned objective.						•		
4057 Forest health assists per FTE.						•		
4058 # acres surveyed per FTE.						•		
Urban Forestry								
4059 % local fund match leveraged by urban forestry grant programs.						•		
4060 % XXX cities and XXX organizations receiving Urban Forestry Program assistance.						•		
4061 # urban forestry technical assists per FTE.						•		
Prescribed Burns								
4062 # prescribed burn impacts on Class I wilderness areas.						•		
4063 # restricted area units burned per intrusion.						•		
4064 % units burned versus registered in restricted area.						•		
4065 Efficiency index of smoke management program.						•		
4066 # acres burned through prescribed burning.			•					
Fire Suppression								
Administration & General								
4067 # lives lost to wildland fire.	•							
4068 \$ lost to wildland fire.	•							
4069 Loss of cultural resources to wildland fire.	•							
4070 \$ fire suppression costs.	•							
4071 # firefighter certification programs.	•							
4072 Average size of wildland fires (acres)		•	•			•		

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Fire Suppression								
4073			•					
4074			•					
4075			•					•
4076	•		•					
4077			•					
4078			•					
4079			•					
4080						•		
4081						•		
4082							•	
4083							•	
4084								•
4085								•
4086								•
4087								•
4088								•
Outreach								
4089	•							
4090		•						
4091								•
Fire Remediation								
4092				•				
4093				•				
4094				•				
4095				•				
4096							•	•
Oil, Gas, & Mining Regulation								
Mineral & Coal Mining								
4097					•			
4098						•		
4099						•		
4100								•
4101								•
4102				•				•
4103								•
Energy Conservation								
4104						•		
4105						•		

State Parks	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administration & General								
4106 # park units open and available to the public.	•							
4107 # of parks meeting health and safety standards.	•							
4108 % federal Land & Water Conservation Fund projects meeting grant requirements.				•				
4109 # park management plans completed annually.					•			
4110 % General Fund to park operation and maintenance funds.					•	•		
4111 \$ investment in preserving state cultural resources through grant awards.						•		
4112 # acres added to state parks system using prioritized criteria.						•		
4113 # new beach and river access sites added to the state parks system.						•		
4114 Miles of trail added to the state parks system.						•		
4115 % alternative camping opportunities per total campsites available.						•		
4116 % reduction in facilities backlog since 1999.						•		
4117 % park management units with natural and cultural resource management plans.						•		
4118 % change in opportunities provided for target user groups.							•	
4119 # grant assisted projects completed.								•
4120 % customer satisfaction ratings "unacceptable".								•
4121 % customer satisfaction ratings "excellent" or "good".								•
Recreational Assistance to Local Governments								
4122 # of technical assists provided to local governments.			•					
4123 \$ investment in outdoor recreation leveraged through grant awards.						•		
4124 \$ investment grants awarded for construction & improvement of trails & waterways.						•		
Operations								
4125 # parks.							•	
4126 # state park acres.			•					
4127 # state park acres restored or maintained in native state.			•					
4128 # visitors.			•	•	•	•		
4129 \$ self-generated revenue per visitor.					•			
4130 # visitors satisfied with their visit.					•			
4131 # visitors participating in active & passive visitor center interpretive programs.					•			
4132 % visitor rating recreational opportunities offered by state parks good or excellent.						•		
4133 # interpretive programs.					•			
4134 Criminal incidences per 100,000 visitors.			•					
4135 Kilowatt-hours consumed on per camper basis.						•		
4136 % parks achieving master plan designated level of service .						•		
Boating								
4137 % compliance with state law and rules.			•					
4138 Boating fatality rate per 100,000 boats.	•							
4139 Emergency response time.			•					
4140 # recreational boating injuries.			•					
4141 # warnings, citations, arrests, and convictions.			•					
4142 # public contacts.				•				
4143 #,% vessel safety inspections.			•		•			
4144 % boats passing boating safety inspections.						•		
4145 % inspected boaters carrying a mandatory boater education card.						•		
4146 Communication equipment down time. (days/year/radio)			•					
4147 % law enforcement contract patrol hours spent on the water.						•		
4148 #,% hours spent in preventative patrol on investigations			•					
4149 # boating accidents investigated.			•					
4150 # underwater obstruction removed.				•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
State Parks								
4151 # boating accidents per 100,000 registrations.				•				
4152 # boating accidents per 1,000 visitors.					•			
4153 # boating accidents per 1,500 registered recreational watercraft (boats).								
4154 # boating accidents per 200 personal watercraft (jet skis).								•
4155 State boating fatalities as a percentage of the national average.						•		
4156 # boating incident fatalities.								•
4157 # new or improved boating access facilities.			•					
4158 % facilities brought up to standard.						•		
4159 % citizens who believe that drinking alcohol while boating is unacceptable by operator.						•		
4160 % citizens who believe that drinking alcohol while boating is unacceptable by passenger.						•		
4161 # gallons of human waste not deposited in state waters as a result of state facilities.						•		
4162 % boaters rating service as good to excellent.						•		
4163 % boaters that rate agency publications as good to excellent.						•		
Youth Conservation Corps								
4164 % projects completed during the year.					•			
4165 % grant awards used toward wages for corps members.					•			
4166 % training hours to total hours provided to corps members.					•			
4167 # projects funded in a year that improve the state's natural and community resources.					•			
4168 # youth employed.					•			
4169 # cash bonuses and tuition vouchers.					•			
State Geologic Survey								
Administration & General								
4170 # requests for hard copy publications.	•							
4171 # requests for web supplied information.		•						
4172 Average response time to request for information.		•						
4173 Customer satisfaction survey rating.		•						
4174 Age of oldest plat update request.		•						
4175 # geologic software & database trained.		•						
4176 % cities & towns meeting community preparedness standards for geologic natural hazards.						•		
4177 % target coastal communities with tsunami hazard maps and mitigation plans.						•		
4178 % target coastal communities with landslide hazard maps and mitigation plans.						•		
4179 % target coastal communities with ground response hazard maps and mitigation plans.						•		
4180 % state high resolution mapped.						•		
4181 % state medium resolution mapped.						•		
4182 % state resource mapped.						•		
Water Rights & Development								
Administration & General								
4183 % department contracts that include performance measures.					•			
4184 % total funding used in agency operations						•		
4185 # administrative transactions processed per FTE.						•		
4186 # state-mandated, locally run water quality programs annually reviewed.								•
Water Rights								
4187 % applications to permits.	•							
4188 # customers served.		•						
4189 % applications abstracted into the water administration technical engineering resource system database.					•			

Water Rights & Development

- 4190 # unprotested new and pending application processed per month
- 4191 # protested and aggrieved applications processed per month.
- 4192 # unprotested and unaggrieved water right applications backlogged.
- 4193 # protested and aggrieved applications backlogged.
- 4194 # offers to defendants in adjudications.
- 4195 % of all water rights that have judicial determinations.
- 4196 % total regulatory actions that found water right holders in compliance with water rights and regulations.
- 4197 Ratio of streams regulated to protect instream water rights to all streams regulated.
- 4198 % change from 2001 in the number of department operated or assisted gauging stations.
- 4199 % change from 2001 in the number of wells routinely monitored to assess ground water resources.
- 4200 % water management related datasets available to the public on the internet.
- 4201 # water management data was accessed through the internet.
- 4202 % protested water use applications that were resolved informally.
- 4203 # water rights administered per state FTE.
- 4204 # water right permits, certificates, and transfer final orders issued per FTE.
- 4205 # places where water is legally taken out of stream and used (points of diversion) per field staff FTE.

Water Development

- 4206 % Dams in compliance with inspections and emergency action plans.
- 4207 % watersheds that need flow restoration for fish that have had a significant quantity of water put instream through department administered programs.
- 4208 Time from submittal of water management and conservation plans to issuance of preliminary review of plan.
- 4209 % communities and other entities receiving technical and financial assistance for water planning and conservation.
- 4210 # bay and estuary instream study elements completed.
- 4211 # active grants for regional water, wastewater, flood, and research studies funded from the research and planning fund.

Interstate Stream Compacts

- 4212 River compact accumulated delivery credit or deficit, in acre feet. (by river)
- 4213 % received of state's share of quality water as apportioned by compact.
- 4214 # cumulative regional water plans completed & accepted by interstate stream commission.

Watershed Enhancement

- 4215 % funding from other sources resulting from grant awards.
- 4216 % watershed restoration investments that address established basin priorities.
- 4217 % complete grant payment requests paid within 30 days.
- 4218 Trend in monitored native fish populations in investment areas.
- 4219 Trend in monitored native riparian plant communities in investment areas.
- 4220 % monitored stream miles in key investment areas showing improved water quality.
- 4221 % work plans accomplish by watershed councils.
- 4222 % reporting areas containing native fish listed under the federal or state endangered species act where monitoring information about listed fish species is considered adequate to meet the goals of the state strategy.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
4190					•			
4191					•			
4192					•			
4193					•			
4194					•			
4195					•			
4196						•		
4197						•		
4198						•		
4199						•		
4200						•		
4201						•		
4202						•		
4203						•		
4204						•		
4205						•		
Water Development								
4206	•							
4207						•		
4208						•		
4209							•	
4210							•	
4211							•	
Interstate Stream Compacts								
4212					•			
4213							•	
4214					•			
Watershed Enhancement								
4215						•		
4216						•		
4217						•		
4218						•		
4219						•		
4220						•		
4221						•		
4222						•		

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Water Rights & Development								
4223						•		
4224						•		
Dam Safety								
4225								•
Energy Program								
Administration & General								
4226			•					
4227			•					
Agriculture								
Administration & General								
4228	•							
4229		•						
4230			•					
4231			•					
4232				•				
4233					•			
4234					•			
4235					•			
4236					•			
4237							•	
4238								•
4239								•
4240								•
4241								•
Agricultural Law Enforcement								
4242			•					
4243			•					
Agricultural Water Policy Coordination								
4244			•					
4245			•					
4246			•					
4247			•					
Dairy Facilities Compliance & Enforcement								
4248			•					
4249			•					
4250			•					
4251			•					
4252						•		
Food Safety Inspection & Enforcement								
4253			•					
4254			•					
4255			•					
4256			•					
4257			•					
4258			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Agriculture								
4259 % retail operations in compliance with 80% of CDC risk factors.						•		
4260 # food safety inspections per FTE.								•
Food & Fiber Research								
4261 # research and development projects.							•	
4262 # formal published research reports.							•	
4263 Leverage ratio of general revenue to other research funds.							•	
Agricultural Environmental Services								
4264 % feed, seed, & fertilizer products inspected.			•					
4265 % registered pesticide products evaluated or managed that are in compliance.			•					
4266 % licenses pest control applicators inspected and found in compliance.			•					
4267 # reported human/equine disease cases caused by mosquitoes.			•					
4268 # pest control, feed, seed, fertilizer, and pesticide inspections.			•					
4269 # people served by mosquito control activities.			•					
4270 # pesticide products registered.			•					
4271 # pesticide sample determinations made in the pesticide lab.			•					
4272 # pest control businesses and applicators licensed.			•					
4273 # fertilizer sample determinations.			•					
4274 # official seed sample determinations performed.			•				•	
Standards and Petroleum Quality								
4275 % compliant weighing & measuring devices, packages, & businesses with scanners.			•			•		
4276 % compliant LP gas facilities on first inspection.			•					
4277 % petroleum products meeting quality standards			•			•		
4278 # LP gas facility inspections and reinspections.			•					
4279 # petroleum field inspections.			•					
4280 # petroleum samples analyzed.			•					
4281 # farmers not fully compensated for losses from bonded warehouses.				•				
4282 # verified complaints of deceptive commercial transactions under regulation.				•				
4283 # legal challenges to program enforcement efforts.				•				
4284 % audited packaged product compliant with label net content statements.						•		
4285 % inspected animal feed found with label violation.						•		
4286 % total weights and measures inspections resulting in compliance with standards.							•	
Fruit & Vegetables Inspection & Enforcement								
4287 \$ value of fruits & vegetables shipped to other states or countries.			•					
4288 Tons of fruits and vegetables inspected.			•					
Organic Farming & Marketing								
4289 % increase in state organic market as measured by client gross sales.				•				
4290 # residue tests performed.				•				
4291 # certified organic businesses.				•				
4292 # spot checks.				•				
4293 # attendees to annual organic farming conference.				•				
4294 # client requests for assistance.				•				
Amusement Ride Inspections								
4295 % compliant amusement attractions on first inspection.			•					
4296 # amusement ride safety inspections.			•					
Agricultural Products Marketing								
4297 State products as a percent of national market.			•					
4298 \$ sales value of agricultural and seafood products sold at state farmers markets.			•					
4299 % state farmer's markets leased.			•					
4300 # leased square feet at state farmers' markets.			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Agriculture								
4387 # acres of brush treated.								
4388 # pollution abatement plans certified.							•	
4389 # of farm acres with improved nutrient management practices.								•
Livestock Inspection								
4390 % investigation findings completed within one month.					•			
4391 # livestock thefts reported per 1,000 head inspected.					•			
4392 # monthly road stops.					•			
4393 # questionable livestock ownerships detected via brand reports and estray animals.						•		
Meat Inspection								
4394 % inspections where violations are found.					•			
4395 # violations resolved within one day.					•			
4396 # establishments checked.					•			
Laboratory Services								
4397 # diagnostic services.							•	
4398 # cases submitted and examined.							•	
4399 # animals tested.							•	
State Lands								
Administration & General								
4400 \$ mineral resource collections.	•							
4401 \$ claim, permit, and lease revenue.		•						
4402 \$ trust revenue generated.					•			
4403 Ratio of applications to permits issued.		•						
4404 \$ revenue from land sold.		•					•	
4405 Acres classified through land use plans for agriculture, sales, or housing.		•						
4406 Acres transferred to local governments.		•						
4407 % state lands and buildings data input into database within 2 months of receipt.				•				
4408 Current royalties paid in prior fiscal years by payers who were audited.				•				
4409 % total revenue generated that is allocated to beneficiaries.					•			
4410 \$ generated through oil, natural gas, and mineral audit activities.					•			
4411 # acres treated for watershed improvements.					•			
4412 # remediation acres for contaminated sites and dumps.					•			
4413 Average income per acre from oil, natural gas and mineral activities.					•			
4414 Average income per acre from agricultural leasing.					•			
4415 Average income per acre from commercial leasing.					•			
4416 % annual increase in revenues form all sources.						•		
4417 % annual increase in # of unclaimed property holders who report and remit annually.						•		
4418 % of users who pay appropriate user fees.						•		
4419 % rangeland/grazing revenue stream used to cover administrative and operations costs.						•		
4420 % timber revenue used to cover administrative and operations costs of program.						•		
4421 % waterway revenue used to cover administrative and operations costs of program.						•		
4422 % agricultural revenue used to cover administrative and operations costs of program.						•		
4423 % special interest revenue used to cover administrative and operations costs of program.						•		
4424 % mineral revenue used to cover administrative and operations costs of program.						•		
4425 % escheated estates revenue used to cover administrative and operations costs of program.						•		
4426 % industrial, commercial, and residential revenue used to cover administrative and operations costs of program.						•		
4427 % removal-fill permit fee and enforcement revenue used to cover administrative and operations costs of program.						•		

Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
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State Lands

- 4428 % state lands and waterways with completed resource inventories.
- 4429 % state lands and waterways with completed area management plans or policies.
- 4430 Gain/loss in acres of freshwater wetlands.
- 4431 # estuarine wetlands acres increased.
- 4432 % removal-fill violations resolved.
- 4433 % cities with approved and adopted local wetland inventories.
- 4434 Rate of full compliance with removal-fill permit conditions (wetlands).
- 4435 Rate of full compliance with removal-fill permit conditions (non-wetlands).
- 4436 # wetland mitigation banks in operation.
- 4437 # wetland mitigation bank credits available.
- 4438 # credits purchased by the state in wetland mitigation banks.
- 4439 % permits issued within 90 days.
- 4440 # days to issue complete permits.
- 4441 % permit application accepted after being returned one or fewer times as unacceptable before processing.
- 4442 # industrial land sites with completed site planning and wetland mitigation.
- 4443 % customers or stakeholders who rate their satisfaction as good to excellent.
- 4444 \$ audit revenue.

Protected Lands

- 4445 # cultural resource sites and natural resource sites identified and protected.
- 4446 % new residential development in National Scenic Area occurring in urban areas.
- 4447 % developments approved that occur on agricultural land with agricultural restrictions.
- 4448 % developments approved that occur on forest land with forest restrictions.
- 4449 % appeals resolved through alternative dispute resolution.
- 4450 # participants in outreach events that gain a better understanding after presentations.
- 4451 % citizens that felt treated fairly by the commission.
- 4452 # planning meetings.
- 4453 # training sessions for planners regarding the management plan.
- 4454 % development reviews issued within XX days.
- 4455 % state agricultural land in 1970 still preserved for agricultural use.
- 4456 % forest land in 1970 still preserved for forest use.

State Fair

Administration & General

- 4457 % attendees at annual state fair rating their experience as satisfactory or better.
- 4458 # counties represented by Future Farmers of America, Future Homemakers of America, or 4-H member entries.
- 4459 # attendees.

State Office of Education

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Student Assessment								
4505 % students scoring at "approaching Basic" or above for grade 4 math.				•				
4506 % students scoring at "approaching Basic" or above for grade 4 English.				•				
4507 % students scoring at "approaching Basic" or above for grade 8 math.				•				
4508 % students scoring at "approaching Basic" or above for grade 8 English.				•				
4509 % students reading below second grade level.				•				
4510 % students reading below third grade level.				•				
4511 % fourth graders passing language arts test.				•				
4512 % eighth graders passing language arts test.				•				
4513 Average percentile rank for grade 3.				•				
4514 Average percentile rank for grade 5.				•				
4515 Average percentile rank for grade 6.				•				
4516 Average percentile rank for grade 7.				•				
4517 Average percentile rank for grade 9.				•				
4518 Average ACT score.				•				
4519 # high school graduates.				•				
4520 # high school dropouts.				•				
4521 # students graduating with a GED.				•				
4522 % participating 2nd & 3rd grade students reading on or above grade level.				•				
4523 # students assessed statewide.				•				
4524 % students meeting or exceeding basic performance levels on the Criterion-Referenced Tests in English language arts.				•				
4525 % students meeting or exceeding basic performance levels on the Criterion-Referenced Tests in math.				•				
4526 % students meeting or exceeding the 50th percentile on the Norm-Referenced Tests.				•				
4527 % students who achieve proficiency on the criterion referenced assessments in reading/language arts at each grade tested.							•	
4528 % students achieving proficiency on criterion referenced assessments in mathematics.							•	
4529 % students achieving proficiency on criterion referenced assessments in language arts.							•	
4530 % kindergarten students meeting language arts performance standards for reading readiness.							•	
4531 % students with documented truancy.							•	
4532 % student assessment reports meeting department standards for timeliness.							•	
Parental Assessment								
4533 % parents who rate their involvement with public schools as positive.							•	
Special Program Assessment								
4534 % K-3 students in Reading first schools scoring on grade level on Reading First assessments.				•				
4535 Completion rate of Home Instruction Program for Preschool Youngsters.				•				
4536 % Home Instruction Program for Preschool Youngsters children who successfully complete kindergarten.				•				
4537 Church based tutorial sites monitored for compliance.				•				
4538 # students participating in 21st Century Community Learning Center Program.				•				
4539 # students served by the After School Education activity.				•				

State Office of Education

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Teacher Assessment								
4540 # of educators sanctioned.	•							
4541 % paraprofessionals in Title I schools meeting the highly qualified paraprofessional requirements in No Child Left Behind.				•				
4542 % certified classroom teachers employed, teaching within area of certification.				•				
4543 % classes taught by misassigned teachers.						•		
4544 % of teachers who are highly qualified.						•		
4545 % teachers teaching on conditional assignment permits.						•		
School Assessment								
4546 State school performance score, K-8 grades.				•		•		
4547 State school performance score, elementary middle schools.				•		•		
4548 State school performance score, high schools & combo schools.				•		•		
4549 # schools of academic excellence.				•				
4550 # schools of academic distinction.				•				
4551 # schools of academic achievement.				•				
4552 # schools above state average.				•				
4553 # schools below state average.				•				
4554 # schools academically unacceptable.				•				
4555 # schools receiving accountability rewards.				•				
4556 # schools in accountability corrective Action I.				•				
4557 # schools in accountability corrective Action II.				•				
4558 % eligible students tested by norm-referenced test.				•				
4559 % eligible students tested by criterion-referenced test.				•				
4560 % eligible students tested by graduation exit exam test.				•				
4561 % schools receiving school analysis model services each year.				•				
4562 # distinguished educators assigned to corrective action II & III schools.				•				
4563 % schools receiving distinguished educators achieving growth goals.				•				
4564 USDA determined application/agreement error rate percentage for state school food and nutrition activity.				•				
4565 USDA determined application/agreement error rate percentage for state day care food and nutrition activity.				•				
4566 % schools achieving progress requirement on criterion referenced assessments in mathematics.				•				
4567 % schools with grades seven & eight with a dropout rate of 4.8 % or less.				•				
4568 % schools with grades 9-12 with a dropout rate of 4.8 % or less.				•				
4569 % schools where 90% of kindergarteners meet language arts performance standards for reading readiness.				•				
4570 % classes being taught by "highly qualified" teachers in high-poverty schools.				•				
4571 % schools that are not rated as persistently dangerous school as defined by state and federal definitions.				•		•		
4572 % school facilities attaining a facility-condition index equal to greater than the level established by the public school capital outlay council.						•		
4573 % of schools where eighty percent of the teachers express confidence in the use of new classroom technologies.						•		
4574 % classes being taught by "highly qualified" teachers.						•		
4575 % low-performing schools that meet department goals within 2 years.						•		
4576 % schools integrating technology into instruction.						•		

State Office of Education

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
District Assessment								
4577 # districts implementing a high-quality professional development system.			•					
4578 % districts with corrective action I or II schools participating in regional education service centers accountability professional development/technical assistance activities.				•				
4579 % districts with corrective action I or II schools.				•				
4580 % regional ed service centers external performance assessments indicating a satisfactory or above rating.				•				
4581 % districts with alternative education programs that meet department standards.						•		
Grants								
4582 # competitive grants disbursed by August 15th.			•					
4583 % technical assistance contracts focused on the use of federal NCLB funds to increase the qualifications of paraprofessionals necessary to reach goals outlined in NCLB.				•				
4584 % individualized education programs monitored that provide a free and appropriate public education, including needed transition services.				•				
4585 # schools in Corrective Action receiving grants.				•				
4586 % schools identified in Corrective Action I receiving grants.				•				
4587 # students receiving targeted assistance.				•				
4588 # schools receiving Reading First funding through the state sub grant to the eligible LEAs.				•				
4589 # students receiving services through Reading First funding.				•				
Support Services								
4590 % communications office users rating informational services as good or excellent.				•				
4591 % superintendent's memorandums to public school systems posted on website.				•				
4592 \$ saved as a result of audits.				•				
4593 \$ cumulative savings as a result of audits.				•				
4594 % of IT personnel to total FTE.				•				
4595 # bus accidents annually.						•		
Charter Schools								
4596 % type 2 charter schools pre/post testing students.				•				
4597 % type 2 charter schools meeting 75% student expected growth.				•				
Disadvantaged Children								
4598 % students in Title I schools who are at or above the proficient level in English/language arts on the LEAP or GEE 21 test.				•				
4599 % students in Title I schools who are at or above the proficient level in mathematics on the LEAP or GEE 21 test.				•				
4600 % local ed agencies and Type 2 Charter Schools having approvable local ed agencies applications.				•				
4601 # children served, IDEA B (3-21).				•				
4602 # children served (ESYP).				•				
4603 % IDEA population ages 3-21 served in ESYP.				•				
At-Risk								
4604 %,# of at-risk preschool children served though Preschool/Starting Points/Inter				•				
4605 Agency Transfer- Dept of Social Services.				•				
Classroom Technology								
4606 % teachers qualified to use technology in instruction.				•				
4607 # students to each multimedia computer.				•				
4608 % schools having access to the Internet.				•				

State Office of Education

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Adult Education								
4642 % participants rating adult education services as satisfactory.				•				
4643 # literacy resource center workshop participants.				•				
4644 # admin reviews of reimbursement to eligible school food & nutrition sponsors for meals served.				•				
4645 # admin reviews of reimbursement to eligible child and adult care food & nutrition sponsors for meals.				•				
4646 # nutrition assistance technical assistance visits.				•				
4647 # nutrition assistance training sessions and workshops.				•				
4648 # state center for educational technology school improvement/assistance programs.				•				
4649 % adults functioning below the 8.9 grade level served by local literacy councils.		•						
4650 % adults enrolled in adult ed programs demonstrating improvement in literacy.		•						
4651 % adults exiting literacy program entering postsecondary education.		•						
4652 % adults exiting literacy program with GED.		•						
4653 % eligible population enrolled.				•				
4654 % of full-time/part-time teachers certified in adult education.				•				
4655 % enrollees to complete an educational functioning level.				•				
4656 % entered other academic or vocational-education programs, gained employment, secured employment retention, or obtained job advancement, individual/project learner gains.				•				
Early Intervention - Remediation								
4657 % students scoring acceptable on state or local level assessments in English or mathematics after participating in early intervention and remedial alternative programs.				•				
Private Education								
4658 % requested expenditures reimbursed.				•				
4659 \$ eligible full-time school lunch employees' reimbursement.				•				
4660 \$ eligible part-time school lunch employees' reimbursement.				•				
4661 # full-time school lunch employees.				•				
4662 # part-time school lunch employees.				•				
4663 # private students transported.				•				
4664 Per student amount for transportation.				•				
4665 # private students.				•				
4666 % of textbook funding reimbursed for administration.				•				
4667 Per student amount for textbooks.				•				
4668 \$ total textbook reimbursement.				•				
K-12 Education								
Administration & General								
4669 # of schools showing adequate annual progress.	•							
4670 % of students passing state qualifying exam.	•							
4671 #,% teachers with National Teacher's Certification, by district.		•						
4672 #,% "A" schools.		•						
4673 #,% "D" or "F" schools.		•						
4674 #,% schools declining one or more letter grade, by district.		•						
4675 Students completing an occupational completion point by skill level.				•				
4676 % college prep graduates entering AA, AS, Vocational Certificate programs.				•				
4677 % students mastering kindergarten readiness skills.					•			

K-12 Education

- 4678 % elementary/secondary projects reporting improved academic achievement or skills proficiency.
- 4679 %,# ready to learn.
- 4680 %,# 3rd grade reading & math levels.
- 4681 %,# 8th grade reading & math levels.
- 4682 % improvement against Standards of Learning in grades 3, 5, 8, and in high school.
- 4683 % improvement on Standards of Learning tests for subgroups of low-performing students .
- 4684 % improvement on Standards of Learning pass rates in PASS priority schools.
- 4685 # certificates of initial mastery.
- 4686 High school dropout rate.
- 4687 Statewide dropout rate for all students.
- 4688 High school completion rate.
- 4689 #,% working disabled.
- 4690 # juvenile arrests.
- 4691 #,% students carrying weapons.
- 4692 Juvenile recidivism rate.
- 4693 #,% school staff misconduct.
- 4694 School services ranking.
- 4695 % students passing all tests taken.
- 4696 % students included in the accountability system.
- 4697 % special ed students included in the accountability system.
- 4698 # on-line tests.
- 4699 % students with computer access.
- 4700 % public schools fully accredited.

Post Secondary Preparation

- 4701 % of students going onto post secondary education.
- 4702 % fall first-time freshmen at 4-year institutions not enrolled in developmental courses.
- 4703 % first-time freshmen in state higher ed system coming directly from graduation.
- 4704 %,# Going on to complete some college.
- 4705 %,# Going on to postsecondary credentials.
- 4706 %,# going on to college completion.
- 4707 % 9-12 students taking Advanced Placement courses.
- 4708 % 9-12 students taking college credit courses.
- 4709 % high school graduates earning advanced studies diploma.

Pre-Kindergarten

- 4710 % eligible children enrolled in Head Start.
- 4711 % enrolled in Head Start that complete the program.
- 4712 % Head Start children entering school ready to learn.
- 4713 # at-risk four year olds served in state-supported pre-school programs.

Grades 1-12

- 4714 % 8th graders with a completed education plan and profile.
- 4715 % 10th graders with a certificate of initial mastery.
- 4716 Graduation rate.

Special Groups (disabled, detained, migrant, non-English speaking, African Am., Native Am., Asian Am., Hispanic Am.)

- 4717 % students in key subgroups achieving state standards for reading & math.
- 4718 % students in key subgroups dropping out.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
4678				•		•		
4679						•		
4680						•		
4681						•		
4682								•
4683								•
4684								•
4685						•		
4686						•		
4687							•	
4688						•		
4689						•		
4690						•		
4691						•		
4692						•		
4693						•		
4694						•		
4695							•	
4696							•	
4697							•	
4698								•
4699								•
4700								•
Post Secondary Preparation								
4701	•							
4702				•				
4703						•		
4704						•		
4705						•		
4706						•		
4707								•
4708								•
4709								•
Pre-Kindergarten								
4710						•		
4711						•		
4712						•		
4713								•
Grades 1-12								
4714						•		
4715						•		
4716								•
Special Groups (disabled, detained, migrant, non-English speaking, African Am., Native Am., Asian Am., Hispanic Am.)								
4717						•		
4718						•		

Deaf & Blind Education

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administration & General								
4719				•				
4720						•		
4721								•
4722								•
Blind								
4723				•				
4724				•				
4725				•				
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4746							•	
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4750								•
4751								•
4752								•
Residential Blind Services								
4753				•				
4754				•				
4755				•				
4756				•				
4757				•				

Deaf & Blind Education

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Deaf								
4758 Student to administrative support staff ratio.			•					
4759 % students on campus more than six hours daily.			•					
4760 \$ cost per student.			•					
4761 Administrative support services percent of total expenditures.			•					
4762 Administrative/support services cost per student.			•					
4763 # FTE students.			•					
4764 # students.			•				•	
4765 # classroom teachers.			•					
4766 Student per classroom teacher ratio.			•					
4767 Graduations with diploma.			•					
4768 Graduations with certificate.			•					
4769 Parent/pupil education program % of total instruction program budget (outreach).			•					
4770 Assessment center (outreach) 5 of total instructional services program budget.			•					
4771 Instructional service program percentage of total budget.			•					
4772 %,# students achieving 70% of individualized education program objectives.			•					
4773 # students having an individualized education program.			•					
4774 %,# eligible students entering workforce internships post-secondary/vocational programs, sheltered workshops, group homes or working towards the requirement for a state diploma.			•					
4775 # students exiting high school through graduation.			•					
4776 % students participating in Extended School Year Program that achieved at least one of their objectives.			•					
4777 % students grades 4 & 8 scoring "approaching basic" or above on all components.			•					
4778 % students grades 4 & 8 scoring "approaching basic" or above on 1-3 components.			•					
4779 % exiting seniors passing all components.			•					
4780 % exiting seniors passing 1-4 components.			•					
4781 % high school students passing all components.			•					
4782 % high school students passing 1-3 components.			•					
4783 % students grades 3-12 advancing at least 3 points on scoring rubric in 10 of 20 target areas.			•					
4784 # special needs students enrolled.							•	
4785 # residential students.							•	
4786 # students enrolled in summer programs.							•	
4787 % students graduating with a diploma.								•
4788 % deaf students with disabilities transitioning to work and post-secondary programs.								•
4789 # initial interpreter services contacts from public entities who have not used this								•

Special Education

Administration & General								
4790 Student to administrative support staff ratio.			•					
4791 % students on campus more than six hours daily.			•					
4792 \$ cost per student.			•					
4793 Administrative support services percent of total expenditures.			•					
4794 % evaluations for students ages 3-21 completed timely.			•					
4795 % eligible special education students tested by CRT and NRT tests.			•					
4796 % students with disabilities ages 14-21 exiting with a diploma.			•					

Vocation Rehabilitation

- 4836 # persons served in Social Services Block Grant and Title VII programs.
- 4837 % case costs paid by third-party payers.
- 4838 Avg cost of case life (to agency) for all other customers.
- 4839 Avg cost of case life (to agency) for significantly disabled customers.
- 4840 # customers reviewed for eligibility.
- 4841 \$ average cost to determine eligibility.
- 4842 # individualized written plans for services.
- 4843 % completing programs.
- 4844 # active cases.
- 4845 \$ cost per client rehabilitated and employed.
- 4846 \$ cost per comprehensive rehabilitation services client.
- 4847 # served.
- 4848 Caseload per counselor.
- 4849 %, eligibility determinations completed in compliance with federal law.
- 4850 # days to complete an initial disability claim.
- 4851 # successfully rehabilitated.
- 4852 # whose supported training and education extend past two years.
- 4853 Consumer satisfaction rating.

Employment Measures

- 4854 #,% clients exiting program that are employed.
- 4855 #,% significantly disabled exiting program that are employed
- 4856 Average annual wage of employed individuals exiting program.
- 4857 Average weekly earnings at acceptance.
- 4858 Average weekly earnings at closure.
- 4859 # federal indicator requirements for employment outcomes at or above min. wage.
- 4860 # fed. indicator require. for employ outcomes at or above min. wage for sig. disabled.
- 4861 #,% customers placed in competitive employment.
- 4862 #,% retained in employment after 1 year.
- 4863 # served in summer work experience.
- 4864 Workers earning 150% or more of poverty level for a family of 4.
- 4865 % adults with lasting, significant disabilities capable of work who are employed.
- 4866 % clients with a goal of employment who are employed.
- 4867 % from the business enterprise program of all employed
- 4868 Ratio between the average hourly earning of all individuals who exit the vocational rehabilitation program in employment to the state's average hourly earning for all individuals in the state who are employed.

Blind

- 4869 #,% clients exiting program that are employed.
- 4870 #,% customers placed in competitive employment.
- 4871 % customers with individualized plans placed in competitive employment.
- 4872 \$ projected average annual earnings of customers at placement.
- 4873 \$ employment wage for the blind or visually handicapped.
- 4874 #,% successfully rehabilitated older customers (non-voc. Rehab.)
- 4875 #,% children successfully rehabilitated/transitioned from pre-school to school.
- 4876 #,% children successfully rehabilitated/transitioned from school to work.
- 4877 # customers reviewed for eligibility.
- 4878 #,% individualized written plans for services.
- 4879 # customers served.
- 4880 Avg time between application and eligibility determination.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
4836		•						
4837			•					
4838			•					
4839			•					
4840			•	•				
4841			•	•				
4842			•	•				
4843			•	•				
4844			•					
4845							•	
4846							•	
4847						•	•	•
4848			•					
4849			•		•			
4850					•			
4851				•				
4852							•	
4853								•
Employment Measures								
4854	•	•	•		•			
4855			•					
4856	•		•					
4857				•				
4858				•				
4859		•						
4860		•						
4861			•					
4862			•					•
4863						•		
4864						•		
4865						•		
4866						•		
4867								•
4868								•
Blind								
4869			•					•
4870			•					
4871						•		
4872			•					
4873						•		
4874			•					
4875			•					
4876			•					
4877			•					
4878			•		•			
4879			•				•	
4880			•					

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Vocation Rehabilitation								
4881			•					
4882					•			
4883						•		
4884					•			
4885						•		
4886							•	
4887						•		
4888							•	
4889							•	
Blind Vending Stand Program								
4890				•				
4891				•				
4892				•				
Community Rehabilitation Services								
4893				•				
4894				•				
4895				•				
4896				•				
4897				•				
Independent Living								
4898				•	•			
4899				•				
4900				•				
4901				•				
4902					•			
4903								•
4904								•
Specialized Services								
4905				•				
4906				•				
Services for the Deaf								
4907				•				
4908				•				
4909				•				
4910				•				
4911				•				
4912				•				
4913				•			•	
4914				•				
School for Math, Science, Art...								
Administration & General								
4915				•				
4916				•				
4917				•				
4918				•				
4919				•				

School for Math, Science, Art...

- 4920 # National Merit semifinalists.
- 4921 College matriculation: in-state college/universities.
- 4922 College matriculation: out-of-state college/universities.
- 4923 #,% sections with enrollments above 15:1.
- 4924 # classes scheduled.
- 4925 Instructional cost per student.
- 4926 Instructional cost as a percent of total instructional costs.

Residential

- 4927 # students per life advisor.
- 4928 Residential percentage of school total.
- 4929 Residential program cost per student.

Virtual High School - Tele-learning

- 4930 # students.

Instruction

- 4931 \$ cost per student.
- 4932 Instructional costs as a percent of total school costs.
- 4933 % students enrolling in college or gaining entry into related field.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
4920 # National Merit semifinalists.				•				
4921 College matriculation: in-state college/universities.				•				
4922 College matriculation: out-of-state college/universities.				•				
4923 #,% sections with enrollments above 15:1.				•				
4924 # classes scheduled.				•				
4925 Instructional cost per student.				•				
4926 Instructional cost as a percent of total instructional costs.				•				
Residential								
4927 # students per life advisor.				•				
4928 Residential percentage of school total.				•				
4929 Residential program cost per student.				•				
Virtual High School - Tele-learning								
4930 # students.				•				
Instruction								
4931 \$ cost per student.				•				
4932 Instructional costs as a percent of total school costs.				•				
4933 % students enrolling in college or gaining entry into related field.				•				

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
National Guard								
Administration & General								
4934	Ratio of recruits to those leaving.	•						
4935	Attrition rate.				•			
4936	Administrative costs as a % of total budget.		•					
4937	Administrative FTE as a % of total FTE.		•					
4938	# major environmental compliance findings from inspections.				•			
Facilities Maintenance								
4939	\$ maintenance cost per square foot for all buildings.						•	
4940	\$ utilities cost per square foot for all buildings.						•	
4941	% of needed routine or preventive maintenance completed.						•	
4942	% facilities that comply with state accessibility standards.						•	
4943	# facilities maintained.						•	
Drug Interdiction & Prevention								
4944	% law enforcement officers trained that rate the training as relevant and valuable.		•					
4945	# staff days devoted to counter drug tasks.		•					
4946	# high school students attending drug awareness presentations.		•					
4947	# law enforcement personnel counter drug trained.		•					
4948	# law enforcement personnel counter drug multi-jurisdictional trained.		•					
4949	# missions supporting federal, state, and local drug law enforcement agencies.						•	
Readiness								
4950	% funded positions available for state deployment.		•			•	•	
4951	#, % armories rated adequate.		•			•		
4952	% federal readiness in personnel, training, and equipment.							•
4953	% satisfaction with training facilities at Camp X.		•					
4954	# training days.		•					
4955	# new recruits using state education assistance program.		•					
4956	# crisis response exercises conducted annually.		•					
4957	# soldiers assigned to state national guard.		•					
4958	# armories under maintenance and repair.		•					
4959	# guard personnel using Camp X training area.		•					
4960	Assigned strength as a % of authorized strength.			•				
4961	% strength.				•			
4962	# training visits to local government by weapons of mass destruction, civil support team.							•
Military Response								
4963	% supported agencies satisfied with departments support for specific missions.		•					
4964	# liaison teams trained.		•					
4965	# agencies supported.		•					
4966	Response time to emergency missions from department of emergency management.							•
Federal/State Cooperative Agreements								
4967	% federal funds executed to assist in administration & operations of community outreach programs.		•					
4968	Dept of Defense contracts state administered.		•					
Community Service								
4969	% of unit participation and completion of approved volunteer community projects.			•				

Veterans Affairs

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administration & General								
4970 Customer satisfaction rating.	•							
4971 # audit findings.	•							
4972 % federal contract requirements achieved.				•				
4973 # procurement violations.	•							
4974 % veterans represented.	•							
4975 # previous audit finding reported in subsequent audits.		•						
4976 Administration budget as a percent of total budget.		•						
4977 # veterans assisted.		•	•					
4978 # veterans assisted at field offices.					•			
4979 # services to veterans.			•					
4980 #,% claims processed.			•	•				
4981 # veterans using veterans cemetery.		•						
4982 # referrals from veteran service officers to contract veterans organizations.					•			
4983 # fiduciary financial transactions from trustee banks to meet clients living expenses.					•			
4984 # educational programs reviewed, approved and audited.					•			
4985 # homeless veterans provided shelter for a period of two weeks or more.					•			
4986 % grant approval rate on initial claims submitted to USDVA.								•
4987 # benefit claims submitted to USDVA.								•
4988 % back-award appeal claims approved.								•
4989 # burials in state-run veterans cemeteries.								•
Veteran's Home								
4990 Administration budget as a percent of total budget.			•					
4991 Administrative FTE as a percent of agency FTE.			•					
4992 # health and safety infractions.		•						
4993 % compliance with quality health care regulations.			•					
4994 Average daily cost per resident by type of service (domiciliary, intermediate)		•	•					
4995 Average daily state cost per resident by type of service (domiciliary, intermediate)			•					
4996 Client satisfaction rating.		•						
4997 % occupancy rate for homes open more than 2 years.			•	•				
4998 # occupants.				•				
4999 # beds available.			•					
5000 Veterans' home trust fund balance						•		
Benefits and Assistance								
5001 \$ value of cost avoidance because of issue resolution.			•					
5002 \$ value of cost avoidance because of retroactive compensation.			•					
5003 Average state cost per claim processed.				•				
5004 \$ avg state disability compensation vs national average.						•		
5005 % federal denials successfully appealed compared to national average.						•		
5006 % average US Dept of Veterans Affairs pension and Social Security income needed for resident cost.						•		
5007 \$ awards paid because of advocacy in veterans service disabilities claims.								•
5008 # disabilities claims processed.								•
5009 # benefit cases for veterans, widows & orphan children.								•
5010 # appeals.								•
Outreach								
5011 # contacts made.			•					
5012 Average state cost per veteran.			•					
5013 # newsletter circulation.						•		

Veterans Affairs

- 5014 # website hits.
- 5015 % veterans reached.
- 5016 # education outreach programs and activities.

Environmental Quality

Administration & General

- 5017 Administrative costs as a percent of total costs.
- 5018 Administrative FTE as a percent of total FTE.
- 5019 % contacts resolved (answered or appropriately referred).
- 5020 % customer service requests resolved within X days.
- 5021 % annual federal grant submissions timely and complete.
- 5022 % requests for site visits satisfied.
- 5023 % mentors participating over one year.
- 5024 % department assisted or proposed amendments attached to legislative bills.
- 5025 % legislative bills filed per session requiring lobby team intervention.
- 5026 % auditor recommendations implemented or closed.
- 5027 % press requests completed by reporter deadline.
- 5028 % cabinet agenda items passed.
- 5029 % proposed agenda items that reach Legislative agenda.
- 5030 % invoices paid timely.
- 5031 % employee relations issues successfully handled.
- 5032 % single sources processed within 3 workdays of receipt of complete single source justification from program area.
- 5033 % property inventories received from divisions that are reconciled by year end.
- 5034 # companies participating in voluntary efforts to reduce pollutants.
- 5035 % criminal cases referred to investigations that are properly forwarded to district atty.
- 5036 % referrals for which an initial legal opinion is prepared within 30 working days.
- 5037 % enforcement actions addressed timely.
- 5038 # repeat audit findings.
- 5039 % reduction in injury and illness rate in selected industries.
- 5040 % permits issued timely.
- 5041 % increase in significant compliance rate among regulated entities.
- 5042 % regulated entities taking compliance actions to mitigate violations discovered by inspection.
- 5043 % reduction of inspected aggregate facilities with repeat emissions violations.
- 5044 % allowed construction permit decisions within 90 days.
- 5045 % portable source relocation applications processed within 15 days.
- 5046 % prior year audit findings resolved.
- 5047 % enforcement actions brought within one year of inspection or documented violation.
- 5048 % favorable customer satisfaction survey result.
- 5049 % air & water quality permitted sources that rate the Department's performance as meeting or exceeding expectations.
- 5050 # web page views per month.

Invasive Plants

- 5051 % of state's public water bodies with invasive aquatic plants are under maint control

Laboratory Services

- 5052 Average cost per analysis.
- 5053 Average hours expended per FTE analyzing or interpreting environmental data.
- 5054 % analyses processed meeting quality and timeliness standards.

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
5014 # website hits.						•		
5015 % veterans reached.							•	
5016 # education outreach programs and activities.								•
Administration & General								
5017 Administrative costs as a percent of total costs.			•					
5018 Administrative FTE as a percent of total FTE.			•					
5019 % contacts resolved (answered or appropriately referred).			•					
5020 % customer service requests resolved within X days.			•	•				
5021 % annual federal grant submissions timely and complete.			•					
5022 % requests for site visits satisfied.			•					
5023 % mentors participating over one year.			•					
5024 % department assisted or proposed amendments attached to legislative bills.			•					
5025 % legislative bills filed per session requiring lobby team intervention.			•					
5026 % auditor recommendations implemented or closed.			•					
5027 % press requests completed by reporter deadline.			•					
5028 % cabinet agenda items passed.			•					
5029 % proposed agenda items that reach Legislative agenda.			•					
5030 % invoices paid timely.			•					
5031 % employee relations issues successfully handled.			•					
5032 % single sources processed within 3 workdays of receipt of complete single source justification from program area.			•					
5033 % property inventories received from divisions that are reconciled by year end.			•					
5034 # companies participating in voluntary efforts to reduce pollutants.				•				
5035 % criminal cases referred to investigations that are properly forwarded to district atty.				•				
5036 % referrals for which an initial legal opinion is prepared within 30 working days.				•				
5037 % enforcement actions addressed timely.				•				
5038 # repeat audit findings.				•				
5039 % reduction in injury and illness rate in selected industries.					•			
5040 % permits issued timely.						•		
5041 % increase in significant compliance rate among regulated entities.							•	
5042 % regulated entities taking compliance actions to mitigate violations discovered by inspection.								•
5043 % reduction of inspected aggregate facilities with repeat emissions violations.								•
5044 % allowed construction permit decisions within 90 days.								•
5045 % portable source relocation applications processed within 15 days.								•
5046 % prior year audit findings resolved.								•
5047 % enforcement actions brought within one year of inspection or documented violation.								•
5048 % favorable customer satisfaction survey result.								•
5049 % air & water quality permitted sources that rate the Department's performance as meeting or exceeding expectations.								•
5050 # web page views per month.								•
Invasive Plants								
5051 % of state's public water bodies with invasive aquatic plants are under maint control			•					
Laboratory Services								
5052 Average cost per analysis.			•					
5053 Average hours expended per FTE analyzing or interpreting environmental data.			•					
5054 % analyses processed meeting quality and timeliness standards.				•				

Environmental Quality

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Hazardous Waste								
5055 # reports and publications with scientific findings and management options for reducing exposure of humans and wildlife to ingested mercury.			•					
5056 # reports and publications with scientific findings as to the amounts, sources and deposition of fixed nitrogen compounds as may influence water quality.			•					
5057 % top-rated asbestos projects inspected.				•				
5058 % top-rated lead projects inspected.				•				
5059 % verified mercury fish sampling results posted within XX days on website.				•				
5060 % official fish consumption advisories posted within XX days on website.				•				
5061 % toxic release inventory data available on website.				•				
5062 % hazardous waste notifiers, generators & transporters undergoing 1st-time inspections.					•			
5063 % hazardous waste generators inspections completed.					•			
5064 # pounds mercury removed from the environment.						•		
5065 % identified state hazardous waste sites cleaned up.						•		
Information Technology								
5066 # terabytes transported/bureau of information systems budget expended.			•					
Beaches								
5067 % providing upland protection, wildlife or recreation.			•					
Air								
5068 % population living in areas monitored for air quality.			•					
5069 % counties monitored meeting toxic air pollutant ambient air standards.				•				
5070 # counties meeting air standards for 6 criteria pollutants.				•				
5071 # pounds of annual emissions of nitrous oxides per capita.			•					
5072 # pounds of annual emissions of sulfur dioxide per capita.			•					
5073 # pounds of annual emissions of carbon monoxide per capita.			•					
5074 # pounds of annual emissions of volatile organic compounds per capita.			•					
5075 % time population breathes good or moderate quality air.			•					
5076 # days exceeding air quality health standards from human sources of pollution.	•							
5077 # days exceeding air quality health standards from natural sources of pollution.	•							
5078 % Title V facilities in significant compliance.			•					
5079 % air quality facilities inspected.				•				
5080 # human-caused violations of the health-based national ambient air quality standards monitored throughout the state.					•			
5081 % change of the ambient air concentration in relation to the state and federal ambient air quality standards.					•			
5082 CO2 emissions per capita from homes, businesses and public buildings.						•		
5083 % air contaminant discharge permits issued within the target period.						•		
5084 Annual % of stationary and mobile source pollution reductions in non-attainment areas.							•	
5085 \$ cost per ton of nitrous oxides reduced through state emission reduction plan.							•	
5086 # days on a 3 year rolling average when ozone concentration exceed the 8-hour standard.								•
Utility Siting and Coordination								
5087 % improvement in electric generation capacity, electric transmission capacity, and natural gas capacity.			•					
Environmental Investigations								
5088 # environmental law violations per 100,000 population.			•					
5089 % soil & ground water investigation work plans reviewed.				•				
5090 % soil & ground water corrective action work plans reviewed.				•				
5091 % corrective actions initiated within 60 days of plan approval.				•				

Environmental Quality

Alaska
Arkansas
Florida
Louisiana
New Mexico
Oregon
Texas
Virginia

Water Resources Protection and Restoration

5092	% reclaimed water capacity relative to total domestic wastewater capacity.			•			
5093	% facilities/sites in compliance.			•			
5094	% surface waters meeting designated uses.			•			
5095	% surface water meeting or exceeding water quality standards.						•
5096	% ground waters meeting designated uses.			•			
5097	% phosphate mined lands reclaimed and released from reclamation obligations.			•			
5098	% public water systems with no significant health drinking water quality problems.			•			
5099	% change in gross per capita water use.			•			
5100	# polluted waters	•					
5101	% cumulative water body sub segments monitored and sampled.				•		
5102	% major water facilities inspected.				•		
5103	% minor water facilities inspected.				•		
5104	% impaired total stream miles restored to beneficial uses.					•	
5105	Reduction in % of impaired stream miles.					•	
5106	% impaired total surface water watersheds restored to beneficial uses.					•	
5107	% permitted facilities that have not polluted ground water.					•	
5108	% permitted facilities field inspected.					•	
5109	% permitted facilities receiving compliance evaluations.					•	
5110	% permits issued timely.					•	
5111	% groundwater pollution prevention permits renewed that have been expired for at least one year.					•	
5112	# stream miles assessed for surface water quality impairments.					•	
5113	% new septic tanks inspections completed.					•	
5114	% wastewater discharge permits issued within the target period.					•	
5115	% water body segments with approved Total Maximum Daily Load.					•	
5116	% impaired water body miles for which a Total Maximum Daily Load has been approved.					•	
5117	% individual permits developed on a watershed basis.					•	
5118	% permits that are expired (backlogged).					•	
5119	% permitted facilities that produce reclaimed water for use.					•	
5120	# waters removed from the state list of impaired waters.						•
5121	# pounds per year of nitrogen nutrients delivered to the Xxxx waters.						•
5122	# non-tidal wetland acres lost through permitted activities & replaced by acres mitigated.						•

Drinking Water

5123	% of safe drinking water plans approved within 30 days.	•					
5124	% population served by safe public water systems.	•					•
5125	% public drinking water systems inspected within one week of notification of system problems that may impact public health.					•	
5126	% drinking water chemical sampling within regulatory timeframes.					•	
5127	# new households with safe drinking water.						•
5128	# citizens provided an adequate quality and quantity of drinking water as a result of loan and grants from the drinking water state revolving fund.						•

Waste Cleanup

5129	Cumulative % petroleum contaminated sites with cleanup completed.			•			•
5130	Cumulative % of dry cleaning contaminated sites with cleanup completed.			•			
5131	Cumulative % of other contaminated sites with cleanup completed.			•			

Land Management

5132	% managed acres with invasive or undesirable species controlled.			•			
5133	% change in # acres designated as part of the statewide system of greenways & trails.			•			

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Aviation								
Administration & General								
5165	•							
5166	•							
5167				•				
5168				•				
5169								•
5170						•		
5171						•		
5172				•				
5173						•		
5174				•				
5175					•			
5176					•			
5177					•			
5178						•		
5179								•
5180								•
5181								•
5182								•
Aircraft Management								
5183			•					
5184			•					
5185					•			
5186					•			
Transportation								
Administration & General								
5187					•			
5188					•			
5189					•			
5190					•			
5191						•		
5192						•		
5193						•		
5194						•		
Executive Direction and Support Services								
5195			•	•				
5196			•					
5197				•				
5198	•							
5199	•							
5200				•				
5201					•			
Highway & Bridge Construction								
5202		•						
5203		•	•					
5204			•					
5205			•					

Transportation

- 5206 # right-of-way parcels acquired.
- 5207 # projects certified ready for construction.
- 5208 % deficient bridge deck area.
- 5209 Ride quality index for new construction.
- 5210 # statewide improved pavement surface miles.
- 5211 % bridges that are not deficient.
- 5212 % bridges rated in good condition or higher.
- 5213 # jobs sustained as a result of annual construction expenditures.
- 5214 % projects completed on time.
- 5215 % projects completed on budget.

Contract Supervision

- 5216 # occurrences of contractor non-compliance items.
- 5217 Comparison of proposed rates by firms to audited overhead rates for consultants.
- 5218 Comparison of proposed rates by firms to audited overhead rates for utilities.
- 5219 % administration and engineering costs to total project costs.
- 5220 % difference between contractor bids and final payments.
- 5221 Average days contracted vs. actual contracted days. (less weather days).
- 5222 # lane miles let to contract for resurfacing.
- 5223 # lane miles let to contract for highway capacity improvements.
- 5224 % construction contracts planned that were actually let.
- 5225 # bridges let to contract for replacement.
- 5226 # bridges let to contract for repair.
- 5227 % final cost over bid amount.
- 5228 # days between a projects date of physical completion and final payment notification.

Safety

- 5229 # of fatalities in large truck crashes.
- 5230 # persons with fatal injuries and major injuries.
- 5231 # motor vehicle fatalities per 100 million miles traveled.
- 5232 # motor vehicle injuries per 100 million miles traveled.
- 5233 % traffic fatalities that involve alcohol.
- 5234 % reduction in highway fatal & non-fatal crash rate.
- 5235 % reduction in crash rates at improved sites.
- 5236 % licensed drivers who drove safely during the prior three years.
- 5237 % drivers using safety belts.
- 5238 # large truck at fault accidents.
- 5239 # of highway-railroad at-grade incidents.
- 5240 # train derailments cause by human error, track, or equipment.
- 5241 % public satisfied with transportation safety.

Public Transportation.

- 5242 Ratio of transit ridership growth to population growth.
- 5243 Average \$ per requested one-way trip for transportation disadvantaged.
- 5244 # one-way trips provided (transportation disadvantaged).
- 5245 # of one-way public transit passenger trips.
- 5246 # cruise embarkations and disembarkations.
- 5247 # counties with full or partial coverage.
- 5248 % communities of 2,5000 or more with intercity bus or rail passenger service.
- 5249 # rural pubic ridership
- 5250 # low-income riders

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
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Contract Supervision								
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Safety								
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Public Transportation.								
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Legislature

	Alaska	Arkansas	Florida	Louisiana	New Mexico	Oregon	Texas	Virginia
Administration & General								
5289 % agencies reaching performance targets.	•							
Fiscal								
5290 # legislative requests for assistance, information or documents requiring 2 or more hours to complete.					•			
5291 % variance of six-month general fund revenue forecast.					•			
5292 % variance of eighteen-month general fund revenue forecast.					•			
5293 # substantive errors identified in the final General Appropriation Act.					•			
5294 Committee member satisfaction level with support services by financial staff.					•			
5295 % fiscal notes completed before scheduled hearing.					•			
5296 Passage rate of legislative finance committee sponsored bills.					•			
5297 % agency budget adjustment requests reviewed and processed timely.					•			
Bill Drafting & Legal								
5298 # legislative requests for assistance, information or documents requiring 2 or more hours to complete.					•			
Auditor								
5299 % audit recommendations implemented by agencies according to corrective action plan.					•			
5300 # legislative requests for assistance, information or documents requiring 2 or more hours to complete.					•			
5301 % performance audits completed within scheduled hours.					•			
Printing								
5302 % orders fulfilled timely.					•			
5303 \$ revenue collected.					•			