
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 2012
- 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 2012.

Office of Management and Budget will submit 2012 approved budget to GFOA for evaluation in meeting Distinguished Budget Presentation criteria.

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

**Number and Percent of Incorrect
Assembly Documents Submitted to PACE**

2011 - Second Quarter

Department	Submitted	Correctly Prepared	Returned to Dept to Fix	% Incorrect
AWWU	2	1	1	50%
Employee Relations	2	1	1	50%
Health & Human Services	5	2	3	60%
Management & Budget	14	13	1	7%
Police	8	5	3	38%
Public Works	3	2	1	33%
Maintenace & Operations	4	2	2	50%
Real Estate Services	4	3	1	25%

Year to Date Change in Percent of Rejected PACE Documents

Department	1st Qtr # Rec'd	1st Qtr # Rej'd	1st Qtr % Rej'd	2nd Qtr # Rec'd	2nd Qtr % Rej'd	2nd Qtr % Rej'd
AWWU	1	0	0%	2	1	50%
Chief Fiscal Officer	7	0	0%	0	0	0%
Community Development	4	1	25%	8	0	0%
Employee Relations	2	0	0%	2	1	50%
Finance	1	0	0%	3	0	0%
Fire	6	4	67%	0	0	0%
Health	6	2	33%	5	3	60%
Information Technology	0	0	0%	1	0	0%
Legal	2	0	0%	1	0	0%
Library	2	2	100%	1	0	0%
Management & Budget	1	0	0%	14	1	7%
Mayor	0	0	0%	2	1	50%
Merrill Field	0	0	0%	1	0	0%
Municipal Light & Power	0	0	0%	0	0	0%
Municipal Manager	5	0	0%	2	0	0%
Parks & Recreation	2	1	50%	5	0	0%
Police	4	2	50%	8	3	38%
Port	1	0	0%	0	0	0%
Public Transportation	10	6	60%	0	0	0%
Public Works	15	4	27%	9	3	33%
Real Estate	6	3	50%	5	1	20%
Totals	75	25	33%	69	14	20%

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

Departments	Data Reported	No Data	(reason)
Community Development	x		
Development Services	x		
Planning	x		
Employee Relations	x		
Finance			
Controller	x		
Property Appraisal	x		
Public Finance	x		
Treasury	x		
Fire	x		
Health & Human Services	x		
Information			
Technology	x		
Internal Audit	x		
Library	x		
Management & Budget	x		
Merrill Field Airport	x		
Municipal Attorney	x		
Municipal Manager	x		
Emergency Mgmt	x		
Risk Management	x		
Transportation Inspection	x		
Parks & Recreation	x		
Police	x		
Port	x		
Public Transportation	x		
Public Works	x		
Maintenance & Operations	x		
Project Mgmt & Engineering	x		
Traffic	x		
Purchasing		x	
Real Estate	x		
Heritage Land Bank	x		
Solid Waste Services	x		

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

Question #1: Please rate the following aspects of OMB's work:

	Strongly Agree or Agree	Neutral	Disagree or Strongly Disagree
OMB clearly communicates directions, expectations, and timelines	45.5%	27.3%	27.3%
Turnaround time on documents is timely	50.0%	31.8%	18.1%
OMB team is very knowledgeable and helpful	69.7%	20.9%	9.3%
Responsiveness to questions or issues in handled quickly and efficiently	60.5%	20.9%	18.6%

Question #2: Overall, how do you rate the quality of services OMB provides?

Excellent or Good	48.9%
Adequate	37.2%
Poor	14.0%

Question #3: Overall, is OMB's performance . . .

Getting better / much better	37.2%
Staying at about the same level	55.8%
Getting worse / much worse	7.0%

Survey taken July 2010; 44 respondents; responses were anonymous

Next survey to be taken in 2012 1st quarter

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

Data will be reported in 1st quarter of 2013.

Performance Measure Methodology Sheet
Office of Management and Budget

Measure #1: Percent of Government Finance Officers Association (GFOA) Budget Award in 2012

Type

Effectiveness

Accomplishment Goal Supported

Attain the “Distinguished Budget Presentation Award” from Government Finance Officers Association (GFOA) by 2012 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 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
Office of Management and Budget

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 progress, specifically rejections, of Assembly documents as they go through the Assembly document review process (PACE).

Data Collection Method

The collection will be performed 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 simple 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 and graphically.

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 track the change in number of rejections with the goal of providing guidance to the offenders in the hopes of preventing future rejections.

Performance Measure Methodology Sheet
Office of Management and Budget

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 currently is developing performance measures that will report progress in achieving their respective Accomplishment Goal(s). OMB is coordinating framework preparation and once measures are finalized, OMB will start monitoring each department's data collection and reporting.

Data Collection Method

OMB will count 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 tabulate data in January for the prior year.

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

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

Type

Effectiveness

Accomplishment Goal Supported

Ensure departments are satisfactorily served.

Definition

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

Data Collection Method

Receiving Customer Satisfaction Surveys from each department/division.

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 satisfy their customers and if adjustments might need to be made to priorities or work flow.

Performance Measure Methodology Sheet
Office of Management & Budget

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 in 2011, once after the initial budget preparation process for 2012 (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 training can be improved. Otherwise, overall results will be reported annually.

Used By

This information will be used by the OMB director to gauge the effectiveness of communication efforts by OMB staff, and to point out areas where communication could be improved.