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 2018.

Office of Management and Budget submitted the 2018 approved budget to GFOA in February for evaluation in meeting the Distinguished Budget Presentation criteria. As of April 2018 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	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 Total # Rec'd	2017 Total # Rej'd	2017 Total % Rej'd	2018 1st Qtr # Rec'd	2018 1st Qtr # Rej'd	2018 1st Qtr % Rej'd
AWWU	4	1	25%	9	2	22%	13	-	0%	1	-	0%
Chief Fiscal Officer	23	7	30%	2	-	0%	10	-	0%	3	-	0%
Development Services	41	7	17%	-	-	0%	1	-	0%	2	1	50%
Economic & Community Development			-	-	-	0%	8	3	0%	5	-	0%
Employee Relations	2	-	0%	5	-	0%	14	-	0%	6	-	0%
Finance	10	3	30%	21	1	5%	11	1	9%	1	-	0%
Fire	10	1	10%	6	-	0%	7	-	0%	-	-	0%
Health	32	8	25%	40	8	20%	35	7	20%	8	1	13%
Information Technology	1	1	100%	1	-	0%	5	1	20%	-	-	0%
Internal Audit	-	-	0%	-	-	0%	-	-	0%	-	-	0%
Library	18	6	33%	18	1	6%	24	4	17%	2	-	0%
Maintenance & Operations			-			0%	9	2	0%	6	3	50%
Management & Budget	48	3	6%	34	2	6%	29	4	14%	2	-	0%
Mayor	3	-	0%	6	1	17%	6	1	17%	-	-	0%
Merrill Field Airport	5	3	60%	9	-	0%	4	-	0%	2	-	0%
Municipal Attorney	1	-	0%	14	-	0%	7	-	0%	2	-	0%
Municipal Light & Power	3	-	0%	2	-	0%	5	1	20%	2	-	0%
Municipal Manager	9	1	11%	2	-	0%	4	-	0%	2	-	0%
Parks & Recreation	21	6	29%	13	5	38%	19	5	26%	3	1	33%
Planning	14	2	14%	21	3	14%	29	2	7%	7	2	29%
Police	14	2	14%	17	4	24%	25	9	36%	5	-	0%
Port	4	-	0%	1	-	0%	4	1	25%	-	-	0%
Project Management & Engineering			-	7	2	29%	18	2	11%	4	-	0%
Public Transportation	25	8	32%	16	-	0%	18	4	22%	3	2	67%
Public Works Administration	57	20	35%	26	7	27%	20	6	30%	3	-	0%
Purchasing	-	-	0%	-	-	0%	-	-	0%	-	-	0%
Real Estate	41	8	20%	41	7	17%	43	4	9%	10	1	10%
Solid Waste Services	-	-	0%	2	-	0%	4	1	25%	-	-	0%
Traffic			-	0	-	0%	8	1	0%	1	-	0%
Totals	386	87	23%	345	53	15%	380	59	16%	80	11	14%

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

Departments		Total Measures	Data Reported	No Data	% Data Reported	Date
Anchorage Water & Wastewater		6			0.00%	
Development Services		12	12		100.00%	4/24/2018
Employee Relations		9		X	0.00%	
Equal Rights Commission		4	4		100.00%	4/13/18
Finance						
Controller		4		X	0.00%	
Payroll		1		X	0.00%	
Property Appraisal		3	3		100.00%	4/4/2018
Public Finance		4	4		100.00%	4/5/2018
Treasury		9		X	0.00%	
Fire		6	6		100.00%	4/17/2018
Health & Human Services		7	7		100.00%	4/26/2018
Information Technology		9		X	0.00%	
Internal Audit		4	4		100.00%	4/10/2018
Library		6	6		100.00%	4/27/2018
Maintenance & Operations		9		X	0.00%	
Management & Budget		5	5		100.00%	4/27/2018
Merrill Field Airport		6	6		100.00%	4/26/2018
Municipal Attorney		16	16		100.00%	4/12/2018
Municipal Light & Power		9	9		100.00%	4/19/2018
Municipal Manager						
Emergency Mgmt					-	annual rpts
Equal Opportunity		1		X	0.00%	
Risk Management		2		X	0.00%	
Transportation Inspection		2	2		100.00%	4/16/2018
Parks & Recreation		10		X	0.00%	
Planning		5		X	0.00%	
Police		11	11		100.00%	4/10/2018
Port		3		X	0.00%	
Project Mgmt & Engineering		6		X	0.00%	
Public Transportation		9	9		100.00%	4/26/2018
Purchasing		3	3		100.00%	4/27/2018
Real Estate		5	5		100.00%	4/23/2018
Solid Waste Services		3		X	0.00%	
Traffic		3		X	0.00%	

End-of-year is not completed at this time which is a contributing factor for some departments not submitting their performance measures.

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
OMB clearly communicates its directions, expectations, and time lines	8	28.57%	13	46.43%	3	10.71%	2	7.14%	2	7.14%	28
Turnaround time on documents is timely	6	21.43%	13	46.43%	4	14.29%	4	14.29%	1	3.57%	28
OMB team is knowledgeable and helpful	13	46.43%	10	35.71%	2	7.14%	0	0.00%	3	10.71%	28
OMB responsiveness to questions or issues is handled quickly and efficiently	8	28.57%	7	25.00%	7	25.00%	4	14.29%	2	7.14%	28
Training and reference materials provided by OMB are useful and relevant	8	28.57%	11	39.29%	5	17.86%	3	10.71%	1	3.57%	28
The information OMB provides helps with my understanding of our budget	10	35.71%	10	35.71%	4	14.29%	2	7.14%	2	7.14%	28

2 **Rate your understanding of IGCs**

Excellent	1	3.57%
Good	9	32.14%
Adequate	11	39.29%
Poor	6	21.43%
Unacceptable	1	3.57%
Total	28	

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

Excellent	9	32.14%
Good	10	35.71%
Adequate	5	17.86%
Poor	3	10.71%
Unacceptable	1	3.58%
Total	28	

4 **Overall, is our performance…**

Getting much better	3	10.71%
Getting better	11	39.29%
Staying about the same level	11	39.29%
Getting worse	1	3.57%
Getting much worse	2	7.14%
Total	28	

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

	2018	2017	2016	2015	2014
Excellent or Good	36%	40%	34%	32%	40%
Adequate	39%	34%	37%	24%	40%
Poor or Unacceptable	25%	26%	29%	44%	20%

Office of Management and Budget
Finance Department

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

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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.

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

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.