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 2017 approved budget to GFOA in February for evaluation in meeting the Distinguished Budget Presentation criteria. As of April 2017 we are awaiting GFOA's decision.

Year to Date Change in Percent of Rejected PACE Documents

Department	2014 Total # Rec'd	2014 Total # Rej'd	2014 Total % Rej'd	2015 Total # Rec'd	2015 Total # Rej'd	2015 Total % Rej'd	2016 Total # Rec'd	2016 Total # Rej'd	2016 Total % Rej'd	2017 1st Qtr # Rec'd	2017 1st Qtr # Rej'd	2017 1st Qtr % Rej'd	2017 2nd Qtr # Rec'd	2017 2nd Qtr # Rej'd	2017 2st Qtr % Rej'd
AWWU	15	3	20%	4	1	25%	9	2	22%	3	-	0%	1	-	0%
Chief Fiscal Officer	16	1	6%	23	7	30%	2	-	0%	3	-	0%	-	-	0%
Development Services	29	1	3%	41	7	17%	-	-	0%	-	-	0%	-	-	0%
Economic & Community Development			-				-	-	0%	-	-	0%	3	1	33%
Employee Relations	11	5	45%	2	-	0%	5	-	0%	1	-	0%	3	-	0%
Finance	3	0	0%	10	3	30%	21	1	5%	5	1	20%	1	-	0%
Fire	6	0	0%	10	1	10%	6	-	0%	2	-	0%	-	-	0%
Health	36	1	3%	32	8	25%	40	8	20%	8	1	13%	7	2	29%
Information Technology	2	14	700%	1	1	100%	1	-	0%	1	-	0%	-	-	0%
Internal Audit	-	0	0%	-	-	0%	-	-	0%	-	-	0%	-	-	0%
Library	24	0	0%	18	6	33%	18	1	6%	4	-	0%	10	2	20%
Maintenance & Operations			-				-	-	0%	6	2	33%	1	-	0%
Management & Budget	19	10	53%	48	3	6%	34	2	6%	6	2	33%	11	2	18%
Mayor	-	0	0%	3	-	0%	6	1	17%	-	-	0%	3	-	0%
Merrill Field Airport	1	0	0%	5	3	60%	9	-	0%	-	-	0%	1	-	0%
Municipal Attorney	0	0	0%	1	-	0%	14	-	0%	1	-	0%	1	-	0%
Municipal Light & Power	9	0	0%	3	-	0%	2	-	0%	3	1	33%	1	-	0%
Municipal Manager	10	2	20%	9	1	11%	2	-	0%	-	-	0%	-	-	0%
Parks & Recreation	16	4	25%	21	6	29%	13	5	38%	9	3	33%	4	2	50%
Planning	17	3	18%	14	2	14%	21	3	14%	12	2	17%	5	-	0%
Police	17	3	18%	14	2	14%	17	4	24%	1	-	0%	4	1	25%
Port	1	5	500%	4	-	0%	1	-	0%	1	-	0%	-	-	0%
Project Management & Engineering			-			-	7	2	29%	6	1	17%	3	-	0%
Public Transportation	28	0	0%	25	8	32%	16	-	0%	5	2	40%	3	1	33%
Public Works Administration	44	7	16%	57	20	35%	26	7	27%	3	1	33%	10	3	30%
Purchasing	-	13	0%	-	-	0%	-	-	0%	-	-	0%	-	-	0%
Real Estate	36	0	0%	41	8	20%	41	7	17%	20	2	10%	7	-	0%
Solid Waste Services	1	9	900%	-	-	0%	2	-	0%	-	-	0%	1	-	0%
Traffic			-			-	0	-	0%	2	-	0%	2	-	0%
Totals	341	81	24%	386	87	23%	345	53	15%	102	18	18%	82	14	17%

Anchorage Water & Wastewater	6	6		100.00%	7/14/2017
Development Svcs	12	12		100.00%	7/13/2017
Employee Relations	9	9		100.00%	7/19/2017
Equal Rights Commission	4	4		100.00%	7/12/2017
Finance					
Controller	4		4	0.00%	
Payroll	1	1		100.00%	7/14/2017
Property Appraisal	3	3		100.00%	7/10/2017
Public Finance	4	4		100.00%	7/20/2017
Treasury	9	9		100.00%	7/14/2017
Fire	6	6		100.00%	7/18/2017
Health & Human Services	7	7		100.00%	7/24/2017
Information Technology	9	9		100.00%	7/21/2017
Internal Audit	4	4		100.00%	7/10/2017
Library	4	4		100.00%	7/17/2017
Maintenance & Operations	9	9		100.00%	7/11/2017
Management & Budget	5	5		100.00%	7/28/2017
Merrill Field Airport	6		6	0.00%	
Municipal Attorney	16	16		100.00%	7/6/2017
Municipal Light & Power	9	9		100.00%	7/17/2017
Municipal Manager					
Emergency Mgmt	1		1	0.00%	Annual Rpt
Equal Opportunity	1	1		100.00%	7/14/2017
Risk Management	2	2		100.00%	7/12/2017
Transportation Inspection	2	2		100.00%	7/7/2017
Parks & Recreation	10	10		100.00%	7/14/2017
Planning	5		5	0.00%	
Police	11	11		100.00%	7/5/2017
Port	3	3		100.00%	7/14/2017
Project Mgmt & Engineering	6	6		100.00%	7/11/2017
Public Transportation	10	10		100.00%	7/14/2017
Purchasing	3	3		100.00%	7/11/2017
Real Estate	5	5		100.00%	7/14/2017
Solid Waste Services	3		3	0.00%	
Traffic	3	3		100.00%	7/11/2017

1 Please rate the following aspects of our work

	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	Wieghted Average
OMB clearly communicates its directions, expectations, and time lines	19	20.00%	35	36.84%	19	20.00%	10	10.53%	12	12.63%	95	3.92
Turnaround time on documents is timely	14	14.74%	34	35.79%	22	23.16%	15	15.79%	10	10.53%	95	3.71
OMB team is knowledgeable and helpful	32	33.68%	34	35.79%	16	16.84%	7	7.37%	6	6.32%	95	4.08
OMB responsiveness to questions or issues is handled quickly and efficiently	23	24.21%	28	29.47%	22	23.16%	11	11.58%	11	11.58%	95	3.89
Training and reference materials provided by OMB are useful and relevant	12	12.63%	20	21.05%	43	45.26%	9	9.47%	11	11.58%	95	3.6
The information OMB provides helps with my understanding of IGCs	9	9.47%	23	24.21%	32	33.68%	14	14.74%	17	17.89%	95	3.64

2 Rate your understanding of IGCs

Excellent	9	9.68%
Good	23	24.73%
Adequate	34	36.56%
Poor	24	25.81%
Unacceptable	3	3.23%
Total	93	

3 Overall, how do you rate the quality of services we provide?
Answered: 93

Excellent	23	24.73%
Good	27	29.03%
Adequate	17	18.28%
Poor	18	19.35%
Unacceptable	8	8.60%
Total	93	

4 Overall, is our performance…
Answered: 93

Getting much better	12	12.90%
Getting better	34	36.56%
Staying about the same level	34	36.56%
Getting worse	9	9.68%
Getting much worse	4	4.30%
Total	93	

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

	2017	2016	2015	2014
Excellent or Good	40%	34%	32%	40%
Adequate	34%	37%	24%	40%
Poor or Unacceptable	26%	29%	44%	20%

Measure #1: Receipt of Government Finance Officers Association (GFOA) Budget Award in 2013

Type
> Effectiveness

Accomplishment Goal Supported
> Attain the "Distinguished Budget Presentation Award" from Government Finance Officers Association (GFOA) by 2013 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

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

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.