

**2000 Performance Measures Review/Modification List**  
(Non-Higher Education Agencies)

Agency	Measure #	Measure Text	DPB Review	
			Keep	Can Change
Military Affairs	12301	Response time to emergency missions from Department of Emergency Services (in average hours per response)	X	
Military Affairs	12302	Composite rating of troop strength ((composite score of troop strength, recruiting, and retention rates)	X	
Military Affairs	12303	Percentage of Virginia National Guard units that meet assigned federal readiness objectives in the areas of personnel, training, and equipment readiness, including equipment on hand	X	
Military Affairs	12304	Percentage of soldiers receiving tuition assistance versus retention rate	X	
Military Affairs	12305	Percentage of Challenge Program cadets that either enter the military, attend school, or gain a job	X	
Emergency Management	12701	Dollar value of damage to property in relation to property value of disaster affected areas (millions)	X	
Emergency Management	12702	Percentage of Virginia Emergency Operations Center warnings sent within 10 minutes of receipt of information		X
Emergency Management	12703	Number of persons successfully completing emergency management training	X	
Emergency Management	12704	Average lives lost in disasters (flood, wind, tornado and lightning) in relation to population (millions) affected by disasters	X	
Veterans Care Center Board	12801	Percentage of compliance citations issued by inspecting organizations affecting quality of care for residents that have been corrected within six months of the specific annual inspection		X
Veterans Care Center Board	12802	Percentage of customer satisfaction of residents and their families with support areas including housekeeping, food services, laundry and maintenance (100% equals maximum satisfaction)		X
Veterans Care Center Board	12803	Percentage attainment of standards required for accreditation by the Joint Commission on Accreditation of Healthcare Organization		X
Veterans Care Center Board	12804	Percentage of customer satisfaction of residents and families with patient care, activities for patients, and other patient services (100 percent equals maximum satisfaction)		X
Human Resource Management	12901	Average total premium per employee under the state health plan as a percentage of the average in other government plans	X	
Human Resource Management	12902	Level of satisfaction of recipient agencies with consulting services and technical assistance (six-point maximum scale; 1=poor, 6=exceptional)		X
Human Resource Management	12903	Level of satisfaction with training offered as measured through separate surveys of training recipients and of the agency's key management personnel (6 point maximum scale; 1=poor, 6=exceptional)		X
Veterans' Affairs	13101	Number of appeals filed by veterans	X	
Veterans' Affairs	13102	Cost per claim filed (dollars)	X	

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			Keep	Can Change
Veterans' Affairs	13103	Level of satisfaction by veterans who are filing claims		X
Board of Elections	13201	Percent of agency's publications and forms placed on the internet		X
Board of Elections	13202	Number of ballot inaccuracies per general election	X	
Board of Elections	13203	Percentage of filings in violation of Campaign Finance Disclosure Act	X	
Technology Planning (DTP)	13701	Percentage of information technology procurements which represent resource sharing initiatives		X
Technology Planning (DTP)	13702	Percentage of agency information activities that are consistent with policies, standards and guidelines		X
Technology Planning (DTP)	13703	Percentage of agency information technology plans submitted that are approved as being positively linked to the statewide performance budgeting process		X
Information Technology (DIT)	13801	Average time in hours to resolve reported critical problems	X	
Information Technology (DIT)	13802	Level of satisfaction with the quality of services provided by the System Development Division as measured through client surveys (percentage)		X
Information Technology (DIT)	13803	Percentage long distance service cost discount per unit supporting state government versus standard private sector rates (discount from AT&T switched-to-switched daytime tariff)	X	
Criminal Justice Services	14001	Number of offenders diverted from local jails through participation in Pretrial Services Act	X	
Criminal Justice Services	14002	Grant dollars awarded to state agencies, localities, and private organizations (\$ in millions)	X	
Criminal Justice Services	14003	Number of criminal justice training events		X
Criminal Justice Services	14004	Percentage of customers who rated criminal justice training above average	X	
Criminal Justice Services	14005	Annual number of DNA profiles added to the DNA database (thousands)	X	
Criminal Justice Services	14006	Annual number of clients served by court appointed special advocate volunteers		X
Science Museum of Virginia	14601	Annual attendance at museum sites (thousands)	X	
Science Museum of Virginia	14602	Membership renewal rate	X	
Science Museum of Virginia	14603	Average revenue generated per visitor (dollars)	X	
Commission for the Arts	14801	Employment tied to nonprofit organizations	X	
Commission for the Arts	14802	Public attendance at commission-assisted arts events (millions)	X	
Commission for the Arts	14803	Number of arts events for the public (thousands)	X	
Commission for the Arts	14804	Number of students participating in arts activities in elementary and secondary schools that supplement the arts education curriculum (in millions)	X	
Commission for the Arts	14805	Amount of private and local government financial support for the arts (\$ in millions)	X	
Internal Auditor	15001	Number of investigations completed (related to Fraud, Waste, and Abuse Hotline)	X	
Internal Auditor	15002	Percentage of cases recorded and assigned to an investigator within 48 hours of receiving call		X
Internal Auditor	15003	Amount of dollar savings/waste identified through the Fraud, Waste, and Abuse Hotline (\$ in thousands)	X	
Internal Auditor	15004	Number of management improvements (such as internal controls, policy or process improvements) identified through the efforts of the Fraud, Waste, and Abuse Hotline		X
Internal Auditor	15005	Percentage of cases that merit investigation		X
Accounts	15101	Number of years out of the previous 10 that Virginia receives an unqualified opinion as to the		X

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			Keep	Can Change
		accurate and timely completion of the year-end reconciliation of the General Ledger to the Appropriation Act		
Accounts	15102	Total number of checks avoided by Electronic Data Interchange and Small Purchase Charge Card programs (thousands)	X	
Accounts	15103	Number of years out of the previous 10 that Virginia receives the "Certificate of Achievement for Excellence in Financial Reporting"		X
Accounts	15104	Percentage of agencies with noncompliance (exception) rates for vouchers of less than four percent		X
Treasury	15201	Percentage of checks that are distributed in a timely manner, in accordance with agency guidelines	X	
Treasury	15202	Investment results measured in the number of basis points above the one year treasury bill yield	X	
Treasury	15203	Percentage of payments on debt obligations which are paid on time		X
Treasury	15204	Percentage of valid unclaimed property claims paid within 90 calendar days	X	
Dept of Motor Vehicles	15401	Percentage of customers using mail service, telecommunications, and electronic means for processing and paying for renewal transactions	X	
Dept of Motor Vehicles	15402	Cost per customer served (dollars)	X	
Dept of Motor Vehicles	15403	Percent customer satisfaction and service effectiveness as measured by customer survey (maximum satisfaction = 100%)	X	
State Police	15601	Conviction rate for narcotics-related arrests	X	
State Police	15602	Conviction rate for arrests for driving under the influence	X	
State Police	15603	Percentage of firearms sales calls answered within three minute average standard	X	
State Police	15604	Percent of troopers' time obligated to incidents and related activities	X	
State Police	15605	Average turnaround time for processing criminal history record requests (days)	X	
State Police	15606	Average time between entry into CAD and dispatch (minutes)	X	
Compensation Board	15701	Customer satisfaction survey results (Sheriffs' feedback) (five-point maximum scale)	X	
Compensation Board	15702	Percentage of staff hours spent in providing direct assistance to constitutional officers	X	
Compensation Board	15703	Percentage of staff hours spent in administering monthly reimbursement process	X	
Taxation	16101	Compliance revenue collected (\$ in millions)	X	
Taxation	16102	Percent margin of error in revenue forecast (based on DOA General Fund Revenue Report for June)		X
Taxation	16103	Percent of direct-filed, current-year personal income tax refunds processed within 12 days	X	
Taxation	16104	Percent margin of error in 18-month revenue forecast		X
Taxation	16105	Percentage of sales tax cases less than 120 days old		X
Taxation	16106	Percentage of BPOL cases less than 120 days old		X
Aging	16301	Fees collected as a percentage of total expenditures in the Fee for Service program		X
Aging	16302	Average cost per service unit for home delivered meals (dollars)		X
Aging	16303	Average cost per service unit for congregate meals (dollars)		X
Aging	16304	Units of congregate meals provided (in thousands)	X	
Aging	16305	Units of home delivered meals provided (in thousands)	X	

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Housing	16501	Percentage of households placed in permanent housing from transitional shelters	X	
Housing	16502	Average time for processing applications for the Regional Loan Fund (in days)		X
Housing	16503	Number of customers receiving technical service and assistance (thousands)	X	
Housing	16504	Number of new or retained jobs attributable to local or regional participation in department community development programs		X
Housing	16505	Cost per indoor plumbing rehabilitation site (\$ in thousands)	X	
Competition Council	16901	Number of agencies receiving consultation and training		X
Competition Council	16902	Number of privatization candidates identified		X
Council on Human Rights	17001	Percentage of complaints filed that are Equal Employment Opportunity Commission complaints	X	
Council on Human Rights	17002	Percentage of clients who believe the agency's investigations of complaints were handled in a fair and impartial manner		X
Council on Human Rights	17003	Customer satisfaction with Council's prevention strategies		X
Lottery	17201	Net dollars transferred to state's general fund at year end (\$ in millions)	X	
Lottery	17202	Lottery overhead as a percentage of sales	X	
Lottery	17203	Percentage of adults who would vote to establish the Lottery today		X
Lottery	17204	Dollar value of all Lottery products sold (\$ in millions)		X
Charitable Gaming Commission	17301	Percentage of charitable gaming organizations audited	X	
Charitable Gaming Commission	17302	Percentage of gross receipts provided to charities from charitable gaming activities	X	
Charitable Gaming Commission	17303	Number of public "town meetings" held		X
Labor & Industry	18101	Number of safety and health violations corrected per 100 hours of effort		X
Labor & Industry	18102	Injury/incidence rate per 100 employees in the 350 highest-occurrence worksites	X	
Labor & Industry	18103	Time elapsed between receipt of customer requests and fulfillment (in days)		X
Labor & Industry	18104	Number of apprentices graduated in critical skills		X
Labor & Industry	18105	Number of new employers participating in a recognized voluntary safety and health compliance program		X
Employment Commission	18201	Percentage of employer surveys returned		X
Employment Commission	18202	Percentage of appeal decisions made within 30 days of the date appeal is filed	X	
Employment Commission	18203	Percentage of first payments made within 14 days of the first compensable week	X	
Employment Commission	18204	Percentage increase of job openings listed		X
General Services	19401	Rental rates for state facilities versus private sector rates	X	
General Services	19402	Ratio of losses to premiums paid for auto insurance line		X
General Services	19403	Percentage of recommendations for approval (or disapproval) of real property transactions completed in two weeks		X
General Services	19404	Percentage of tests completed within customer-defined holding times	X	
General Services	19405	Percentage of capital outlay reviews completed within 21 days from receipt of documents	X	
Conservation & Recreation	19901	Tons of soil prevented from entering state waters (in thousands)	X	

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Conservation & Recreation	19902	Revenue generated per dollar from the general fund spent on state park operations	X	
Conservation & Recreation	19903	Percentage of capital outlay and maintenance reserve projects, which directly benefit users, that are carried out within budget and on schedule	X	
Conservation & Recreation	19904	Percentage of environmental reviews and projects received that are reviewed within the requested time frame		X
Conservation & Recreation	19905	Number of acres placed under nutrient management plans (in thousands)		X
Conservation & Recreation	19906	Pounds of nitrogen prevented from entering state waters	X	
Conservation & Recreation	19907	Pounds of phosphorus prevented from entering state waters	X	
Conservation & Recreation	19908	Percentage of regulated dams in compliance with the Virginia Dam Safety Act		X
Conservation & Recreation	19909	Number of records added and updated in the Natural Heritage Data Management System		X
Comprehensive Services (CSA)	20001	The percentage of Comprehensive Services Act (CSA) youth served in community and family based settings to total CSA youth served		X
Comprehensive Services (CSA)	20002	Annual program expenditure growth rate	X	
Comprehensive Services (CSA)	20003	Statewide average cost per youth receiving benefits in the CSA program (thousands)	X	
Dept of Education	20101	Student access to computer technology		X
Dept of Education	20102	Student access to regional alternative education programs (number of students)	X	
Dept of Education	20103	Student performance against Standards of Learning in grades 3, 5, 8, and 11	X	
Dept of Education	20104	Percent of high school graduates who earned the Advanced Studies Diploma in 1998-99		X
Dept of Education	20105	Number of at-risk four-year-olds served statewide in state-supported pre-school programs	X	
Dept of Education	20106	Percent of 9th through 12th grade students who took one or more courses for college credit in 1998-99		
Dept of Education	20107	Percent of 9th through 12th grade students who took one or more Advanced Placement Courses in 1998-99		
Library of Virginia	20201	Number of reference requests from offsite users fulfilled (in thousands)	X	
Library of Virginia	20202	Number of requests for guidance and support for development of Virginia's public and private libraries and other library constituencies (in thousands)	X	
Library of Virginia	20203	Number of citizens served through the agency's educational programming (thousands of visitors)	X	
Library of Virginia	20204	Number of state and local records reformatted for preservation (thousands of images)		X
Library of Virginia	20205	Number of staff contacts with in-house users who request library registration or assistance with bibliographic, archival, cartographic, electronic, or micrographic resources in the Library's public research areas (in thousands)	X	
Library of Virginia	20206	Number of Library contacts through the library internet website (thousands)		X
Library of Virginia	20207	Circulation of archival, library, and microform materials (in thousands)	X	
Woodrow Wilson	20301	Percentage of clients employed within 180 days following completion of vocational training services	X	
Woodrow Wilson	20302	Number of clients served by vocational evaluation services	X	
Woodrow Wilson	20303	Number of clients served by medical rehabilitation services	X	

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VCU Health System Authority	20601	Case mix adjusted salary cost per adjusted discharge (dollars)	X	
VCU Health System Authority	20602	Case mix adjusted non-salary cost per adjusted discharge (dollars)	X	
VCU Health System Authority	20603	Case mix adjusted average length of stay (in days)	X	
UVa - Medical	20901	Case mix adjusted salary cost per adjusted discharge (dollars)	X	
UVa - Medical	20902	Case mix adjusted non-salary cost per adjusted discharge (dollars)	X	
UVa - Medical	20903	Case mix adjusted average length of stay (in days)	X	
School f/t Deaf & Blind at Staunton	21801	Average student test scores in math application (problem solving) the Stanford Achievement test for 4th and 6th grade academic students	X	
School f/t Deaf & Blind at Staunton	21802	Average student test scores in math computation (procedures) the Stanford Achievement test for 4th and 6th grade academic students	X	
School f/t Deaf & Blind at Staunton	21803	Average student test scores in reading comprehension on the Stanford Achievement test for 4th and 6th grade academic students	X	
School f/t Deaf & Blind at Staunton	21804	Number of students, parents, and professionals assisted through outreach and local assistance services	X	
School f/t Deaf & Blind at Staunton	21805	Percentage of deaf student graduates from the previous year who transitioned to work or post-secondary education programs	X	
School f/t Deaf & Blind at Staunton	21806	Percentage of visually handicapped graduates from the previous year with disabilities who transitioned to work or post-secondary education programs	X	
School f/t Deaf, Blind & Multi-Disabled at Hampton	21901	Average student test scores in math application (problem solving) the Stanford Achievement test for 4th and 6th grade academic students	X	
School f/t Deaf, Blind & Multi-Disabled at Hampton	21902	Average student test scores in math computation (procedures) on the Stanford Achievement test for 4th and 6th grade academic students	X	
School f/t Deaf, Blind & Multi-Disabled at Hampton	21903	Average student test scores on the Stanford Achievement test for academic students: reading comprehension	X	
School f/t Deaf, Blind & Multi-Disabled at Hampton	21904	Number of students, parents, and professionals assisted through outreach and local assistance services	X	
School f/t Deaf, Blind & Multi-Disabled at Hampton	21905	Percent increase in multi-disabled graduates successfully transitioning to employment or activity centers	X	
School f/t Deaf, Blind & Multi-Disabled at Hampton	21906	Percentage of deaf students with disabilities transitioning to work and post-secondary programs	X	
School f/t Deaf, Blind & Multi-Disabled at Hampton	21907	Percentage of visually handicapped students with disabilities transitioning to work and post-secondary programs	X	
Melchers-Monroe	22001	Revenue from paid admissions as a percent of total appropriation	X	
Melchers-Monroe	22002	Total annual visitation (thousands)	X	
Melchers-Monroe	22003	Total nongeneral funds as a percentage of total appropriation	X	
Professional & Occupational Regulation	22201	Number of days to process enforcement complaints	X	

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Professional & Occupational Regulation	22202	Percentage of applicants failing to meet board's screening but eventually issued a license		X
Professional & Occupational Regulation	22203	Percentage of incoming calls answered by the ARVIS system		X
Professional & Occupational Regulation	22204	Percentage of regulatory complaint investigations resulting in findings of "no violation"		X
Professional & Occupational Regulation	22205	Percentage of unlicensed activity investigations resulting in warrants being issued	X	
Professional & Occupational Regulation	22206	Weighted average regulatory fee for programs within the department (dollars)		X
Health Professions	22301	Average number of days to investigate priority-two allegations of misconduct by health care providers	X	
Health Professions	22302	Average time to investigate priority one allegations of misconduct by health care providers	X	
Health Professions	22303	Customer satisfaction with application processing time (percentage of customers who "agree" or "strongly agree" that their application for licensure was promptly processed)		X
Health Professions	22304	Customer satisfaction with licensure application process		X
Minority Business	23201	Net increase in the number of minority vendors certified to participate in the Commonwealth's minority vendor program	X	
Minority Business	23202	Number of jobs created by new or existing companies assisted by the agency		X
Minority Business	23203	Percentage of Commonwealth's reportable expenditures obtained by minority vendors	X	
Museum of Fine Arts	23801	Annual attendance at headquarters in Richmond (thousands)	X	
Museum of Fine Arts	23802	Annual number of students served statewide (thousands)	X	
Museum of Fine Arts	23803	Annual total earned and contributed revenue (\$ in millions)	X	
Museum of Fine Arts	23804	Percentage of museum members who renew their annual memberships		X
Frontier Culture Museum	23901	Customer satisfaction (survey score out of a five-point maximum)	X	
Frontier Culture Museum	23902	Nongeneral fund forecast accuracy	X	
Frontier Culture Museum	23903	Percentage of total funding from nongeneral fund sources	X	
Frontier Culture Museum	23904	Total visitation (thousands)	X	
Rehabilitation Services	26201	Number of customers of vocational rehabilitation services with an employment outcome, that remain employed after 90 days	X	
Rehabilitation Services	26202	Number of persons with severe disabilities supported by the Extended Employment Services Program	X	
Rehabilitation Services	26203	Percentage of disability claims processed within established accuracy levels		X
Rehabilitation Services	26204	Percentage of disability claims processed within federally established timeframes		X
Rehabilitation Services	26205	Percentage of vocational rehabilitation customers that enter competitive employment and remain employed for 90 days after case closure with average weekly wages of \$200 or more	X	
Center for the Blind	26301	Number of students who have received computer training		X

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Center for the Blind	26302	Percentage of students successfully completing training	X	
Center for the Blind	26303	Percentage of students who have increased their level of independent functioning as a result of training received, as assessed by survey	X	
Marine Science (VIMS)	26801	Length of time to graduation for Master of Arts (months)		X
Marine Science (VIMS)	26802	Number of research publications produced per census member	X	
Marine Science (VIMS)	26803	Number of responses provided by staff through Advisory Service (thousands)	X	
Marine Science (VIMS)	26804	Percentage of cultures of sufficient quality for pfiesteria-complex organism (PCO) identification		X
Marine Science (VIMS)	26805	Utilization rate (in days) of Eastern Shore Laboratory for research and education by William and Mary and other Virginia educational institutions	X	
Medical Coll of Hampton Roads	27401	Percentage of medical school graduates entering generalist medicine residencies	X	
Medical Coll of Hampton Roads	27402	Percentage of students passing the U.S. Medical Licensing Exam (part 2) compared to national average	X	
Agriculture	30101	Number of food safety inspections per full-time-equivalent	X	
Agriculture	30102	Number of jobs retained and jobs attributable to new or expanded agribusinesses in Virginia as a result of departmental assistance		X
Agriculture	30103	Number of marketing assistance contacts to promote sales of Virginia agricultural products (thousands)		X
Agriculture	30104	Percentage of consumers aware of the Virginia's Finest Program		X
Milk Commission	30501	Gallons of milk available to satisfy consumer demand, as a multiple of actual sales		X
Milk Commission	30502	Monthly Virginia milk producer price compared to producer prices in adjacent states, per hundred weight	X	
Milk Commission	30503	Percentage of monthly reports audited		X
Milk Commission	30504	Percentage of monthly reports completed by regulatory due date		X
Economic Development Partnership	31001	Billions of dollars invested by new or existing companies assisted by the partnership	X	
Economic Development Partnership	31002	Jobs created by new or existing companies assisted by the partnership (thousands)	X	
Economic Development Partnership	31003	Number of companies assisted that increased exports to existing markets, exported to new markets, or are first-time exporters		X
Va Tourism Authority	32001	Millions of dollars spent by the film industry while producing feature films, television programs, documentaries, and broadcast commercials in Virginia	X	
Va Tourism Authority	32002	Visitor revenues generated each year (\$ in billions)	X	
Business Assistance	32501	Amount of new capital investment generated from assistance provided by the Small Business Development Centers each year (\$ millions)		X
Business Assistance	32502	Amount of public and private sector financing for Virginia businesses provided by, leveraged, or facilitated through Virginia Small Business Financing Authority programs each year (\$ millions)	X	
Business Assistance	32503	Number of business employees trained each year (thousands)	X	



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			Keep	Can Change
Business Assistance	32504	Number of businesses receiving financing through the Virginia Small Business Financing Authority each year		X
Business Assistance	32505	Number of businesses visited each year		X
Business Assistance	32506	Number of new and existing businesses provided training each year	X	
Business Assistance	32507	Number of new jobs created through the assistance of the Small Business Development Centers each year		X
Business Assistance	32508	Number of responses to requests for assistance		X
Marine Resources	40201	Acres of public oyster ground/habitat restored or improved	X	
Marine Resources	40202	Amount of key finfish, crabs, and clams landed in Virginia (in millions of pounds)	X	
Marine Resources	40203	Average joint permit application processing time (in days)		X
Marine Resources	40204	Average number of seafood inspections by marine patrol officers per year		X
Marine Resources	40205	Value of key finfish, crabs, and clams landed in Virginia (\$ in millions)		X
Game & Inland Fisheries	40301	Accidents per 1,500 registered recreational watercraft (boats)		X
Game & Inland Fisheries	40302	Accidents per 200 personal watercraft (jet skis)		X
Game & Inland Fisheries	40303	Dollar amount of privatization and participation in partnership projects with local governments for maintenance, facilities access, and habitat development (\$ in thousands)		X
Game & Inland Fisheries	40304	Number of bears harvested	X	
Game & Inland Fisheries	40305	Number of deer harvested (in thousands)	X	
Game & Inland Fisheries	40306	Number of turkeys harvested (in thousands)	X	
Game & Inland Fisheries	40307	Percentage of allocated fish stocked into the inland waters of the Commonwealth	X	
Game & Inland Fisheries	40308	Percentage of boat registrations processed within 20 days		X
Game & Inland Fisheries	40309	Percentage of calls for law enforcement assistance which receive a response within 24 hours		X
Racing Commission	40501	Daily average purse distribution by Colonial Downs (\$ in thousands)		X
Racing Commission	40502	Number of race horses bred in Virginia per year		X
Racing Commission	40503	Revenue generated by license tax to the Commonwealth and localities by Colonial Downs (\$ in millions)	X	
Port Authority	40701	General cargo tonnage passing through Virginia's state-owned general cargo terminals (thousands of short tons)	X	
Port Authority	40702	Percent increase in rail container movements to/from the Virginia Inland Port over the previous fiscal year	X	
Port Authority	40703	Volume of new business utilizing Virginia's state-owned general cargo facilities (thousands of short tons)	X	
Chesapeake Bay	40801	Degree of compliance with standard procedures and schedule for the trend monitoring network of the agency's Polecat Creek Water Quality Monitoring Project and sample collection and analysis		X
Chesapeake Bay	40802	Number of completed local program reviews consistent with the Chesapeake Bay Preservation Act		X
Chesapeake Bay	40803	Number of required soil and water quality conservation plans completed and approved	X	
Chesapeake Bay	40804	Percentage of complaints about local enforcement and implementation investigated and compliance		X

Agency	Measure #	Measure Text	DPB Review	
			Keep	Can Change
		recommendations made by the agency within 14 days		
Chesapeake Bay	40805	Percentage of technical assistance and training requests met in support of the Chesapeake Bay Act	X	
Mines & Energy	40901	Number of incidents in permitted coal mines, mineral mines, and gas and oil operations that caused off-site damage per 100 permitted sites		X
Mines & Energy	40902	Number of responses to customer needs for business-related technical assistance, training, certifications, and information (in thousands)		X
Mines & Energy	40903	Percentage of timely decisions made on initial permit applications for mineral mines, coal mines, and gas and oil operations		X
Mines & Energy	40904	Serious personal injury/fatality incidents per 200,000 work hours for Virginia's coal and mineral mines		X
Forestry	41101	Acres of forest land improvement and renewal (in thousands)		X
Forestry	41102	Forest acres burned each year per 1,000 protected acres of forest	X	
Forestry	41103	Miles of riparian forest buffer established statewide	X	
Gunston Hall	41701	Customer satisfaction	X	
Gunston Hall	41702	Nongeneral fund income (\$ in thousands)	X	
Gunston Hall	41703	Total visitation (thousands)	X	
Historic Resources	42301	Number of agency products that encourage public and private actions to restore, document, or manage historic properties		X
Historic Resources	42302	Number of local and statewide Heritage Education and Heritage Tourism programs in which the department has been involved		X
Historic Resources	42303	Private and local dollars invested in historic rehabilitation and other heritage stewardship activities as a result of department assistance (in millions)	X	
Historic Resources	42304	Revenue other than from state funds (\$ in thousands)		X
Historic Resources	42305	Thousands of records on historic properties entered into the department's automated database to be more accessible to the public and private sectors	X	
Jamestown/Yorktown	42501	Annual increase in the number of donors	X	
Jamestown/Yorktown	42502	Annual paid visitation (thousands)	X	
Jamestown/Yorktown	42503	Nongeneral funds from annual paid visitation (\$ in thousands)	X	
Jamestown/Yorktown	42504	Nongeneral funds generated through paid visitation per dollar spent on advertising and marketing	X	
Jamestown/Yorktown	42505	Percentage of visitors indicating a good or better level of satisfaction with their visit	X	
Environmental Quality	44001	Percentage of air permits meeting statutory standards issued within processing time goals		X
Environmental Quality	44002	Percentage of permitted facilities brought into compliance with applicable federal, state, and agency rules, laws, and regulations		X
Environmental Quality	44003	Percentage of waste permits meeting statutory standards issued within processing time goals		X
Environmental Quality	44004	Percentage of water permits meeting statutory standards issued within processing time goals		X
Environmental Quality	44005	Total number of general permits issued in all media		X
Transportation	50101	VA driver's satisfaction with VDOT core services (1 = very dissatisfied; 5 = very satisfied)	X	

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			Keep	Can Change
Transportation	50102	Percentage of construction projects completed within 10% of contracted amount	X	
Transportation	50103	Number of injuries to VDOT employees resulting in lost time (per one million hours worked)	X	
Rail & Public Transportation	50501	Number of additional jobs created per \$100,000 expenditure in industrial access railroad funds	X	
Rail & Public Transportation	50502	Number of railroad carloads per \$100,000 expenditure in industrial access railroad funds	X	
Rail & Public Transportation	50503	Total transit vehicle service miles per \$1,000 of operating expense	X	
Motor Vehicle Dealer Board	50601	Percentage of initial dealer and salesperson license applications processed within seven business days	X	
Motor Vehicle Dealer Board	50602	Number of customer assistance requests received regarding motor vehicle dealer operations	X	
Motor Vehicle Dealer Board	50603	Number of motor vehicle dealers and salespersons licensed by MVDB (in thousands)		X
Motor Vehicle Dealer Board	50604	Percentage of initial dealer and salesperson applicants denied a license		X
Motor Vehicle Dealer Board	50605	Percentage of customer e-mail assistance requests received by the Customer Assistance Division that are processed within five business days	X	
Health	60101	Average response time for requests for copies of birth records (in work days)	X	
Health	60102	Average score of shellfish plants inspected		X
Health	60103	Infant mortality rates among agency patients	X	
Health	60104	Percentage of eligible children, ages 2-15, that are vaccinated against chicken pox by the Health Department		X
Health	60105	Percentage of tuberculosis disease patients completing appropriate therapy within prescribed timeframes	X	
Health	60106	Teen pregnancy rate per thousand in communities served by seven teen pregnancy prevention programs whose locations were selected by the General Assembly		X
Medical Assistance	60201	Cost per eligible client in all Medicaid programs (dollars)	X	
Medical Assistance	60202	Number of children enrolled in the Children's Health Insurance Program (in thousands)	X	
Medical Assistance	60203	Number of dental providers in the Virginia Medicaid program		X
Medical Assistance	60204	Number of localities in which Medicaid HMOs operate	X	
Medical Assistance	60205	Percentage of Medicaid children who are fully immunized by the age of two in accordance with the American Academy of Pediatrics immunization schedule		X
Medical Assistance	60206	Percentage of pregnant Medicaid recipients who receive prenatal care that meets accepted standards		X
Board for Disabled	60601	Number of people with developmental disabilities and family members attaining volunteer leadership roles as a result of board-sponsored activities		X
Board for Disabled	60602	Percentage of job placements that result in employment for at least 180 days	X	
Board for Disabled	60603	Percentage of program participants reporting that they have benefited from board-sponsored training events	X	
Visually Handicapped	70201	Average weekly wages earned by vocational rehabilitation customers employed (dollars)		X
Visually Handicapped	70202	Level of customer satisfaction with products of sponsored enterprises, as assessed by surveys	X	
Visually Handicapped	70203	Number of customers who utilize Library and Resource center services	X	
Visually Handicapped	70204	Percentage of elderly customers achieving a majority of their independent living goals		X

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Visually Handicapped	70205	Percentage of individuals completing their vocational rehabilitation programs that find competitive employment	X	
Mental Health (Cent Office)	72001	Average annual cost of treating a resident in a state mental health facility (\$ in thousands)		X
Mental Health (Cent Office)	72002	Average annual cost of treating a resident in a state mental retardation facility (\$ in thousands)		X
Mental Health (Cent Office)	72003	Number of bed days used at state hospitals per 100,000 population	X	
Mental Health (Cent Office)	72004	Number of bed days used at state training centers per 100,000 population	X	
Mental Health (Cent Office)	72005	Percentage of all patients in state mental health facilities receiving antipsychotic medication who are receiving atypical medications	X	
Mental Health (Cent Office)	72006	Percentage of consumers/family members reporting satisfaction with Community Service Board services	X	
Mental Health (Cent Office)	72007	Percentage of state hospital discharges readmitted within 30 days of discharge	X	
Mental Health (Cent Office)	72008	Reduction in the number of state hospital bed days used by Community Services Boards (CSBs) receiving funding for Programs of Assertive Community Treatment (PACT) services (in thousands)	X	
Correctional Ed	75001	Adult student educational gains per one month of instruction, as measured by standardized pre- and post-tests (in months)	X	
Correctional Ed	75002	Cost per student achieving grade level gain: Juveniles (dollars)	X	
Correctional Ed	75003	Percentage of instructional employees' time allotted to instructional activities		X
Correctional Ed	75004	Percentage of students completing 80 percent of Individual Instruction Plan	X	
Deaf & Hard of Hearing	75101	Consumer satisfaction with interpreters, as assessed by surveys		X
Deaf & Hard of Hearing	75102	Number of technology trials conducted to develop new assistive devices for the hard of hearing elderly	X	
Deaf & Hard of Hearing	75103	Number of Telecommunication Relay Center users (thousands)	X	
Rights of Disabled	76201	Percentage of cases resolved in administrative forums	X	
Rights of Disabled	76202	Percentage of client complaints about agency services	X	
Rights of Disabled	76203	Percentage of clients satisfied at case closure as assessed by survey	X	
Social Services	76501	Percentage of children in the child support caseload born out-of-wedlock who have had paternity established		X
Social Services	76502	Percentage of current child support obligated amounts collected for the entire child support enforcement caseload	X	
Social Services	76503	Percentage of enforceable cases (with paternity established and child support ordered) in the total child support enforcement caseload	X	
Social Services	76504	Percentage of food stamp dollars issued in error	X	
Social Services	76505	Percentage of VIEW participants who have been involved in work activity (subsidized or unsubsidized employment or community work experience [CWEP]) during the fiscal year		X
Parole Board	76601	Average number of days to complete a discretionary parole decision	X	
Parole Board	76602	Average number of days to complete parole violation decisions	X	
Parole Board	76603	Average number of parole considerations conducted per month	X	

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Parole Board	76604	Percentage of requests for board appointments satisfied	X	
Juvenile Justice	77701	Annualized per capita expenditures per ward (in thousands of dollars)	X	
Juvenile Justice	77702	Juvenile recidivism rates upon successful discharge from the juvenile boot camp program		X
Juvenile Justice	77703	Juvenile recidivism rates upon successful discharge from juvenile correctional centers	X	
Juvenile Justice	77704	Juvenile recidivism rates upon successful discharge from juvenile probation	X	
Juvenile Justice	77705	Number of juvenile diversion and sentencing alternatives to deter juvenile commitments		X
Juvenile Justice	77706	Number of juvenile diversion and sentencing placements to deter potential juvenile commitments (alternative placements)	X	
Juvenile Justice	77707	Number of youth escapes from juvenile correctional centers	X	
Corrections - Central Office	79901	Annual number of serious incidents in prisons per 1,000 inmates	X	
Corrections - Central Office	79902	Average number of hours per week that inmates participate in work, school, or treatment programs	X	
Corrections - Central Office	79903	Average number of hours worked per week per work center inmate	X	
Corrections - Central Office	79904	Direct costs of housing inmates (hundreds of dollars per capita)	X	
Corrections - Central Office	79905	Number of "positive alerts" given by drug dogs		X
Corrections - Central Office	79906	Number of investigations conducted by drug dogs	X	
Corrections - Central Office	79907	Recidivism rate for inmates completing the Indian Creek substance abuse therapeutic program	X	
Corrections - Central Office	79908	Total revenues earned by Department of Corrections' agriculture operations (in millions of dollars)	X	
Corrections - Central Office	79909	Turnover/vacancy rate among first year correctional officers	X	
Corrections - Central Office	79910	Utilization rate of day reporting centers	X	
Corrections - Central Office	79911	Utilization rate of detention centers	X	
Corrections - Central Office	79912	Utilization rate of diversion centers	X	
Corrections - Central Office	79913	Utilization rate of work centers	X	
Dept of Aviation	84101	Area-weighted airfield pavement condition index of the state airport system	X	
Dept of Aviation	84102	Percentage of time that department-owned electronic navigational aids are not available for service	X	
Dept of Aviation	84103	Percentage utilization of available grant dollars	X	
Employ & Training	91601	Average cost for JTPA program participants placed into unsubsidized jobs		X
Employ & Training	91602	Number of Job Training Partnership Act (JTPA) program participants placed into unsubsidized jobs		X
Employ & Training	91603	Percentage of U.S. Department of Labor national performance standards exceeded		X
Center for Innovative Technology (CIT)	93401	Total amount of increased sales and cost savings as a result of assistance provided by CIT or CIT partners (as reported by CIT customers; \$ in millions)		X
Center for Innovative Technology (CIT)	93402	Level of customer satisfaction for services provided by CIT or CIT-partners (1 = very dissatisfied, 100 = very satisfied)		X
Center for Innovative Technology (CIT)	93403	Net number of jobs created or retained by CIT customers as a result of assistance provided by CIT or CIT partners (as reported by CIT customers)	X	
Center for Innovative Technology (CIT)	93404	Number of companies started, retained, attracted to Virginia, or converted (from defense-related to commercial business) as a result of assistance provided by CIT or CIT partners (as reported by CIT customers)	X	

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Natural History Museum	94201	Number of customers served by outreach services and products (thousands of people)	X	
Natural History Museum	94202	Number of publications per year emanating from the research program		X
Natural History Museum	94203	Percentage of specimens organized physically according to standard practice, easily located, and easily used by appropriate researchers		X
Natural History Museum	94204	Percentage of total annual revenues derived from nongeneral fund sources		X
SWVa Hi Ed Center	94801	Number of contacts with regional employers to determine education and training needs of workforce	X	
SWVa Hi Ed Center	94802	Number of organizations who use the center for meetings and/or economic development activities		X
SWVa Hi Ed Center	94803	Number of students enrolled in graduate and undergraduate courses leading to degrees identified as desirable by regional employers	X	
Commonwealth Attorneys' Services Council	95701	Number of Court of Appeals case reversals attributable to procedural errors involving prosecutors	X	
Commonwealth Attorneys' Services Council	95702	Number of jurisdictions collecting data from standardized computerized case management program	X	
Commonwealth Attorneys' Services Council	95703	Number of prosecutor hours of videoconferencing training	X	
Commonwealth Attorneys' Services Council	95704	Number of training hours per prosecutor	X	
Fire Programs	96001	Dollar value of property damage per \$1 million assessed value		X
Fire Programs	96002	Number of citizen deaths per million population	X	
Fire Programs	96003	Number of injuries per 10,000 firefighters	X	
Fire Programs	96004	Number of persons taking and successfully completing training courses (in thousands)	X	
Employment Dispute Resolution	96201	Number of supervisors and state employees trained annually	X	
Employment Dispute Resolution	96202	Percentage of Circuit Court qualification decisions concurring with agency rulings	X	
Employment Dispute Resolution	96203	Percentage of grievances concluded at hearings which are processed within the regulatory time periods		X
Employment Dispute Resolution	96204	Percentage of grievances resolved in resolution steps		X
Liaison Office	96301	Number of successful resolutions of problems related to federal administration, regulations, or grant actions		X
Commission on Local Government	96801	Percentage of agencies' assessments of state and federal mandates on localities completed within one month after approval		X
Commission on Local Government	96802	Percentage of agency's reports on interlocal cases issued within six months of filing		X
Commission on Local Government	96803	Percentage of fiscal impact statements completed within eight calendar days		X
Commission on Local Government	96804	Percentage of technical assistance responses rendered within 24 hours		X

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Alcoholic Beverage Control	99901	Net revenue per gallon sold (dollars)	X	
Alcoholic Beverage Control	99902	Rate of return to the Commonwealth	X	
Alcoholic Beverage Control	99903	Rate of underage alcohol sales by private sector licensees	X	
Alcoholic Beverage Control	99904	Rate of underage alcohol sales in ABC stores	X	
Alcoholic Beverage Control	99905	Rate of underage tobacco sales by retailers of tobacco products	X	