Management & 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 2012 and in each successive year.
- 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:

Measure #1: Receipt of Government Finance Officers Association (GFOA) Budget Award in 2016.

Office of Management and Budget submitted the 2016 approved budget to GFOA in February for evaluation in meeting the Distinguished Budget Presentation criteria. As of May 2016 we are awaiting GFOA's decision.

Measure #2: 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 % Rej'd	2014 Total % Rej'd	2015 Total % Rej'd	2016 1st Qtr # Rec'd	2016 1st Qtr # Rej'd	2016 1st Qtr % Rej'd
AWWU	21%	20%	25%	2		0%
Chief Fiscal Officer	17%	6%	30%	1	-	0%
Development Services	10%	3%	17%	-	-	0%
Economic & Community Development				9	2	
Employee Relations	9%	45%	0%	1	-	0%
Finance	0%	0%	30%	2	-	0%
Fire	18%	0%	10%	2	-	0%
Health	16%	3%	25%	7	1	14%
Information Technology	0%	700%	100%	-	-	0%
Internal Audit	0%	0%	0%	-	-	0%
Library	31%	0%	33%	2	-	0%
Maintenance & Operations				5	2	40%
Management & Budget	0%	53%	6%	5	1	20%
Mayor	0%	0%	0%	1	-	0%
Merrill Field Airport	0%	0%	60%	2	-	0%
Municipal Attorney	0%	0%	0%	3	-	0%
Municipal Light & Power	0%	0%	0%	-	-	0%
Municipal Manager	22%	20%	11%	-	-	0%
Parks & Recreation	22%	25%	29%	8	3	38%
Planning	22%	18%	14%	7	-	0%
Police	22%	18%	14%	-	-	0%
Port	33%	500%	0%	-	-	0%
Project Management & Engineering				3	1	33%
Public Transportation	60%	0%	32%	7	-	0%
Public Works Administration	34%	16%	35%	8	2	25%
Purchasing	0%	0%	0%	-	-	0%
Real Estate	23%	0%	20%	9	1	11%
Solid Waste Services	33%	900%	0%	-	-	0%
Traffic				4	2	50%
Totals	26%	24%	23%	88	15	17%

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

Departments		Total Measures	Data Reported	No Data	% Data Reported	Date
Anchorage Water & Wastewater		6	6		100.00%	4/13/2016
Development Services		12	12		100.00%	4/12/2016
Employee Relations		9	9		100.00%	4/15/2016
Equal Rights Commission		4	4		100.00%	4/13/2016
Finance						
Controller		5	5		100.00%	4/13/2016
Payroll						
Property Appraisal		3	3		100.00%	4/18/2016
Public Finance		4	0		0.00%	
Treasury		9	9		100.00%	4/13/2016
Fire		6	6		100.00%	4/12/2016
Health & Human Services		7	7		100.00%	4/12/2016
Information Technology		8	7		0.29%	4/14/2016
Internal Audit		4	4		100.00%	4/8/2016
Library		5	4		80.00%	4/12/2016
Maintenance & Operations		9	9		100.00%	4/11/2016
Management & Budget		5	5		100.00%	4/29/2016
Merrill Field Airport		6	6		100.00%	4/13/2016
Municipal Attorney		11	16		145.45%	4/7/2016
Municipal Light & Power		10	10		100.00%	4/13/2016
Municipal Manager		1			0.00%	
Emergency Mgmt		1	0		0.00%	
Equal Opportunity		1	1		100.00%	4/28/2016
Risk Management		2	2		100.00%	4/13/2016
Transportation Inspection		2	2		100.00%	4/7/2016
Parks & Recreation		10	10		100.00%	4/12/2016
Planning		5	5		100.00%	4/11/2016
Project Mgmt & Engineering		6	6		100.00%	4/11/2016
Police		11	11		100.00%	4/15/2016
Port		3	0		0.00%	
Public Transportation		10	10		100.00%	4/13/2016
Purchasing		3	3		100.00%	4/7/2016
Real Estate		5	5		100.00%	4/18/2016
Solid Waste Services		3	0		0.00%	
Traffic		3	3		100.00%	4/11/2016

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

1. **Please rate the following aspects of our work**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
OMB clearly communicates its directions, expectations, and time lines	19.40% 13	40.30% 27	19.40.% 13	10.45% 7	10.45% 7	67	3.90
Turnaround time on documents is timely	14.93% 10	38.81% 25	19.40% 12	19.40% 13	7.46% 5	67	3.64
OMB team is knowledgeable and helpful	37.31% 25	35.82% 24	16.42% 11	7.46% 5	2.99% 2	67	4.09
OMB responsiveness to questions or issues is handled quickly and efficiently	25.37% 17	32.84% 22	16.42% 11	14.93% 10	10.45% 7	67	3.90
Training and reference materials provided by OMB are useful and relevant	11.94% 8	22.39% 15	43.28% 29	10.45% 7	11.94% 8	67	3.60
The information OMB provides helps with my understanding of IGCs	10.45% 7	26.87% 18	26.87% 18	17.96% 12	17.91% 12	67	3.66

2. **Rate your understanding of IGCs**

Excellent	12.31%	8
Good	21.54%	14
Adequate	33.85%	22
Poor	29.23%	19
Unacceptable	3.08%	2
Total		65

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

Excellent	24.62%	16
Good	30.77%	20
Adequate	15.38%	10
Poor	21.54%	14
Unacceptable	7.69%	5
Total		65

4. **Overall, is our performance…**

Getting much better	12.31%	8
Getting better	43.08%	28
Staying about the same	33.85%	22
Getting worse	9.23%	6
Getting much worse	1.54%	1
Total		65

Next survey to be taken in 2017 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%

Office of Management and Budget
Finance Department

Measure #1: Receipt of Government Finance Officers Association (GFOA) Budget Award in 2016

Type
>Effectiveness

Accomplishment Goal Supported
>Attain the "Distinguished Budget Presentation Award" from Government Finance Officers Association (GFOA) by 2016 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.

Management and Budget
Finance Department

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

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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.

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

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.

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.