Office of Management and Budget

Anchorage: Performance. Value. Results.

Mission

Implementation of sound fiscal and management policies through development and administration of municipal budgets

Core Services

- Administer development, implementation, and monitoring of the general government and utility operating and capital budgets
- Establish and enforce policy for budget documentation format and content
- Review and process budget transfers, Assembly documentation, project set-up forms, grant-related documentation, and personnel changes
- Facilitate a city-wide performance measure/accountability program

Accomplishment Goals

- Improve the quality of budget-related information provided citizens and decision-makers by attaining the "Distinguished Budget Presentation Award" from Government Finance Officers Association (GFOA) by 2015
- Improve accuracy of Assembly documents prepared by departments
- Implement the Mayor's "Performance. Value. Results" performance-based management initiative
- Improve departments understanding of Intra-governmental charge (IGC) system
- Ensure departments are satisfactorily served

Performance Measures

Progress in achieving goals will be measured by:

<u>Measure #1:</u> Receipt of Government Finance Officers Association (GFOA) Budget Award in 2015.

Office of Management and Budget submitted the 2015 approved budget to GFOA in January for evaluation in meeting Distinguished Budget Presentation criteria. As of April 30, 2015 are awaiting GFOA's decision.

<u>Measure #2:</u> Percent of department-prepared Assembly documents rejected due to formatting and accounting errors.

Year to Date Change in Percent of Rejected PACE Documents

Department	2013 Total # Rec'd	2013 Total # Rej'd	2013 Total % Rej'd	2014 Total # Rec'd	2014 Total # Rej'd	2014 Total % Rej'd	2015 1st Qtr # Rec'd	2015 1st Qtr # Rej'd	2015 1st Qtr % Rej'd
AWWU	24	5	21%	15	3	20%	1	-	0%
Chief Fiscal Officer	24	4	17%	16	1	6%	10	3	30%
Community Development	21	2	10%	29	1	3%	8	1	13%
Employee Relations	11	1	9%	11	5	45%	1	-	0%
Finance	2	-	0%	3	0	0%	4	1	25%
Fire	11	2	18%	6	0	0%	-	-	0%
Health	38	6	16%	36	1	3%	11	5	45%
Information Technology	-	-	0%	2	14	700%	1	1	100%
Internal Audit	-	-	0%	-	0	0%	-	-	0%
Library	16	5	31%	24	0	0%	11	4	36%
Management & Budget	10	-	0%	19	10	53%	8	2	25%
Mayor	-	-	0%	-	0	0%	-	-	0%
Merrill Field	1	-	0%	1	0	0%	1	1	100%
Municipal Light & Power	1	-	0%	0	0	0%	-	-	0%
Municipal Attorney	3	-	0%	9	0	0%	-	-	0%
Municipal Manager	9	2	22%	10	2	20%	6	1	17%
Parks & Recreation	18	4	22%	16	4	25%	5	1	20%
Police	9	2	22%	17	3	18%	2	-	0%
Port	9	3	33%	1	5	500%	-	-	0%
Public Transportation	25	15	60%	28	0	0%	4	-	0%
Public Works	41	14	34%	44	7	16%	22	8	36%
Purchasing	-	-	0%	-	13	0%	-	-	0%
Real Estate	47	11	23%	36	0	0%	4	-	0%
Solid Waste Services	3	1	33%	1	9	900%	-	-	0%
Totals	323	77	24%	324	78	24%	99	28	28%

Measure #3: Department performance measures that are reporting data.

Departments	Total Measures	Data Reported	No Data	% Data Reported	Date
Anchorage Water & Wastewater	6	6	0	100.00%	4/21/2015
Community Development					
Development Services	12	12	0	100.00%	4/24/2015
Planning	5	5	0	100.00%	4/24/2015
Employee Relations	9	9	0	0.00%	4/17/2015
Equal Rights Commission	4	4	0	100.00%	4/14/2015
Finance					
Controller	5	5	0	100.00%	4/24/2015
Property Appraisal	3	3	0	100.00%	4/8/2015
Public Finance	4	4	0	100.00%	4/17/2015
Treasury	9	9	0	100.00%	4/16/2015
Fire	6	6	0	100.00%	4/14/2015
Health & Human Services	7	7	0	100.00%	4/28/2015
Information Technology	8	8	0	0.00%	4/23/2015
Internal Audit	4	4	0	100.00%	4/1/2015
Library	5	5	0	100.00%	4/30/2015
Management and Budget	5	1	0	20.00%	4/30/2015
Merrill Field Airport	6	6	0	100.00%	4/7/2015
Municipal Attorney	11	0	11	0.00%	5/1/2015
Municipal Light & Power	10	10	0	100.00%	4/21/2015
Municipal Manager	1	1	0	100.00%	4/29/2015
Emergency Mgmt	1	1	0	100.00%	4/13/2015
Equal Opportunity	1	1	0	100.00%	4/24/2015
Risk Management	2	2	0	100.00%	4/8/2015
Transportation Inspection	2	2	0	100.00%	4/24/2015
Parks & Recreation	10	10	0	100.00%	4/14/2015
Police	11	11	0	100.00%	4/21/2015
Port	3	3	0	100.00%	5/1/2015
Public Transportation	10	9	0	90.00%	4/28/2015
Public Works					
Maintenace & Operations	9	9	0	100.00%	4/30/2015
Project Mgmt & Engineering	6	6	0	100.00%	4/21/2015
Traffic	3	3	0	100.00%	4/14/2015
Purchasing	3	3	0	100.00%	5/1/2015
Real Estate	4	4	0	100.00%	4/15/2015
Heritage Land Bank	1	1	0	100.00%	4/15/2015
Solid Waste Services	3	3	0	0.00%	4/24/2015

Measure #4: Percent of departments that provide a satisfactory rating regarding timeliness, responsiveness, helpfulness.

1 Please rate the following aspects of our	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	Average Rating
OMB clearly communicates its directions, expectations, and time lines	7	21%	8	24%	10	29%	5	14%	4	12%	34	3.74
Turnaround time on documents is timely	7	21%	8	24%	9	26%	6	18%	4	12%	34	3.71
OMB team is knowledgeable and helpful	11	33%	13	38%	7	21%	2	6%	1	3	34	4.03
OMB responsiveness to questions or issues is handled quickly and efficiently	8	24%	9	26%	6	18%	6	18%	5	15	34	3.86
Training and reference materials provided by OMB are useful and relevant	4	12	5	15%	14	41%	6	18%	5	15%	34	3.50
The information OMB provides helps with my understanding of IGCs	3	9	5	15%	11	32%	6	18%	9	26%	34	3.68

2 Rate your understanding of IGCs

Excellent	6	17%
Good	5	15%
Adequate	8	24%
Poor	13	38%
Unacceptable	2	6%
Total	34	100%

3 Overall, how do you rate the quality of services we provide?

Excellent	9	26%
Good	6	18%
Adequate	6	18%
Poor	10	29%
Unacceptable	3	9%
Total	34	100%

4 Overall, our performance is…

Getting much better	5	15%
Getting better	10	29%
Staying about the same level	15	44%
Getting worse	4	12%
Getting much worse	0	0%
Total	34	100%

Next survey to be taken in 2015 1st quarter

Measure #5: Change in departments' understanding of Intragovernmental Charges (IGCs).

	2015	2014
Excellent or Good	32%	40%
Adequate	24%	40%
Poor or Unacceptable	44%	20%

Performance Measure Methodology Sheet

Office of Management and Budget
Finance Department

Measure #1: Receipt of Government Finance Officers Association (GFOA) Budget Award in 2015

Type

Effectiveness

Accomplishment Goal Supported

Attain the "Distinguished Budget Presentation Award" from Government Finance Officers Association (GFOA) by 2015 to ensure MOA's budget communicates quality budget information to citizens and decision makers.

Definition

The Distinguished Budget Presentation Award is presented for recognition of exemplary budgeting practices. Preparing for the award will result in clear, understandable, and complete budget documents.

Data Collection Method

Using GFOA's check list, identify areas of current budget documents that do not meet criteria.

Frequency

Every year review budget information to determine which documents need improvement prior to preparation of new budget.

Measured By

GFOA provides criteria guidelines that contain section types. OMB will assign each section with a point value. Then a percentage of completion will be calculated.

Reporting

Each year, the completed budget book must be submitted to GFOA 90 days from the date when the budget was proposed or adopted. GFOA will grade the budget book documents by using the criteria guideline worksheet and determine achievement of award.

Used By

Citizens, employees, and any other person that would be interested in the MOA budget documents.

Performance Measure Methodology Sheet

Management and Budget
Finance Department

Measure #2: Percent of department-prepared Assembly documents rejected due to formatting and accounting errors

Type

Effectiveness

Accomplishment Goal Supported

Reduction in the number of formatting and accounting errors in department-prepared Assembly documents

Definition

Measures the quality of the guidance provided by OMB and the responsiveness of the departments by tracking the accuracy of Assembly documents as they go through the Assembly document review process (PACE)

Data Collection Method

The data collected will be by recording the PACE Workflow History (via Search/Document Number) of all Assembly documents reviewed by OMB, after identifying them on the Action Agenda after each Assembly meeting. A count of the number of documents and number of rejections will be recorded.

Frequency

The measurement will be tallied monthly and reported quarterly.

Measured By

The OMB analyst will pull and record the PACE Workflow History of all Assembly documents that are reviewed by OMB after their introduction at an Assembly meeting. The record will be maintained in Excel and will list the document numbers, PACE actions and action dates and will specifically note rejections and the reason for the rejections.

Reporting

The OMB analyst will create and maintain a report in Excel from the data recorded. The information will be displayed numerically.

Used By

The division managers and department directors will use the information to see how many rejections are occurring. OMB and CFO will use the information to provide additional information and support to departments with higher error rates.

Performance Measure Methodology Sheet

Office of Management and Budget
Finance Department

Measure #3: Percent of department performance measures that are reporting data

Type

Effectiveness

Accomplishment Goal Supported

Implement the Mayor's "Performance. Value. Results" performance-based management system

Definition

Each department has performance measures that report progress in achieving their respective Accomplishment Goal(s).

Data Collection Method

OMB will tally the number of measures by department that are and are not reporting data. From this information a percentage will be calculated for each department.

Frequency

Data will be reported quarterly and annually.

Measured By

OMB will tally data in by counting the numbers of measures reporting data.

Reporting

An OMB analyst will create and maintain an annual report in Excel. The information will be displayed numerically by department.

Used By

OMB to identify each department's progress in complying with the Mayor's initiative

Performance Measure Methodology Sheet

Office of Management and Budget
Finance Department

Measure #4: Percent of departments that provide OMB with a satisfactory rating regarding timeliness, responsiveness, and helpfulness

Type

Effectiveness

Accomplishment Goal Supported

Ensure departments are satisfactorily served by OMB.

Definition

Measure how effective the department is in communicating directions, expectations regarding the budget process, and its timeliness and responsiveness to departments' questions, paperwork and concerns.

Data Collection Method

Customer Satisfaction Survey from departments/divisions

Frequency

Baseline survey was taken in July 2010. Subsequent surveys will be taken each July.

Measured By

Comparing the scores from prior surveys to current survey results

Reporting

The department will create and maintain an excel document showing the results by total and by department.

Used By

The department will use the information to gain an understanding of what areas need additional work in order to meet customer expectations including adjustments to priorities or work flow.

Performance Measure Methodology Sheet

Office of Management and Budget
Finance Department

Measure #5: Change in departments' understanding of Intragovernmental Charges (IGCs).

Type

Effectiveness

Accomplishment Goal Supported

Advance departments understanding of Intra-governmental charge (IGC) system.

Definition

This will measure the effectiveness of communication by OMB of the concepts and procedures associated with the IGC system by testing key employees understanding of the system.

Data Collection Method

Surveys will be done pre- and post-training, and annually in which key employees are asked questions related to the concepts and procedures of the IGC system. The number of questions answered correctly will be divided by the total number of questions asked to derive a percentage that can be used to compare IGC understanding between years.

Frequency

The survey will be conducted once before OMB initiates training on the IGC system, once after the initial budget preparation process (mid-October), and annually after that.

Measured By

The budget analyst tasked with maintaining the IGC system will create the survey, distribute it, and compile and collect the data when the responses are received.

Reporting

Survey results will be reviewed following each test to learn areas in which department knowledge and training can be improved. Otherwise, overall results will be reported annually.

Used By

This information will be used by OMB to gauge the effectiveness of OMB training.