



REVIEW OF AGENCIES' PERFORMANCE MEASURES

EXECUTIVE OFFICES AND CRIMINAL JUSTICE APPROPRIATIONS SUBCOMMITTEE
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ISSUE BRIEF

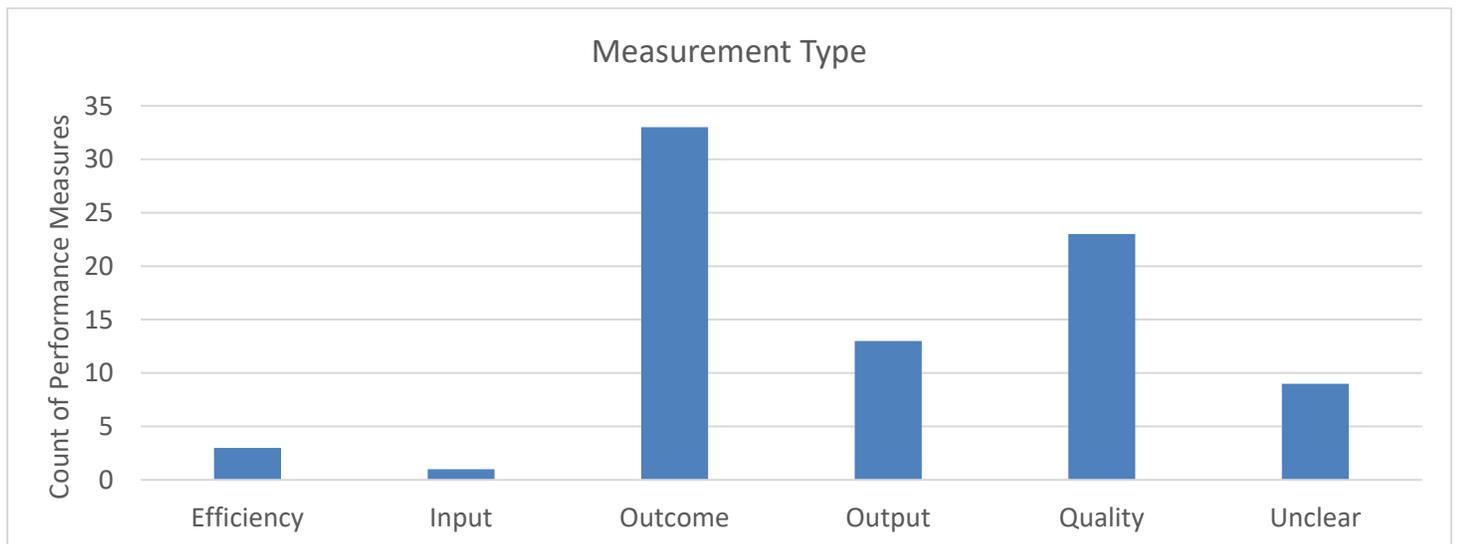
The purpose of this brief is to provide evaluation of the performance measures submitted by agencies in the Executive Offices and Criminal Justice Appropriations Subcommittee. Agencies are required by intent language to report yearly on these performance measures. These measures then help policymakers improve accountability and future decision-making. Our evaluation of the FY2018 performance measures suggests that agencies should carefully consider whether their measures answer two questions:

1. Is this measuring the purpose of funding?
2. How well does this measure the purpose of funding?

We recommend that agencies first review all performance measures with attached analyst notes. Agencies should then address: (1) performance type; (2) description errors and (3) mission match. If an agency's measure is an outlier, they should consider adjusting their target or adopting measures that more accurately reflect the purpose of their funding. Agencies should also look at ways to shift away from inputs and outputs as performance measures towards qualities and outcomes. These issues should be addressed when submitting performance measures in future intent language during EOCJ Subcommittee meetings within the first three weeks of the 2019 General Session.

The FY 2018 Data

The review of the FY2018 performance measures data indicates that agencies are mostly establishing outcome measures; however, there are a number of output measures, and many that are unclear. Outputs are useful in circumstances regarding production, but they do not provide a good benchmark for long-term performance. Outcomes and qualities are more desirable measures for policy decisions in the future.



Definitions-

Input – Inputs monitor the amount of resources being used to develop, maintain, or deliver a product, activity, or service. For our purposes, inputs are almost exclusively costs.

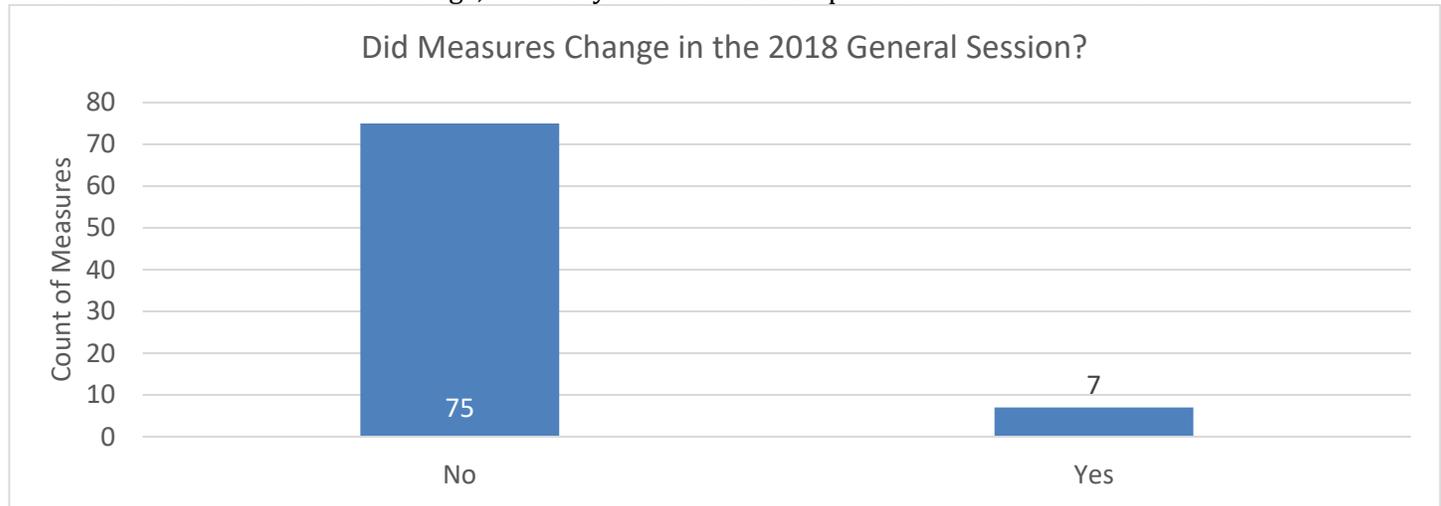
Output – Outputs measure “how much” and provide a number indicating how many items, referrals, actions, products, etc. were produced. For our purposes, outputs are usually tangible items that can be quantified.

Efficiency – Efficiency measures are used to monitor the relationship between the amount produced and the resources used. They often compare inputs and outputs. In unusual cases, efficiencies can include ratios of inputs for comparison purposes.

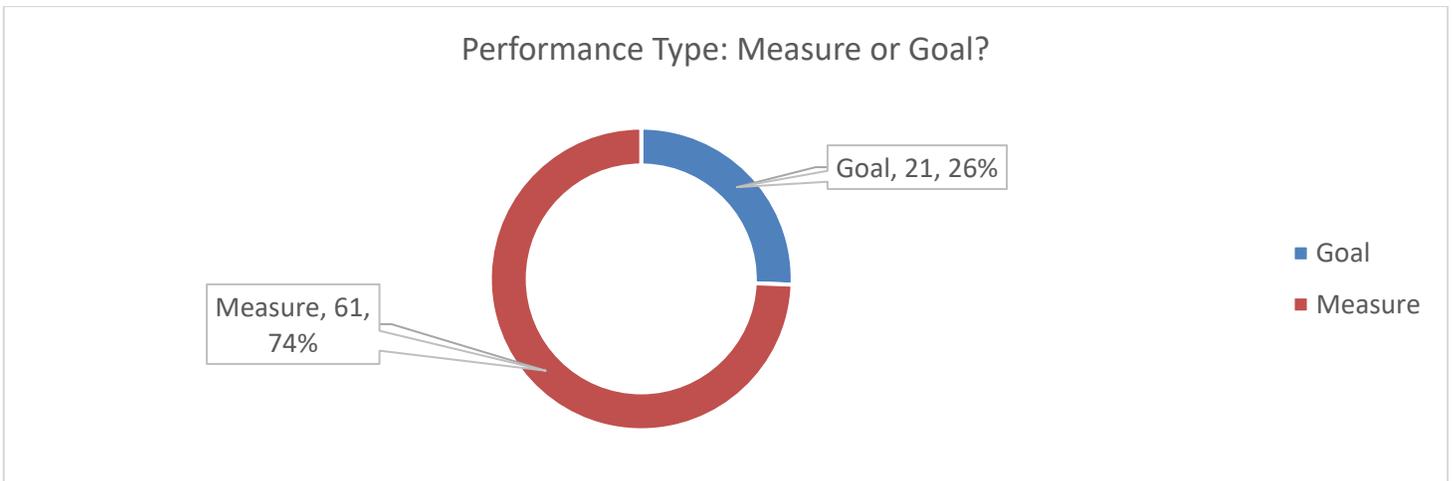
Quality – Quality measures are used to determine whether customer expectations are being met. These expectations can take many forms, including: timeliness, accuracy, meeting regulatory requirements, courtesy, and meeting customer needs.

Outcomes – Outcome measures are used to determine the extent to which a core function, goal, activity, product, or service has impacted its intended audience. They reflect the specific purpose or aim of a function, goal, service, product or activity. For our purposes, outcomes encompass measures that show the value of outputs towards achievement of agency missions or goals.

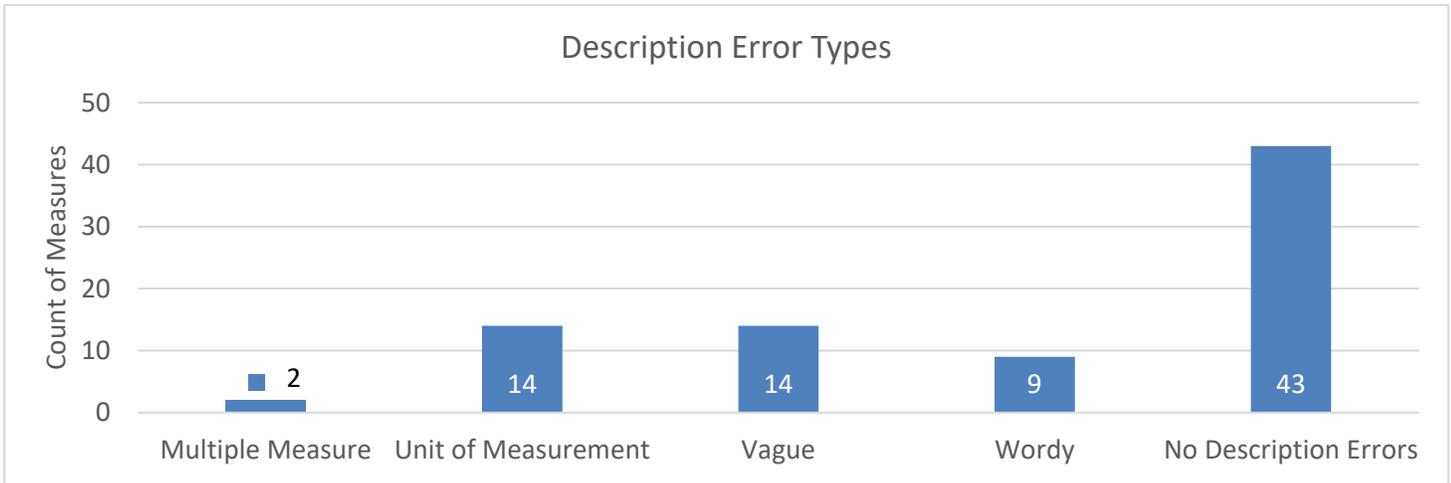
About 90% of performance measures remained the same from the 2017 General Session to the 2018 General Session. Because of this lack of change, our analysis of the FY2018 performance measures has relevance.



Around one-in-four performance measures are goals. If a reported performance measure is action-based or fails to adequately measure the purpose of funding, it is most likely a **goal**. These are useful baseline assumptions for creating a measure, but they are only a first step. If a performance measure is relevant to the purpose of funding and clearly states an observable metric, it is marked as a **measure**.



We provided description errors to show common areas where agencies can improve their future performance measures. These are surface-level formatting errors that, if fixed, will clarify the reported performance measure. The most consistent errors were vagueness and unit of measurement (Percentage of..., Number of...).



Definitions-

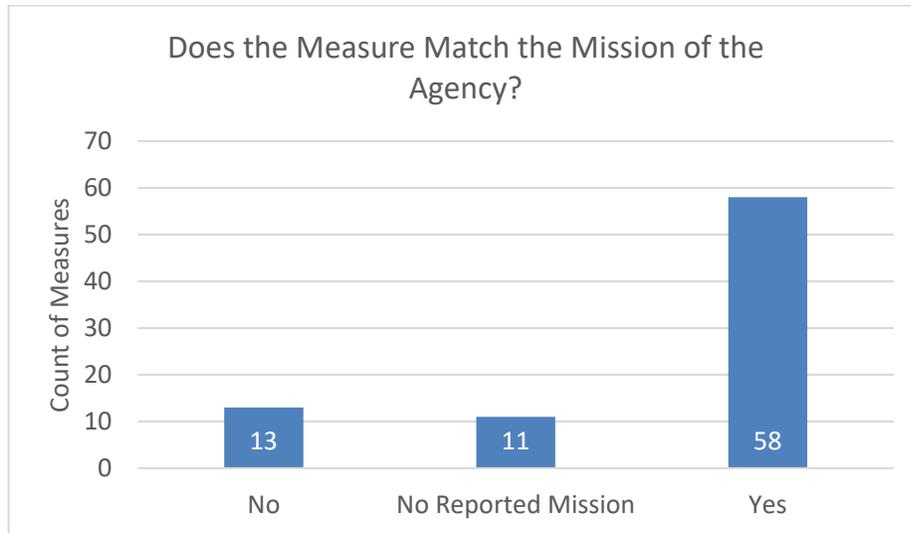
Unit of Measurement – The measure does not explicitly refer to a quantifiable number

Vague – It is unclear what the agency is measuring

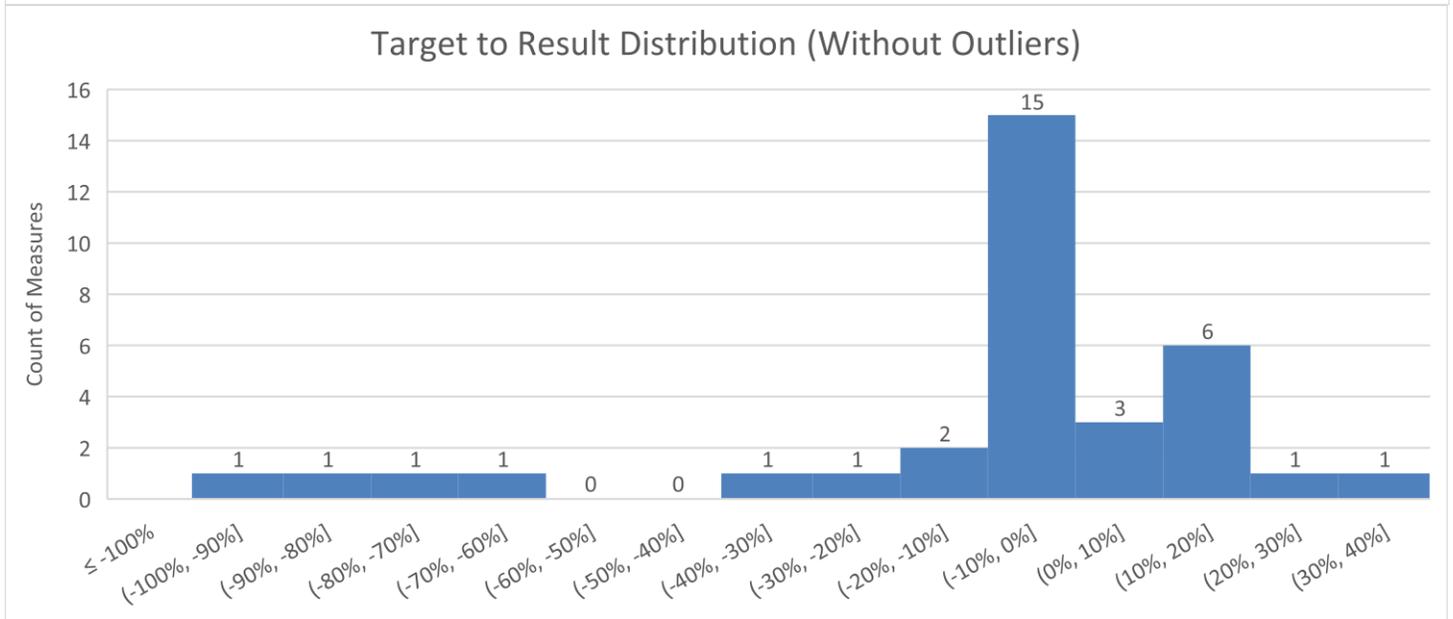
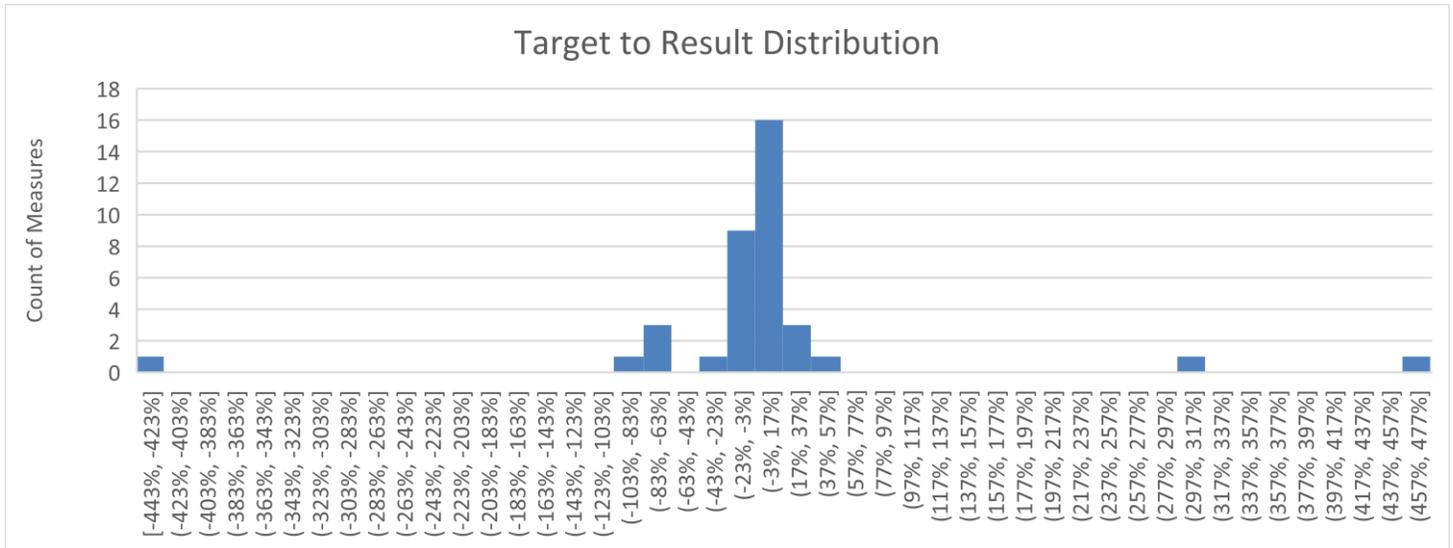
Wordy – Measure is convoluted and hard to understand

Multiple Measure – The measure language includes more than a single performance measure

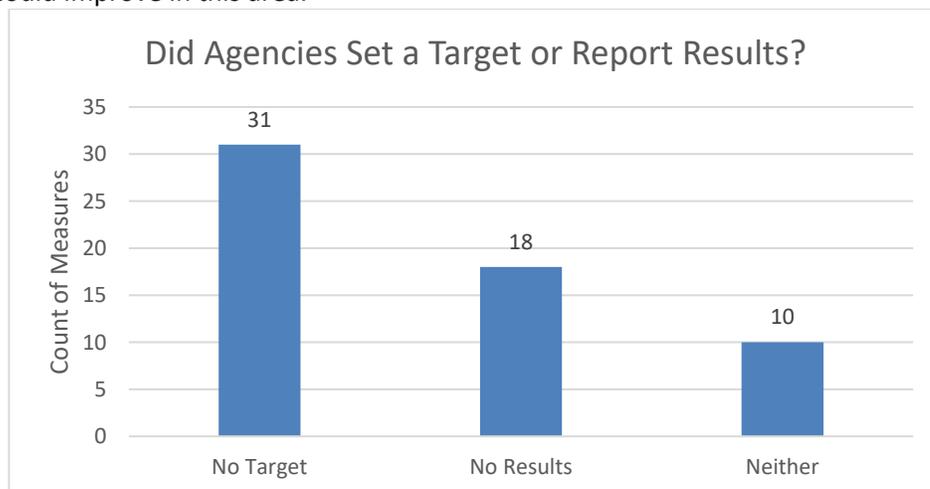
Approximately one sixth of measures do not match the mission of the agency and another sixth have no mission statement outlined in intent language. If a measure is too generic, not understandable, or not relevant to the purpose of the funding, it is marked **No**. If it references the mission, then it is marked **Yes**.



To determine how well the agencies met their targets, we compared the percentage difference between targets and results. All information was adjusted and standardized to determine a distribution. The distribution is fairly normal with few outliers. This distribution clusters towards 0%, indicating that agencies are typically meeting their targets. This could be good or bad. Clustering near 0% suggests that either agencies are effectively accomplishing their goals or setting targets too low.



This analysis is not as robust as it could be because many of the agencies did not originally include a target in their performance measure language, or did not report results of their performance measures. The following graph shows where the agencies could improve in this area.



Appendix A: Analyst Notes

Department	Performance Measure Name	Analyst Notes
Indigent Defense Commission	Percentage of indigent defense systems using Indigent Defense Commission grant money to improve the effective assistance of counsel by improving the organizational capacity of the system, through regionalization	These are measuring the right things to answer the questions about indigent defense services in the state. However, they compare improvement only among those being funded. It may be more appropriate to measure systems ability to change through other mechanisms besides only funding.
Indigent Defense Commission	Percentage of total county indigent defense systems improving the effective assistance of counsel through the use of separate indigent defense service providers	These are measuring the right things to answer the questions about indigent defense services in the state. However, they compare improvement only among those being funded. It may be more appropriate to measure systems ability to change through other mechanisms besides only funding.
Indigent Defense Commission	Percentage of indigent defense systems operating with Indigent Defense Commission grant money to improve the quality of indigent defenses	These are measuring the right things to answer the questions about indigent defense services in the state. However, they compare improvement only among those being funded. It may be more appropriate to measure systems ability to change through other mechanisms besides only funding.
CCJJ	Number of grants monitored	Target measured in a percentage, but measure says number
Attorney General	Represent, defend and advise the State of Utah, its elected officials and nearly 200 state agencies, boards and committees, as well as, when appropriate, its systems of public and higher-education, in civil, criminal, appellate and administrative matters	These measures are vague, wordy, and written as a goal instead of a measurement.
Attorney General	Hire and mentor attorneys, investigators and staff to contribute positively to the office while demonstrating professionalism and integrity in the handling of complex legal issues	These measures are vague, wordy, and written as a goal instead of a measurement.
Attorney General	Adopt productivity tools to track performance, improve communication, provide additional fiscal detail and address other metrics to improve effectiveness and financial efficiency of the office	These measures are vague, wordy, and written as a goal instead of a measurement.
Attorney General	Collaborate and contract, as necessary, with subject matter experts and outside counsel to assist in the performance of its duties	These measures are vague, wordy, and written as a goal instead of a measurement.
Prosecution Council	Hold conferences/meetings each year as funds allow, including the Spring Legislative and Case Law Update, the Utah Prosecutor Assistant's Association (UPAA) conference, the Utah Misdemeanor Prosecutor Association (UMPA) conference, the Basic Prosecutor Course, the Fall Prosecutor Conference, the Government Civil Conference, the County Executive Seminar, the Regional Legislative Update Training, as well as quarterly council meetings, training committee meetings, conference planning meetings, advanced trial skills training, domestic violence and child abuse training, mental health training, impaired driving training, sexual assault training and white collar crime training	These measures are vague, wordy, and written as a goal instead of a measurement.

REVIEW OF AGENCIES FEES' DATA

Prosecution Council	Provide services to prosecutors statewide that include maintaining UPC's webpage to include current and future training opportunities, recent case summaries, resource prosecutor information, prosecutor offices contact information, and other prosecutor requested information as well as the Prosecutor Google Forum where prosecutors can pose questions and share information with other prosecutors	These measures are vague, wordy, and written as a goal instead of a measurement.
Juvenile Justice Services	Percent of youth without a new felony charge within 360 days of release from community residential programs	Recidivism is a useful measurement for any correctional facility. However, there is no Juvenile nationwide standard for recidivism rate.
Juvenile Justice Services	Percent of youth without a new felony charge within 360 days of release from long-term secure care	Recidivism is a useful measurement for any correctional facility. However, there is no Juvenile nationwide standard for recidivism rate.
Corrections	AP&P: Percentage of offender discharging supervision successfully	Good measure, target necessary for a baseline
Corrections	DPO: Rate of disciplinary events inside the prisons	Good measure, target necessary for a baseline
Corrections	IPD: Percentage of inmates in state prisons actively involved in programs or classes	Good measure, target necessary for a baseline
Corrections	Percentage of UCI graduates who gain employment within the first 2 quarters post-release	Good measure, target necessary for a baseline
Corrections	Percentage of workers leaving UCI who are successfully completing the program	Good measure, target necessary for a baseline
Courts	Target the recommended time standards in District and Juvenile Courts for all case types, as per the published Utah State Courts Performance Measures	Good timeliness measure, but could be standardized for the Legislative level
Courts	Administer called Grand Juries	This measurement was reported on, but there were no Grand Juries called and so they had no material to report. If performance measurements are intended to measure improvement, this measurement doesn't allow for comparison, but only whether or not something was done.
Courts	Execute and administer required contracts within the terms of the contracts and appropriations	This measurement is binary. Meaning that they either accomplished it or not, this is typical of a goal. The challenge with measurements of this sort, and they can usually be explained into a positive accomplishment.
Courts	Timely pay all required jurors, witnesses and interpreters	This measurement is binary. Meaning that they either accomplished it or not, this is typical of a goal. The challenge with measurements of this sort, and they can usually be explained into a positive accomplishment.
Guardian Ad Litem	Participation of GAL attorneys in the required trainings; attorney satisfaction in the subject matter of the provided trainings	This measurement is binary. Meaning that they either accomplished it or not, this is typical of a goal. The challenge with measurements of this sort, and they can usually be explained into a positive accomplishment.

Guardian Ad Litem	Average number of children being represented by GAL attorneys during the fiscal year	This is a valuable measure, but the standard from which this measure is based states that "attorneys should have caseloads that allow them to adequately represent their clients." This leaves the measure of quality subjective as there is not standard for number of caseloads.
Guardian Ad Litem	Number of children attending post-adjudication hearings as specified in UCA 78A-6-305; or if not attending, the reason why the child is not in attendance	The results of this measure were "more than 50%". Also, the measurement states that it will measure why children do not attend. This is less of a quantitative measure, and a qualitative assessment.
Guardian Ad Litem	Use of E-filing by GAL attorneys in both juvenile and district court, the use of the VOICE database and a shared document library on Google	This measurement is binary. Meaning that they either accomplished it or not, this is typical of a goal. The challenge with measurements of this sort, and they can usually be explained into a positive accomplishment.
Public Safety	Median DNA case turnaround time	The results of this item were parsed by priority type. There was drastic difference between turnaround time of a first priority and a third priority. Perhaps the measure should focus on a single priority type. Another issue was that the results could not tie to the target because they were comparing priority, when the target is for all cases.
Public Safety	Percentage of LiveScan fingerprint card data entered into the Utah Computerized Criminal History (UCCH) and Automated fingerprint identification System (AFIS) databases, or deleted from the queue	This measurement contains part of the measurement in the target.
Public Safety	Percentage compliance with standards and elements required to achieve and maintain National Emergency Management Program Accreditation	This measure was achieved at 100%. If measures are intended to show improvement, there is not room to improve in this area.
Public Safety	Percentage of personnel that have completed the required National Incident Management System training	This measure was achieved at 100%. If measures are intended to show improvement, there is not room to improve in this area.
Public Safety	Percentage of 98 state agencies that have updated their Continuity of Operation Plans	This measure was achieved at 100%. If measures are intended to show improvement, there is not room to improve in this area.
Public Safety	Distribution of funds as reimbursement to the National Guard of authorized and approved expenses	None of these funds were used, so the measure is irrelevant for this year. This measure is binary, and measures whether or not the funds were distributed. Fund distribution measures miss the purpose of a measure which is intended to show the value of the spending and whether or not that value is improving.
Public Safety	Distribution of funds for appropriate and approved expenses	None of these funds were used, so the measure is irrelevant for this year. This measure is binary, and measures whether or not the funds were distributed. Fund distribution measures miss the purpose of a measure which is intended to show the value of the spending and whether or not that value is improving.

REVIEW OF AGENCIES FEES' DATA

Public Safety	Percentage of law enforcement officers completing 40 hours of mandatory annual training	This measure was achieved at almost 100%. If measure are intended to show improvement, there is not room to improve in this area.
Public Safety	Average customer wait time measured in 13 driver license field offices	Typically, timeliness measures are not interesting, but for public processing entities such as these, they are valuable.
Public Safety	Average customer call wait time	Typically, timeliness measures are not interesting, but for public processing entities such as these, they are valuable.
Public Safety	Percentage of persons wearing a seatbelt, as captures on the Utah Safety Belt Observational Survey	Good measure
Public Safety	Number of motor vehicle crash fatalities	Good measure
Public Safety	Number of pedestrian fatalities	Good measure
Public Safety	Percentage of covert operations initiated by intelligence	Good measure
Public Safety	Percentage of licensees that did not sell to minors	Good measure
Public Safety	Rate of alcohol-related crash fatalities per 100 million vehicle miles traveled	Good measure
Utah Communications Authority	Maintain the statewide public safety communications network in a manner that maximizes network availability for its users	This measurement is binary. Meaning that they either accomplished it or not, this is typical of a goal. The challenge with measurements of this sort, and they can usually be explained into a positive accomplishment.
Utah Communications Authority	Promulgate best practices and other guidance for PSAPs across Utah	This measurement is binary. Meaning that they either accomplished it or not, this is typical of a goal. The challenge with measurements of this sort, and they can usually be explained into a positive accomplishment.
Utah Communications Authority	Ensure compliance with applicable laws, policies, procedures, and other internal controls to ensure adequate administration of the organization	This measurement is binary. Meaning that they either accomplished it or not, this is typical of a goal. The challenge with measurements of this sort, and they can usually be explained into a positive accomplishment.

Appendix B: Performance Measures Included in H.B. 6 (2018 General Session) and Analysis

Division	Performance Measure Name	Target Results	Type	Changed FY 2018	Format	Description Errors	Mission Match
Governor's Office	Number of vacancies in boards or commissions filled divided by operating expenses		Efficiency	No	Measure	No Description Errors	No Reported Mission
Indigent Defense Commission	Percentage of indigent defense systems using Indigent Defense Commission grant money to improve the effective assistance of counsel by improving the organizational capacity of the system, through regionalization	-67.5% Outcome		Yes	Measure	Vague	Yes
Indigent Defense Commission	Percentage of total county indigent defense systems improving the effective assistance of counsel through the use of separate indigent defense service providers	-80.0% Outcome		Yes	Measure	Vague	Yes
Indigent Defense Commission	Percentage of indigent defense systems operating with Indigent Defense Commission grant money to improve the quality of indigent defense	-79.5% Outcome		Yes	Measure	Vague	Yes
School Readiness Initiative	The change in scores on the Peabody Picture Vocabulary Test (PPVT) from the start to end of a preschool year, among four-year-old students participating in the program (Mean post-test score)		Outcome	No	Measure	Unit of Measurement	Yes
Governor's Office of Management and Budget	Establish SUCCESS Plus programs and measures		Output	Yes	Goal	Vague	Yes
Commission on Criminal and Juvenile Justice	Percent of victim reparations claims processed within 30 days or less	-21.3% Quality		No	Measure	No Description Errors	Yes
Commission on Criminal and Juvenile Justice	Number of grants monitored	18.2% Output		No	Measure	Unit of Measurement	Yes
Commission on Criminal and Juvenile Justice	Percent of offenders booked into larger county jails (Cache, Salt Lake, Utah, Washington, and Weber) that adequately meet CCJJ JRI guidelines that volunteer to receive a risk and needs screen	13.8% Outcome		No	Measure	No Description Errors	Yes
CCJJ Jail Reimbursement	Percent of the 50 percent of the average final daily incarceration rate paid to counties	-4.6% Input		No	Measure	No Description Errors	Yes
Employability to Careers	Outcomes for all Measures established by the Employability to Careers Program Board (Targets will be set by the Board)		Unclear	No	Goal	Vague	No Reported Mission
State Auditor	Annual financial statement audits completed in a timely manner (w/in six months) - excluding State CAFR	10.8% Quality		No	Goal	Unit of Measurement	Yes
State Auditor	State of Utah Comprehensive Annual Financial Report (CAFR) audit completed and released in a timely manner (w/in five months or 153 days)	-9.2% Quality		No	Goal	Unit of Measurement	Yes
State Auditor	State of Utah Single Audit Report (Federal Compliance Report) completed and released in a timely manner (w/in six months or 184 days Federal Requirement is nine months)	-11.4% Quality		No	Goal	Unit of Measurement	Yes
State Auditor	Monitoring of CPA firms performing local government financial audits (over a three year period)	0.0% Outcome		No	Goal	Unit of Measurement	Yes
State Treasurer	Spread between PTIF interest rate and benchmark rate	13.3% Outcome		No	Measure	Unit of Measurement	Yes

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Division	Performance Measure Name	Target Results	Type	Changed FY 2018	Format	Description Errors	Mission Match
State Treasurer	Ratio of claim dollars paid to claim dollars collected	-7.3% Outcome		No	Measure	No Description Errors	Yes
State Treasurer	Total value of unclaimed property claims paid by October 15, 2018	22.3% Output		No	Measure	No Description Errors	Yes
Attorney General	Represent, defend and advise the State of Utah, its elected officials and nearly 200 state agencies, boards and committees, as well as, when appropriate, its systems of public and higher-education, in civil, criminal, appellate and administrative matters		Unclear	No	Goal	Wordy	Yes
Attorney General	Hire and mentor attorneys, investigators and staff to contribute positively to the office while demonstrating professionalism and integrity in the handling of complex legal issues		Unclear	No	Goal	Wordy	No
Attorney General	Adopt productivity tools to track performance, improve communication, provide additional fiscal detail and address other metrics to improve effectiveness and financial efficiency of the office		Unclear	No	Goal	Wordy	No
Contract Attorneys	Collaborate and contract, as necessary, with subject matter experts and outside counsel to assist in the performance of its duties		Unclear	No	Goal	Vague	No
Children's Justice Centers	Percentage of caregivers that strongly agreed that the CJC provided them with resources to support them and their children		Quality	No	Measure	No Description Errors	Yes
Children's Justice Centers	Percentage of caregivers that strongly agreed that if they knew anyone else who was dealing with a situation like the one their family faced, they would tell that person about the CJC		Quality	No	Measure	No Description Errors	Yes
Children's Justice Centers	Percentage of multidisciplinary team (MDT) members that strongly believe clients benefit from the collaborative approach of the MDT		Quality	No	Measure	No Description Errors	Yes
Prosecution Council	Hold conferences/meetings each year as funds allow, including the Spring Legislative and Case Law Update, the Utah Prosecutor Assistant's Association (UPAA) conference, the Utah Misdemeanor Prosecutor Association (UMPA) conference, the Basic Prosecutor Course, the Fall Prosecutor Conference, the Government Civil Conference, the County Executive Seminar, the Regional Legislative Update Training, as well as quarterly council meetings, training committee meetings, conference planning meetings, advanced trial skills training, domestic violence and child abuse training, mental health training, impaired driving training, sexual assault training and white collar crime training		Unclear	No	Goal	Wordy	Yes
Prosecution Council	Hold New County Attorney Training every four (4) years or as new County Attorneys take office		Output	No	Goal	No Description Errors	Yes

Appendix B: Performance Measures Included in H.B. 6 (2018 General Session) and Analysis

Division	Performance Measure Name	Target Results	Type	Changed FY 2018	Format	Description Errors	Mission Match
Prosecution Council	Provide services to prosecutors statewide that include maintaining UPC's webpage to include current and future training opportunities, recent case summaries, resource prosecutor information, prosecutor offices contact information, and other prosecutor requested information as well as the Prosecutor Google Forum where prosecutors can pose questions and share information with other prosecutors		Output	No	Goal	Wordy	Yes
Programs and Operations	Percent of youth free of new charges while in diversion from detention programming		Outcome	No	Measure	No Description Errors	Yes
Programs and Operations	Percent of youth without a new felony charge within 360 days of release from community residential programs	-7.2%	Outcome	No	Measure	No Description Errors	Yes
Programs and Operations	Percent of youth without a new felony charge within 360 days of release from long-term secure care	-2.8%	Outcome	No	Measure	No Description Errors	Yes
Programs and Operations	AP&P: Percentage of offender discharging supervision successfully		Outcome	No	Measure	No Description Errors	Yes
Programs and Operations	DPO: Rate of disciplinary events inside the prisons		Outcome	No	Measure	No Description Errors	Yes
Programs and Operations	IPD: Percentage of inmates in state prisons actively involved in programs or classes		Outcome	No	Measure	No Description Errors	Yes
Department of Medical Services	Percentage of Health Care Requests closed out within 3 business days of submittal		Quality	No	Measure	No Description Errors	Yes
Department of Medical Services	Percentage of Dental Requests closed out within 7 days of submittal		Quality	No	Measure	No Description Errors	Yes
Department of Medical Services	Average number of days after intake for an inmate to be assigned a mental health level		Quality	No	Measure	No Description Errors	Yes
Jail Contracting	Rate of positive urinalysis tests in jails (for state inmates)		Outcome	No	Measure	No Description Errors	No
Jail Contracting	Rate of disciplinary events inside the jails (for state inmates)		Outcome	No	Measure	No Description Errors	No
Jail Contracting	Percentage of state inmates in county jails actively involved in programs or classes		Outcome	No	Measure	No Description Errors	Yes
Utah Correctional Industries	Percentage of UCI graduates who gain employment within the first 2 quarters post-release		Outcome	No	Measure	No Description Errors	Yes
Utah Correctional Industries	Percentage of work-eligible inmates employed by UCI in prison		Outcome	No	Measure	No Description Errors	Yes
Utah Correctional Industries	Percentage of workers leaving UCI who are successfully completing the program		Outcome	No	Measure	No Description Errors	Yes
Board of Pardons and Parole	Percent of decisions completed within 7 days of the hearing	11.3%	Quality	No	Measure	No Description Errors	No
Board of Pardons and Parole	Percent of results completed within 3 days of decision	1.8%	Quality	No	Measure	No Description Errors	No
Board of Pardons and Parole	Percent of mandatory JRI (77-27-54) time cuts processed electronically		Outcome	No	Measure	No Description Errors	No

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Division	Performance Measure Name	Target Results	Type	Changed FY 2018	Format	Description Errors	Mission Match
Administration	Target the recommended time standards in District and Juvenile Courts for all case types, as per the published Utah State Courts Performance Measures		Quality	No	Goal	Vague	Yes
Administration	Access and Fairness Survey re: "satisfaction with my experience in court question," as per the published Utah State Courts Performance Measures	3.3%	Quality	No	Measure	Vague	Yes
Administration	Clearance rate in all courts, as per the published Utah State Courts Performance Measures	-3.9%	Outcome	No	Measure	Vague	Yes
Grand Jury	Administer called Grand Juries	0.0%	Output	No	Measure	Vague	Yes
Contracts and Leases	Execute and administer required contracts within the terms of the contracts and appropriations	0.0%	Quality	No	Goal	Unit of Measurement	No
Jury and Witness Fees	Timely pay all required jurors, witnesses and interpreters	0.0%	Quality	No	Goal	Unit of Measurement	No
Guardian ad Litem	Participation of GAL attorneys in the required trainings; attorney satisfaction in the subject matter of the provided trainings		Outcome	No	Measure	Multiple Measure No Description	No Reported Mission
Guardian ad Litem	Average number of children being represented by GAL attorneys during the fiscal year		Outcome	No	Measure	Errors	No Reported Mission
Guardian ad Litem	Number of children attending post-adjudication hearings as specified in UCA 78A-6-305; or if not attending, the reason why the child is not in attendance		Output	No	Measure	Wordy	No Reported Mission
Guardian ad Litem	Number of appeals initiated and participated in by GAL attorneys		Output	No	Measure	Errors	No Reported Mission
Guardian ad Litem	Number of completed independent investigations by GAL attorneys, including non-client contacts; measure the number of client contacts by GAL attorneys and the frequency of those contacts		Output	No	Measure	Wordy	No Reported Mission
Guardian ad Litem	Number of hearings attended by GAL attorneys and the number of Child & Family Team meetings in which GAL attorneys participated		Output	No	Measure	Multiple Measure	No Reported Mission
Guardian ad Litem	Use of E-filing by GAL attorneys in both juvenile and district court, the use of the VOICE database and a shared document library on Google		Output	No	Measure	Vague	No Reported Mission
Programs and Operations	Percentage of DUI reports submitted for administrative action within specified timeframes divided by operating expenses for the process	-6.8%	Efficiency	No	Measure	No Description Errors	Yes
Programs and Operations	Median DNA case turnaround time		Quality	No	Measure	No Description Errors	Yes
Programs and Operations	Percentage of LiveScan fingerprint card data entered into the Utah Computerized Criminal History (UCCH) and Automated fingerprint identification System (AFIS) databases, or deleted from the queue (Target = 5 working days)	0.0%	Outcome	No	Measure	Wordy	Yes
Emergency Management	Percentage compliance with standards and elements required to achieve and maintain National Emergency Management Program Accreditation	0.0%	Quality	No	Measure	Wordy	Yes

Appendix B: Performance Measures Included in H.B. 6 (2018 General Session) and Analysis

Division	Performance Measure Name	Target Results	Type	Changed FY 2018	Format	Description Errors	Mission Match
Emergency Management	Percentage of personnel that have completed the required National Incident Management System training	0.0% Quality		No	Measure	No Description Errors	No
Emergency Management	Percentage of 98 state agencies that have updated their Continuity of Operation Plans	-14.6% Outcome		No	Measure	No Description Errors	Yes
Emergency Management - National Guard Response	Distribution of funds as reimbursement to the National Guard of authorized and approved expenses	Outcome		No	Goal	Unit of Measurement	No Reported Mission
Division of Homeland Security - Emergency and Disast	Distribution of funds for appropriate and approved expenses	-99.0% Outcome		No	Goal	Unit of Measurement	No Reported Mission
Peace Officers' Standards and Training	Percentage of POST investigations completed within specified timeframes divided by the operating expenses for the process	457.0% Efficiency		No	Measure	No Description Errors	Yes
Peace Officers' Standards and Training	Percentage of presented cases of law enforcement personnel complaints or misconduct allegations ratified by POST Council	-30.5% Outcome		No	Measure	No Description Errors	Yes
Peace Officers' Standards and Training	Percentage of law enforcement officers completing 40 hours of mandatory annual training	-0.1% Quality		No	Measure	No Description Errors	Yes
Driver License	Average customer wait time measured in 13 driver license field offices (Minutes)	45.0% Quality		No	Measure	Unit of Measurement	Yes
Driver License	Average customer call wait time (Seconds)	12.2% Quality		No	Measure	Unit of Measurement	Yes
Driver License	Percentage of driver license medical forms processed within 5 days divided by the operating expenses for the process	305.7% Quality		No	Measure	No Description Errors	No
Highway Safety	Percentage of persons wearing a seatbelt, as captures on the Utah Safety Belt Observational Survey	4.5% Outcome		No	Measure	No Description Errors	Yes
Highway Safety	Number of motor vehicle crash fatalities	40.0% Output		No	Measure	No Description Errors	Yes
Highway Safety	Number of pedestrian fatalities	-443.3% Output		No	Measure	Unit of Measurement	Yes
Alcoholic Beverage Control Act Enforcement	Percentage of covert operations initiated by intelligence	18.8% Outcome		No	Measure	No Description Errors	Yes
Alcoholic Beverage Control Act Enforcement	Percentage of licensees that did not sell to minors	2.2% Outcome		No	Measure	No Description Errors	Yes
Alcoholic Beverage Control Act Enforcement	Rate of alcohol-related crash fatalities per 100 million vehicle miles traveled	Outcome		No	Measure	No Description Errors	Yes
Administrative Services Division	Maintain the statewide public safety communications network in a manner that maximizes network availability for its users	Unclear		Yes	Goal	Vague	Yes
Administrative Services Division	Promulgate best practices and other guidance for PSAPs across Utah	Unclear		Yes	Goal	Vague	Yes
Administrative Services Division	Ensure compliance with applicable laws, policies, procedures, and other internal controls to ensure adequate administration of the organization	Unclear		Yes	Goal	Vague	No