

2000 PERFORMANCE MEASURE LIST (Non-Higher Education Agencies)

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Planning & Budget	122	12201	Average number of days between proposal of regulations and final disposition	32	36	28	30
Department of Planning & Budget	122	12202	Percentage difference between forecast and actual Medicaid expenditures (18 months out)	1.8	.4	.8	1
Department of Planning & Budget	122	12203	Percentage of measures for which data is provided within 30 days of scheduled interval	79	94.9	87.7	90
Department of Military Affairs	123	12301	Response time to emergency missions from Department of Emergency Services (in average hours per response)	5.75	3.5	3.5	4.0
Department of Military Affairs	123	12302	Composite rating of troop strength	95.12	98.9	88	96.5
Department of Military Affairs	123	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	82	42	50	89.7
Department of Military Affairs	123	12304	Percentage of soldiers receiving tuition assistance versus retention rate	N/A		18.92	N/A
Department of Military Affairs	123	12305	Percentage of Challenge Program cadets that either enter the military, attend school, or gain a job	94.9		90.9	100
Department of Emergency Services	127	12701	Dollar value of damage to property in relation to property value of disaster affected areas (millions)	1635	352	344	1472
Department of Emergency Services	127	12702	Percentage of Virginia Emergency Operations Center warnings sent within 10 minutes of receipt of information	95	82	86	95
Department of Emergency Services	127	12703	Number of persons successfully completing emergency management training	1414	2603	3217	1435
Department of Emergency Services	127	12704	Lives lost in disasters in relation to population (millions) affected by disasters	2.7		.51	1.4
Virginia Veterans' Care Center Board of Trustees	128	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	100	100	100	85
Virginia Veterans' Care Center Board of Trustees	128	12802	Percentage of customer satisfaction of residents and their families with support areas including housekeeping, food services, laundry and maintenance	75	80	90	90
Virginia Veterans' Care Center Board of Trustees	128	12803	Percentage attainment of standards required for accreditation by the Joint Commission on Accreditation of Healthcare Organization	5	100	100	85
Virginia Veterans' Care Center Board of Trustees	128	12804	Percentage of customer satisfaction of residents and families with patient care, activities for patients, and other patient services	34	80	90	85

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Personnel & Training	129	12901	Average total premium per employee under the state health plan as a percentage of the average in other government plans	74	95.4		90
Department of Personnel & Training	129	12902	Level of satisfaction of recipient agencies with consulting services and technical assistance (six-point maximum scale; 1=poor, 6=exceptional)	5.57	5.6	5.64	4.5
Department of Personnel & Training	129	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)	4.5	5.7	5.49	4.5
Department of Veterans' Affairs	131	13101	Number of appeals filed by veterans	102	251	270	92
Department of Veterans' Affairs	131	13102	Cost per claim filed (dollars)	145	119	117.46	125.00
Department of Veterans' Affairs	131	13103	Level of satisfaction by veterans who are filing claims	90	88	90	95
State Board of Elections	132	13201	Percent of agency's publications and forms placed on the internet	0	5	20	100
State Board of Elections	132	13202	Number of ballot inaccuracies per general election	110	40.5	18.5	50
State Board of Elections	132	13203	Percentage of filings in violation of Campaign Finance Disclosure Act	.9	9	12	15
Department of Technology Planning	137	13701	Percentage of information technology procurements which represent resource sharing initiatives	25	23	17	25
Department of Technology Planning	137	13702	Percentage of agency information activities that are consistent with policies, standards and guidelines	N/A	N/A	N/A	60
Department of Technology Planning	137	13703	Percentage of agency information technology plans submitted that are approved as being positively linked to the statewide performance budgeting process	N/A	N/A	N/A	75
Department of Information Technology	138	13801	Average time in hours to resolve reported critical problems	49.4	47.57	49.1	49.4
Department of Information Technology	138	13802	Level of satisfaction with the quality of services provided by the System Development Division as measured through client surveys (percentage)	80	100	85	80
Department of Information Technology	138	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)	56	58	58	60
Department of Criminal Justice Services	140	14001	Number of offenders diverted from local jails through participation in Pretrial Services Act	7800	8882	9765	7800
Department of Criminal Justice Services	140	14002	Grant dollars awarded to state agencies, localities, and private organizations (in millions)	22.3	25.1	26.8	22.3
Department of Criminal Justice Services	140	14003	Number of criminal justice training events	300	287	261	300
Department of Criminal Justice Services	140	14004	Percentage of customers who rated criminal justice training above average	70	87	97	75
Department of Criminal Justice Services	140	14005	Annual number of DNA profiles added to the DNA database	N/A		66,479	50,000
Department of Criminal Justice Services	140	14006	Annual number of clients served by court appointed special advocate volunteers	2,985		3390	3,074
Science Museum of Virginia	146	14601	Annual attendance at museum sites (thousands)	304.8	331.9	280.5	335.3
Science Museum of Virginia	146	14602	Membership renewal rate	55	68	72	56
Science Museum of Virginia	146	14603	Average revenue generated per visitor (dollars)	3.71	3.63	3.49	3.71
Commission for the Arts	148	14801	Employment tied to nonprofit organizations	5,502	7,428		6,500
Commission for the Arts	148	14802	Public attendance at commission-assisted arts events (millions)	5.50	6.6	6.8	5.75

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Commission for the Arts	148	14803	Number of arts events for the public	10,000	18437	22137	11,000
Commission for the Arts	148	14804	Number of students participating in arts activities in elementary and secondary schools that supplement the arts education curriculum (in millions)	3.2	3.2	3.1	3.3
Commission for the Arts	148	14805	Amount of private and local government financial support for the arts (in millions)	14.8	27.1		16.0
Department of the State Internal Auditor	150	15001	Number of investigations completed (related to Fraud, Waste, and Abuse Hotline)	837	598	511	720
Department of the State Internal Auditor	150	15002	Percentage of cases recorded and assigned to an investigator within 48 hours of receiving call	100	97	95	80
Department of the State Internal Auditor	150	15003	Amount of dollar savings/waste identified through the Fraud, Waste, and Abuse Hotline (in thousands)	270	396.1	381.9	261.5
Department of the State Internal Auditor	150	15004	Number of management improvements (such as internal controls, policy or process improvements) identified through the efforts of the Fraud, Waste, and Abuse Hotline	150	168	134	120
Department of the State Internal Auditor	150	15005	Percentage of cases that merit investigation	100	79.7	84	80
Department of Accounts	151	15101	Number of years out of the previous 10 that Virginia receives an unqualified opinion as to the accurate and timely completion of the year-end reconciliation of the General Ledger to the Appropriation Act	10	10		10
Department of Accounts	151	15102	Total number of checks avoided by Electronic Data Interchange and Small Purchase Charge Card programs (thousands)	125	419	522	325
Department of Accounts	151	15103	Number of years out of the previous 10 that Virginia receives the "Certificate of Achievement for Excellence in Financial Reporting"	10	10		10
Department of Accounts	151	15104	Percentage of agencies with noncompliance (exception) rates for vouchers of less than four percent	73		61	60
Department of the Treasury	152	15201	Percentage of checks that are distributed in a timely manner, in accordance with agency guidelines	98.6	100	99.2	95
Department of the Treasury	152	15202	Investment results measured in the number of basis points above the one year treasury bill yield	48	65	23	11
Department of the Treasury	152	15203	Percentage of payments on debt obligations which are paid on time	99.6	100	100	100
Department of the Treasury	152	15204	Percentage of valid unclaimed property claims paid within 90 calendar days	100	100	100	98
Department of Motor Vehicles	154	15401	Percentage of customers using mail service, telecommunications, and electronic means for processing and paying for renewal transactions	53	55.7	54.7	55
Department of Motor Vehicles	154	15402	Cost per customer served (dollars)	3.77	3.89	3.98	3.77
Department of Motor Vehicles	154	15403	Percent customer satisfaction and service effectiveness as measured by customer survey	90	93.2	90.6	90
Department of State Police	156	15601	Conviction rate for narcotics-related arrests	58	55.77	57.60	56.2
Department of State Police	156	15602	Conviction rate for arrests for driving under the influence	89.87	90.76	91.13	80
Department of State Police	156	15603	Percentage of firearms sales calls answered within three minute average standard	85	177.4	72.91	70
Department of State Police	156	15604	Percent of troopers' time obligated to incidents and related activities	68		74.0	70

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of State Police	156	15605	Average turnaround time for processing criminal history record requests	N/A			N/A
Department of State Police	156	15606	Average time between entry into CAD and dispatch	N/A			N/A
Compensation Board	157	15701	Customer satisfaction survey results (Sheriffs' feedback) (five-point maximum scale)	3.63	4.1	4.0	3.63
Compensation Board	157	15702	Percentage of staff hours spent in providing direct assistance to constitutional officers	9.5	30.38	30.33	14.3
Compensation Board	157	15703	Percentage of staff hours spent in administering monthly reimbursement process	78.8	48.22	17.56	59.0
Department of Taxation	161	16101	Compliance revenue collected (in millions)	276.2	293.3	306.14	294.7
Department of Taxation	161	16102	Percent margin of error in 12-month revenue forecast	2.6	2.0	1.6	2
Department of Taxation	161	16103	Percent of direct-filed, current-year personal income tax refunds processed within 12 days	86.3		89	85
Department of Taxation	161	16104	Percent margin of error in 18-month revenue forecast	5.0			5.0
Department of Taxation	161	16105	Percentage of sales tax cases resolved in less than 120 days	N/A		57	75
Department of Taxation	161	16106	Percentage of BPOL cases less than 120 days old	N/A		27	75
Department for the Aging	163	16301	Fees collected as a percentage of total expenditures in the Fee for Service program	13	23.6	20.54	20
Department for the Aging	163	16302	Average cost per service unit for home delivered meals (dollars)	3.05	3.03	3.21	3.49
Department for the Aging	163	16303	Average cost per service unit for congregate meals (dollars)	6.13	6.24	6.21	6.74
Department for the Aging	163	16304	Units of congregate meals provided (in thousands)	1,105		1128	1,164
Department for the Aging	163	16305	Units of home delivered meals provided (in thousands)	2,250	3,590	2490	2,300
Department of Housing & Community Development	165	16501	Percentage of households placed in permanent housing from transitional shelters	52	69	61	50
Department of Housing & Community Development	165	16502	Average time for processing applications for the Regional Loan Fund (in days)	60	29	31	55
Department of Housing & Community Development	165	16503	Number of customers receiving technical service and assistance	10,200	9,502	10,072	10,200
Department of Housing & Community Development	165	16504	Number of new or retained jobs attributable to local or regional participation in department community development programs	4103	3,394	3,042	4100
Department of Housing & Community Development	165	16505	Cost per indoor plumbing rehabilitation site (in thousands)	25.2	29.8	30.9	23.0
Commonwealth Competition Council	169	16901	Number of agencies receiving consultation and training	6		3	5
Commonwealth Competition Council	169	16902	Number of privatization candidates identified	23		90	20
Council on Human Rights	170	17001	Percentage of complaints filed that are Equal Employment Opportunity Commission complaints	71	70	71	85
Council on Human Rights	170	17002	Percentage of clients who believe the agency's investigations of complaints were handled in a fair and impartial manner	91	90	100	91
Council on Human Rights	170	17003	Customer satisfaction with Council's prevention strategies	90	100	N/A	95
State Lottery Department	172	17201	Net dollars transferred to state's general fund at year end (in millions)	331.6	318.9	321.9	314.4
State Lottery Department	172	17202	Lottery overhead as a percentage of sales	6.9	7.1	6.97	7.2
State Lottery Department	172	17203	Percentage of adults who would vote to establish the Lottery today	70	N/A	66	71

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
State Lottery Department	172	17204	Dollar value of all Lottery products sold (in millions)	924.3	962.3	934.5	904.0
Charitable Gaming Commission	173	17301	Percentage of charitable gaming organizations audited	11	39	25	15
Charitable Gaming Commission	173	17302	Percentage of gross receipts provided to charities from charitable gaming activities	2	11	12	4
Charitable Gaming Commission	173	17303	Number of public "town meetings" held	20	13	9	10
Department of Labor & Industry	181	18101	Number of safety and health violations corrected per 100 hours of effort	26.6	22	22.5	29
Department of Labor & Industry	181	18102	Injury/incidence rate per 100 employees in the 350 highest-occurrence worksites	19	N/A	N/A	13.2
Department of Labor & Industry	181	18103	Time elapsed between receipt of customer requests and fulfillment (in days)	62.7	24.03	22.04	57.7
Department of Labor & Industry	181	18104	Number of apprentices graduated in critical skills	79	79	196	83
Department of Labor & Industry	181	18105	Number of new employers participating in a recognized voluntary safety and health compliance program	430	1522	1044	452
Virginia Employment Commission	182	18201	Percentage of employer surveys returned	57.2	62.7	49.8	59.2
Virginia Employment Commission	182	18202	Percentage of appeal decisions made within 30 days of the date appeal is filed	83.3	87.0	81.9	65
Virginia Employment Commission	182	18203	Percentage of first payments made within 14 days of the first compensable week	95.3	94.3	94.2	90
Virginia Employment Commission	182	18204	Percentage increase of job openings listed	5.38		26.1	2
Department of General Services	194	19401	Rental rates for state facilities versus private sector rates	19.8	21.3	21.3	20
Department of General Services	194	19402	Ratio of losses to premiums paid for auto insurance line	.228	1.08	11.0	.95
Department of General Services	194	19403	Percentage of recommendations for approval (or disapproval) of real property transactions completed in two weeks	60	89.5	83	80
Department of General Services	194	19404	Percentage of tests completed within customer-defined holding times	93.1	94.2	95.2	98
Department of General Services	194	19405	Percentage of capital outlay reviews completed within 21 days from receipt of documents	78	100	100	85
Department of Conservation & Recreation	199	19901	Tons of soil prevented from entering state waters (in thousands)	909	800.1	1,230	800
Department of Conservation & Recreation	199	19902	Revenue generated per dollar from the general fund spent on state park operations	0.332	.4405	0.381	0.51
Department of Conservation & Recreation	199	19903	Percentage of capital outlay and maintenance reserve projects, which directly benefit users, that are carried out within budget and on schedule	56	80	80	65
Department of Conservation & Recreation	199	19904	Percentage of environmental reviews and projects received that are reviewed within the requested time frame	98.65	100	100	99
Department of Conservation & Recreation	199	19905	Number of acres placed under nutrient management plans (in thousands)	63.2	63.4	72.3	40.0
Department of Conservation & Recreation	199	19906	Tons of nitrogen prevented from entering state waters	1,004		1,969	1,000
Department of Conservation & Recreation	199	19907	Tons of phosphorus prevented from entering state waters	396		594.6	400

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Conservation & Recreation	199	19908	Percentage of regulated dams in compliance with the Virginia Dam Safety Act	98		99.5	98
Department of Conservation & Recreation	199	19909	Number of records added and updated in the Natural Heritage Data Management System	6,901		9,834	7,400
Comprehensive Services for At-Risk Youth and Families	200	20001	The percentage of Comprehensive Services Act (CSA) youth served in community and family based settings to total CSA youth served	62.45	68.49	69.45	68
Comprehensive Services for At-Risk Youth and Families	200	20002	Annual program expenditure growth rate	11.3	8.9	11.2	6.3
Comprehensive Services for At-Risk Youth and Families	200	20003	Statewide average cost per youth receiving benefits in the CSA program (thousands)	12.0	11.9	11.9	11.7
Department of Education	201	20101	Student access to computer technology	10.2	5.4	4	9
Department of Education	201	20102	Student access to regional alternative education programs (number of students)	1416	2511	3,213	1458
Department of Education	201	20103	Student performance against Standards of Learning in grades 3, 5, 8, and 11	56.7		63.3	70.7
Department of Education	201	20104	Percent of 8th grade students taking Algebra I or Algebra I part I prior to 9th grade	29	32	N/A	32
Department of Education	201	20105	Number of at-risk four-year-olds served statewide in state-supported pre-school programs	2,543	5586	6,207	4,000
Library of Virginia	202	20201	Number of reference requests from offsite users fulfilled (in thousands)	36.4		26.1	39.0
Library of Virginia	202	20202	Number of requests for guidance and support for development of Virginia's public and private libraries and other library constituencies (in thousands)	20	22.4	23.4	20
Library of Virginia	202	20203	Number of citizens served through the agency's educational programming (thousands of visitors)	14.3	10.0	15.3	14.0
Library of Virginia	202	20204	Number of state and local records reformatted for preservation (thousands of images)	597.8	658	786.4	450
Library of Virginia	202	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)	54.8	65.3	58.4	58.0
Library of Virginia	202	20206	Number of Library contacts through the library internet website	140864		250724	154950
Library of Virginia	202	20207	Circulation of archival, library, and microform materials (in thousands)	487.4		338	500.0
Woodrow Wilson Rehabilitation Center	203	20301	Percentage of clients employed within 180 days following completion of vocational training services	66	66	97	55
Woodrow Wilson Rehabilitation Center	203	20302	Number of clients served by vocational evaluation services	933	933	992	1,020
Woodrow Wilson Rehabilitation Center	203	20303	Number of clients served by medical rehabilitation services	989	1053	1212	1,000
Medical College of Virginia Hospitals Authority	206	20601	Case mix adjusted salary cost per adjusted discharge (dollars)	5,819	5,619	6,064	6,072
Medical College of Virginia Hospitals Authority	206	20602	Case mix adjusted non-salary cost per adjusted discharge (dollars)	6,267	7,633	7,869	6,725

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Medical College of Virginia Hospitals Authority	206	20603	Case mix adjusted average length of stay (in days)	8	8.87	8.88	7.86
University of Virginia Medical Center	209	20901	Case mix adjusted salary cost per adjusted discharge (dollars)	2,506	2,386	2,931	2,527
University of Virginia Medical Center	209	20902	Case mix adjusted non-salary cost per adjusted discharge (dollars)	4,119	3,723	3,659	4,079
University of Virginia Medical Center	209	20903	Case mix adjusted average length of stay (in days)	3.98	3.66	3.31	3.97
Virginia School for the Deaf and Blind - Staunton	218	21801	Average student test scores in math application (problem solving) the Stanford Achievement test for 4th and 6th grade academic students	566		610	576
Virginia School for the Deaf and Blind - Staunton	218	21802	Average student test scores in math computation (procedures) the Stanford Achievement test for 4th and 6th grade academic students	584		595	594
Virginia School for the Deaf and Blind - Staunton	218	21803	Average student test scores in reading comprehension on the Stanford Achievement test for 4th and 6th grade academic students	564	N/A	590	574
Virginia School for the Deaf and Blind - Staunton	218	21804	Number of students, parents, and professionals assisted through outreach and local assistance services	384	675	830	403
Virginia School for the Deaf and Blind - Staunton	218	21805	Percentage of deaf students with disabilities transitioning to work or post-secondary education programs	83	90	60	70
Virginia School for the Deaf and Blind - Staunton	218	21806	Percentage of visually handicapped students with disabilities transitioning to work or post-secondary education programs	80	N/A	N/A	70
Virginia School for the Deaf and Blind - Hampton	219	21901	Average student test scores in math application (problem solving) the Stanford Achievement test for 4th and 6th grade academic students	536		605	535
Virginia School for the Deaf and Blind - Hampton	219	21902	Average student test scores in math computation (procedures) on the Stanford Achievement test for 4th and 6th grade academic students	558		640	535
Virginia School for the Deaf and Blind - Hampton	219	21903	Average student test scores on the Stanford Achievement test for academic students: reading comprehension	530	N/A	596	535
Virginia School for the Deaf and Blind - Hampton	219	21904	Number of students, parents, and professionals assisted through outreach and local assistance services	471	600	442	518
Virginia School for the Deaf and Blind - Hampton	219	21905	Percent increase in multi-disabled graduates successfully transitioning to employment or activity centers	30	30	40	33
Virginia School for the Deaf and Blind - Hampton	219	21906	Percentage of deaf students with disabilities transitioning to work and post-secondary programs	67	50	100	70
Virginia School for the Deaf and Blind - Hampton	219	21907	Percentage of visually handicapped students with disabilities transitioning to work and post-secondary programs	60	29	100	65
Melchers/Monroe Memorials	220	22001	Revenue from paid admissions as a percent of total appropriation	11.48		7.34	11.48
Melchers/Monroe Memorials	220	22002	Total annual visitation	24,842		22063	24,842
Melchers/Monroe Memorials	220	22003	Total nongeneral funds as a percentage of total appropriation	24.93		19.73	24.93
Department of Professional & Occupational Regulation	222	22201	Number of days to process enforcement complaints	100		61	30
Department of Professional & Occupational Regulation	222	22202	Percentage of applicants failing to meet board's screening but eventually issued a license	N/A		4	5
Department of Professional & Occupational Regulation	222	22203	Percentage of incoming calls answered by the ARVIS system	31.4		26	25

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Professional & Occupational Regulation	222	22204	Percentage of regulatory complaint investigations resulting in findings of "no violation"	45.9	69.3	11	45.0
Department of Professional & Occupational Regulation	222	22205	Percentage of unlicensed activity investigations resulting in warrants being issued	23	47.4	37	30
Department of Professional & Occupational Regulation	222	22206	Weighted average regulatory fee for programs within the department (dollars)	132.85	101.80	46.91	119.56
Department of Health Professions	223	22301	Average number of days to investigate priority-two allegations of misconduct by health care providers	133	82	63	60
Department of Health Professions	223	22302	Average time to investigate priority one allegations of misconduct by health care providers	64	22	28	28
Department of Health Professions	223	22303	Customer satisfaction with application processing time	93		91.4	90
Department of Health Professions	223	22304	Customer satisfaction with licensure application process	90	94.8	95.1	90
Department of Minority Business Enterprise	232	23201	Net increase in the number of minority vendors certified to participate in the Commonwealth's minority vendor program	N/A		839	350
Department of Minority Business Enterprise	232	23202	Number of jobs created by new or existing companies assisted by the agency	44	23	44	50
Department of Minority Business Enterprise	232	23203	Percentage of Commonwealth's reportable expenditures obtained by minority vendors	3.9		6.68	4.2
Virginia Museum of Fine Arts	238	23801	Annual attendance at headquarters in Richmond (thousands)	423.1	468.5	532.4	520.0
Virginia Museum of Fine Arts	238	23802	Annual number of students served statewide (thousands)	205	197.1	207.4	205
Virginia Museum of Fine Arts	238	23803	Annual total earned and contributed revenue (in millions)	3.9	4.7	5.4	4.0
Virginia Museum of Fine Arts	238	23804	Percentage of museum members who renew their annual memberships	74.4	81.12	82.9	80
Frontier Culture Museum	239	23901	Customer satisfaction (survey score out of a five-point maximum)	4.3	4.3	4.2	4.5
Frontier Culture Museum	239	23902	Nongeneral fund forecast accuracy	100	100	98	100
Frontier Culture Museum	239	23903	Percentage of total funding from nongeneral fund sources	28.3	27.1	28.8	30.0
Frontier Culture Museum	239	23904	Total visitation (thousands)	85.2	73.4	71.4	87.7
Department of Rehabilitative Services	262	26201	Number of customers of vocational rehabilitation services with an employment outcome, that remain employed after 90 days	3,768	3768	3755	3,700
Department of Rehabilitative Services	262	26202	Number of persons with severe disabilities supported by the Extended Employment Services Program	863	852	801	825
Department of Rehabilitative Services	262	26203	Percentage of disability claims processed within established accuracy levels	90.6	97.6	97.5	90.6
Department of Rehabilitative Services	262	26204	Percentage of disability claims processed within federally established timeframes	73	66	74	70
Department of Rehabilitative Services	262	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	80	83.4	65	62
Virginia Rehabilitation Center for the Blind	263	26301	Number of students who have received computer training	127	155	103	170
Virginia Rehabilitation Center for the Blind	263	26302	Percentage of students successfully completing training	89	92	90	94

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Virginia Rehabilitation Center for the Blind	263	26303	Percentage of students who have increased their level of independent functioning as a result of training received, as assessed by survey	89	95.5	98.4	95
Virginia Institute of Marine Sciences	268	26801	Length of time to graduation for Master of Arts (months)	40	39	43.2	36
Virginia Institute of Marine Sciences	268	26802	Number of research publications produced per census member	1.7	2.1		1.8
Virginia Institute of Marine Sciences	268	26803	Number of responses provided by staff through Advisory Service	5,468	10,077		5,741
Virginia Institute of Marine Sciences	268	26804	Percentage of cultures of sufficient quality for pfiesteria-complex organism (PCO) identification	30		30	60
Virginia Institute of Marine Sciences	268	26805	Utilization rate (in days) of Eastern Shore Laboratory for research and education by William and Mary and other Virginia educational institutions	749	1,589	1,469	786
Medical College of Hampton Roads	274	27401	Percentage of medical school graduates entering generalist medicine residencies	46	52	60	50
Medical College of Hampton Roads	274	27402	Percentage of students passing the U.S. Medical Licensing Exam (part 2) compared to national average	105		102	95
Department of Agriculture & Consumer Services	301	30101	Number of food safety inspections per full-time-equivalent	694	746	712	700
Department of Agriculture & Consumer Services	301	30102	Number of jobs retained and jobs attributable to new or expanded agribusinesses in Virginia as a result of departmental assistance	N/A		149	130
Department of Agriculture & Consumer Services	301	30103	Number of marketing assistance contacts to promote sales of Virginia agricultural products	N/A		165,308	140,500
Department of Agriculture & Consumer Services	301	30104	Percentage of consumers aware of the Virginia's Finest Program	38		55	28.5
Milk Commission	305	30501	Gallons of milk available to satisfy consumer demand, as a multiple of actual sales	2.18	2.23	2.08	2.00
Milk Commission	305	30502	Monthly Virginia milk producer price compared to producer prices in adjacent states, per hundred weight	.64	0.64	.46	.65
Milk Commission	305	30503	Percentage of monthly reports audited	119.89	86.8	102.88	100
Milk Commission	305	30504	Percentage of monthly reports completed by regulatory due date	100	100	100	100
Virginia Economic Development Partnership	310	31001	Billions of dollars invested by new or existing companies assisted by the partnership	2.1	2.9	3.3	2.2
Virginia Economic Development Partnership	310	31002	Jobs created by new or existing companies assisted by the partnership (thousands)	17.7	43.3	47.4	17.0
Virginia Economic Development Partnership	310	31003	Number of companies assisted that increased exports to existing markets, exported to new markets, or are first-time exporters	189	232	209	200
Virginia Tourism Authority	320	32001	Millions of dollars spent by the film industry while producing feature films, television programs, documentaries, and broadcast commercials in Virginia	40		62	45
Virginia Tourism Authority	320	32002	Visitor revenues generated each year (in billions)	9.6	11.7		11.4
Department of Business Assistance	325	32501	Amount of new capital investment generated from assistance provided by the Small Business Development Centers each year (millions)	N/A	103		80

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Business Assistance	325	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)	41	38	43	50
Department of Business Assistance	325	32503	Number of business employees trained each year	9,685	19,449	22,081	14,000
Department of Business Assistance	325	32504	Number of businesses receiving financing through the Virginia Small Business Financing Authority each year	N/A		125	125
Department of Business Assistance	325	32505	Number of businesses visited each year	1,078	2,207	2,519	2,200
Department of Business Assistance	325	32506	Number of new and existing businesses provided training each year	231	348	439	325
Department of Business Assistance	325	32507	Number of new jobs created through the assistance of the Small Business Development Centers each year	1,919	1,724		2,500
Department of Business Assistance	325	32508	Number of responses to requests for assistance	1,564	4,810	6,297	3,500
Marine Resources Commission	402	40201	Acres of public oyster ground/habitat restored or improved	334	211	493.1	370
Marine Resources Commission	402	40202	Amount of key finfish, crabs, and clams landed in Virginia (in millions of pounds)	54.5		57.4	61.5
Marine Resources Commission	402	40203	Average joint permit application processing time (in days)	78	55	53	64
Marine Resources Commission	402	40204	Average number of seafood inspections by marine patrol officers per year	960	1700	2,408	960
Marine Resources Commission	402	40205	Value of key finfish, crabs, and clams landed in Virginia (in millions)	40.4		40.9	42.7
Department of Game & Inland Fisheries	403	40301	Accidents per 1,500 registered recreational watercraft (boats)	1.2	.515	.91	1.0
Department of Game & Inland Fisheries	403	40302	Accidents per 200 personal watercraft (jet skis)	1.0		.45	1.0
Department of Game & Inland Fisheries	403	40303	Dollar amount of privatization and participation in partnership projects with local governments for maintenance, facilities access, and habitat development (in thousands)	462	643.3	585	531
Department of Game & Inland Fisheries	403	40304	Number of bears harvested	521		914	521
Department of Game & Inland Fisheries	403	40305	Number of deer harvested (in thousands)	218	198	178.5	218
Department of Game & Inland Fisheries	403	40306	Number of turkeys harvested	14612		21,476	14612
Department of Game & Inland Fisheries	403	40307	Percentage of allocated fish stocked into the inland waters of the Commonwealth	N/A		105	N/A
Department of Game & Inland Fisheries	403	40308	Percentage of boat registrations processed within 20 days	N/A		99.46	N/A
Department of Game & Inland Fisheries	403	40309	Percentage of calls for law enforcement assistance which receive a response within 24 hours	90	92.65	97.4	95
Virginia Racing Commission	405	40501	Daily average purse distribution by Colonial Downs (in thousands)	201		200	N/A
Virginia Racing Commission	405	40502	Number of race horses bred in Virginia per year	755	617	503	831
Virginia Racing Commission	405	40503	Revenue generated by license tax to the Commonwealth and localities by Colonial Downs (in millions)	.3	2.8	3.3	1.1
Virginia Port Authority	407	40701	General cargo tonnage passing through Virginia's state-owned general cargo terminals (thousands of short tons)	9,190	11066	11,241	9,520
Virginia Port Authority	407	40702	Percent increase in rail container movements to/from the Virginia Inland Port over the previous fiscal year	3		11.4	3
Virginia Port Authority	407	40703	Volume of new business utilizing Virginia's state-owned general cargo facilities (thousands of short tons)	225.0	393.5	186.8	235.1

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Chesapeake Bay Local Assistance Department	408	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	100	100	100	100
Chesapeake Bay Local Assistance Department	408	40802	Number of completed local program reviews consistent with the Chesapeake Bay Preservation Act	N/A		47	28
Chesapeake Bay Local Assistance Department	408	40803	Number of required soil and water quality conservation plans completed and approved	591	698	780	650
Chesapeake Bay Local Assistance Department	408	40804	Percentage of complaints about local enforcement and implementation investigated and compliance recommendations made by the agency within 14 days	N/A		33	50
Chesapeake Bay Local Assistance Department	408	40805	Percentage of technical assistance and training requests met in support of the Chesapeake Bay Act	100		99	95
Department of Mines, Minerals & Energy	409	40901	Number of incidents in permitted coal mines, mineral mines, and gas and oil operations that caused off-site damage per 100 permitted sites	5.05	5.8	4.83	5.00
Department of Mines, Minerals & Energy	409	40902	Number of responses to customer needs for business-related technical assistance, training, certifications, and information	25,500	56,588	83,460	>/=25,500
Department of Mines, Minerals & Energy	409	40903	Percentage of timely decisions made on initial permit applications for mineral mines, coal mines, and gas and oil operations	75	99	99	80
Department of Mines, Minerals & Energy	409	40904	Serious personal injury/fatality incidents per 200,000 work hours for Virginia's coal and mineral mines	.504	.540		.500
Department of Forestry	411	41101	Acres of forest land improvement and renewal (in thousands)	102.9		186.9	147.0
Department of Forestry	411	41102	Forest acres burned each year per 1,000 protected acres of forest	.69	.033	.79	.75
Department of Forestry	411	41103	Miles of riparian forest buffer established statewide	20		90.3	35
Gunston Hall	417	41701	Customer satisfaction	3.9	3.66	3.7	4.0
Gunston Hall	417	41702	Nongeneral fund income (in thousands)	119.5	174.6	199.5	192.0
Gunston Hall	417	41703	Total visitation (thousands)	46.0	41.1	45.4	50.6
Department of Historic Resources	423	42301	Number of agency products that encourage public and private actions to restore, document, or manage historic properties	3,286		5,007	6,000
Department of Historic Resources	423	42302	Number of local and statewide Heritage Education and Heritage Tourism programs in which the department has been involved	296	769	811	600
Department of Historic Resources	423	42303	Private and local dollars invested in historic rehabilitation and other heritage stewardship activities as a result of department assistance (in millions)	22.3	47.9	37.8	25.0
Department of Historic Resources	423	42304	Revenue other than from state funds (in thousands)	622	1,462	1,185	1,000
Department of Historic Resources	423	42305	Thousands of records on historic properties entered into the department's automated database to be more accessible to the public and private sectors	21.7	114	30.5	42
Jamestown-Yorktown Foundation	425	42501	Annual increase in the number of donors	862		999	948
Jamestown-Yorktown Foundation	425	42502	Annual paid visitation (thousands)	620.0	656.5	667.3	638.6
Jamestown-Yorktown Foundation	425	42503	Nongeneral funds from annual paid visitation (in thousands)	3,415	3497	3,739	3,586

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Jamestown-Yorktown Foundation	425	42504	Nongeneral funds generated through paid visitation per dollar spent on advertising and marketing	7.38	7.01	6.41	7.25
Jamestown-Yorktown Foundation	425	42505	Percentage of visitors indicating a good or better level of satisfaction with their visit	96 good or better	100	99	98 good or better
Department of Environmental Quality	440	44001	Percentage of air permits meeting statutory standards issued within processing time goals	69		92	69
Department of Environmental Quality	440	44002	Percentage of permitted facilities brought into compliance with applicable federal, state, and agency rules, laws, and regulations	67	55	70	67
Department of Environmental Quality	440	44003	Percentage of waste permits meeting statutory standards issued within processing time goals	65		100	65
Department of Environmental Quality	440	44004	Percentage of water permits meeting statutory standards issued within processing time goals	57.5		54.4	57.5
Department of Environmental Quality	440	44005	Total number of general permits issued in all media	14	20	20	20
Department of Transportation	501	50101	Customer satisfaction (1 = very dissatisfied; 5 = very satisfied)	3.78			3.80
Department of Transportation	501	50102	Decrease the variance between contract award and final cost of projects	10		46	<10
Department of Transportation	501	50103	Number of hours lost to employee personal injuries	18.66	15.8		18.11
Department of Rail & Public Transportation	505	50501	Number of additional jobs created per 100,000 expenditure in industrial access railroad funds	57	107	21	60
Department of Rail & Public Transportation	505	50502	Number of railroad carloads per 100,000 expenditure in industrial access railroad funds	750	950	1046	750
Department of Rail & Public Transportation	505	50503	Total transit vehicle service miles per 1,000 of operating expense	305	293	272.5	305
Motor Vehicle Dealer Board	506	50601	Dollar amount of payments processed under the Motor Vehicle Dealer Transaction Recovery Fund (in thousands)	100.9	90.5	37.9	100.0
Motor Vehicle Dealer Board	506	50602	Number of complaints received regarding motor vehicle dealer operations per licensed dealer	0.1425	.11	.10	.2
Motor Vehicle Dealer Board	506	50603	Number of motor vehicle dealers and salespersons licensed by the Dealer Board	34,687	28,133	25,750	24,000
Department of Health	601	60101	Average response time for requests for copies of birth records (in work days)	43	8	8	12
Department of Health	601	60102	Average score of shellfish plants inspected	97	97.7	95.3	95
Department of Health	601	60103	Infant mortality rates among agency patients	8.6	7.7	7.37	7.6
Department of Health	601	60104	Percentage of eligible children, ages 2-15, that are vaccinated against chicken pox by the Health Department	N/A		39	30
Department of Health	601	60105	Percentage of tuberculosis disease patients completing appropriate therapy within prescribed timeframes	98	66.8	95.2	80
Department of Health	601	60106	Teen pregnancy rate per thousand in communities served by seven teen pregnancy prevention programs whose locations were selected by the General Assembly	123.9	117.3	112.2	<123.5
Department of Medical Assistance Services	602	60201	Cost per eligible client in all Medicaid programs (dollars)	3,686	4,423	4,794	4,741

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Medical Assistance Services	602	60202	Number of children enrolled in the Children's Health Insurance Program	N/A		11609	31,600
Department of Medical Assistance Services	602	60203	Number of dental providers in the Virginia Medicaid program	802		964	960
Department of Medical Assistance Services	602	60204	Number of localities in which Medicaid HMOs operate	39	28	46	46
Department of Medical Assistance Services	602	60205	Percentage of Medicaid children who are fully immunized by the age of two in accordance with the American Academy of Pediatrics immunization schedule	57	74	N/A	85
Department of Medical Assistance Services	602	60206	Percentage of pregnant Medicaid recipients who receive prenatal care that meets accepted standards	58.5	58.5	N/A	70
Board for People with Disabilities	606	60601	Number of people with developmental disabilities and family members attaining volunteer leadership roles as a result of board-sponsored activities	25	46	27	27
Board for People with Disabilities	606	60602	Percentage of job placements that result in employment for at least 180 days	40	64	91	50
Board for People with Disabilities	606	60603	Percentage of program participants reporting that they have benefited from board-sponsored training events	75		98	80
Department for the Visually Handicapped	702	70201	Average weekly wages earned by vocational rehabilitation customers employed (dollars)	236	271.57	279	280
Department for the Visually Handicapped	702	70202	Level of customer satisfaction with products of sponsored enterprises, as assessed by surveys	80.5	85.5	85.5	85
Department for the Visually Handicapped	702	70203	Number of customers who utilize Library and Resource center services	3,815	4900	5145	4,900
Department for the Visually Handicapped	702	70204	Percentage of elderly customers achieving a majority of their independent living goals	79	84	85	82
Department for the Visually Handicapped	702	70205	Percentage of individuals completing their vocational rehabilitation programs that find competitive employment	81.4	81.4	82.2	77
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	72001	Average annual cost of treating a resident in a state mental health facility (in thousands)	114.3	112.3	135.364	125.6
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	72002	Average annual cost of treating a resident in a state mental retardation facility (in thousands)	84.3	84.2	91.56	91.3
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	72003	Number of bed days used at state hospitals per 100,000 population	10,172	10,172	9099	9,900
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	72004	Number of bed days used at state training centers per 100,000 population	10,701	9,801	10118	10,428

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	72005	Percentage of all patients in state mental health facilities receiving antipsychotic medication who are receiving atypical medications	53		68.4	63
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	72006	Percentage of consumers/family members reporting satisfaction with Community Service Board services	82	82.6	85.4	87
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	72007	Percentage of state hospital discharges readmitted within 30 days of discharge	7.80	7.83	7.8	7.0
Department of Mental Health, Mental Retardation, and Substance Abuse Services	720	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	169.2		145.0	154.6
Department of Correctional Education	750	75001	Adult student educational gains per one month of instruction, as measured by standardized pre- and post-tests (in months)	1	1	1.2	1
Department of Correctional Education	750	75002	Cost per student achieving grade level gain: Juveniles (dollars)	580	580	1,112	N/A
Department of Correctional Education	750	75003	Percentage of instructional employees' time allotted to instructional activities	75.8	81	82.9	80
Department of Correctional Education	750	75004	Percentage of students completing 80 percent of Individual Instruction Plan	72	50.7	64.98	75
Department for the Deaf & Hard-of-Hearing	751	75101	Consumer satisfaction with interpreters, as assessed by surveys	92.4	92.4	99	95
Department for the Deaf & Hard-of-Hearing	751	75102	Number of technology trials conducted to develop new assistive devices for the hard of hearing elderly	6	6	8	8
Department for the Deaf & Hard-of-Hearing	751	75103	Number of Telecommunication Relay Center users (thousands)	250	311	315	275
Department for the Rights of Virginians with Disabilities	762	76201	Percentage of cases resolved in administrative forums	65	98.7	100	75
Department for the Rights of Virginians with Disabilities	762	76202	Percentage of client complaints about agency services	4	4.3	2.07	<5
Department for the Rights of Virginians with Disabilities	762	76203	Percentage of clients satisfied at case closure as assessed by survey	55	76.5	84.6	70
Department of Social Services	765	76501	Percentage of children in the child support caseload born out-of-wedlock who have had paternity established	69.07	69.07	71.3	70.6
Department of Social Services	765	76502	Percentage of current child support obligated amounts collected for the entire child support enforcement caseload	39	41.1	46.7	42
Department of Social Services	765	76503	Percentage of enforceable cases (with paternity established and child support ordered) in the total child support enforcement caseload	55.1	60.3	63.5	62
Department of Social Services	765	76504	Percentage of food stamp dollars issued in error	12.97		11.13	12.25
Department of Social Services	765	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	67	71.0	71.7	70
Virginia Parole Board	766	76601	Average number of days to complete a discretionary parole decision	36	18.10	28.42	30

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Virginia Parole Board	766	76602	Average number of days to complete parole violation decisions	18	29.96	21.72	24
Virginia Parole Board	766	76603	Average number of parole considerations conducted per month	1700	1108	926	1500
Virginia Parole Board	766	76604	Percentage of requests for board appointments satisfied	90	96	96	75
Department of Juvenile Justice	777	77701	Annualized per capita expenditures per ward (in dollars)	39,953	38,646	44,432	39,000
Department of Juvenile Justice	777	77702	Juvenile recidivism rates upon successful discharge from juvenile boot camps	N/A		31.25	N/A
Department of Juvenile Justice	777	77703	Juvenile recidivism rates upon successful discharge from juvenile correctional centers	70	N/A	77.1	60
Department of Juvenile Justice	777	77704	Juvenile recidivism rates upon successful discharge from juvenile probation	48		56.1	44
Department of Juvenile Justice	777	77705	Number of juvenile diversion and sentencing alternatives to deter juvenile commitments	71		1,174	100
Department of Juvenile Justice	777	77706	Number of juvenile diversion and sentencing placements to deter potential juvenile commitments: Alternative placements	1054	1045		1200
Department of Juvenile Justice	777	77707	Number of youth escapes from juvenile correctional centers	2	3	1	0
Department of Corrections	799	79901	Annual number of serious incidents in prisons per 1,000 inmates	1.95	1.78	.9	4.0
Department of Corrections	799	79902	Average number of hours per week that inmates participate in work, school, or treatment programs	30.9			32
Department of Corrections	799	79903	Average number of hours worked per week per work center inmate	32		34.7	33
Department of Corrections	799	79904	Direct costs of housing inmates (hundreds of dollars per capita)	3218		3596	3218
Department of Corrections	799	79905	Number of "positive alerts" given by drug dogs	73		147	73
Department of Corrections	799	79906	Number of investigations conducted by drug dogs	N/A		228	N/A
Department of Corrections	799	79907	Recidivism rate for inmates completing the Indian Creek substance abuse therapeutic program	N/A			N/A
Department of Corrections	799	79908	Total revenues earned by Department of Corrections' agriculture operations	N/A			N/A
Department of Corrections	799	79909	Turnover/vacancy rate among first year correctional officers	31.12			30
Department of Corrections	799	79910	Utilization rate of day reporting centers	100		111.2	100
Department of Corrections	799	79911	Utilization rate of detention centers	64		83	69
Department of Corrections	799	79912	Utilization rate of diversion centers	53.5		93	80
Department of Corrections	799	79913	Utilization rate of work centers	92		90	95
Department of Aviation	841	84101	Area-weighted airfield pavement condition index of the state airport system	81			81
Department of Aviation	841	84102	Percentage of time that department-owned electronic navigational aids are not available for service	1.3	.01	1.4	2
Department of Aviation	841	84103	Percentage utilization of available grant dollars	64	56.6	63.5	65
Governor's Employment & Training Department	916	91601	Average cost for JTPA program participants placed into unsubsidized jobs	4,824	4,324	4,735	4,108
Governor's Employment & Training Department	916	91602	Number of Job Training Partnership Act (JTPA) program participants placed into unsubsidized jobs	4,754	6,613	6,299	7,274

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Governor's Employment & Training Department	916	91603	Percentage of U.S. Department of Labor national performance standards exceeded	100	100	100	100
Innovative Technology Authority (Center for Innovative Technology)	934	93401	Amount of capital funding raised and increased sales as a result of center assistance (in millions)	74	1,900	501.5	85
Innovative Technology Authority (Center for Innovative Technology)	934	93402	Level of customer satisfaction (five-point scale)	4.02	4.3	4.25	4.2
Innovative Technology Authority (Center for Innovative Technology)	934	93403	Net number of jobs created or retained as a result of center assistance	2,014	10,609	7601	2,500
Innovative Technology Authority (Center for Innovative Technology)	934	93404	Number of companies started, attracted, retained, or converted as a result of center assistance	103	132	110	75
Virginia Museum of Natural History	942	94201	Number of customers served by outreach services and products (thousands of people)	618.0	1344.2	1374.8	1043.7
Virginia Museum of Natural History	942	94202	Number of publications per year emanating from the research program	20	27	21	20
Virginia Museum of Natural History	942	94203	Percentage of specimens organized physically according to standard practice, easily located, and easily used by appropriate researchers	25	30	31	30
Virginia Museum of Natural History	942	94204	Percentage of total annual revenues derived from nongeneral fund sources	13	15	23	14
Southwest Virginia Higher Education Center	948	94801	Number of contacts with regional employers to determine education and training needs of workforce	10	10	10	50
Southwest Virginia Higher Education Center	948	94802	Number of organizations who use the center for meetings and/or economic development activities	27	51	60	35
Southwest Virginia Higher Education Center	948	94803	Number of students enrolled in graduate and undergraduate courses leading to degrees identified as desirable by regional employers	129	355	400	161
Commonwealth's Attorneys' Services Council	957	95701	Number of Court of Appeals case reversals attributable to procedural errors involving prosecutors	36	15	3	29
Commonwealth's Attorneys' Services Council	957	95702	Number of jurisdictions collecting data from standardized computerized case management program	7	N/A	7	121
Commonwealth's Attorneys' Services Council	957	95703	Number of prosecutor hours of videoconferencing training	N/A		0	N/A
Commonwealth's Attorneys' Services Council	957	95704	Number of training hours per prosecutor	24.29	23.37	25.31	26
Department of Fire Programs	960	96001	Dollar value of property damage per 1 million assessed value	221.10	620	562	214.47
Department of Fire Programs	960	96002	Number of citizen deaths per million population	6.19	14.4	8.8	6
Department of Fire Programs	960	96003	Number of injuries per 10,000 firefighters	33.3	397.5	132	33
Department of Fire Programs	960	96004	Number of persons taking and successfully completing training courses	24635	15,648	24,930	24700
Department of Employee Relations Counselors	962	96201	Number of supervisors and state employees trained annually	1430	1477		1501
Department of Employee Relations Counselors	962	96202	Percentage of Circuit Court qualification decisions concurring with agency rulings	78	80.6		80
Department of Employee Relations Counselors	962	96203	Percentage of grievances concluded at hearings which are processed within the regulatory time periods	47	38.37		50

Agency Name	Agency Code	Measure Number	Measure Text	Current Baseline	98 Results	99 Results	Current Target
Department of Employee Relations Counselors	962	96204	Percentage of grievances resolved in resolution steps	34	67		50
Virginia Liaison Office	963	96301	Number of successful resolutions of problems related to federal administration, regulations, or grant actions	15	22	26	20
Commission on Local Government	968	96801	Percentage of agencies' assessments of state and federal mandates on localities completed within one month after approval	82	100	100	90
Commission on Local Government	968	96802	Percentage of agency's reports on interlocal cases issued within six months of filing	58	100	100	75
Commission on Local Government	968	96803	Percentage of fiscal impact statements completed within eight calendar days	33	35	51	50
Commission on Local Government	968	96804	Percentage of technical assistance responses rendered within 24 hours	73	92	91	80
Department of Alcoholic Beverage Control	999	99901	Net revenue per gallon sold (dollars)	15.60	16.21	15.83	15.60
Department of Alcoholic Beverage Control	999	99902	Rate of return to the Commonwealth	N/A		28	N/A
Department of Alcoholic Beverage Control	999	99903	Rate of underage alcohol sales by private sector licensees	34	60.2	34	32
Department of Alcoholic Beverage Control	999	99904	Rate of underage alcohol sales in ABC stores	N/A	86.4	18	N/A
Department of Alcoholic Beverage Control	999	99905	Rate of underage tobacco sales by retailers of tobacco products	N/A		25	N/A