



LEGISLATIVE FISCAL ANALYST

# Using Performance Information



## Examples from Utah

- Agencies submit performance information with budgets
- Balanced Scorecard
- LFA adds to COBI and briefs
- Legislators ask questions



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# Agencies Submit with Budgets

Form No. 351 Fiscal Year: 2010  
100 Dept of Administrative Services

## Performance Measures Inventory

Prepare separate forms for each program

Name: DAS Fleet Operations Motor Pool

Measure Title / Description	Purpose of Measure	Most Recent Value	Period Covered
1 Vehicle Under-utilization	Vehicles with less than 625 miles / total vehicles leased from DFO	16.43	FY 2009
2 Vehicle "Compliance" Percentage for PM's and Recalls	Percentage of vehicles that are less than 5,000 miles overdue for PM services or are less than 90 days for a recall.	99.22	FY 2009
3 Average full lease vehicle cost per mile	Average full lease vehicle cost per mile	0.26	FY 2009
4 Average hybrid full lease vehicle cost per mile	Average hybrid full lease vehicle cost per mile	0.37	FY 2009

0 attached file(s)



# Balanced Scorecard

## Department of Technology Services Balanced Scorecard



Reporting Period: 5/15/2010 (April 2010)

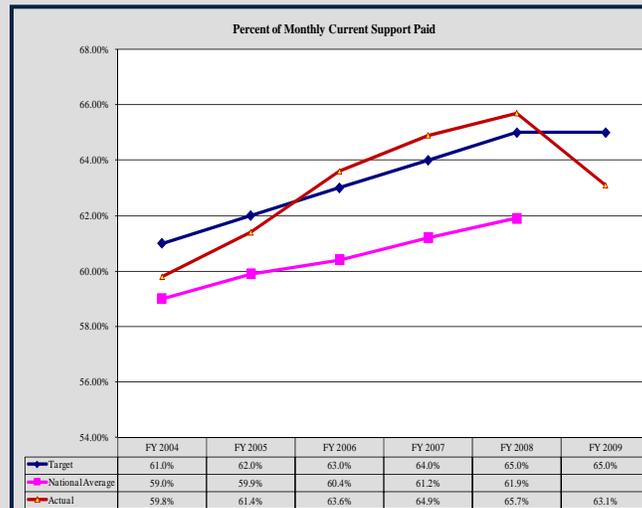
Mission Statement: *Bring value and innovation to Utah through service and technology*

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Key Indicators	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
<b>Infrastructure Optimization: Strive for operational excellence that includes streamlining organizational processes</b>							
Customer satisfaction with DTS	Green	↔	4.20	4.60	4.60	monthly	Ongoing Help Desk customer satisfaction metrics (surveys are sent to all customers upon submission of Help Desk ticket).
Infrastructure Uptime	Yellow	↓	90%	85.88%	83.16%	monthly	Number of days with no infrastructure outages. Products include: Network, Wireless, Voice Telephony Network, Email System, PDAs, Security, Data Center, Remedy.
DTS Productivity	Green	↑	55%	57.78%	56.81%	quarterly	DTS activities are defined as discretionary (new application, new services, etc.) and non-discretionary (break-fixes, maintenance, etc.) use of resources. The current target for this metric is 55% non-discretionary use of DTS resources. Ultimately, the target for DTS will be 40%.
<b>Enterprise Optimization: Provide service our customers expect with innovation and value (see SLA tab for detail information on each Agency)</b>							
Service Level Agreements: Application Availability target achieved	Green	↑	99%	99.69%	99.62%	monthly	If Directors report the availability of key agency business applications.
Service Level Agreements: Total Time to Resolution target achieved	Green	↓	75%	92.76%	92.45%	monthly	Reported through Remedy - Identifies the average time to resolve customer's issue.
Service Level Agreements: Time to Initial Response target achieved	Green	↓	75%	87.37%	87.16%	monthly	Reported through Remedy - Identifies the average time to respond to customer's need.
Service Level Agreements: First Contact Resolution target achieved	Red	↓	75%	45.37%	44.86%	monthly	Reported through Remedy - Identifies percentage of customer's issues that are resolved with first point of contact.
DTS Interaction with Agency Business Leaders	Green	↔	100%	100.00%	100.00%	monthly	If Directors meet with Agency Business Leaders monthly.
Procurement - Number of Days to Process Customer Order	Yellow	↑	4.00	5.00	4.00	monthly	Reported through Remedy - Based on medians days from Purchase Request date to Order Submitted to Vendor Date.
Change Management - Monitor and Track Changes to minimize impact to customers	Red	↓	15%	20.49%	15.38%	monthly	Number of Change Management Requests that are Emergency or Expedited (submitted within 2 weeks of required service)
Projects on-time	Green	↓	100%	92.83%	92.14%	monthly	Activities within projects are on time: 298 of Total 321 Projects
Projects within budget	Green	↑	100%	98.75%	97.80%	monthly	Activities within projects are within budget: 317 of Total 321 Projects



## LFA Inserts into COBI and Briefs



## Legislators Ask Questions

- Helps ask the right questions
- Helps public understand
- Helps legislators hold agencies accountable
- Helps legislators decide on the right corrective actions



## Questions for New Programs

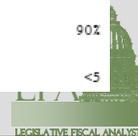
- What is the mission of the program?
- What outcome indicators will be used to track results?
- What are the current baselines?
- What are the targets?
- When are the benefits expected?
- Who loses and who wins?



## Example: New Mexico

Item	General Fund	Other State Funds	Intrnl Svc Funds/Inter-Agency Trnsf	Federal Funds	Total/Target
(b) Outcome:					86%
					who are employed in the first quarter after the exit quarter
(c) Outcome:					88%
					Percent of Workforce Investment Act dislocated workers receiving workforce development services who are employed in the first quarter after the exit quarter
(d) Output:					71%
					Percentage of youth participants who are in employment or enrolled in postsecondary education or advanced training in the first quarter after the exit quarter
(e) Output:					80%
					Percent of eligible unemployment insurance claims issued a determination within twenty-one days from the date of claim
(f) Output:					72%
					Percent of adult Workforce Investment Act participants employed in both the second and third quarter following the exit quarter
(g) Output:					90%
					Percent of Workforce Investment Act dislocated worker participants employed in both the second and third quarter following the exit quarter
					Average unemployment insurance call center wait time to reach an agent, in minutes
					<5

Appropriations Act



# Example: New Mexico

## Performance Report Card Workforce Solutions Department Fiscal Year 2009, 4th Quarter

**Performance Overview:** This is Workforce Solutions Department's second year reporting on key quarterly performance measures. The department's new measures align with the department's goals and stem from required federal performance measures. Further work is needed in the Workforce Transition Services Program to incorporate goals for other key programs, such as At-Risk Youth and Veteran Programs, and performance measures for Local Workforce Development Boards.

Workforce Transition Services Program	Budget: \$19,558.3	FTE: 348.5	FY08 Actual	FY09 Target	Q2	Q3	Q4	FY09 Annual	Rating
1	Total number of individuals receiving services through the public workforce system		13,340	8,800	3,299	5,838	8,906	8,906	G
2	Percent of adult participants receiving services through the public workforce system who are employed in the first quarter after the exit quarter*		86%	83%	83%	86%	85%	85%	G
3	Percent of dislocated workers receiving workforce development services who have entered employment within one quarter of leaving the program*		84%	86%	83%	88%	88%	88%	G
4	Percent of youth participants who are in employment or enrolled in post-secondary education and/or advanced training in the first quarter after the exit quarter*		71%	71%	61%	64%	66%	66%	R
5	Percent of adult Workforce Investment Act participants employed in both the second and third quarter following the exit quarter*		90%	72%	88%	90%	92%	92%	G
6	Percent of Workforce Investment Act dislocated worker participants employed in the third quarter following the exit quarter*		92.9%	75%	91.5%	92%	93%	93%	G
7	Percent of eligible unemployment insurance claims that will be issued a determination within twenty-one days from the date of claim*		N/A	87%	89%	86%	80%	80%	Y
8	Average unemployment insurance call center wait time to reach an agent, in minutes*		N/A	-5	33	24	20	20	R
9	Number of persons served by the labor market services program		N/A	150,000	62,639	99,348	134,881	134,881	R
<b>Program Rating</b>			<b>G</b>						<b>Y</b>



# Questions?

LFA Goal	Associated Services	Measures	Targets
1. Promptly answer all legislative questions	a. A staff of nerds	a. Number of days needed to answer legislative questions	a. Less than 90 days per question

- The LFA has a target of less than 90 days to answer all questions. Please fax your question to 801-538-1692 and we will respond within 90 days. After achieving this high standard we will give ourselves a "green" score. Complaints may be directed to Danny Schoenfeld.

