

Secretary

13

Finance

Department of Planning and Budget (122)

Service Area

Agency

Objective

Provide state decision makers accurate, timely and meaningful analytical information.

Measure #1

We will conduct a survey of the Governor's Office and Cabinet to assess their rating of the timeliness and quality of DPB's analyses with respect to budget issues, proposed legislation, economic forecasting, regulatory review and evaluation status.

Key Measure	Measure Type	Preferred Trend
X	Outcome	Up

Measure Methodology

Annual survey of the Governor's Office and the Cabinet.

Measure Baseline

Value	Date	Description
0	6/30/2007	Not available

Measure Target

Value	Date	Description
3.75	6/30/2007	Very good to excellent rating (3.75 or above on a scale of 5)

Measure Data

Year	Annual Measure			
2007	4.6			
2008	--			

Explanatory Note

The Department of Planning and Budget recently surveyed the Governor's Office and the Governor's Cabinet and expects to receive and post the results by mid-September.

Department of Planning and Budget (122)

Service Area

Budget Development and Budget Execution Services

Objective

Develop a financially sound budget in which proposed recurring spending can be maintained by recurring revenue over time.

Measure #2

We will introduce a budget where recurring general fund revenue is equal to or greater than recurring general fund spending. (Recurring general fund revenue divided by recurring general fund spending is equal to or greater than one.)

Key Measure	Measure Type	Preferred Trend
X	Outcome	Up

Measure Methodology

The introduced budget bill is the analysis source for calculating this measure.

Measure Baseline

Value	Date	Description
.9892	12/16/2005	Data Source: FY 2006 Introduced Budget Bill

Measure Target

Value	Date	Description
1	12/15/2006	Equal to or greater than one

Measure Data

Year	Annual Measure			
2005	1.0162			
2006	0.9892			
2007	1.0260			
2008	1.0011			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Budget Development and Budget Execution Services

Objective

Develop a financially sound budget in which proposed recurring spending can be maintained by recurring revenue over time.

Measure #3

Percent of new budget initiatives in the introduced budget bill with specified performance measures or outcomes.

Key Measure	Measure Type	Preferred Trend
	Outcome	Up

Measure Methodology

The introduced budget bill is the analysis source for calculating this measure.

Measure Baseline

Value	Date	Description
39.6	11/29/2006	Percent

Measure Target

Value	Date	Description
100	11/29/2007	Percent

Measure Data

Year	Annual Measure			
2006	39.6			
2007	60.0			
2008	--			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Budget Development and Budget Execution Services

Objective

Ensure timely and accurate actions in executing the state budget.

Measure #4

Number of FATS transactions per 1,000 transactions that hit the error file.

Key Measure

Measure Type

Preferred Trend

Outcome

Down

Measure Methodology

The methodology starts with a manual count of Probud Services FATS error transactions pulled from correction correspondence (email and letters) between the Department of Planning and Budget and the Department of Accounts. This line count is then divided by the number of FATS transactions (in the thousands) for the fiscal year. The number of FATS transactions is generated from an Application Services mainframe run.

Measure Baseline

Value

6.27

Date

11/1/2005

Description

6.27 (FY 2005) Errors per 1,000 Transactions

Measure Target

Value

5

Date

7/1/2007

Description

5 Errors per 1,000 Transactions

Measure Data

Year	Annual Measure			
2005	6.27			
2006	5.76			
2007	31.16			
2008	--			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Budget Development and Budget Execution Services

Objective

Ensure timely and accurate actions in executing the state budget.

Measure #5

Administratively approved special fund and dedicated special fund operating appropriations as a percent of the total special fund and dedicated special fund operating appropriations in the Appropriation Act each year.

Key Measure	Measure Type	Preferred Trend
	Outcome	Down

Measure Methodology

Amounts appropriated by FATS transactions for special funds and dedicated special funds during a fiscal year divided by special fund/dedicated special fund appropriations in the Appropriation Act for that year.

Measure Baseline

Value	Date	Description
10.21	11/29/2006	Percent (FY2006)

Measure Target

Value	Date	Description
5.0	11/29/2006	Percent

Measure Data

Year	Annual Measure			
2006	10.21			
2007	2.36			
2008	--			

Explanatory Note

The desire is to put as much as possible in the enacted budget and reduce administrative transactions. Therefore, DPB will strive to lower the percent of administrative transactions relative to the amount included in the Appropriation Act. The target is that administrative transactions should be no more than five percent of the enacted appropriations.

Department of Planning and Budget (122)

Service Area

Budget Development and Budget Execution Services

Objective

Conduct timely and comprehensive analyses of the federal budget.

Measure #6

Rating of DPB federal budget analysis by the Governor and cabinet officials.

Key Measure	Measure Type	Preferred Trend
	Outcome	Up

Measure Methodology

Annual survey of the Governor and cabinet.

Measure Baseline

Value	Date	Description
0	6/30/2007	Not Available

Measure Target

Value	Date	Description
3.75	6/30/2007	Very good to excellent rating (3.75 or above on a scale of 5)

Measure Data

Year	Annual Measure			
2007	4.34			
2008	--			

Explanatory Note

The Department of Planning and Budget recently surveyed the Governor's Office and the Governor's Cabinet and expects to receive and post the results by mid-September.

Department of Planning and Budget (122)

Service Area

Legislation and Executive Order Review Service

Objective

Provide accurate, timely analysis of the fiscal and related impacts of legislation.

Measure #7

Percentage of bills with fiscal impact statements issued.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

Electronic Fiscal Impact Statement (EFIS) system report on the number of fiscal impact statements compared to total bills.

Measure Baseline

Value

Date

Description

.635

11/1/2006

(2005 General Assembly Session)

Measure Target

Value

Date

Description

.70

11/28/2007

Historical percentage requiring effective review

Measure Data

Year	Annual Measure			
2005	0.635			
2006	0.699			
2007	0.443			
2008	--			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Legislation and Executive Order Review Service

Objective

Provide accurate, timely analysis of the fiscal and related impacts of legislation.

Measure #8

Satisfaction of the Governor's policy staff with the quality and timeliness of the legislative process.

Key Measure	Measure Type	Preferred Trend
	Outcome	Up

Measure Methodology

Annual survey of the Governor's policy staff.

Measure Baseline

Value	Date	Description
0	6/30/2007	Not Available

Measure Target

Value	Date	Description
3.75	6/30/2007	Very good to excellent rating (3.75 or above on a scale of 5)

Measure Data

Year	Annual Measure			
2007	4.62			
2008	--			

Explanatory Note

The Department of Planning and Budget recently surveyed the Governor's Office and the Governor's Cabinet and expects to receive and post the results by mid-September.

Department of Planning and Budget (122)

Service Area

Forecasting and Regulatory Review Service

Objective

Analyze the economic impact of proposed regulations

Measure #9

The percentage of economic impact analyses that are completed within 45 days from receipt of proposed regulation.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

Deadlines for the completion of economic impact analyses are statutory and are explicitly stated on the Virginia Regulatory Town Hall website. Also explicitly stated is the date that any given regulatory action is completed and uploaded onto the website. A comparison of these two dates will indicate whether the regulatory review was completed on or before the stated deadline.

Measure Baseline

Value

41

Date

11/1/2005

Description

Percent

Measure Target

Value

90

Date

11/1/2007

Description

Percent

Measure Data

Year Annual Measure

Year	Annual Measure			
2005	41			
2006	81			
2007	100			
2008	--			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Forecasting and Regulatory Review Service

Objective

Facilitate public awareness and participation in the development of state government regulations

Measure #10

The number of times the Virginia Regulatory Town Hall is downloaded by the public.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

Number of downloads by the public on the Virginia Regulatory Town Hall website.

Measure Baseline

Value

294,924

Date

11/21/2006

Description

File Downloads (Nov. 1, 2005 - Oct. 31, 2006)

Measure Target

Value

300,822

Date

11/1/2007

Description

Value reflects a two percent increase over 2006

Measure Data

Year	Annual Measure			
2006	294,924			
2007	324,071			
2008	--			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Forecasting and Regulatory Review Service

Objective

Develop forecasts for major state programs for planning and budgeting purposes

Measure #11

Accuracy of forecasts for Medicaid spending.

Key Measure

Measure Type

Preferred Trend

Outcome

Down

Measure Methodology

For all forecasts, the division will calculate the percentage difference between forecasted values and actual values.

Measure Baseline

Value

1.4

Date

11/1/2005

Description

Percent of FY 2005 actual Medicaid expenditures different than forecast.

Measure Target

Value

3.0

Date

11/1/2007

Description

Percent: Actual Medicaid expenditures will fall within +/-3% of the consensus forecast.

Measure Data

Year	Annual Measure			
2005	1.4			
2006	0.8			
2007	2.3			
2008	--			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Forecasting and Regulatory Review Service

Objective

Develop forecasts for major state programs for planning and budgeting purposes

Measure #12

Accuracy of forecasts for state responsible inmate population.

Key Measure

Measure Type

Preferred Trend

Outcome

Down

Measure Methodology

For all forecasts, the division will calculate the percentage difference between forecasted values and actual values.

Measure Baseline

Value

Date

Description

.0047

9/1/2006

CY 2005 percent difference between actual data and forecast

Measure Target

Value

Date

Description

.05

9/1/2007

Annual forecasted state responsible new court commitments will be within +/- 5% of actual annual state responsible new court commitments.

Measure Data

Year Annual Measure

Year	Annual Measure			
2005	0.0047			
2006	--			
2007	--			
2008	--			

Explanatory Note

Data for this measure for 2006 are incomplete. The Department of Planning and Budget intends to change the measure to be more meaningful during the development of its 2008-2010 Strategic Plan.

Department of Planning and Budget (122)

Service Area

Program Evaluation Service

Objective

Identify opportunities to make executive branch agency operations more efficient and effective through objective evaluation of programs and processes.

Measure #13

Percentage of evaluation study recommendations accepted.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

A written inquiry of status will be used to calculate the data. The calculation will reflect a rolling average of the most recent three studies.

Measure Baseline

Value

95.65

Date

11/17/2006

Description

Percent

Measure Target

Value

97.0

Date

11/17/2007

Description

Acceptance of 97 percent of recommendations by end of 12 month period.

Measure Data

Year	Annual Measure			
2006	95.65			
2007	94.52			
2008	--			

Explanatory Note

Department of Planning and Budget (122)

Service Area

Program Evaluation Service

Objective

Identify ways for local school divisions to save money in non-instructional areas and improve efficiency.

Measure #14

Net savings identified in school efficiency reviews as a percentage of total operating budgets in studied divisions.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

Final reports indicate net savings. DOE data captures total budgets. Figure reported is a rolling average of last three studies completed.

Measure Baseline

Value

1.87

Date

11/30/2005

Description

Percent

Measure Target

Value

2.5

Date

11/30/2007

Description

Percent

Measure Data

Year	Annual Measure			
2005	1.87			
2006	2.28			
2007	0.45			
2008	--			

Explanatory Note

The above methodology used to calculate 2007 results does not provide the most accurate reflection of the measure's performance. DPB intends to change the measure's methodology in the submission of its 2008-2010 Strategic Plan.

Department of Planning and Budget (122)

Service Area

Program Evaluation Service

Objective

Identify ways for local school divisions to save money in non-instructional areas and improve efficiency.

Measure #15

Percentage of school efficiency recommendations implemented.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

Supervisors are queried in follow-ups to studies to determine the extent of implementation. Recommendations that are fully implemented, partially implemented, implemented by substitute, or on track for implementation are included as positives in this calculation. Recommendations that are reported as "considered and rejected" are not.

Measure Baseline

Value

91.5

Date

11/1/2006

Description

Percent

Measure Target

Value

95.0

Date

11/1/2007

Description

Percent

Measure Data

Year	Annual Measure			
2006	91.5			
2007	90.0			
2008	--			

Explanatory Note

Measure data for 2007 reflects reported data received as of 8/11/2007 although the target date is 11/01/2007. Six school divisions are scheduled to provide updates before 11/01/2007.

Department of Planning and Budget (122)

Service Area

Administrative Services

Objective

Ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

Measure #16

Percent of Governor's Management Scorecard categories marked as

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

Results of the Management Scorecard

Measure Baseline

Value	Date	Description
0	2/15/2007	Not Available

Measure Target

Value	Date	Description
100	2/15/2007	Percent

Measure Data

Year	Annual Measure			
2007	80			
2008	--			

Explanatory Note

FY 2007 was the first year that Management Scorecard data was available for this measure.

Department of Accounts (151)

Service Area

Financial Systems Development

Objective

Comply with established deadlines to upgrade software and implement systems enhancements to be legislative mandates.

Measure #1

Percent of the time vendor established software upgrade deadlines are met.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

DOA systems development maintains this data.

Measure Baseline

Value

100

Date

7/1/2005

Description

100%, 2005.

Measure Target

Value

100

Date

7/1/2007

Description

100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Financial Systems Maintenance

Objective

Comply with legislated deadlines for system upgrades.

Measure #2

Percent of time legislated deadlines for system upgrades are met.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

The source of the measure is whether the programming changes were made by the deadline.

Measure Baseline

Value

Date

Description

100

7/1/2006

100%, 2005.

Measure Target

Value

Date

Description

100

7/1/2007

100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Computer Services

Objective

Ensure that agency systems are available for use by DOA customers.

Measure #3

Percent of time that major systems are available.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

VITA is now providing this service and calculates this measure.

Measure Baseline

Value

Date

Description

100

7/1/2005

100%, for the month of June 2005.

Measure Target

Value

Date

Description

95

7/1/2007

95%, 2006 - 2008 biennium.

Measure Data

Year	Annual Measure			
2006	99.8			
2007	99.6			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Computer Services

Objective

Ensure that help desk calls are handled in a timely manner.

Measure #4

Percent of help desk calls resolved within one day.

Key Measure	Measure Type	Preferred Trend
	Output	Up

Measure Methodology

VITA supplies this service to DOA and provides monthly reports.

Measure Baseline

Value	Date	Description
98.9	6/30/2005	June, 2005 - 98.9%.

Measure Target

Value	Date	Description
95	7/1/2007	Greater than 95%, each month.

Measure Data

Year	Annual Measure			
2006	99.8			
2007	99.8			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Ensure cash in CARS and cash in the Treasurer's system are reconciled.

Measure #5

Percentage of reconciliations occurring within one business day of each CARS edit.

Key Measure	Measure Type	Preferred Trend
	Output	Maintain

Measure Methodology

General accounting maintains this data.

Measure Baseline

Value	Date	Description
100	7/1/2005	100 %, FY 2005.

Measure Target

Value	Date	Description
100	7/1/2007	100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Enhance Commonwealth Internal Controls.

Measure #6

We will ensure that the number of recurring APA Internal Control Findings are 20 or below.

Key Measure

X

Measure Type

Outcome

Preferred Trend

Maintain

Measure Methodology

This measure is calculated by reviewing published APA audit reports.

Measure Baseline

Value

25

Date

7/1/2006

Description

25 recurring internal control findings reported on fiscal year 2005 audits.

Measure Target

Value

20

Date

9/30/2007

Description

20 or fewer recurring internal control findings in subsequent fiscal years.

Measure Data

Year	Annual Measure			
2001	37			
2002	30			
2003	18			
2004	18			
2005	25			
2006	16			
2007	--			
2008	--			

Explanatory Note

Data for Fiscal Year 2007 will not be available until September, 2008.

Department of Accounts (151)

Service Area

General Accounting

Objective

Enhance Commonwealth Internal Controls.

Measure #7

Percent of agency identified reconciliation discrepancies resolved in one month.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

Agency exception registers.

Measure Baseline

Value

100

Date

7/1/2005

Description

100%, FY 2005.

Measure Target

Value

100

Date

7/1/2007

Description

100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Enhance Commonwealth Internal Controls.

Measure #8

Percent of all general ledger anomalies identified and resolved within one month.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

The General Accounting quality assurance general ledger review process identifies anomalies that are reported to agencies for corrective action. Anomalies corrected is divided by those reported.

Measure Baseline

Value

Date

Description

100

7/1/2005

100%, FY 2005.

Measure Target

Value

Date

Description

100

7/1/2007

100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	99			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Execute fiscal year-end close.

Measure #9

Close the books of the Commonwealth by August 1 each year.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

General accounting maintains this data.

Measure Baseline

Value

Date

Description

100

8/1/2005

Percent of time books are closed by August 1.

Measure Target

Value

Date

Description

100

8/1/2007

August, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Analyze and report general fund revenues.

Measure #10

Percent of time the general fund revenue report is prepared within two business days after the CARS monthly close.

Key Measure	Measure Type	Preferred Trend
<input type="text"/>	<input type="text" value="Outcome"/>	<input type="text" value="Maintain"/>

Measure Methodology

The general fund revenue report is posted on the Secretary of Finance web site on a monthly basis.

Measure Baseline

Value	Date	Description
<input type="text" value="100"/>	<input type="text" value="7/1/2005"/>	<input type="text" value="100%, FY2005."/>

Measure Target

Value	Date	Description
<input type="text" value="100"/>	<input type="text" value="7/1/2007"/>	<input type="text" value="100%, 2006-2008 biennium."/>

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Process legislatively mandated distributions to localities.

Measure #11

Percent of distributions to local governments processed by legislated time frames.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

General Accounting maintains the data for this measure.

Measure Baseline

Value

Date

Description

100

7/1/2005

100%, FY2005.

Measure Target

Value

Date

Description

100

7/1/2007

100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Calculate and record interest due to non-general funds.

Measure #12

Percent of interest postings that occur within 30 days of the close of each quarter.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

General Accounting maintains this calculation.

Measure Baseline

Value

Date

Description

100

7/1/2005

100%, FY2005.

Measure Target

Value

Date

Description

100

7/1/2007

100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

General Accounting

Objective

Ensure compliance with original legislative appropriations.

Measure #13

Percent of time original legislative appropriations are recorded and reconciled within 7 days of receipt from DPB.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

General accounting maintains this data.

Measure Baseline

Value	Date	Description
100	7/1/2005	100%, 2005.

Measure Target

Value	Date	Description
100	7/1/2007	100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Disbursements Review

Objective

Conduct risk-based compliance reviews to ensure compliance with state disbursement policies.

Measure #14

Percentage of agencies reviewed that are brought into compliance with state disbursement policies.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Statistics related to the audits of decentralized agencies are gathered by the disbursements review unit.

Measure Baseline

Value

Date

Description

100

7/1/2005

100% of agencies are considered in compliance.

Measure Target

Value

Date

Description

100

7/1/2007

Ensure that all agencies reviewed are found to be or brought into compliance with state disbursement policies.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Disbursements Review

Objective

Administer the Fraud, Waste, and Abuse Hotline in accordance with Executive Order 24.

Measure #15

Percent of the hotline cases assigned within two business days.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

The Division of State Internal Audit maintains this data.

Measure Baseline

Value

Date

Description

85

7/1/2005

85% of cases were assigned for the period ending 6/30/2006.

Measure Target

Value

Date

Description

95

7/1/2007

95%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	96.8			
2007	98.0			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Disbursements Review

Objective

Provide economical training to Commonwealth internal auditors.

Measure #16

Percent savings achieved in the cost of tuition for internal audit training classes sponsored by the Division of the State Internal Auditor (DSIA).

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

DSIA maintains this data.

Measure Baseline

Value

58

Date

7/1/2006

Description

FY 2004 - 2006 bienium, 58% savings.

Measure Target

Value

60

Date

7/1/2007

Description

60% savings, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	56			
2007	71			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Payroll Operations

Objective

Improve personnel/payroll processing.

Measure #17

Percent of duplicate data entry requirements eliminated through automation/integration.

Key Measure

Measure Type

Preferred Trend

Output

Up

Measure Methodology

Data generated by the CIPPS/PMIS systems.

Measure Baseline

Value

Date

Description

2

7/1/2006

Began implementation in 4th qtr, 2006, therefore no data exists prior to the 4th Quarter 2006.

Measure Target

Value

Date

Description

100

6/30/2008

Full implementation date is June 30, 2008.

Measure Data

Year	Annual Measure			
2006	2			
2007	30			
2008	--			

Explanatory Note

This project rollout was delayed to benefit from longer agency pilots in order to stabilize the system and prepare and train agencies for implementation. Full deployment is planned for FY 2008.

Department of Accounts (151)

Service Area

Payroll Operations

Objective

Maximize efficiency and minimize processing costs related to the Commonwealth Purchasing Card.

Measure #18

Percent that the Commonwealth procurement card charge volume increases.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

The data is collected by the provider of the credit card service.

Measure Baseline

Value

Date

Description

5

7/1/2005

5%, FY 2005.

Measure Target

Value

Date

Description

5

7/1/2007

5%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	15.0			
2007	26.6			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Payroll Operations

Objective

Train CIPPS payroll and leave users.

Measure #19

Number of individuals trained in CIPPS payroll or leave.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Payroll operations maintains data.

Measure Baseline

Value

Date

Description

40

7/1/2005

FY 2000 - 2005 - 40 persons trained annually.

Measure Target

Value

Date

Description

40

7/1/2007

40, FY 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	94			
2007	76			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Payroll Operations

Objective

Process payroll requests timely.

Measure #20

We will review and process all payrolls by the final certification date.

Key Measure

Measure Type

Preferred Trend

X

Output

Maintain

Measure Methodology

Payroll Operations maintains this date

Measure Baseline

Value

100

Date

7/1/2005

Description

100%, FY 2005.

Measure Target

Value

100

Date

7/1/2007

Description

100%, 2006-2008 biennium..

Measure Data

Year Annual Measure

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Payroll Operations

Objective

Manage payroll deductions.

Measure #21

Percent of payroll deductions transmitted to the vendor timely.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

Payroll operations maintains this data.

Measure Baseline

Value

Date

Description

100

7/1/2005

100%, FY2005.

Measure Target

Value

Date

Description

100

7/1/2007

100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Payroll Operations

Objective

Meet quarterly IRS reporting requirements and payment deadlines.

Measure #22

Percent of quarterly IRS 941 reports transmitted in accordance with IRS deadlines.

Key Measure	Measure Type	Preferred Trend
	Output	Maintain

Measure Methodology

Payroll operations measures this.

Measure Baseline

Value	Date	Description
100	7/1/2005	100%, for entire year of 2005

Measure Target

Value	Date	Description
100	7/1/2007	100%, each year in the 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Payroll Operations

Objective

Process employee W-2's timely.

Measure #23

Percent of W-2's processed by the employee deadline of January 28.

Key Measure	Measure Type	Preferred Trend
	Output	Maintain

Measure Methodology

Payroll operations maintains data.

Measure Baseline

Value	Date	Description
100	7/1/2005	100%, FY 2005.

Measure Target

Value	Date	Description
100	7/1/2007	100%, each year of the 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Financial Reporting

Objective

Produce a quality Comprehensive Annual Financial Report (CAFR).

Measure #24

We will receive the Certificate of Excellence in Financial Reporting for the 19th consecutive year.

Key Measure

X

Measure Type

Output

Preferred Trend

Maintain

Measure Methodology

The unqualified opinion is rendered by APA upon audit of the CAFR and the Certificate of Excellence in Financial Reporting is provided by the Government Finance Officers of America (GFOA).

Measure Baseline

Value

1

Date

2/1/2006

Description

Annually, the Virginia CAFR is submitted to GFOA to be considered for the Certificate of Excellence.

Measure Target

Value

1

Date

2/1/2007

Description

FY 2006- 19; FY 2007 - 20.

Measure Data

Year	Annual Measure			
2006	1			
2007	--			
2008	--			

Explanatory Note

The CAFR for Fiscal Year 2007 will not be submitted to GFOA for review until after December 15, 2006.

Department of Accounts (151)

Service Area

Financial Reporting

Objective

Meet requirements of the Code of Virginia's Debt Collection Act.

Measure #25

Ensure that 100% of agencies are in compliance with the Debt Collection Act.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Financial reporting maintains this data.

Measure Baseline

Value

Date

Description

100

7/1/2005

100 % annually, FY 2005.

Measure Target

Value

Date

Description

100

7/1/2007

100% annually, FY 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Financial Reporting

Objective

Monitor agencies and institutions responses to APA audit reports.

Measure #26

Percentage of corrective action work plans (CAWS) that are submitted in accordance with policy.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

A review of the responses is published quarterly in the Comptroller's Report on Statewide Financial Management and Compliance.

Measure Baseline

Value

Date

Description

100

7/1/2005

100% of CAWS submitted/resolved in accordance with policy.

Measure Target

Value

Date

Description

100

7/1/2007

100% of CAWS submitted/resolved in accordance with policy.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Financial Reporting

Objective

Develop an accurate Schedule of Expenditures of Federal Awards to ensure compliance with federal requirements.

Measure #27

Percentage of past five years that DOA produced an accurate Schedule of Expenditures of Federal Awards.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

Financial reporting maintains this data.

Measure Baseline

Value	Date	Description
100	7/1/2006	100%.

Measure Target

Value	Date	Description
100	7/1/2007	100 %.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Financial Reporting

Objective

Ensure statewide compliance with the Prompt Payment Act.

Measure #28

Percentage of statewide vendor payments paid by the due date.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

Financial Reporting maintains this data.

Measure Baseline

Value

Date

Description

98.9

7/1/2006

Percent of payments made by the due date in FY 2005.

Measure Target

Value

Date

Description

98.5

7/1/2007

98.5% of payments made by the due date on average over the last 5 years.

Measure Data

Year	Annual Measure			
2006	98.9			
2007	98.8			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Financial Reporting

Objective

Develop statewide Indirect Cost Allocation Plans.

Measure #29

Develop federal Indirect Cost Allocation plan in accordance with federal circular A-87.

Key Measure

Measure Type

Preferred Trend

1

Output

Maintain

Measure Methodology

Financial reporting

Measure Baseline

Value

Date

Description

1

7/1/2006

Annual, FY 2006

Measure Target

Value

Date

Description

1

7/1/2007

Annual, 2006-2008

Measure Data

Year	Annual Measure			
2006	1			
2007	1			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Financial Reporting

Objective

Develop statewide Indirect Cost Allocation Plans.

Measure #30

Develop a Full-Costing Statewide Indirect Cost Allocation Plan.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Financial reporting maintains this data.

Measure Baseline

Value

Date

Description

1

7/1/2006

Annual, FY 2004. (In 2004, \$7.5 million was collected for the General Fund of the Commonwealth.)

Measure Target

Value

Date

Description

1

7/1/2007

Annual, 2006 - 2008 biennium.

Measure Data

Year	Annual Measure			
2006	1			
2007	1			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Administrative and Support Services

Objective

Manage service bureau agencies in accordance with state policies.

Measure #31

Percent compliance with the Prompt Payment Act.

Key Measure	Measure Type	Preferred Trend
	Outcome	Up

Measure Methodology

DOA produces the prompt pay report on a quarterly basis.

Measure Baseline

Value	Date	Description
99	7/1/2005	99%, 2005.

Measure Target

Value	Date	Description
95	7/1/2007	Greater than 95%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	98.9			
2007	--			
2008	--			

Explanatory Note

Data for FY 2007 will not be available until September, 2007 for the service bureau agencies supported by DOA.

Department of Accounts (151)

Service Area

Administrative and Support Services

Objective

To ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

Measure #32

Percent of Governor's Management Scorecard categories marked as meets expectations for agency.

Key Measure	Measure Type	Preferred Trend
	Output	Maintain

Measure Methodology

Governor's Management Scorecard

Measure Baseline

Value	Date	Description
100	7/1/2005	100%, FY 2005.

Measure Target

Value	Date	Description
100	7/1/2007	100%, 2006-2008 biennium.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Accounts (151)

Service Area

Payroll Service Bureau

Objective

Provide high quality payroll, fringe benefit and leave administration services for agencies participating in the payroll service bureau.

Measure #33

Achieve a satisfactory ranking on the overall customer service survey for each agency served.

Key Measure	Measure Type	Preferred Trend
	Output	Maintain

Measure Methodology

Survey is distributed to all participating agencies to determine the level of service being provided. The survey is done annually.

Measure Baseline

Value	Date	Description
100	7/1/2005	Achieve a satisfactory customer service ranking from all participating agencies.

Measure Target

Value	Date	Description
100	7/1/2007	Continue to receive a satisfactory service rating from all participating agencies.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of the Treasury (152)

Service Area

Debt Management

Objective

Virginia will achieve better rates on its bonds than the average rates of comparable bonds issued nationwide.

Measure #1

We will achieve an average yield on bond issuances equal to or better than the market proxy (Delphis Hanover Scale) for comparable bond issuances.

Key Measure	Measure Type	Preferred Trend
X	Output	Maintain

Measure Methodology

Yields on fixed-rate, tax-exempt bonds issued under programs staffed by the service area (i.e., general obligation bonds, bonds issued by the Virginia Public Building Authority, Virginia College Building Authority, and the Virginia Public School Authority) will be benchmarked against the Delphis Hanover scale for the sale date to determine how the Virginia transaction compared to the proxy.

Following a sale, yields for each maturity will be compared to same day composite yields reported on the Delphis Hanover scale for comparably rated bonds (i.e., AAA to AAA, AA to AA) to determine the variances by maturity. The average basis point variance will be calculated for the issue. This result should be less than or equal to zero (i.e., equal to or better than the proxy). Resulting averages will be averaged for the fiscal year.

Measure Baseline

Value	Date	Description
0.00	7/1/2006	None.

Measure Target

Value	Date	Description
0.00	6/30/2008	Equal or better than market proxy for bonds issued during FY 2007 and FY 2008.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2007	0.05	0.04	0.05	-0.02
2008	0.06	--	--	--

Explanatory Note

The baseline and the target are set to equal the market proxy at a value of "0.00". A positive variance to "0.00" indicates that Treasury has done better than the market proxy.

Department of the Treasury (152)

Service Area

Insurance Services

Objective

Improve efficiency of Insurance Service's responses to clients' requests for services by providing on-line access to customers and measuring the usage by clients.

Measure #2

Percentage of active Civitas system client base making use of the system's on-line, self-service system to update their Virginia Agency Property System (VAPS) and Virginia Auto Count and Car Care System (VACCS) records will exceed 25% by fiscal year 2008.

Key Measure

Measure Type

Preferred Trend

Output

Up

Measure Methodology

The data source is the Civitas system and its "Exposures" component. The calculation is the frequency by which the active Civitas system client base update their VAPS and VACCS data on-line compared to the total active Civitas system client base. This will be measured on a monthly basis and averaged for the quarter.

Measure Baseline

Value

8.5

Date

7/1/2006

Description

In FY 2006, 8.5% of clients used the Civitas system to update their data.

Measure Target

Value

25

Date

6/30/2008

Description

The target is for 25% of clients to use self-service transactions by fiscal year 2008.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2006	7.3	7.0	8.0	11.7
2007	27.0	27.0	36.0	40.0
2008	44.3	--	--	--

Explanatory Note

For the 3rd quarter of Fiscal Year 2007, Civitas self-service transactions exceed the target value of 25%.

Department of the Treasury (152)

Service Area

Banking and Investment Services

Objective

Over a trailing five-year period, the yield on the state's general fund investment earnings in the Primary Liquidity Portfolio will exceed the one-year industry benchmark.

Measure #3

We will exceed the industry benchmark by 15 basis points.

Key Measure	Measure Type	Preferred Trend
X	Output	Up

Measure Methodology

The data sources are the General fund investment earnings report for the Primary Liquidity Portfolio and the one-year Constant Maturity yield. The one-year Constant Maturity treasury yield is calculated by the Federal Reserve Bank and is published monthly in the Federal Reserve statistical Release H.15 (Selected Interest Rates). The calculation is the Primary Liquidity Portfolio investment yield minus the one-year Constant Maturity Treasury yield minus 15 basis points target computed on a monthly basis and averaged for the quarter.

Measure Baseline

Value	Date	Description
38	7/1/2006	FY 2006 results exceeded the benchmark by 38 basis points over the trailing five-year period.

Measure Target

Value	Date	Description
15	6/30/2008	Exceed the benchmark by 15 basis points over a trailing five-year period.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2003	73	79	83	86
2004	86	81	78	75
2005	72	70	68	66
2006	61	56	47	38
2007	31	20	14	9
2008	5	--	--	--

Explanatory Note

Each quarterly score is the average of the previous 20 quarters. Each score represents the trailing five-year average for that point in time. The fourth quarter score represents the trailing five-year average performance at the end of that particular fiscal year. Fiscal year 2006 included two years that greatly exceeded the benchmark and two years that fell short of the benchmark, but on average was 38 basis points above the benchmark. For fiscal year 2008, the five-year average was impacted more by the two negative years and is only 5 basis points above the benchmark.

Department of the Treasury (152)

Service Area

Unclaimed Property Administration

Objective

Increase the percentage of valid unclaimed property claims paid within 60 calendar days of receipt of verifying information.

Measure #4

Percentage by which the number of valid unclaimed property claims are paid within 60 calendar days.

Key Measure	Measure Type	Preferred Trend
	Output	Up

Measure Methodology

Data source is internal system records of claims made and payments made. Calculation is the total number of claims paid within 60 calendar days divided by the total number of valid claims received for the report month, computed on a monthly basis and averaged for the quarter.

Measure Baseline

Value	Date	Description
95	7/1/2007	Based on data collected during Fiscal Year 2007, the baseline will be 95 %..

Measure Target

Value	Date	Description
99	7/1/2007	99% of valid unclaimed property claims will be paid within 60 calendar days.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2007	99.14	99.03	99.05	99.83
2008	99.92	--	--	--

Explanatory Note

Department of the Treasury (152)

Service Area

Accounting and Trust Services

Objective

Ensure that all debt obligations are paid on time.

Measure #5

Percentage of debt payment obligations that are paid on time.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

Data source is internal debt service schedule of payment due dates and date payments are made. Calculation is the number of debt service payments made by the due date divided by the total number of debt service payments to be made computed on a monthly basis and averaged for the quarter.

Measure Baseline

Value

100

Date

7/1/2006

Description

Over the last five years, this service area has made 100% of all debt obligation payments on time.

Measure Target

Value

100

Date

6/30/2008

Description

Since missing a debt obligation payment has serious consequences for the Commonwealth, the target for this performance measure is 100% of all debt obligation payments will be made on time.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2001	100	100	100	100
2002	100	100	100	100
2003	100	100	100	100
2004	100	100	100	100
2005	100	100	100	100
2006	100	100	100	100
2007	100	100	100	100
2008	100	--	--	--

Explanatory Note

100% of debt obligation payments were made on time.

Department of the Treasury (152)

Service Area

Check Processing and Bank Reconciliation

Objective

Ensure that Commonwealth checks are printed and distributed accurately and timely in accordance with agency procedures.

Measure #6

We will deliver over 99.7% of checks in a timely and accurate manner.

Key Measure	Measure Type	Preferred Trend
X	Output	Maintain

Measure Methodology

The data source is internal accounting records of checks printed. The calculation is the number of checks distributed each day divided by the total number of checks to be distributed each issue date based on required distribution dates for each check type. The calculation is computed on a monthly basis and averaged for the quarter.

Measure Baseline

Value	Date	Description
99.7	7/31/2006	Last five years average has been 99.7%

Measure Target

Value	Date	Description
99.7	6/30/2008	Percentage of checks delivered in a timely and accurate manner will exceed 99.7% for FY 2007 and FY 2008.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2001	99.6	99.2	92.7	97.9
2002	97.8	99.5	96.0	96.4
2003	99.4	99.9	99.4	97.8
2004	100.0	99.5	99.7	100.0
2005	100.0	100.0	100.0	100.0
2006	100.0	100.0	98.6	100.0
2007	100.0	100.0	100.0	100.0
2008	100.0	--	--	--

Explanatory Note

For the 1st quarter of Fiscal Year 2008, 100% of checks were distributed in a timely and accurate manner.

Department of the Treasury (152)

Service Area

Administrative Services

Objective

To ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

Measure #7

Agency Management Scorecard

Key Measure	Measure Type	Preferred Trend
	Output	Up

Measure Methodology

The data source will be the Virginia Excels Management Standards Scorecard. The calculation will be the percent of Governor's Management Standards Scorecard categories marked as "meets expectations" for the agency.

Measure Baseline

Value	Date	Description
86	7/1/2006	The 2006 percentage calculated based on the agency scorecard is 86%.

Measure Target

Value	Date	Description
100	6/30/2008	100% of the Governor's Management Standards Scorecard categories will be marked as meeting expectations for the agency by fiscal year 2008.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2006	86	86	86	86
2007	90	90	80	85
2008	--	--	--	--

Explanatory Note

Results for Scorecard for Fiscal Year 2008 have been delayed. Scores will be added when compiled. Scorecard for Fiscal Year 2006 had slightly different criteria and was reported on an annual basis. The scores reported in the quarter boxes reflect the entire fiscal year 2006 score. Scorecard for Fiscal Year 2007 is being reported on a quarterly basis, but the first two quarters were scored together. The scores reported in the quarter boxes for qtrs 1 & 2, reflect the first two quarters score. Starting with the 3rd Quarter of FY 2007, scores will reflect the score that particular quarter.

Department of Taxation (161)

Service Area

Tax Policy Research and Analysis

Objective

Provide a fiscal impact statement before state and local tax legislation is considered by the Legislative Branch.

Measure #1

Percent of fiscal impact statements provided to the House or Senate Finance Committee before consideration.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

The fiscal impact statements provided to the Committees, and the date that the full Committee acts on a bill are published on the General Assembly's bill tracking website. The date that a subcommittee hears a bill will be tracked by Section personnel who attend the meetings.

Measure Baseline

Value	Date	Description
100	6/30/2007	Accurate, thorough and timely fiscal impact statements are expected by the General Assembly finance committees and provide critical information on the fiscal, administrative and policy impacts of proposed legislation.

Measure Target

Value	Date	Description
100	6/30/2008	100% timely submissions during the 2008 regular session.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

Department of Taxation (161)

Service Area

Tax Policy Research and Analysis

Objective

Develop regulations required to explain more fully complex tax statutes.

Measure #2

The percentage of regulations that have been reviewed within 12 months.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

TAX has approximately 700 regulations in effect and one-third of them will be reviewed annually.

- The Department will classify its regulations as:
 - a) Current, no regulatory action needed.
 - b) Not current, amendment or repeal needed.
 - c) Not current, amendment or repeal in process.
- The Department will review legislation enacted in the 2003 through 2006 sessions for legislative mandates to promulgate specific regulations.

Measure Baseline

Value

100

Date

6/30/2007

Description

As of June 30, 2007, 254 regulations have been repealed, and another 11 have been withdrawn.

Measure Target

Value

100

Date

6/30/2008

Description

By June 30, 2008, complete identified actions on one-third of regulations.

Measure Data

Year	Annual Measure			
2006	100			
2007	100			
2008	--			

Explanatory Note

As a result of the FY06 review of regulations, TAX has implemented a plan to repeal and revise all regulations over the next three years (FY07 through FY09). One-third of regulations will be reviewed each year.

Department of Taxation (161)

Service Area

Appeals and Rulings

Objective

Accurately and timely resolve appeals of state tax issues, issue rulings, and provide support to the Office of the Attorney General on tax litigation.

Measure #3

The percentage of open individual income and sales tax appeals less than 120 days old.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

The source of the information will be the correspondence tracking system. The calculation would be the number of active income tax and sales tax appeals less than 120 days old divided by the total number of active income tax and sales tax appeals.

Measure Baseline

Value

45.8

Date

6/30/2007

Description

45.8% of the total of sales and individual income tax cases were less than 120 days old.

Measure Target

Value

75

Date

6/30/2008

Description

Percentage

Measure Data

Year	Annual Measure			
2005	45.1			
2006	35.5			
2007	45.8			
2008	--			

Explanatory Note

At the end of:

FY05: a) 72 of 164 sales tax cases were less than 120 days old b) 16 of 31 individual income tax cases were less than 120 days old.

FY06: a) 66 of 188 sales tax cases were less than 120 days old b) 12 of 32 individual income tax cases were less than 120 days old.

FY07: 59 of 137 sales tax cases are less than 120 days old; 23 of 42 individual income tax cases are less than 120 days old.

Department of Taxation (161)

Service Area

Revenue Forecasting

Objective

Accurately forecast general fund revenue.

Measure #4

Percentage variance on the official forecast.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Use DOA's June monthly revenue report: Subtract the revenue forecast from actual collections and divide the result by the budget (official) forecast to get a variance percentage.

Measure Baseline

Value

-1.5

Date

6/30/2007

Description

This measure is the percentage error on the official (budget) forecast past each winter during the General Assembly session and is the basis for the enacted budget.

Measure Target

Value

2.0

Date

6/30/2008

Description

Actual collections are within two percentage points of the official forecast in fiscal year 2008

Measure Data

Year	Annual Measure			
2000	0.1			
2001	-0.7			
2002	-2.2			
2003	0.6			
2004	2.8			
2005	4.1			
2006	1.0			
2007	-1.5			
2008	--			

Explanatory Note

The measure is that fiscal year actual revenue collections will be within 2 percentage points of the forecast. Fiscal year 2006 was within this 2 percentage point variance and in FY07 it was -1.5%, thus this desired result will be maintained.

Department of Taxation (161)

Service Area

Revenue Forecasting

Objective

Accurately forecast general fund revenue.

Measure #5

Percentage variance on the current year general fund revenue forecast included in the Governor's December budget.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

Use DOA's June monthly revenue report: Subtract the revenue forecast from actual collections and divide the result by the Governor's December budget forecast to get a variance percentage.

Measure Baseline

Value	Date	Description
-1.4	6/30/2007	This is a measure of the accuracy of the general fund revenue forecast for the then current fiscal year as it is presented in Governor's December introduced budget and compares this total general fund estimate to actual collections for that year.

Measure Target

Value	Date	Description
4.5	6/30/2008	The December forecast in 2007 is within + or - 4.5 percent.

Measure Data

Year	Annual Measure			
2000	1.2			
2001	-0.7			
2002	-4.6			
2003	0.8			
2004	2.8			
2005	6.2			
2006	2.1			
2007	-1.4			
2008	--			

Explanatory Note

The measure is that fiscal year actual revenue collections will be within + or - 4.5 percent of the general fund revenue forecast funding the Governor's introduced budget (December). Fiscal year 2006 was within this 4.5 percentage point variance and the FY2007 measure was -1.4%, thus the target is to maintain.

Department of Taxation (161)

Service Area

Tax Return Processing

Objective

Issue current year electronically filed individual income tax refunds within 12 days of receipt of the return.

Measure #6

We will issue current year refunds for 98 percent of electronically filed returns within 12 days of receipt of the return.

Key Measure

X

Measure Type

Outcome

Preferred Trend

Maintain

Measure Methodology

Refund turnaround time frames are measured by weekly system generated-reports that compare the day of receipt of the return to the date the refund is fully processed and ready for issuance. Refunds that are setoff for debts owed the Commonwealth are counted as issued refunds when seized. This measure would be calculated in calendar days.

Measure Baseline

Value

99

Date

6/30/2007

Description

Through June 2007, 99% of electronically filed refunds were issued in twelve days or fewer.

Measure Target

Value

98

Date

6/30/2008

Description

Issue at least 98% of current year electronically filed refunds within 12 days in calendar year 2007.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2006	--	--	98.70	98.37
2007	90.38	93.22	99.84	99.24
2008	96.83	--	--	--

Explanatory Note

The data reflected in the reporting blocks below reflect only refund performance in the individual quarter. However, for calendar year 2007 through the 3rd quarter the refund turnaround time for electronically filed returns is 99.66%.

Department of Taxation (161)

Service Area

Tax Return Processing

Objective

Increase electronic interactions with citizens.

Measure #7

Increase in the joint federal-state electronic filing program participation annually.

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

System generated reports are used to calculate these metrics.

Measure Baseline

Value

1,629,024

Date

6/30/2007

Description

This counts the number of taxpayers filing their individual returns jointly through the federal-state jointly filing program.

Measure Target

Value

1,710,475

Date

6/30/2008

Description

5% growth in fiscal year 2008

Measure Data

Year	Annual Measure			
2004	1,084,799			
2005	1,280,063			
2006	1,448,384			
2007	1,629,024			
2008	--			

Explanatory Note

For fiscal year 2007, 1,629,024 returns were filed jointly with TAX and IRS. This was a 12.46% increase.

In fiscal year 2006, 1,448,384 returns were filed using joint federal-state filing. This was a 13.15% increase over the prior year.

In FY 2005 1,280,063 returns were filed using joint federal-state filing.

Department of Taxation (161)

Service Area

Tax Return Processing

Objective

Increase electronic interactions with citizens.

Measure #8

We will increase the number of taxpayer transactions through TAX's electronic channels by five percent.

Key Measure	Measure Type	Preferred Trend
X	Outcome	Up

Measure Methodology

System-generated reports are used to calculate the following metrics:

- # of Individual I-filed returns "filed" Virginia Tax On-line (VTOL)
- # of business I-filed returns "filed" (VTOL)
- # of EFT debit transactions (Channel)
- # of EFT credit transactions (Channel)
- # of inbound secure email messages received (VTOL)
- # of outbound secure email messages sent (VTOL)
- # of iReg adds, changes, and deletes (VTOL)
- # of forms downloaded (VTOL)
- # of Policy Library "hits" (OT)
- # Part Pay agreements set up using Teleplan (Compliance)
- # of bills paid (transactions) using Quick Pay (VTOL)
- # of direct deposit of refunds to taxpayers (TP's) bank accounts (AR)
- # of direct debit of tax dues to TP's bank accounts (AR)

Measure Baseline

Value	Date	Description
119,614,253	6/30/2007	This measures the number of taxpayer electronic interactions with the Department (exclusive of joint federal filing).

Measure Target

Value	Date	Description
13,085,798	6/30/2008	This is a 9.4% growth in fiscal year 2008 (projected growth of 8.0% + 1.4% employment growth base adjustment).

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2007	1,608,175	1,381,856	5,047,610	3,923,784
2008	1,923,997	--	--	--

Explanatory Note

This is an annual measure that is now reported quarterly as of November 2007.

This was a new measure for FY07. Regrettably, the historical data that were developed for this measure in FY06 greatly underreported the level of electronic interactions with taxpayers. The correct FY06 baseline should have been 10,342,403. The 5% growth target has been revised to 9.4% for FY08 (8% plus an adjustment of 1.4% for employment growth. Actual FY07 interactions were 11,961,425 a 15.65% increase versus the 5% target.

Department of Taxation (161)

Service Area

Customer Services

Objective

Respond to taxpayer inquiries in a timely manner .

Measure #9

We will answer 87 percent of calls before the caller disconnects.

Key Measure

Measure Type

Preferred Trend

X

Outcome

Up

Measure Methodology

Phones: Service level = (Calls Handled / Calls Offered) times 100%

Measure Baseline

Value

90

Date

6/30/2007

Description

90% calls were handled in FY2007; 85 percent in FY 2006

Measure Target

Value

87

Date

6/30/2008

Description

Handle at least 87% of incoming phone calls in fiscal year 2008

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2003	76.25	80.54	81.15	87.93
2004	92.24	93.01	92.13	90.18
2005	92.14	93.25	91.96	89.94
2006	93.88	92.64	84.49	87.81
2007	93.11	92.97	87.65	88.87
2008	91.59	--	--	--

Explanatory Note

For fiscal year 2007 the percentage of calls answered was 90.02%.

Department of Taxation (161)

Service Area

Customer Services

Objective

Respond to taxpayer inquiries in a timely manner .

Measure #10

Average mail turnaround time.

Key Measure

Measure Type

Preferred Trend

Outcome

Down

Measure Methodology

Correspondence backlog at the end of the quarter divided by the number of pieces of mail that can be handled in one day.

Measure Baseline

Value

21.4

Date

6/30/2007

Description

Correspondence backlog was reduced to desired levels in FY07 and attained the objective each quarter except the third quarter.

Measure Target

Value

25.0

Date

6/30/2008

Description

Maintain average mail turnaround time at no more than 25 days at the end of each quarter in fiscal year 2008.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2003	24.61	30.64	23.94	9.16
2004	6.08	8.10	9.97	10.82
2005	10.09	4.69	9.05	6.95
2006	23.18	19.42	32.40	38.62
2007	20.77	16.83	29.20	20.25
2008	29.92	--	--	--

Explanatory Note

For the entire fiscal year 2007 the average mail turnaround time was 21.43 days.

Department of Taxation (161)

Service Area

Compliance Audit

Objective

Maintain core audit programs at current levels.

Measure #11

Number of field audit cases closed.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

In determining if our core audit programs have returned to full capacity, we will look to the field audit cases closed and desk audit cases created in years prior to FY 2006, the year of conversion. Because the number of cases closed or desk exams created does fluctuate based on filing patterns and the economy, we allow a 2% error factor in our projections. Regarding field audits, the focus will be on closed cases. For the three-year period ending FY 2005, the average number of closed field audit cases was 3,204, and for FY2006 the average was 3,083. Because of the impact conversion had on performance in FY2006, the three-year average ending in FY2005 is a more representative baseline for FY2007. Similar to desk exams, the number of field audit cases closed in FY 2007 should not be less than 3,140, which is 98% of 3,204, the three-year average.

Measure Baseline

Value

3,261

Date

6/30/2007

Description

Three year average of field audit cases closed - 3,261 per year.

Measure Target

Value

3,261

Date

6/30/2008

Description

Maintain the three year average of field audit cases closed during fiscal year 2008.

Measure Data

Year	Annual Measure			
2003	3,350			
2004	3,164			
2005	3,204			
2006	3,083			
2007	3,261			
2008	--			

Explanatory Note

Field audit cases closed were impacted in FY06 by the conversion to the new TAX accounting system. In addition, because the new and old TAX accounting systems capture and maintain the data differently, the conversion also altered the measurement methodology. This impact, however, is not expected to be significant over the long term. Historical data are impacted by different systems counts. Historical data being used in the measure of closed audit cases by fiscal year are:

FY01 3,649; FY02 3,359; FY03 3,043; FY04 3,091; FY05 3,478; FY06 2,680; FY07 3,624

Department of Taxation (161)

Service Area

Compliance Collections

Objective

To efficiently and effectively resolve state tax delinquencies.

Measure #12

Meet or exceed delinquent revenue estimates with no increase in resources.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

This measures the percentage of the estimated compliance revenue target that is collected, that is, this measure is calculated as compliance revenue collected divided by the revenue target times 100 percent.

Agency Compliance Collection Report

Source: Computer Assisted Collection System for Government (CACSG).

Measure Baseline

Value

107.8

Date

6/30/2007

Description

(Percentage of goal collected).

Measure Target

Value

100.0

Date

6/30/2008

Description

Collect the fiscal year 2008 compliance revenue target (100 percent of goal). The compliance goal for FY08 is \$430.4 million.

Measure Data

Year	Annual Measure			
1999	103.8			
2000	103.1			
2001	102.2			
2002	105.0			
2003	104.4			
2004	101.0			
2005	119.2			
2006	100.0			
2007	107.8			
2008	--			

Explanatory Note

During FY07 TAX had an estimate of \$385 million of revenue and collected \$415.15 million. Thus 107.8% of the goal was collected.

The desired outcome is to collect at least 98 percent of the revenue target and thus maintain the recent experience.

During FY06 TAX converted its former taxpayer accounting system and data to the new system. This transition involved almost every aspect of business operations at the Department of Taxation. The new TAX operating system went through an extensive controlled production period to ensure that all functionality of the new system was working properly or viable work arounds for issues were operational. General collection actions are an end user of the data in this new system and thus collection actions did not begin until January and never reached full stride during FY06.

Department of Taxation (161)

Service Area

Training for Local Assessors

Objective

To offer local officials an economically feasible range of advanced courses designed to provide full certification by the International Association of Assessing Officers (IAAO).

Measure #13

The number of students that participate.

Key Measure Measure Type Preferred Trend

Outcome

Maintain

Measure Methodology

Use registration rosters to count the number of individuals who attend. Number of students attending can vary widely depending upon localities' financial situation. Courses may not be offered unless an adequate number of students express an interest.

Measure Baseline

Value Date Description

211

6/30/2007

The school trains on average 200 students per year.

Measure Target

Value Date Description

200

6/30/2007

Train at least 200 students in fiscal year 2008.

Measure Data

Year	Annual Measure			
2006	200			
2007	211			
2008	--			

Explanatory Note

Eight courses were offered during the week of June 4 --> June 8 2007. 211 individuals participated.

Department of Taxation (161)

Service Area

Valuation and Assessment Assistance for Localities

Objective

Promote statewide fair and equitable assessments of real estate and tangible personal property.

Measure #14

Success of local assessors in achieving assessments at 100% of fair market value.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

Local sales of real estate matched to corresponding assessments – results are arrayed and a median is determined. The numerator is equal to the individual assessments of property that sold in each locality divided by the denominator, which is equal to the arm’s length sale price of each property. The median ratio, coefficient of dispersion, index of regressivity and other measures of central tendency comprise the assessment/sales ratio studies that help determine when fair market value and uniformity are achieved and that are used to determine the estimated true value of local property - - a key component in the formula for state aid to education. Also, ratio studies are used to equalize public service corporation property in relation to locally assessed property as required by law. Accurate property maps are essential to identify real property, assign it to the proper owner while in the field, determine its shape, location and valuation in relation to other real property, and identify natural features that affect fair market value such as lakes and streams

Measure Baseline

Value	Date	Description
99.25	6/30/2007	While law requires assessments at 100% of fair market value, it provides that a ratio of not less than 70% in the year following a reassessment will be evidence of having achieved the 100% requirement. Ratio study issued in fiscal year 2007 showed 99.2%.

Measure Target

Value	Date	Description
100	6/30/2008	100% of localities attain a sales ratio of at least 70%.

Measure Data

Year	Annual Measure			
2006	100.00			
2007	99.25			
2008	--			

Explanatory Note

Despite being notified early that they were out of compliance with the law, one county did not achieve the required ratio of assessed values to selling price. This county has a reassessment that will be effective January 1, 2008, that presumably will meet the law’s requirement.

Department of Taxation (161)

Service Area

Public/Private Partnerships for Revenue Administration

Objective

Have the Advantage Revenue (AR) implementation complete with system performing normally through its first tax season.

Measure #15

Meeting prior year (2004 filing season) performance measures.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

This measure was dropped in FY07 as it was a temporary measure to review the new system's ability to issue timely refunds.

Take last year's performance measures related to tax filing processing and compare to the current year.

Measure Baseline

Value	Date	Description
2,383,056	6/30/2005	2004 tax filing season numbers

Measure Target

Value	Date	Description
2,300,719	6/30/2006	While the goal was to issue as many refunds as in filing season 2005, 96.54% of the prior year number of refunds were issued with the new system.

Measure Data

Year	Annual Measure			
2005	2,383,056			
2006	2,300,719			
2007	--			
2008	--			

Explanatory Note

This was a one-year measure and that year was FY06.

Refund processing in the new system is working well. This measure was to review the Partnership Projects refunding processing to ensure the individual income tax processing was as effective at issuing refunds as the old system. While slightly fewer refunds were issued through June of 2006 versus 2005, the new refund processing systems worked well.

This was a one-time measure.

Department of Taxation (161)

Service Area

Administrative and Support Services

Objective

Account for all revenue flowing through TAX and produce daily reports.

Measure #16

Percentage of timely submitted daily deposit reports.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

To prepare and distribute the daily revenue reports identifying the amount of tax payments received before the close of business each day.

Measure Baseline

Value

100

Date

6/30/2007

Description

Except for tax system or CARS system breakdowns or shutdowns, TAX issued 99% of reports in FY06.

Measure Target

Value

100

Date

6/30/2008

Description

Percentage of days daily report issued versus total number of deposit days.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2006	100	99	100	100
2007	100	100	100	100
2008	100	--	--	--

Explanatory Note

Department of Taxation (161)

Service Area

Administrative and Support Services

Objective

Submit all financial statements timely and without any material adjustments from the Department of Accounts (DOA) and the Auditor of Public Accounts (APA).

Measure #17

The Financial statements submitted to Department of Accounts.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

The Auditor of Public Accounts' annual audit and the Commonwealth's Annual Financial Report submissions will be utilized.

Measure Baseline

Value	Date	Description
100	6/30/2007	TAX was able to submit all financial statements in a timely manner and without any material adjustments in FY07.

Measure Target

Value	Date	Description
100	6/30/2008	Zero material adjustments to the Financial Statements for fiscal year 2008

Measure Data

Year	Annual Measure			
2004	100			
2005	100			
2006	97			
2007	100			
2008	--			

Explanatory Note

Department of Taxation (161)

Service Area

Administrative and Support Services

Objective

Effectively communicate with the media and other external entities.

Measure #18

Percentage of media inquiries received and responded to in a timely manner.

Key Measure**Measure Type**

Outcome

Preferred Trend

Maintain

Measure Methodology

Media Contact Reports will serve as the source of measurement data for this objective. A note will be put on the report if, for any reason, the information was not relayed to the media the same day, or within the requestor's stated deadline. At the end of a month, these reports will be tabulated. The percentage that are answered in 1 or 2 days or within requested deadline are compared to the total number of media inquiries received and the percentage calculated.

During the FY07 TAX responded to 203 out of 203 media contacts in a timely manner. This was a 47% increase in media contacts.

Measure Baseline**Value**

100

Date

6/30/2007

Description

The Public Relations Department responded to 203 media requests during FY2006. Each of these media requests were responded to within 1 or 2 days or within the requested timeframe.

Measure Target**Value**

100

Date

6/30/2008

Description

100 Percent

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2006	100	100	100	100
2007	100	100	100	100
2008	100	--	--	--

Explanatory Note

During the FY07 TAX responded to 203 out of 203 media contacts in a timely manner. This was a 47% increase in media contacts.

Department of Taxation (161)

Service Area

Administrative and Support Services

Objective

Attract and retain qualified workers by strategically utilizing flexibilities afforded in HR management and compensation policies.

Measure #19

Average time to hire

Key Measure

Measure Type

Preferred Trend

Output

Down

Measure Methodology

HR's Vacancy Report. Dates are captured from the date they are approved by the Secretary of Finance until hired. The Secretary of Finance approval is no longer required. The number of days is measured from the time internal approval is granted until the position is filled. Positions that are very difficult to fill (Opened until Filled) are not counted in this measure.

Measure Baseline

Value

48

Date

6/30/2007

Description

It took an average of 48 days to fill positions in fiscal year 2007.

Measure Target

Value

47

Date

6/30/2008

Description

On average positions will be filled within 47 days or less during fiscal year 2008.

Measure Data

Year	Annual Measure			
2005	58			
2006	57			
2007	48			
2008	--			

Explanatory Note

The agency strives to fill its vacant positions in less than 50 days or less after making an internal evaluation that the vacant position is necessary to fill. Resources are devoted to ensuring that this occurs within the 50 day period. The preferred trend is down.

During FY07 the goal was changed to fill all posted positions in less than 50 days from the posting date. This is a Management Scorecard criteria.

Department of Taxation (161)

Service Area

Administrative and Support Services

Objective

Make sufficient investment in the training and development of the workforce to be able to meet the current and future business needs of the agency.

Measure #20

Average number of courses per quarter for all employees

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Generated from the Learning Management System total courses taken by employees divided by the average number of employees.

Measure Baseline

Value

6.83

Date

6/30/2007

Description

6.83 courses/employee in fiscal year 2007

Measure Target

Value

6.83

Date

6/30/2008

Description

Despite budget reductions TAX will strive to maintain FY2007 baseline.

Measure Data

Year	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
2005	--	--	--	2.06
2006	13.10	1.00	1.40	0.85
2007	0.63	0.66	1.86	1.87
2008	1.24	--	--	--

Explanatory Note

During FY07 TAX employees on average completed 6.83 courses per employee. Fiscal year 2006 was a very unusual. During the year over 13,124 courses were completed by employees. The training focus was on preparing employees for the new tax system go-live in August 2005. There were 155 different hours of training available to employees in almost 100 different roles. Depending upon the role an employee received between 6 and 80 hours of training.

Fiscal Year 2005 averaged 2.06 courses/employee
 Fiscal Year 2006 averaged 16.30 courses/employee
 Fiscal Year 2007 averaged 6.83 courses per employees.

Department of Taxation (161)

Service Area

Administrative and Support Services

Objective

To ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

Measure #21

Percent of Governor's Management scorecard categories marked as meets expectations for the agency

Key Measure

Measure Type

Preferred Trend

Outcome

Up

Measure Methodology

Simply take the number of categories where TAX scored "Meets Expectations" and divide by the total, times 100 percent. FY07 scores were impacted by the scoring methodology being changed.

Measure Baseline

Value

85

Date

6/30/2007

Description

The 2007 percentage calculated based on the agency scorecard is 85%.

Measure Target

Value

90

Date

6/30/2007

Description

The number of categories and the scoring standards for FY08 have not yet been made available to agencies.

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	85			
2008	--			

Explanatory Note

Of the 20 categories, TAX earned a meets on 17 of 20 of them while earning needs improvement on 3. The scoring criteria for FY07 were not defined until well into the fiscal year and were very difficult to meet.

Department of Taxation (161)

Service Area

Information Technology Services

Objective

Maintain customer satisfaction levels with online self-service technologies.

Measure #22

Utilize the results of on-line surveys to measure customer satisfaction.

Key Measure

Measure Type

Output

Preferred Trend

Maintain

Measure Methodology

An on-line survey tool collects measurement data. TAX measures user satisfaction through online surveys. These surveys are completed by those taxpayers using individual iFile and business iFile and by businesses using iReg.

Measure Baseline

Value

98

Date

6/30/2007

Description

In fiscal year 2006, Individual iFile: 98% of users found the service easy to use, 99% of users stated they would use the service again. iReg: 97% of users would recommend to other businesses. Business iFile: 98% of users would use iFile in the future.

Measure Target

Value

98

Date

6/30/2008

Description

Maintain at least a 98% positive customer satisfaction rating in fiscal year 2008.

Measure Data

Year	Annual Measure			
2005	99			
2006	98			
2007	98			
2008	--			

Explanatory Note

In fiscal year 2007, for Individual iFile: 98% of users found the service easy to use, 99% of users stated they would use the service again. For iReg, 97% of users would recommend to other businesses. For Business iFile, 98% of users would use iFile in the future.

Department of Accounts Transfer Agency (162)

Service Area

Distribution of Alcoholic Beverage Control Profits

Objective

Complete Alcoholic Beverage Control profit transfers to the localities in a timely and efficient manner meeting the Code requirements.

Measure #1

Percentage of Alcoholic Beverage Control profit transfers made in an accurate and timely manner.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

The correct amount transferred by due date in the Commonwealth's accounting system.

Measure Baseline

Value	Date	Description
100	7/1/2005	100% of FY 2005

Measure Target

Value	Date	Description
100	7/1/2007	100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Distribution of Wine Taxes

Objective

Complete wine tax transfers to the localities in a timely and efficient manner meeting the Code requirements.

Measure #2

Percentage of wine tax transfers made in an accurate and timely manner.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

The correct amount transferred by due date in the Commonwealth's accounting system.

Measure Baseline

Value

Date

Description

100

7/1/2005

100% of FY 2005.

Measure Target

Value

Date

Description

100

7/1/2007

100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Distribution of Rolling Stock Taxes

Objective

Complete rolling stock tax transfers to the localities in a timely and efficient manner meeting the Code requirements.

Measure #3

Percentage of rolling stock tax transfers made in a accurate and timely manner.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

The correct amount transferred by the due date in the Commonwealth's accounting system.

Measure Baseline

Value	Date	Description
100	7/1/2005	100% of FY 2005

Measure Target

Value	Date	Description
100	7/1/2007	100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Distribution of Recordation Taxes

Objective

Complete recordation tax transfers to the localities in a timely and efficient manner meeting the Code requirements.

Measure #4

Percentage of recordation tax transfers made in an accurate and timely manner.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

The correct amount transferred by the due date in the Commonwealth's accounting system.

Measure Baseline

Value	Date	Description
100	7/1/2005	100% of FY 2005

Measure Target

Value	Date	Description
100	7/1/2007	100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Distribution of Sales Tax Revenues from Certain Public Facilities

Objective

Complete transfer of sales tax revenues from certain public facilities to the appropriate localities in a timely and efficient manner meeting the Code requirements.

Measure #5

Percentage of transfers of sales tax revenues from certain public facilities made in an accurate and timely manner.

Key Measure

Measure Type

Preferred Trend

Output

Maintain

Measure Methodology

The correct amount transferred by the due date in the Commonwealth's accounting system.

Measure Baseline

Value

100

Date

7/1/2005

Description

100% of FY 2005

Measure Target

Value

100

Date

7/1/2007

Description

100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Distribution of Tennessee Valley Authority Payments in Lieu of Taxes

Objective

Complete transfer of Tennessee Valley Authority payments in lieu of taxes to the appropriate localities in a timely and efficient manner meeting the Code requirements.

Measure #6

Percentage of transfers of Tennessee Valley Authority payments in lieu of taxes transfers made in an accurate and timely manner.

Key Measure	Measure Type	Preferred Trend
<input type="checkbox"/>	<input type="text" value="Outcome"/>	<input type="text" value="Maintain"/>

Measure Methodology

The correct amount transferred by the due date in the Commonwealth's accounting system.

Measure Baseline

Value	Date	Description
<input type="text" value="100"/>	<input type="text" value="7/1/2005"/>	<input type="text" value="100% of FY 2005"/>

Measure Target

Value	Date	Description
<input type="text" value="100"/>	<input type="text" value="7/1/2007"/>	<input type="text" value="100% for FY 2007"/>

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Payments to the Revenue Stabilization Fund

Objective

Make payments into the Revenue Stabilization Fund by the required due date meeting Code requirements.

Measure #7

Percentage of payments made into the Revenue Stabilization Fund in an accurate and timely manner.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

The correct amount transferred by the due date in the Commonwealth's accounting system.

Measure Baseline

Value	Date	Description
100	7/1/2005	100% of FY 2005

Measure Target

Value	Date	Description
100	7/1/2007	100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Loan Servicing Reserve Fund

Objective

To address any claims against the Virginia Education Loan Authority fund.

Measure #8

Percentage of Virginia Education Loan Authority claims handled in an accurate and timely manner.

Key Measure	Measure Type	Preferred Trend
	Outcome	Maintain

Measure Methodology

Ensure claims handled properly.

Measure Baseline

Value	Date	Description
100	7/1/2005	100% of FY 2005

Measure Target

Value	Date	Description
100	7/1/2007	100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Edvantage Reserve Fund

Objective

To process payments for defaults from the Edvantage Reserve Fund to make the lending institution whole.

Measure #9

Percentage of Edvantage Reserve Fund payments made in an accurate and timely manner.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Payment made timely for students in default of their loan.

Measure Baseline

Value

Date

Description

100

7/1/2005

100% of FY 2005

Measure Target

Value

Date

Description

100

7/1/2007

100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Death Benefit Payments Under the Line of Duty Act

Objective

To process Line of Duty death benefit claims and payments in a timely manner.

Measure #10

Percentage of Line of Duty death benefit claims processed in an accurate and timely manner.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Claims analyzed and if approved processed for correct amount.

Measure Baseline

Value

Date

Description

100

7/1/2005

100% of FY 2005

Measure Target

Value

Date

Description

100

7/1/2007

100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note

Department of Accounts Transfer Agency (162)

Service Area

Health Insurance Benefit Payments Under the Line of Duty Act

Objective

To process Line of Duty health insurance claims and payments in a timely manner.

Measure #11

Percentage of Line of Duty health insurance claims processed accurately.

Key Measure

Measure Type

Preferred Trend

Outcome

Maintain

Measure Methodology

Claims analyzed and if approved processed for correct amount.

Measure Baseline

Value

Date

Description

100

7/1/2005

100% of FY 2005

Measure Target

Value

Date

Description

100

7/1/2007

100% for FY 2007

Measure Data

Year	Annual Measure			
2005	100			
2006	100			
2007	--			
2008	--			

Explanatory Note