



BUSINESS, ECONOMIC DEVELOPMENT AND LABOR: PERFORMANCE INTENT

BUSINESS, ECONOMIC DEVELOPMENT AND LABOR APPROPRIATIONS SUBCOMMITTEE
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ISSUE BRIEF

SUMMARY

Agencies were asked to provide three performance measures to be included in the base budget bills for each line item. The information below details the agency submissions for the Business, Economic Development and Appropriations Subcommittee.

Heritage and Arts

Administration Line Item

The legislature intends that the Department of Heritage and Arts report on the following performance measures for the Administrative line item, whose mission is to “Increase value to customers through leveraged collaboration between divisions and foster a culture of continuous improvement to find operational efficiencies.” 1) The division measures the percentage of division programs that complete customer opportunity assessments or are engaged in collaborative projects annually (Target = 66% annually); 2) Number of internal performance audits in division programs or evaluations of department process or systems completed annually (Target = 6 annually); 3) Number of community outreach projects or events created or managed annually by the Office of Multicultural Affairs (Target = 24 annually); 4) Percentage of organizations trained by the Commission on Service and Volunteerism which demonstrate improved organizational effectiveness in one or more federal focus measures annually (Target = 85%).

Arts & Museums Line Item

The legislature intends that the Department of Heritage and Arts report on the following performance measures for the Arts and Museums line item, whose mission is “to connect people and communities through arts and museums.” 1) The Division Measures the percent of counties served by the Traveling Exhibits program annually (Target 1 = 69% of counties annually); 2) The percent of school districts served by the Arts Education workshops annually (Target = 73% of school districts annually); 3) Number of grant applications received annually (Target = 210 grant applicants annually).

Museum Services Line Item

The legislature intends that the Department of Heritage and Arts report on the following performance measures for the Museum Services line item, whose mission is “to advance the value of museums in Utah and to enable the broadest access to museums.” 1) Museum Services measures the number of grants awarded annually (Target = 40 grants annually); 2) The number of museums provided in-person consultation annually (Target = 30 museums annually); 3) The number of museum professionals attending workshops annually (Target = 225 professionals annually).

State History and Historical Society Line Item

The legislature intends that the Department of Heritage and Arts report on the following performance measures for the Division of State History line item, whose mission is: “to preserve and share the past for a better present and future.” 1) The Division of State History measures the percent of Section 106 reviews completed within 20 days annually (Target 1: = 90%); 2) The percent of Certified Local Governments actively involved in historic preservation by applying for a grant at least once within a four-year period and successfully completing the grant-funded project (Target = 60% active CLGs); 3) The percent increase of customers accessing services online (Target = 10% year over year increase).

State Library Line Item

The legislature intends that the Department of Heritage and Arts report on the following performance measures for the Division of State Library line item, whose mission is: “to develop, advance, promote library services and equal access to resources.” 1) The Division measures the number of online and in-person training hours provided annually (Target = 11,700 training hours annually); 2) The total Bookmobile circulation annually (Target = 413,000 items annually); 3) The total Blind and Disabled circulation annually (Target = 328,900 items annually); 4) Digital downloads from Utah’s Online Library annually (Target = 1.3 million items annually).

Indian Affairs Line Item

The legislature intends that the Department of Heritage and Arts report on the following performance measures for the Division of State Library line item, whose mission is: “to address the socio-cultural challenges of the eight federally-recognized Tribes residing in Utah.” 1) Attendees to the Governor’s Native American Summit, Utah Indigenous Day and American Indian Caucus Day (Target = 1,000 attendees annually); 2) Number of in-person meetings and consultations with Tribal officials or staff (Target = 22 events annually); 3) Percentage of ancient human remains repatriated to federally-recognized Tribes annually (Target = 20% successful repatriated annually)

Governor’s Office of Economic Development

Pete Suazo Athletic Commission Line Item

The Legislature intends that the Governor’s Office of Economic Development report on the following performance measures for the Pete Suazo Athletic Commission line item, whose mission is” Maintaining the health, safety, and welfare of the participants and the public as they are involved in the professional unarmed combat sports. Promoters, managers, contestants, seconds, referees and judges will be held to the highest standard which will ensure economic growth and the development of athletics in the State of Utah.”: 1) High Profile Events - The Pete Suazo Utah Athletic Commission (PSUAC) averages 37 “Combat Sports” events and one “high profile event” per year. PSUAC will target one additional “high profile event” next year. 2)) Licensure Efficiency -The PSUAC has averaged 991 licenses issued annually over the last 3 years, with less than 5% of those licenses issued in advance of the events. Implementation of an online registration will improve efficiency (Target = 90%). 3) Increase revenue – Annual average revenue of nearly \$30,000 over the last 3 years. (Target = 12%)

GOED Administration Line Item

The legislature intends that the Governor’s Office of Economic Development report on the following performance measures for the Administrative line item, whose mission is to “Enhance quality of life by increasing and diversifying Utah’s revenue base and improving employment opportunities”. 1) Finance processing: invoices and reimbursements will be processed and remitted for payment within five days (Target = 90%) with 5% error rate (Target = 95%) , 2) Contract processing efficiency: all contracts will be drafted within 14 days and all signed contracts will be processed and filed within 10 days of receiving the partially executed contract. (Target = 95%), 3) Public and Community Relations – Increase development, dissemination, facilitation and support of media releases, media advisories, interviews, cultivated articles and executive presentations. (Target = 10%)

Tourism & Film Line Item

The Legislature intends that the Governor’s Office of Economic Development report on the following performance measures for the Tourism and Film line item, whose mission is “to promote Utah as a vacation destination to out-of-state travelers, generating state and local tax revenues to strengthen Utah’s economy

and to market the entire State Of Utah for film, television and commercial production by promoting the use of local professional cast & crew, support services, locations and the Motion Picture Incentive Program.” 1) Tourism Marketing Performance Account - Increase state sales tax revenues in weighted travel-related NAICS categories as outlined in Utah Code 63N-7-301 (Target = Revenue Growth over 3% or Consumer Price Index - whichever baseline is higher). 2) Tourism SUCCESS Metric - increase number of engaged visitors to VisitUtah.com website (engaged website visitors are those who meet specific thresholds for time on site and page views) (Target = 20% increase annually). 3) Film Commission Metric - Increase film production spending in Utah (Target = 5% annually)

Corporate Recruitment & Business Services Line Item

The Legislature intends that the Governor’s Office of Economic Development report on the following performance measures for the Business Development line item whose mission is “to grow the economy by identifying, nurturing, and closing proactive corporate recruitment opportunities and by providing robust business services to organizations throughout the state.” 1) Corporate Recruitment metrics include: forecasted jobs, capex, and new state revenue, with an emphasis on quality projects, the needs of the economy at the time, and consistency in incentive terms. 2) Business services: the number of businesses served and increasing the total number of businesses served by 4% per year; and 3) Cluster: creating industry ecosystem solutions, such as through the pathways programs and creation and support of new industry associations (penetration and sustainability), with the ultimate goal of catalyzing industry growth with increasing the annual number of solutions developed.

Broadband Outreach Line Item

The Legislature intends that the Governor’s Office of Economic Development report on the following performance measures for the Utah Broadband Outreach Center line item whose mission is to “To promote the expansion of broadband infrastructure throughout Utah so residents and businesses can fully participate in economic development, education, healthcare, transportation and other vital activities in both rural and urban settings.” 1) Percentage increase in number of county and local governments actively working with the outreach center to develop strategies to work with providers to improve services (Target Increase =15%); 2) Percentage of infrastructure owning broadband providers participating in map collection activities through state and federal data submissions (Target =90%); 3) Percentage increase in public utilization of the center’s website and mapping tools (Target Increase =10%).

STEM Line Item

The Legislature intends that the Governor’s Office of Economic Development report on the following performance measures for the Utah STEM Action Center line item, whose mission is “to promote science, technology, engineering and math through best practices in education to ensure connection with industry and Utah’s long-term economic prosperity.”: 1) Complete reimbursements for classroom grants by end of fiscal year June 30 (Target = 90%); 2) Contract processing efficiency: all contracts will be drafted within 14 days and all signed contracts will be processed and filed within 10 days of receiving the partially executed contract. (Target = 60%); and 3) collect all end of year impact reports for sponsorships by fiscal end, June 30 (Target = 90%).

Pass-Through Line Item

The legislature intends that the Governor’s Office of Economic Development report on the following performance measures for the Pass-through line item, whose mission is to “Enhance quality of life by increasing and diversifying Utah’s revenue base and improving employment opportunities”. 1) Contract processing efficiency: all contracts will be drafted within 14 days following proper legislative intent and all signed contracts will be processed and filed within 10 days of receiving the partially executed contract. (Target = 95%); 2) Assessment: Completed contracts will be assessed against scope of work, budget, and

contract, (Target = 100%); 3) Finance processing: invoices will be processed and remitted for payment within five days. (Target = 90%).

1054 – Industrial Assistance Fund Line Item

“The Legislature finds and declares that the fostering and development of industry in Utah is a state public purpose necessary to assure the welfare of its citizens, the growth of its economy, and adequate employment for its citizens.” Funds within the IAF are used for corporate recruitment, including workforce training, economic opportunities, and rural development. 1) Corporate Recruitment and Workforce Training: jobs and cap ex, including ratio of private funding to public funding, which should exceed 6:1, 2) ability to execute on unique economic opportunities as such opportunities arise throughout the year; and 3) rural development through the rural fast track and business expansion and resources program, measuring jobs, capital expenditure, and the number of businesses served.

Department of Alcoholic Beverage Control

Department of Alcoholic Beverage Control Line Item

The legislature intends that the Department of Alcoholic Beverage Control report on the following performance measures for the Department of Alcoholic Beverage Control line item, whose mission is to “Conduct, license, and regulated the sale of alcoholic products in a manner and at prices that: Reasonably satisfy the public demand and protect the public interest, including the rights of citizens who do not wish to be involved with alcoholic products.” 1) On Premise licensee audits conducted (Target = 80%); 2) Percentage of net profit to sales (Target = 23%); Supply chain (Target = 97% in stock); 4) Liquor payments processed within 30 days of invoices received (Target = 97%).

Parents Empowered Line Item

The legislature intends that the Department of Alcoholic Beverage Control report on the following performance measures for the Parents Empowered line item, whose mission is to “pursue a leadership role in the prevention of underage alcohol consumption and other forms of alcohol misuse and abuse. Serve as a resource and provider of alcohol educational, awareness, and prevention programs and materials. Partner with other government authorities, advocacy groups, legislators, parents, communities, schools, law enforcement, business and community leaders, youth, local municipalities, state and national organizations, alcohol industry members, alcohol licensees, etc., to work collaboratively to serve in the interest of public health, safety, and social well-being, for the benefit of everyone in our communities. 1) Ad awareness of the dangers of underage drinking and prevention tips (Target = 80%); 2) Ad awareness of “Parents Empowered” (Target = 68%); 3) Percentage of students who used alcohol during their lifetime (Target = 17%).

Department of Commerce

Commerce General Regulation Line Item

The legislature intends that the Utah Dept. of Commerce report on the following performance measures for the Commerce General Regulation Line Item, whose mission is to “to protect the public and to enhance commerce through licensing and regulation” : 1) Increase the percentage of all available licensing renewals to be performed online by licensees in the Division of Occupational and Professional Licensing. (Target = Ratio of potential online renewal licensees who actually complete their license renewal online instead of in person on paper to be greater than 94%) 2) Increase the utility of and overall searches within the Controlled Substance Database by enhancing the functionality of the database and providing outreach. (Target = 5% increase in the number of controlled substance database searches by providers and enforcement through increased outreach) 3) Achieve and maintain corporation annual business online

filings vs. paper filings above to or above (Target = 97% of the total filings managed to mitigate costs to the division and filer in submitting filing information).

Uniform Building Code Line Item

The legislature intends that the Utah Dept. of Commerce report on the following performance measures for the Uniform Building Code line item whose mission is “to protect the public and to enhance commerce through licensing and regulation”: 1) facilitate and approve vendors to provide building code education to building inspectors and construction trade licensees, with a goal focused on improving (Target = 50% ratio of courses approved for contractors vs. building inspectors); 2) Provide an average of at least one hour of CE annually to construction trade licensees through course approvals (Target= 34,000 hours); and 3) Ensure that program administrative expenses for employees are minimized by focusing on disbursements of fund revenue for qualified courses with minimal staff (Target = maximum of 20% of expenses will be employee related).

Consumer Services Professional and Technical Line item

The legislature intends that the Utah Dept. of Commerce report on the following performance measures for the Office of Consumer Services Professional and Technical line item, whose mission is to “Assess the impact of utility regulatory actions and advocate positions advantageous to residential, small commercial, and irrigation consumers of natural gas, electric and telephone public utility service”: 1) evaluate total “dollars at stake” in the individual rate cases or other utility regulatory actions to ensure that this fund is hiring contract experts in cases that overall have high potential dollar impact on customers. (Target = 10%, i.e. total dollars spent on contract experts will not exceed 10% of the annual potential dollar impact of the utility actions.); 2) The premise of having a state agency advocate for small utility customers is that for each individual customer the impact of a utility action might be small, but in aggregate the impact is large. To ensure that contract experts are used in cases that impact large numbers of small customers, consistent with the vision for this line item, the dollars spent per each instance of customer impact could be measured. (Target = less than 10 cents spent per customer impact)

Division of Public Utilities Professional and Technical Line item

The legislature intends that the Utah Dept. of Commerce report on the following performance measures for the Division of Public Utilities Professional and Technical line item, whose mission is to “retain professional and technical consultants to augment division staff expertise in energy rate cases”; 1) contract with industry professional consultants who possess expertise that the Division of Public Utilities requires for rate and revenue discussion and analysis of regulated utilities (Target = A fraction of consultant dollars spent vs. the projected cost of having full time employees with the extensive expertise needed on staff to complete the consultant work target of 40% average savings.)

Department of Insurance

Administration Line Item

The Legislature intends that the Insurance Department report on the following performance measures for the Insurance Administration line item, whose mission is “to foster a healthy insurance market by promoting fair and reasonable practices that ensure available, affordable and reliable insurance products and services.”: 1) timeliness of processing work product (Target = 95% within 45 days); 2) timeliness of resident licenses processed (Target = 75% within 15 days); 3) increase the number of certified examination and captive auditors to include Accredited Financial Examiners and Certified Financial

Examiners (Target = 25% increase); 4) timely response to reported allegations of violations of insurance statute and rule (Target = 90% within 75 days).

Bail Bond Program line item

The Legislature intends that the Insurance Department report on the following performance measures for the Insurance Bail Bond Program line item, whose mission is “to foster a healthy insurance market by promoting fair and reasonable practices that ensure available, affordable and reliable insurance products and services”: 1) timely response to reported allegations of violations of insurance statute and rule (Target = 90% within 75 days).

Title Insurance Program line item

The Legislature intends that the Insurance Department report on the following performance measures for the Title Insurance Program line item, whose mission is “to foster a healthy insurance market by promoting fair and reasonable practices that ensure available, affordable and reliable insurance products and services”: 1) timely response to reported allegations of violations of insurance statute and rule (Target = 90% within 75 days).

Health Insurance Actuarial Program (Risk Adjuster) line item

The Legislature intends that the Insurance Department report on the following performance measures for the Health Insurance Actuarial Program (Risk Adjuster) line item, whose mission is “to foster a healthy insurance market by promoting fair and reasonable practices that ensure available, affordable and reliable insurance products and services”: 1) timeliness of processing work product (Target = 95% within 45 days).

Utah State Tax Commission:

Tax Administration

The Legislature intends that the Utah State Tax Commission report by October 15, 2018 on the following performance measures for the Tax Administration Line Item, whose mission is to collect revenues for the state and local governments and to equitably administer tax and assigned motor vehicle laws: (1) Tax returns processed electronically (Target = 81%), (2) Closed Delinquent Accounts from assigned inventory (Target 5% improvement), (3) Motor Vehicle Large Office Wait Times (Target: 94% served in 20 minutes or less) to the Business Labor and Economic Development Appropriations Subcommittee.

Utah Department of Financial Institutions:

Financial Institutions Administration

The Legislature intends that the Department of Financial Institutions report by October 15, 2018 on the following performance measures for the Financial Institutions Administration line item, whose mission is “to charter, regulate, and supervise persons, firms, organizations, associations, and other business entities furnishing financial services to the citizens of the state of Utah”: (1) Depository Institutions not on the Department’s “Watched Institutions” list (Target = 80.0%), (2) Number of Safety and Soundness Examinations (Target = Equal to the number of depository institutions chartered at the beginning of the fiscal year), and (3) Total Assets Under Supervision Per Examiner (Target = \$3.8 billion) to the Business, Economic Development, and Labor Appropriations Subcommittee.

Utah Labor Commission

Labor Commission Administration

The Legislature intends that the Utah Labor Commission report by October 15, 2018 on the following performance measures for the Labor Commission line item, whose mission is “To achieve safety in Utah’s workplaces and fairness in employment and housing”: (1) Number of wage claim case closures in the Utah Antidiscrimination and Labor Division (Target = 2,000 per year), (2) Number of interventions in the UOSH Division (Target = 2,000 per year), (3) Number of employers investigated to determine compliance with the state requirement to provide workers’ compensation insurance for their employees (Target = 900 employers investigated per year) to the Business, Economic Development, and Labor Appropriation Subcommittee.

The Utah Science Technology and Research Initiative (USTAR)

Project Management and Compliance

The Legislature intends that The Utah Science Technology Research (USTAR) initiative report on the following performance measures for the USTAR Project Management and Compliance line item, whose mission is to “accelerate the commercialization of science and technology ideas generated from the private sector, entrepreneurial and university researchers in order to positively elevate tax revenue, employment and corporate retention in the State of Utah.”: (1) percent of USTAR appropriation used for administration expenditures (Target =4%), (2) number of unique visitors to website (Target = 4,000), (3) staff professional development participation (Target = 100%), and (4) Confluence (USTAR annual meeting) attendance (Target=150) by October 15, 2018 to the Business, Economic Development, and Labor (BEDL) Appropriations Subcommittee.

Research Capacity Building

The Legislature intends that The Utah Science Technology Research (USTAR) initiative report on the following performance measures for the USTAR Research Capacity Building line item, whose mission is “help research universities honor commitments to USTAR principal researchers ”: (1) percent of USTAR principal researchers receiving grants (Target = 100%), and (2) amount of research and development (R&D) funds to universities compared to national average (Target = above national average) by October 15, 2018 to the Business, Economic Development, and Labor (BEDL) Appropriations Subcommittee.

Support Programs

The Legislature intends that The Utah Science Technology Research (USTAR) initiative report on the following performance measures for the USTAR Support Programs, whose mission is to “serve as a resource for technology entrepreneurs to connect with resources for developing their technology, gaining access to public and private funding and growing their businesses.”: (1) USTAR assisted companies portion of total Utah SBIR-STTR Grant Obligations (Target = 5%), (2) USTAR assisted companies portion of total Utah SBIR-STTR Awards (Target = 5%), (3) number of "High-Quality" jobs created (Target = 50), (4) number of USTAR client companies assisted (Target = 150), (5) percentage of USTAR client companies receiving follow-on investment (50%), and (6) percentage of USTAR client companies that introduce new products (Target = 50%) by October 15, 2018 to the Business, Economic Development, and Labor (BEDL) Appropriations Subcommittee.

Grant Programs

The Legislature intends that The Utah Science Technology Research (USTAR) initiative report on the following performance measures for the USTAR Grant Programs, whose mission is to “serve as a resource for technology entrepreneurs to connect with resources for developing their technology, gaining access to public and private funding and growing their businesses.”: (1) number of "High-Quality" jobs created (Target = 50), (2) percentage of grant recipients client companies receiving follow-on investment (50%),

and (3) percentage of grant recipients that introduce new products (Target = 50%) by October 15, 2018 to the Business, Economic Development, and Labor (BEDL) Appropriations Subcommittee.

Utah Public Service Commission:

Administration Line Item

The Legislature intends that the Public Service Commission report by October 15, 2018 on the following performance measures for the Public Service Commission line item, whose mission is “To provide balanced regulation ensuring safe, reliable, adequate, and reasonably priced utility service”: (1) Electric or natural gas rate changes within a fiscal year not consistent or comparable with other states served by the same utility (Target = 0); (2) Number of appellate court cases within a fiscal year modifying or reversing electricity or natural gas PSC decisions (Target = 0); Number, within a fiscal year, of financial sector analyses of Utah’s public utility regulatory climate resulting in an unfavorable or unbalanced assessment (Target = 0); to the Business, Economic Development, and Labor Appropriations Subcommittee.

Universal Telecommunications Support Fund Line Item

The Legislature intends that the Public Service Commission report by October 15, 2018 on the following performance measures for the Universal Telecommunications Support Fund line item, whose mission is “To provide balanced operation of the fund that is nondiscriminatory and competitively and technologically neutral, neither providing a competitive advantage for, nor imposing a competitive disadvantage upon, any telecommunications provider operating in Utah”: (1) Number of months within a fiscal year during which the Fund did not maintain a balance equal to at least three months of fund payments (Target = 0); (2) Number of appellate court cases within a fiscal year modifying or reversing cases involving fund disbursements (Target = 0); Number of times a change to the fund surcharge occurred more than once every three fiscal years (Target = 0); to the Business, Economic Development, and Labor Appropriations Subcommittee.