
State of Alaska FY2003 Governor's Operating Budget

Performance Measures

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State of Alaska FY2003 Governor's Operating Budget

Department of Administration Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Improve telecommunications services for state agencies and provide increased telecommunications access to all Alaskan communities.

Alaska's Target & Progress:

The department set out to develop a partnership with the private sector that would provide cost effective telecommunications services to all state agencies, enable the state to take advantage of technological changes, and that would ultimately lead to improved telecommunications services for all Alaskan communities by providing for a statewide telecommunications infrastructure.

A five year telecommunications partnering contract with Alaska Communications Services Group (ACS) was signed on December 10, 2001. ACS will invest more than \$29 million in telecommunications technology and equipment for state agencies, at no additional cost to the state.

Benchmark Comparisons:

Alaska is the only state to have entered into a partnership agreement with a private vendor to provide virtually all telecommunications services for state business.

Background and Strategies:

State agencies have not been able to take full advantage of telecommunications technology changes for a variety of reasons, including long lag times between technology changes and the appropriations process, lack of funding for infrastructure and equipment, and many services not being available in rural areas.

Private enterprise is better able to quickly respond to technology changes, and may be better able to provide telecommunications infrastructure if the state is available as an anchor tenant.

Making the same level of services available to all state offices may mean a significant increase in technology available to rural areas that are currently underserved by the telecommunications industry.

By combining many types of services in one contract, Alaska can leverage savings in some services into overall technology improvements at no net cost to the state budget.

Measure:

Employee disputes resolved at the lowest level of the contractual grievance process.

Alaska's Target & Progress:

Employee/employer disputes are inherent to any large organization. The objective for both parties is to reduce the number of disputes and resolve any grievances at the lowest possible level in the organization. The target is to reduce by 50% the number of grievances advancing to the Commissioner of the Department of Administration and to reduce by 50% the number of grievances that ultimately go to arbitration by 50%.

The Alaska State Employees Association (AFCSME/ASEA Local 52) reports that initial filings are down 30% over the past year.

Benchmark Comparisons:

Grievances filing statistics from 1996-2000 will be used as benchmarks.

Background and Strategies:

Over the years the relationship between the state and its largest employee union, AFCSME/ASEA Local 52, was so adversarial that employee grievances and complaints could not be effectively resolved and contract negotiations were measured in years not months. This dysfunctional relationship affected employee productivity, employee retention, and the quality of services to the public.

In January, 2001 the state and the union committed to establishing a working relationship built on mutual respect and understanding of the respective roles and responsibilities of both parties under the terms of the collective bargaining agreement, state law and the policies of the Employer. State labor relations staff, state agency human resource managers, union staff, and the Federal Mediation and Conciliation Service (FMCS) met and developed a "Labor Relations Covenant of Good Faith" which lays out this commitment. The objective of this covenant is to assure that employee disputes are resolved at the lowest possible level.

Recognizing that the project could not be successful without the commitment of all players in the business of employee dispute resolution, the covenant calls for joint training of all state supervisors and union stewards. Some 600 state supervisors and union stewards have been trained since then, and another 1,400 will be trained in joint sessions throughout the state over the next 16 months. These training sessions are being held in various locations throughout the state and are partially funded by a grant from the FMCS.

Annual training/workshops will be held with union staff, state labor relations staff, and human resource managers, the parties to the original covenant, to keep the relationship on track.

Measure:

Protect the state's investment in facilities by performing timely maintenance of state-owned buildings in the Public Buildings Fund.

Alaska's Target & Progress:

The department intends to schedule and perform routine maintenance on state-owned facilities to minimize the amount of deferred maintenance issues and associated risk of building or building-systems failure.

The Public Buildings Fund has been established and is used to cover the management and maintenance costs for eight buildings in Juneau, Anchorage, and Fairbanks. Responsibility for management and maintenance of the other state-owned facilities in Juneau was transferred from the Department of Transportation and Public Facilities (DOT/PF) to the Department of Administration (DOA) during 2001 by agreement between the two agencies. This transfer was included in the FY2002 budget approved by the legislature. Although these additional buildings are not yet part of the Public Buildings Fund, DOA has proposed including them in the fund.

DOA and DOT/PF are working to transfer responsibility for all other state-owned buildings throughout the state from DOT/PF to DOA beginning in FY2003.

As a result of these initiatives, DOA has been able to begin to proactively address some facilities needs, such as exterior cleaning, renewing vapor seals, non-emergency roof repair and renewal, and proactive maintenance on elevators.

Benchmark Comparisons:

Comparisons with other states are not available at this time. However, we do know that many other states use an internal services fund and cost allocation plan methodology similar to the Public Buildings Fund to provide ongoing funding for maintenance and facilities management.

Background and Strategies:

Funding for routine building maintenance and management has been very difficult to obtain in the past because the source of funds has been primarily requested from the general fund which has a host of other, higher priority programs to support. As a result, the deferred maintenance backlog at state-owned buildings has grown to the point that the state has identified hundreds of millions of dollars of deferred maintenance needs in our facilities. This need has been confirmed and reiterated many times by all branches of government and was the subject of a legislative task force several years ago.

The state developed the plan to fund ongoing maintenance by using a cost allocation plan methodology whereby all tenant agencies pay occupancy costs, much as they would if they were leasing space from a private vendor. This allows the state to charge a significant amount of the cost to non-general fund programs, including federally funded programs, thereby leveraging the few general fund dollars available.

Although this program addresses ongoing maintenance issues, the huge list of deferred maintenance problems cannot be resolved without additional funding. To address this, the Governor is proposing to take care of the most significant problems by using Certificates of Participation as a funding mechanism. This takes advantage of the current low interest rates to fund more than \$100 million of repairs without requiring a huge, one-time outlay of general funds. This funding, or some other means of addressing the deferred maintenance backlog is urgently needed. Even though we now have in place a means to fund routine maintenance, this will not long defer the failure of outdated, badly worn out, or seriously damaged building components.

Centralized Administrative Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Percentage of divisions within the department that reach the assigned performance measures.
Sec 4 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Most of the performance measures for the Department of Administration do not include benchmarks or clear indicators of success or failure. As a result, we are unable to report on this performance measure.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

We are currently unable to report on this performance measure.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the Commissioner's Office.
Sec 4 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the period July 1, 2001 through September 30, 2001 the Commissioner's Office responded to 305 complaints and questions. The average response time was 9.2 days.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Department of Administration will continue to respond to complaints and questions in as timely a manner as possible.

Measure:

The average cost for each appeal.
Sec 5 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average cost, as measured by the number of hours of spent on each appeal, of each appeal during the period January 1, 2001 through June 30, 2001 is as follows:

Tax appeals - 30 hours;
Insurance/Securities appeals - 21.5 hours;
Procurement and other DOA appeals - 24 hours.

For the period July 1, 2001 through September 30, 2001 the average cost is as follow:

Tax appeals - 26 hours;
Insurance/Securities - 15 hours;
Procurement and other DOA appeals - 24 hours.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Office of Tax Appeals will continue to handle appeals in a timely manner.

Measure:

The average time for each appeal.
Sec 5 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the period January 1, 2001 through June 30, 2001 the average time for each appeal was as follows:

Tax appeals--12.2 months;
Insurance/Securities appeals--2.5 months;
Procurement and other DOA appeals--3.2
months. (Based on appeals that were resolved by decision or final order
during this period.)

For the period July 1, 2001 through September 30, 2001 the average time for each appeal was as follows:

Tax appeals--11.5 months;
Insurance/Securities appeals--4.5 months;
Procurement and other DOA appeals--3.2
months. (Based on appeals that were resolved by decision or final order
during this period.)

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Office of Tax Appeals will continue to handle appeals in a timely manner.

Measure:

The cost of Administrative Services divided by the total personnel costs for the department.
Sec 6 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The actual cost of Administrative Services for FY2001 was \$1,572.3; total personal services costs for the department for FY2001 was \$78,100.3. The cost of Administrative Services represents 2.01% of the department's personal services costs.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Measure:

The number of departmental employee grievances divided by all state department grievances.
Sec 6 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of employee grievances filed for the period of January 1, 2001 through June 30, 2001 for the Department of Administration was 9; the number for all state departments was 216. Grievances filed by DOA employees accounted for 4.16% of total grievances for this period.

The number of employee grievances filed for the period of July 1, 2001 through September 30, 2001 for the Department of Administration was 10; the number for all state departments was 196. Grievances filed by DOA employees accounted for 5.1% of total grievances for this period.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Measure:

The number of late payments for total payroll and vendor payments per year.
Sec 6 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of late payroll payments for the period of January 1, 2001 through June 30, 2001 for the Department of Administration was 1. During this period, payment time for vendor payments averaged 21 days.

There were no late payroll payments for the period of July 1, 2001 through September 30, 2001 for the Department of Administration. During this period, payment time for vendor payments averaged 24 days.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Administrative Services will continue to process payroll and vendor payments in a timely manner.

Measure:

The response time for desktop support.
Sec 6 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 the response times for desktop support were as follows: 1,496 work requests were completed. 55% were completed the same day the request was received, 24% were completed in one to five days, and 21% were completed in six days or more.

For the period July 1, 2001 through September 30, 2001 the response times were as follows: 861 work requests were completed. 51% were completed the same day the request was received, 25% were completed in one to five days, and 24% were completed in six days or more.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Department of Administration Information Technology Support group will continue to complete work requests in as timely a manner as possible.

Measure:

The change in the amount and percentages of penalty pay for the state's central payroll.
Sec 7 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The penalty pay for the period January 1, 2001 through June 30, 2001 was \$400.00. No penalty payments were incurred or made during the period July 1, 2001 through September 30, 2001.

Measure:

The change in the number of audit exceptions
Sec 7 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of audit exceptions during the period January 1, 2001 through June 30, 2001 was 3. The number for the period July 1, 2001 through September 30, 2001 was 2.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Finance will continue to work to minimize audit exceptions.

Measure:

The date the Comprehensive Annual Financial Report is completed.
Sec 7 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Comprehensive Annual Financial Report is completed by December 15.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Finance will continue to work to ensure the Comprehensive Annual Financial Report is completed by December 15 of each year.

Measure:

The change in the down time for the Alaska Statewide Accounting System and the Alaska Statewide Payroll System.
Sec 7 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001, the down time for the Alaska Statewide Accounting System (AKSAS) and the Alaska Statewide Payroll System (AKPAY) was as follows:

AKSAS - less than 1%;
AKPAY - 1.1%.

For the period July 1, 2001, through September 30, 2001, the down time for AKSAS and AKPAY was as follows:

AKSAS - less than 1%
AKPAY - less than 1%

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Finance will continue to work to minimize down time for both AKSAS and AKPAY.

Measure:

The percentage of grievance arbitrations won.
Sec 8 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Grievance arbitration statistics for the period July 1, 2000 through June 30, 2001 are as follows:

Total Cases	Won	Lost	Split	Percent Won
11	7	2	2	72%

There were no grievance arbitrations from July 1, 2001 through September 30, 2001.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Personnel will continue to work to provide excellent representation for the State in grievance arbitrations.

Measure:

The number of employment discrimination complaints from state employees received by the State Commission for Human Rights as a percentage of the total number of state employees and the percentage of complaints of employment discrimination filed with the commission that allege discrimination by the state.

Sec 8 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The State Commission for Human Rights has declined to provide the statistics necessary to report on this measure.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Measure:

The down time in the availability of Workplace Alaska

Sec 8 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the period July 1, 2000 through December 30, 2000 Workplace Alaska experienced unscheduled downtime of 108 minutes.

During the period January 1, 2001 through June 30, 2001 Workplace Alaska experienced unscheduled downtime of 1,733 minutes.

During the period July 1, 2001 through September 30, 2001 Workplace Alaska experienced unscheduled downtime of 1,093 minutes.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

Workplace Alaska is the State's online recruiting tool for all State of Alaska employment opportunities. It is important that the system be available at all times for the use of potential employees. Unscheduled downtime is defined as when the system is unavailable due to unforeseen problems and technical difficulties.

Measure:

The change in the length of time taken to settle disputed classification actions compared to the time required in previous years.

Sec 8 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the period July 1, 2000 through December 31, 2000 the Division of Personnel received ten requests to resolve disputed classification actions under Article 17 of the GGU contract and three requests under Article 19 of the SU contract. The average length of time taken to respond was 20.9 days.

During the period January 1, 2001 through June 30, 2001 eight requests were received from the GGU and one from the SU. The average response time was 26 days.

During the first quarter of FY2002 the division received five requests from the GGU and three from the SU. The average response time during this period was 33.8 days.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Personnel will continue to work to respond to disputed classification actions in as timely a manner as possible.

Measure:

The number of violations of procurement codes.
Sec 9 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period July 1, 2000 through December 31, 2000 seven procurement violations occurred. For the period January 1, 2001 through June 30, 2001 six violations occurred. For the period July 1, 2001 through September 30, 2001 five violations occurred.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of General Services will continue to provide procurement training to state agencies.

Measure:

The cost per square foot of leased space.
Sec 9 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period July 1, 2000 through December 31, 2000 the average cost per square foot of leased space was \$1.496. For the period January 1, 2001 through June 30, 2001 the average cost was \$1.654 per square foot. For the period July 1, 2001 through September 30, 2001 the average cost was \$1.758 per square foot.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of General Services will continue to negotiate the best possible leased space contracts for the State of Alaska.

Measure:

The money saved through the use of master contracts.
Sec 9 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period July 1, 2000 through December 31, 2000 the money saved through the use of master contracts was \$3,774,385. For the period January 1, 2001 through June 30, 2001 the amount saved was \$4,666,461. For the period July 1, 2001 through September 30, 2001 the amount saved was \$1,834,440.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of General Services will continue to use master contracts to achieve the maximum savings possible.

Measure:

The length of time taken to process appointments to retirement.
Sec 10 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 the average length of time taken to process appointments to retirement was 21.7 days. For the period July 1, 2001 through September 30, 2001 the processing of retirement appointments averaged 36.3 days.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of Retirement and Benefits will continue to process appointments to retirement in a timely manner.

Measure:

The number of health insurance reimbursement complaints.
Sec 10 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 the number of health insurance reimbursement complaints was 25. For the period July 1, 2001 through September 30, 2001, the number was seven.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of Retirement and Benefits will continue to work to keep health insurance complaints to a minimum.

Measure:

The average length of time taken to process health care claims.
Sec 10 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 the average length of time taken to process health care claims was 11.6 days. For the period July 1, 2001 through September 30, 2001 the average was 10.1 days.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Division of Retirement and Benefits will continue to work to ensure that health care claims are processed in as timely a manner as possible.

Leases Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The cost per square foot of leased space.
Sec 8 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Average cost per square foot of leased space for the period July 1 through December 31, 2000, is \$1.496. For the period January 1 through June 30, 2001, the cost is \$1.654. For the period July 1 through September 30, 2001, the cost is \$1.758.

Benchmark Comparisons:

We currently have no benchmark information gathered for this performance measure.

Background and Strategies:

The Division of General Services continues to work to negotiate leases that provide the maximum possible value to the State of Alaska.

Measure:

The length of time taken to procure leased space.
Sec 8 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average length of time taken to procure leased space for the period July 1 through December 31, 2000 is 45 days. For the period January 1 through June 30, 2001, the average length of time taken to procure leased space is 54 days. For the period July 1, 2001, through September 30, 2001 the average time is 101 days.

Benchmark Comparisons:

We currently have no benchmark information gathered for this performance measure.

Background and Strategies:

The Division of General Services continues to work to negotiate leases in as timely a manner as is practical.

BRU/Component: DMV Leases- Dowling Road/Benson Avenue

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

Sec Ch 90 SLA 2001(HB 250)

BRU/Component: DMV Leases- Fairbanks Street

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

BRU/Component: DMV Leases- Downtown Core Area

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

BRU/Component: DMV Leases- Eagle River Office

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

Facilities Budget Request Unit

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

Sec Ch 90 SLA 2001(HB 250)

BRU/Component: Administration State Facilities Rent

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

Sec Ch 90 SLA 2001(HB 250)

Special Systems Budget Request Unit

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

Information Technology Group Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Down time for the mainframe computer
Sec 11 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Unscheduled down time for the State's mainframe computer for the period July 1 through December 31, 2000 was 18.56 hours. Scheduled downtime for the same period amounted to 12.23 hours. Total downtime was 30.79 hours, or .72% of available time. During this period the mainframe was operational 99.28% of the time.

Unscheduled down time for the State's mainframe computer for the period January 1 through June 30, 2001, was 15.88 hours. Scheduled downtime for the same period amounted to 9.15 hours. Total downtime was 25.03 hours, or .58% of available time. During this period the mainframe was operational 99.42% of the time.

Unscheduled down time for the State's mainframe computer for the period July 1 through September 30, 2001, was 3.55 hours. Scheduled downtime for the same period amounted to 8.97 hours. Total downtime was 12.52 hours, or .57% of available time. During this period the mainframe was operational 99.43% of the time.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Information Technology Group continues to work to ensure that the State's mainframe computer equipment remains operational.

Measure:

Down time for telecommunications systems
Sec 11 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

ITG operates and maintains several telephone and data network systems. The downtime for telephone systems for the period January 1 through September 30, 2001 is as follows:

Location	Outage Type	Cause/resolution	Restore Date	Outage Time	E
January-01					
Juneau	Telephone svc	Database corruption	1/19/2001		
Juneau	Voicemail	Reboot/Restart	1/19/2001	1 hr	
Juneau	Unscheduled maint - after hrs	Reload Database	1/20/2001	.25 hr	
February-01					
Juneau	Telephone svc	Power interruption	2/5/2001	.25 hr	
Juneau	Voicemail	Power interruption-reboot/restart	2/5/2001	1.5 hr	
Juneau	Telephone svc - remote site	AEL & P Power Outage	2/5/2001	15 hrs	
Anchorage	Telephone svc - remote site	Database corruption	2/20/2001	3 hrs	

March-01

Anchorage	Telephone svc - remote site	Power interruption	3/19/2001	2.5 hrs
Juneau	Scheduled maint - after hrs	System maintenance	3/19/2001	.5 hr

April-01

Fairbanks	Scheduled maint - after hrs	System maintenance	4/8/2001	.1 hr
Anchorage	Telephone svc - remote site	Database corruption	4/16/2001	2 hrs
Juneau	Scheduled maint - after hrs	System maintenance	4/19/2001	1 hr

May-01

Juneau	Telephone svc - remote site	AEL & P Power Outage	5/2/2001	2 hrs
Juneau	Telephone svc	GCI Intermittent LD service	5/17/2001	2 hrs

June-01

Juneau	Telephone svc - remote site	Power interruption	6/12/2001	.75 hr
Anchorage	Telephone svc - remote site	Repair Microwave Waveguide	6/14/2001	24 hrs
Anchorage	Telephone svc - remote site	Repair Microwave Waveguide	6/15/2001	3 hrs
Anchorage	Telephone svc - remote site	Re-enable remote equipment	6/29/2001	.5 hr

The downtime for data network systems for the period January 1 through September 30, 2001 is as follows:

Location	Outage Type	Cause/resolution	Total Outage
Jan-01			
Southeast AK	WAN	Cisco Equip reload / Juneau	15 minutes
Southeast AK	WAN	Cisco Equip reload / Juneau	2 hours
Sitka	WAN	Power outage	12 hours
Yakutat	WAN	Local telco circuit	7 hours
Nome	WAN	AT&T Frame relay circuit	8 hours
Dutch Harbor	WAN	AT&T Frame relay circuit	15 hours
Anchorage/Diplomacy Dr	WAN	ACS fiber problem	12 hours
Dillingham	WAN	AT&T Frame relay circuit	9.5 hours
Palmer	WAN	Local telco circuit	2 hours
Feb-01			
Bethel	WAN	ITG Hub router relocate	2 hours
Statewide (NSS Maint.)	WAN	Core backbone circuit prob	6 hours
Valdez	WAN	Local telco circuit	1 hour
Dutch Harbor	WAN	AT&T Frame relay circuit	3 hours
Kenai	WAN	ITG Hub router relocate	2 hours
Valdez	WAN	ITG SATS microwave circuit	2 hours

Cordova	WAN	AT&T Frame relay circuit	18 hours
Ketchikan	WAN	AT&T Frame relay circuit	17 hours
Craig	WAN	AT&T Frame relay circuit	17 hours

Mar-01

Palmer	WAN	ITG SATS microwave circuit	2 hours
King Salmon	WAN	ITG WAN upgrade	2 hours
Ketchikan	WAN	AT&T Frame relay circuit	4.5 hours
Seward	WAN	Power outage	15 hours
Anchorage/Education	WAN	Local telco circuit	72 hours
Cordova	WAN	Local telco circuit	1.5 hours
Fairbanks	WAN	ITG SATS microwave circuit	45 minutes
Anchorage/Atwood Bldg	WAN	ITG SATS microwave circuit	2 hours
Anchorage/Frontier Bldg	WAN	ITG SATS microwave circuit	2 hours
Ketchikan	WAN	Power outage	30 minutes
Cordova	WAN	ITG SATS microwave circuit	6 hours
Valdez	WAN	ITG SATS microwave circuit	6 hours

Apr-01

Cordova	WAN	AT&T Frame relay circuit	4 hours
Tok	WAN	ITG SATS microwave circuit	45 minutes
Statewide	WAN	DNS issues	1 hours
Palmer	WAN	Local telco circuit	2 hours
Fairbanks	WAN	ITG SATS microwave circuit	20 minutes
Douglas	WAN	Local telco circuit	1 hour
Tok	WAN	ITG SATS microwave circuit	30 minutes
Petersburg	WAN	AT&T Frame relay circuit	30 minutes
Valdez	WAN	ITG SATS microwave circuit	72 hours
Dutch Harbor	WAN	Power outage	1 hour
Anchorage - Atwood Bldg	WAN	Local telco circuit	1 hour

May-01

Kodiak	WAN	Cisco Equip relocate	4 hours
Bethel	WAN	AT&T Frame relay circuit	40 minutes
Seward	WAN	Cisco Equip relocate	4 hours
Barrow	WAN	Cisco Equip relocate	4 hours
Palmer	WAN	Local telco circuit	3 hours
Statewide	WAN	Cisco Equip reload / Anch	1.5 hours
Kodiak	WAN	Power outage	3 hours
Anchorage - Atwood Bldg	WAN	Power outage	5 hours
Palmer - Pt. McKenzie	WAN	Power outage	1 hour
Ketchikan	WAN	Cisco Equip reload / KTN	10 minutes

Jun-01

Dutch Harbor	WAN	AT&T Frame relay circuit	2 hours
Dutch Harbor	WAN	Power outage	30 minutes
Anchorage - Atwood Bldg	WAN	Power outage	6 hours
Seward	WAN	Cisco Equip relocate	2 hours
Tok	WAN	ITG SATS microwave circuit	24 hours
Barrow	WAN	AT&T Frame relay circuit	18 hours
Kenai	WAN	ITG SATS microwave circuit	24 hours
Nome	WAN	Power outage	30 minutes
Bethel	WAN	Local telco circuit	4 hours
Eagle River	WAN	Cisco Equip relocate	30 minutes
Juneau	WAN	AT&T Frame relay circuit	1 hour
Juneau	WAN	Cisco Equip reload / Juneau	10 minutes
Nome	WAN	Cisco Equip relocate	1 hour

Benchmark Comparisons:

ITG currently has no benchmark data available for this performance measure.

Background and Strategies:

ITG manages numerous telecommunications systems. Downtime is usually the result of equipment failure, power outages, or scheduled system maintenance and equipment replacement. Systems are returned to operation usually in a matter of hours. ITG continues to work to ensure that systems remain operational.

Measure:

The number of online services
Sec 11 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

ITG supports the following online services:

E-Government Applications hosted by ITG

- Administration/APOC Campaign Disclosure
- Administration/Finance Purchasing Card
- Administration/Personnel Workplace Alaska
- DMV Vehicle Registration and Vanity Plates
- DNR State Park Cabin Availability
- DNR Fire Reporting
- DNR Credit Card Payment Services
- Elections Absentee Ballot Inquiry
- Elections District Polling Locations
- Enterprise Change Management System (Advanced Help Desk)
- Enterprise Email
- Enterprise Employee White Pages
- Enterprise Mobius Document Management System
- Enterprise Online Public Notices
- Enterprise State Home Page including Webmart
- Enterprise Task Order System for Professional Services Contracts
- Enterprise Online Technical Training
- HSS/Public Assistance Case Management
- HSS/Public Assistance Interactive Voice Response
- HSS/Public Assistance Work Request Tracking
- OMB Automated Budget System
- Postsecondary Education Loan Status Reporting
- Revenue Child Support KIDS Online Payment Information
- Revenue Child Support Guideline Calculation
- Revenue Permanent Fund Dividend Application Status

Enterprise Central Server Applications hosted by ITG

- Administration (AKPAY, AKSAS, DMV, Human Resources Reporting, Property Control, Retirement and Benefits, Smartrac)
- Corrections
- Courts
- DNR (Land Administration)
- DOT/PF (Airports, Equipment Supply, Highways Analysis)
- Governor (Elections)
- HSS (Family and Youth Services, Public Assistance)
- Labor (Employment Security, Workers Compensation)
- Legislative Audit
- Postsecondary Education (Student Loans)
- Public Safety (APSIN)
- Revenue (Child Support, PFD)

Benchmark Comparisons:

ITG currently has no benchmark data available for this performance measure.

Background and Strategies:

ITG will continue to work to support necessary online services.

BRU/Component: Information Services Fund

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Larry Walsh, Chief Technology Officer

Tel: (907) 465-2220 **Fax:** (907) 465-3450 **E-mail:** larry_walsh@admin.state.ak.us

Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

Public Communications Services Budget Request Unit

Contact: Lawrence M. Walsh, Chief Technology Officer

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Key Performance Measures for FY2003

Measure:

The number of communities without public radio service.

Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of communities without public radio is approximately 111.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Alaska Public Broadcasting Commission will continue to allocate funding to public radio stations to provide public radio services.

Measure:

The number of communities without public television service.

Sec 12 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of communities without public television is approximately 276.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Alaska Public Broadcasting Commission will continue to allocate funding to public television stations to provide public television services.

Measure:

The number of communities served by public radio with access to commercial radio.

Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of communities served by public radio with access to commercial radio is approximately 26. Commercial radio is licensed to 26 Alaska cities/communities. Public Communication Services does not have information regarding the total coverage areas. That information is proprietary to each station and is available through a subscription to one of the commercially produced rating service reports such as Arbitrator.

Public radio stations are licensed in 88 cities/communities providing service to 244 cities and communities in total serving an Alaskan population of 480,000.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Measure:

The number of communities served by public television with access to commercial television.

Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of communities served by public television with access to commercial television is approximately 56.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

BRU/Component: AIRRES Grant

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Lawrence M. Walsh, Chief Technology Officer

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Key Performance Measures for FY2003

Measure:

There are no performance measures for this BRU.

BRU/Component: Risk Management

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Brad Thompson, Director

Tel: (907) 465-5723 Fax: (907) 465-3690 E-mail: Brad_Thompson@admin.state.ak.us

Key Performance Measures for FY2003

Measure:

The average cost of workers' compensation claims.
Sec 13 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average cost of a workers' compensation claim for the period January 1, through June 30, 2001, was \$4,520. The average cost during the period July 1, through September 30, 2001, is \$4,103.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Risk Management currently has no control of the cost or incidence of workers' compensation claims.

Measure:

The number of recurring claims.
Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the period January 1, through June 30, 2001 there were 55 recurring workers' compensation claims. For the period July 1, through September 30, 2001 there were 10 recurring claims.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Risk Management currently has no control over the number of recurring workers' compensation claims.

Measure:

The amount paid for insurance compared to the value of property covered.
Sec 13 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY2001 the Division of Risk Management paid total premiums of \$965,000 for property valued at \$2,926,489,255, or \$.33 per \$1,000 of property value. For FY2002, property valued at \$3,127,049,559 is insured with a premium of \$1,508,333, or \$.48 per \$1,000 of property value.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

Each year the Division of Risk Management works to secure the best available property premium rate.

BRU/Component: Longevity Bonus Grants

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: James Kohn, Director, Alaska Longevity Programs
Tel: (907) 465-2159 Fax: (907) 465-4108 E-mail: James_Kohn@admin.state.ak.us

Key Performance Measures for FY2003

Measure:

There are no performance measures specifically for this BRU. See the Alaska Longevity Programs BRU for the Longevity Bonus program performance measure.

Sec Ch 90 SLA 2001(HB 250)

Alaska Longevity Programs Budget Request Unit

Contact: James Kohn, Director, Alaska Longevity Programs
Tel: (907) 465-2159 Fax: (907) 465-4108 E-mail: James_Kohn@admin.state.ak.us

Key Performance Measures for FY2003

Measure:

The number of vacancies in the Alaska Pioneers' Homes.
 Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

January 1, 2001 through June 30, 2001:

There are approximately 600 licensed assisted living beds in six Pioneers' Homes located in Anchorage, Palmer, Fairbanks, Juneau, Sitka and Ketchikan.

At times a limited number of beds are unavailable for occupancy because of facility renovations, building or fire code violations, or staffing constraints. The monthly occupancy percentages indicated below are based on available beds occupied and "assigned." A bed is assigned after an applicant has signed an admission contract for a room prior to occupying the room.

The "Available Beds" column indicates all unfilled beds reported at month end. Over 80% of available beds are in the coordinated services (residential) and basic assisted living care areas. Few applicants apply for these beds which do not provide 24 hour oversight and direct care.

Month/2001	% occupied	Available Beds
Jan	84.9%	86
Feb	83.8%	92
March	84.4%	88
April	84.9%	85
May	85.1%	84
June	86.0%	79
Avg/mo	84.8%	85

July 1, 2001 through September 30, 2001:

There are approximately 600 licensed assisted living beds in six Pioneers' Homes located in Anchorage, Palmer, Fairbanks, Juneau, Sitka and Ketchikan. The information contained in the tables below is from the Pioneers' Homes' monthly occupancy report.

At times, a limited number of beds are unavailable for occupancy because of facility renovations, building or fire code violations, or staffing constraints. The vacancy information indicated below is based upon vacant available beds

Total number of vacancies at end of each month, as measured by occupancy report:

July 2001	90
August 2001	82
September 2001	91
AVERAGE	88

The total number of vacancies for the quarter measured has remained relatively static.

Total number of vacancies at end of each month, by level of care, as measured by occupancy report:

	July 2001	August 2001	September 2001
Coordinated services	53	50	51
Basic assisted living	20	19	21
Enhanced assisted	5	4	8

living			
ADRD	9	7	7
Comprehensive services	3	2	4

The total number of vacancies by level of care for the quarter measured has remained relatively static. The vacancies are predominantly in the coordinated services and basic assisted living levels of care. There are few applicants for these levels of care, which do not include 24-hour oversight and direct care.

Total number of vacancies at end of each month, by Pioneers' Home, as measured by occupancy report

	July 2001	August 2001	September 2001
Anchorage	50	48	50
Fairbanks	5	3	4
Juneau	2	1	1
Ketchikan	0	0	3
Palmer	0	0	0
Sitka	33	30	33

The total number of vacancies by Pioneers' Home for the quarter measured has remained relatively static.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Alaska Longevity Programs works to ensure that the Pioneers' Homes provide care for the number of residents that available resources allow.

Measure:

The percentage of longevity bonus payments issued as scheduled.
Sec 14 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the past six years, all Longevity Bonus payments were issued as scheduled.

Benchmark Comparisons:

We currently have no benchmarks for this performance measure.

Background and Strategies:

The Division of Alaska Longevity Programs will continue to work to ensure that all Longevity Bonus payments are made as scheduled.

Measure:

The number of incidents in Alaska Pioneers' Homes resulting in resident injury as compared to the national average for similar facilities.
Sec 14 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In January 2000, the Division of Alaska Longevity Programs began research on available computerized tracking systems which would allow the Pioneers' Homes to adequately track unusual occurrences in a standardized way.

In July 2000, the Division contracted with CBR Associates Inc. who provided RISKPlus software, training, and support services. With the implementation of the RISKPlus software, the Homes were able to convert all unusual occurrences and medication errors into trend data which allows them to now analyze performance on an on-going basis. It is the Division's goal that accurate and standardized information will make a positive impact on the quality of care provided in the Alaska Pioneers' Homes.

Expert Evaluation

In October 2000, the Division consulted with the University of Southern California (USC), Division of Geriatric Medicine, to conduct a site visit of the Anchorage, Palmer and Fairbanks Pioneers' Homes to evaluate the Pioneers' Home Quality Assurance and RISKPlus programs and to compare the programs to national standards.

Results: Falls

The National Safety Council lists falls in older adults as five times more likely to lead to hospitalization than other injuries. Such incidents 10-20% of the time result in a serious injury and 2-6% result in a bone fracture. In skilled

nursing facilities, 50% of all residents will fall in a year. If they are ambulatory, the incidence goes up to 61% for residents 75 years of age and older.

The following table is a summary of all reported falls and sentinel events within the Alaska Pioneers' Homes for the last six months of FY 2001.

Alaska Pioneers' Homes Fall injury Rate, January 1, 2001 to June 30, 2001

Actual number of falls	Sentinel Event Injuries	Pioneers' Home Fall Injury Rate	National Fall Injury Rate
431	5	1.2%	from 2 to 6%

The percentage of falls within the Pioneers' Homes resulting in serious injury (sentinel events) were below national statistics.

The following table is a summary of all reported falls and sentinel events within the Alaska Pioneers' Homes for the first three months of FY 2002:

Actual Number of Falls	Sentinel Event Injuries	Pioneers' Homes Fall Injury Rate	National Fall Injury Rate
238	7	2.9%	From 2 to 6%

Benchmark Comparisons:

Alaska Pioneers' Homes Fall injury Rate, January 1, 2001 to June 30, 2001

Actual number of falls	Sentinel Event Injuries	Pioneers' Home Fall Injury Rate	National Fall Injury Rate
431	5	1.2%	from 2 to 6%

The percentage of falls within the Pioneers' Homes resulting in serious injury (sentinel events) were below national statistics.

Alaska Pioneers' Homes Fall injury Rate, July 1, 2001 to September 30, 2001

The following table is a summary of all reported falls and sentinel events within the Alaska Pioneers' Homes for the first three months of FY 2002:

Actual Number of Falls	Sentinel Event Injuries	Pioneers' Homes Fall Injury Rate	National Fall Injury Rate
238	7	2.9%	From 2 to 6%

Background and Strategies:

The Division of Alaska Longevity Programs continues to work with direct care staff to ensure that the incidence of injury of Pioneers' Homes residents remains as low as possible.

Measure:

The medication error rate in Alaska Pioneers' Homes as compared to the national average for similar facilities.

Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Medication Error Rate

A medication error is defined as any event of inappropriate medication administration or omission. The medication error rate reflects the number of medication errors relative to the total number of medication dosages given.

The following table is a summary of medication errors in the Pioneers' Homes for the six month interval between January 1, 2001 and June 30, 2001:

Number of Medication Dosages Given	Number of Medication Errors	Pioneers' Home Medication Error Rate	National Medication Error Rate
743,910	362	0.5%	5%

The following table is a summary of medication errors in the Pioneers' Homes for the three-month interval between July 1, 2001 and September 30, 2001:

Number of Medication Dosages Given	Number of Medication Errors	Pioneers' Home Medication Error Rate	National Medication Error Rate
389,565	281	0.1%	5%

Based upon these figures, the medication error rate at the Pioneers' Homes remains far below the 5% medication error rate that is considered acceptable by the Health Care Financing Administration, which oversees and surveys nursing facilities throughout the United States.

The medication error rate is not the only indicator of safety. The type of medication error and the type of follow-up care needed by a resident after an error occurs are also significant safety indicators.

The major type of medication error that occurred in the Pioneers' Homes during the reporting interval was the omission of a dosage of a medication. Other types of errors which are potentially more dangerous include giving the wrong medication to a resident, giving the wrong dosage of a medication to a resident, or giving a medication to a different resident than the medication is intended for. These types of errors were extremely rare within the already very low error rate at the Pioneers' Homes. None of the medication errors reported during the period resulted in a resident requiring hospitalization.

Benchmark Comparisons:

The medication error rate at the Pioneers' Homes remains far below the 5% medication error rate that is considered acceptable by the Health Care Financing Administration, which oversees and surveys nursing facilities throughout the United States.

Background and Strategies:

The Division of Alaska Longevity Programs will continue to work with direct care staff to ensure that the medication error rate in the Pioneers' Homes is kept at the lowest possible level.

Senior Services Budget Request Unit

Contact: Steven P. Ashman, Director, Division of Senior Services

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Key Performance Measures for FY2003

Measure:

The percentage of Alaskans with Alzheimer's disease and related disorders who are served through home-based and community-based programs.

Sec 15 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period July 1, 2000 through March 31, 2001, the percentage of Alaskans with Alzheimer's Disease and related disorders, who are served through Home and Community Based Programs is as follows:

Total 7/1/00-3/31/01	Increase during 12/31/00-3/31/01
Adult Day Services: 306	+41
Care Coordination: 289	+35
Respite Care: 121	+17

Total: 716 or 18% of 3,901 Estimated ADRD adults 65+ in AK

For the period July 1, 2000 through June 30, 2001 the percentage is as follows:

The percentage of Alaskans with Alzheimer's Disease and related disorders who are served through Home and Community Based Programs:

*Total 7/1/00-6/30/01	Increase during 3/31/01-6/30/01
Adult Day Services: 340	+34
Care Coordination: 329	+40
Respite Care: 136	+15

Total: 805 or 21% of 3,901 Estimated ADRD adults 65+ in AK

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Senior Services continues to work to provide services to the maximum number of clients as funding allows.

Measure:

The total number of licensed assisted living homes.

Sec 15 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The total number of licensed assisted living homes during the fourth quarter of FY2001 numbered 125. During the first quarter of FY2002, the number increased to 132.

Benchmark Comparisons:

We currently have no bench mark information for this performance measure.

Background and Strategies:

The Division will continue to work with care providers to provide quality assisted living care to Alaskan seniors.

Measure:

The average length of time taken to investigate complaints received about assisted living homes.
Sec 15 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average length of time taken to investigate complaints received about assisted living homes during the fourth quarter of FY2001 is 12.4 days. For the first quarter of FY2002 the number of days dropped to 11.5.

Benchmark Comparisons:

We currently have no bench mark information for this performance measure.

Background and Strategies:

The Division of Senior Services will continue to work to ensure that complaints received about assisted living homes are investigated as thoroughly and quickly as possible.

Measure:

The average length of time taken to respond to reports of harm to vulnerable adults.
Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average length of time taken to respond to reports of harm to vulnerable adults during the fourth quarter of FY2001 was 2.18 days. For the first quarter of FY2002 the average length of time increased slightly to 2.56 days.

Benchmark Comparisons:

We currently have no bench mark information for this performance measure.

Background and Strategies:

The Division of Senior Services will continue to work to ensure that reports of harm to vulnerable adults are investigated as thoroughly and quickly as possible.

Measure:

The average length of time taken to qualify for Project Choice or the Adults with Physical Disabilities waiver.
Sec 15 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period April 1, 2001 through June 30, 2001 the average length of time taken to qualify for Project CHOICE or the Adults with Physical Disabilities waiver was 96 days (From date when DSS receives completed level of care assessment to date when DSS authorizes a plan of care.)

For the period July 1, 2001 through September 30, 2001 the average length of time taken to qualify for Project CHOICE or the Adults with Physical Disabilities waiver was 114 days (From date when DSS receives completed level of care assessment to date when DSS authorizes a plan of care.)

Benchmark Comparisons:

We currently have no benchmarks for this performance measure.

Background and Strategies:

The Division of Senior Services will continue to work to ensure that the length of time taken to qualify for Project Choice or the Adults with Physical Disabilities waiver is as short as possible.

BRU/Component: Alaska Oil and Gas Conservation Commission

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Cammy Taylor, Chair

Tel: (907) 793-1221 Fax: (907) 276-7542 E-mail: cammy_taylor@admin.state.ak.us

Key Performance Measures for FY2003

Measure:

The average time the commission takes to process permits
Sec 16 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period January 1 through June 30, 2001, the average time the commission took to process permits was 20 days.

For the period July 1 through September 30, 2001, the average time the commission took to process permits was 17 days.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The AOGCC will continue to work to ensure that permits are issued in a timely manner.

Measure:

The number of well site inspections.
Sec 16 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period January 1, 2001 through June 30, 2001 the number of well site inspections is as follows:

Total Number of Active Wells - 3653

The number of well site inspections witnessed:

1153 out of 2612 Safety Valve System Tests;

81 out of 334 Blowout Prevention Equipment Tests;

105 out of 118 Mechanical Integrity Tests;

23 out of 42 Diverter Tests (diverter tests were witnessed on 100% of exploration wells).

For the period July 1, 2001 through September 30, 2001 the number of well site inspections is as follows:

Total Number of Active Wells - 3653

The number of well site inspections witnessed:

447 out of 1016 safety valve systems tests;

41 out of 162 blowout prevention equipment tests;

112 out of 117 mechanical integrity tests;

4 out of 19 diverter tests.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The AOGCC will continue to maximize the number of inspections available resources allow.

Measure:

The number of independent reservoir evaluations.
Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Released December 15th
12/21/2001 11:20

FY2003 Governor
Department of Administration

For the period January 1, 2001 through June 30, 2001 the number of independent reservoir evaluations is as follows:

- Completed second phase of Alpine Reservoir project in cooperation with UA at Fairbanks.
- Completed simplified model study of the Tabasco Oil pool of Kuparuk River Unit using a black oil simulator.
- Prudhoe Bay Gas Commercialization factors affecting Prudhoe Bay Oil Recovery
 - Commissioned a report on “Scope of Conservation Issues Associated with Large Volume Sale of Prudhoe Oil Pool Gas”. Project completed in June 2001.
 - Report recommendations are being used to begin negotiations with Prudhoe Bay Unit (PBU) Owners on AOGCC review and evaluation of work done to analyze gas removal impact on liquid recovery in the Prudhoe Oil Pool.
- Performed monthly status checks for anomalies on production characteristics of 37 active oil reservoirs and one active gas reservoir.
 - Performed monthly reviews of individual oil pool performance including decline curves, production curves and cumulative production.
 - Production decline analyses were performed on one gas field including review of production curves and cumulative production.
- Initiated Surface Safety Valve (SSV) Study.
- Oil Spill plume models/max flow rates were evaluated and independently reviewed and documented in order to determine consistency with DEC oil spill response planning standards for nine exploration and delineation projects (at industry’s request, in conjunction w/DEC).
- Point McIntyre reservoir model audit (on hold)
 - An Audit of the Pt. McIntyre EOR project has been suspended because there were significant complications affecting the Operators ability to cooperate with the AOGCC. Future opportunities will be reviewed to obtain data and information to do an independent project evaluation of performance and potential to expand the rate of miscible injection.
- Milne Point Unit C Pad drilling incidents were evaluated and reviewed.
- Wrote four orders (conservation, disposal injection, area injection).

For the period July 1, 2001 through September 30, 2001 the number of independent reservoir evaluations is as follows:

Initiated participation in Northstar modeling project with United State Minerals Management Service (USMMS).

Ongoing

Continued discussions with the operator for access to Prudhoe Oil Pool information so that AOGCC could audit work done to analyze gas removal impact on liquid recovery. Participated in extensive review of technical work supporting gas cap water injection in the Prudhoe Oil Pool. Performed monthly status checks for anomalies on production characteristics of 37 active oil reservoirs and one active gas reservoir. Continued the Surface Safety Valve Study of North Slope oil fields.

Concluded

UA at Fairbanks presented final work of Alpine Reservoir modeling project. Oil Spill max flow rates and/or exemptions from spill contingency plans were evaluated and independently reviewed for 5 exploration projects in order to determine consistency with DEC oil spill response planning standards. Determination of no fresh water aquifers and the delineation of a large scale hydrate trend was completed during analysis of the Meltwater AI order. Issued nine major orders (conservation, disposal injection, area injection).

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The AOGCC will continue to maximize the number of independent reservoir evaluations available resources allow.

Legal and Advocacy Services Budget Request Unit

Contact: Brant McGee OPA/Barbara Brink PD, Director

Tel: (907) 269-3501 **Fax:** (907) 269-5476 **E-mail:** Barbara_Brink@admin.state.ak.us

Key Performance Measures for FY2003

Measure:

The number of children provided permanent placement.
Sec 17 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period July 1, 2000 through December 31, 2000 the number of children provided permanent placement through the Balloon Project was 192. For the period January 1, 2001 through June 30, 2001 the number was 162.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Office of Public Advocacy will continue to do everything within its power to place children in safe and secure homes as quickly possible.

Measure:

The number of cases successfully completed within the Alaska Court System time standards.
Sec 17 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The court system is currently unable to provide the information necessary to evaluate the Office of Public Advocacy's performance relative to this measure.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Measure:

The number of pleadings for which extensions are requested as compared to the total number filed.
Sec 17 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

We are currently unable to measure the number of pleadings for which extensions are requested as compared to the total number filed.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Measure:

The number of defense cases successfully completed within the Alaska Court System time standards.
Sec 18 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The court system is currently unable to provide the information necessary to evaluate the Public Defender Agency's performance relative to this measure.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Measure:

The number of pleadings for which extensions are requested as compared to the total number filed.
Sec 18 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

We are currently unable to measure the number of pleadings for which extensions are requested as compared to the total number filed.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Measure:

The number of requests for continuance of hearings or trials filed by the agency.
Sec 18 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

We are currently unable to measure the number of requests for continuance of hearings or trials filed by the agency.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

BRU/Component: Alaska Public Offices Commission

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Brooke Miles, Executive Director

Tel: (907) 276-4176 Fax: (907) 276-7018 E-mail: Brooke_Miles@admin.state.ak.us

Key Performance Measures for FY2003

Measure:

The average length of time taken for complaint resolution.
Sec 19 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period July 1, 2001 through September 30, 2001 no complaints were received or adjudicated.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The average length of time taken for complaint resolution depends on a multitude of factors. The complexity of a complaint and due process of law (including legislator's legislative immunity - no civil process during sessions) for example. Therefore, a simple complaint to which a legislator is not a party may be resolved quite quickly, where a complex complaint to which several legislators are parties may take a significant period of time. With only one staff member to investigate the substantial complaints under the campaign disclosure law, sometimes delays are inevitable.

Measure:

The rate of compliance by candidates and public officials.
Sec 19 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the period July 1, 2001 through September 30, 2001 the rate of compliance by candidates was 99%; the rate of compliance by public officials was 98%. Eventually though, everyone files. Late filers either pay a penalty or successfully mitigate their penalties through the commission.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Measure:

The average length of time taken to disseminate reports.
Sec 19 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The amount of time it takes to disseminate reports is qualitative and depends on the format. If a person wants a paper copy, it's available immediately upon receipt. A small percentage of campaign disclosure reports are currently filed electronically, but the data from all reports filed on paper must be entered into the database before summary information can be published on the web. Detail information takes a little longer. There is no automation in the lobbying law, and thus, summaries are only published twice a year. However, APOC staff makes its best effort to maintain all directories, lobbyists, candidates, groups, etc.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure.

Background and Strategies:

The Alaska Public Offices Commission will continue to make reports available as quickly as possible.

BRU/Component: Motor Vehicles

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Mary Marshburn, Director

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Key Performance Measures for FY2003

Measure:

The number of complaints compared to the number of transactions.
Sec 20 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For FY2001 the ratio of complaints to transactions was 1:10,554. The ratio of compliments to transactions was 1:819.

Benchmark Comparisons:

We currently have no benchmarks for this performance measure.

Background and Strategies:

The Division of Motor Vehicles will continue to provide quality and efficient services to its customers.

Measure:

The average waiting time before a person receives service.
Sec 20 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001 the average waiting time in all DMV offices is 20.3 minutes.

Benchmark Comparisons:

We currently have no benchmark data for this performance measure. However, we frequently hear anecdotally that DMV wait times in other states are generally much longer than in Alaska.

Background and Strategies:

The Division of Motor Vehicles will continue to work at reducing wait times to the absolute minimum that available resources allow.

Measure:

The number of suspensions of drivers' licenses as compared to the number of crash participants.
Sec 20 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001 there were 17,905 crash reports filed with 6,158 mandatory insurance or financial responsibility driver license suspensions for a rate of 17.2%. This assumes 2 vehicles per crash with one driver per vehicle.

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

This performance measure does not provide information relative to DMV performance.

Measure:

The average cost of each transaction.
Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average cost of each transaction for FY2001 is as follows:

New/Transfer Title		13.85
Title with Lien		14.21
Duplicate/Corrected Title	7.89	
Counter Registration Renewal		8.98
Mail Renewal		3.86
Web/IVR Renewal		2.75
Original DL w/o Road Test		22.58
Original DL w/CDL Test		122.18
Original DL w/RoadTest Pass		55.77
Original DL w/MC Test		44.70
DL & ID Renewal		12.62
DL & ID Duplicate		12.62
Original ID Card		15.64

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

This performance measure does not provide information relative to DMV performance.

Measure:

The percentage of transactions by private partners.
 Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of transactions by private partners of DMV for FY2001 is as follows:

Titles Issued:

Dealers:	9.7%
DMV	90.3%

Registrations Issued:

Dealers:	5.4%
IM Stations:	12.6%
DMV:	82.0%

Registration Renewals:

IM:	24.8%
DMV:	75.2% (Web/IVR: 14.6%, In-office 27.4%, Mail: 33.2%)

Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

Background and Strategies:

The Division of Motor Vehicles will continue to work with private partners to provide the best possible service to Alaskan drivers and vehicle owners.

State of Alaska FY2003 Governor's Operating Budget

Department of Community & Economic Development Performance Measures

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Administrative Services Director: Tom Lawson

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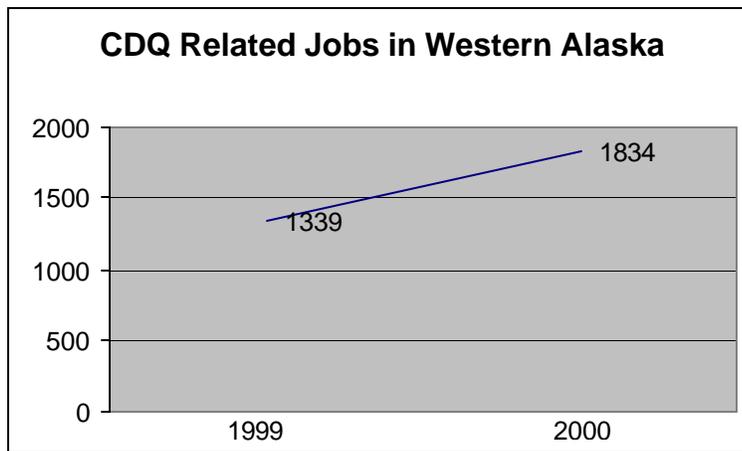
Governor's Key Department-wide Performance Measures for FY2003

Measure:

The change in the number of CDQ-related (community development quota related) jobs in Western Alaska. Sec 24(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were 1834 CDQ related jobs created in 2000, an increase from 1339 in 1999. The employment include positions on offshore factory trawlers, onshore processing plants, CDQ halibut and salmon plants, local halibut fisheries, and various management and administrative jobs within the six CDQ groups.



FY03 target: The division expects the number of seafood industry jobs in the CDQ program to increase again in FY03 primarily due to increasing CDQ ownership in groundfishing vessels. In addition, better recruitment and placement of employees by the CDQ groups in the processing and harvesting sectors and in administrative and management positions within the groups themselves, have made more employment opportunities available for residents in western Alaska.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The data for this Measure was taken from the 2000 CDQ Quarterly Reports.

Measure:

The increase in the number of Alaska firms that export products and services. Sec 25(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

According to the U.S. Department of Commerce ("A Profile of U.S. Exporting Companies, 1998-1999"), in 1999, the most recent year for which figures are available, the number of Alaska-based exporters was 859. This number represents a 10% increase from 1998.

Target proposal: Meet or exceed the national rate of growth of the number of exporting companies.



During the 1998 to 1999 period, the national rate of growth of the number of exporting companies was 7.5%, based on information collected and reported by the U.S. Department of Commerce.

Background and Strategies:

Diversifying markets is beneficial to Alaska companies and Alaska's economy. The division assists export-ready companies to begin and expand export markets.

- Provide trade information and services to export-ready Alaska companies.
- Assist smaller and new-to-export firms to "test the waters" overseas through relatively inexpensive means such as Alaska Products Catalogs distributed to trade groups, and shared Alaska booths at targeted trade shows.
- With private sector interest and support, organize and conduct trade missions matching industries with potential markets to expand sales in current markets and develop new markets.

Measure:

Increase visitation from domestic and foreign markets.

Alaska's Target & Progress:

Target is to increase overall visitation by 3% in Summer and 3% in Fall/Winter.

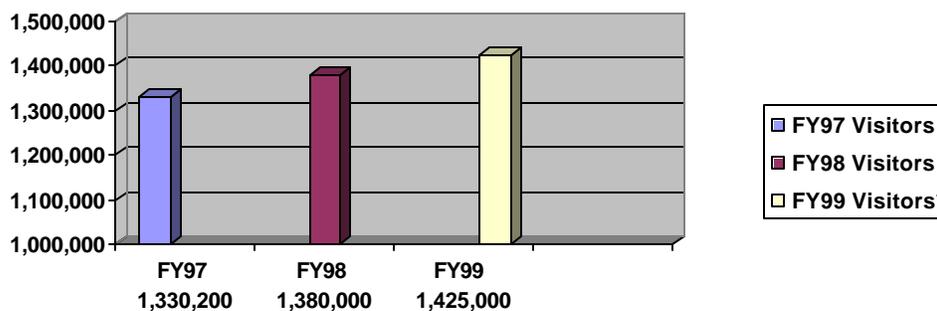
Summer 2001: Progress will not be known until the Alaska Visitor Statistics Program (AVSP) Summer 2001 report is released by the Department. However, in an informal poll of Alaska tourism businesses over 40% of respondents reported business was down for summer of 2001 compared to previous years.

Fall/Winter 2001: Early indicators show that this goal was exceeded by a significant amount. Preliminary data from the AVSP Fall/Winter 2000/01 estimates arrivals were 10-15% higher than in fall/winter 1998-99 (the last year for which information is available).

DCED is updating the Alaska Visitor Statistics Program IV (AVSP), which will provide critical data on Alaska visitors. This information will be used as a benchmark for tracking actual visitation patterns for FY03 and in future years. Once completed, this study will also provide benchmark information for the number of repeat visitors.

The AVSP 1999 Summer Arrivals study shows that visitor traffic growth has slowed over the past several years. In 1996, visitor volume grew by 10%; in 1997, by 5%; and in 1998, by 4%.

YEAR-ROUND ALASKA VISITATION



*No AVSP Fall/Winter arrivals data was collected for 1999/2000 so 1998/1999 figures were used for comparison.

Events of 9/11: The tragic events of September 2001 have altered the course of travel for the foreseeable future. Travel and tourism is one of the hardest hit sectors of the economy and one of the areas where consumer confidence will take the longest time to return. Massive layoffs and bankruptcies are erupting throughout the industry. As a result urgent short term measures have been undertaken by the federal government to generate cash flow and assist the travel industry in regaining its footing. A number of cities and states have begun emergency marketing campaigns to attract consumers who are willing to travel. In Alaska the major impact will occur in the coming months as we head

into the peak booking cycle and summer season. Alaska is expected to be particularly hard hit since many consumers are now afraid to fly, and Alaska's primary mode of travel is by air.

Benchmark Comparisons:

According to the Travel Industry Association (TIA), U.S. domestic travel for 2000 grew by 1% over 1999, while the Pacific region of the U.S. saw an increase of 5% over the previous year. International travel was up 4.9% with cruise industry traffic increasing 16.8%. TIA originally forecasted a 1.8% increase in domestic/international travel for 2002, although these projections are now being re-evaluated due to the terrorist attacks.

Background and Strategies:

Alaska needs to become more competitive in the marketplace; given current funding, this is very difficult to do. In comparison to other states, Alaska ranks 36th in the amount of state funds allocated to tourism marketing. This greatly diminishes the state's ability to compete for visitors. The average state tourism marketing budget for 2001 was \$13.7 million compared to Alaska's \$7.3 million budget. Another important point of reference is that 35 of 50 state tourism marketing programs receive 100% of their funding from the public sector.

International visitors continue to come primarily from Japan, Germany, the United Kingdom and Australia. Based on reports from tour operators, cruise lines and airline sources the 2001 season brought approximately 25,000 visitors from Germany, 23,000 from Japan, 15,000 from the United Kingdom and 12,000 from Australia.

Marketing strategies being implemented to compete for visitors include:

- Adding national cable television.
- Expanding and promoting Official Alaska State Travel Website (www.travelalaska.com) in order to maintain the monthly average of 90,000 visitor sessions and 23.5 million total hits to the site for the year.
- Bolstering Public Relations efforts to include aggressive outreach to travel writers, editors and producers in order to increase national media exposure for Alaska.
- Increasing the level of knowledge regarding Alaska with travel trade and tour operators.

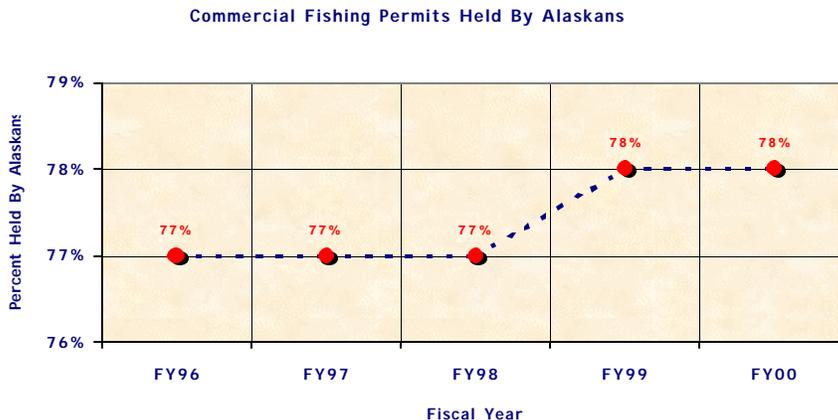
Measure:

Whether the division maintains the proportion of commercial fishing permits held by Alaskans at 75% or higher through the Commercial Fishing Revolving Loan Fund.

Sec 27(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY99 and FY00 (the most recent figures available), the proportion of permits held by Alaskans was 78%. From FY96 to FY98, the proportion of permits held by Alaskans was 77%.



Benchmark Comparisons:

Other than our twenty-five year loan history, there are no other programs similar to this loan program.

The commercial fishing industry continues in flux as world markets adapt to the changing supply of fish from fish farms as well as the more traditional fishing fleets. The salmon markets have been significantly affected, and as a result, they have been extremely volatile for the past several years. It is important that Alaska maintains its place in the worldwide salmon market during these changing times to assure our place for the future. This loan program offers a relatively modest financing program for Alaska resident commercial fishing harvesters. The division's effort is to maintain the proportion of commercial fishing permits held by Alaskans at 75% or higher. To achieve this goal this division will:

- Work with Alaska resident fishermen requesting financing for the purchase of permits.
- Work with Alaska resident fishermen requesting financing for gear, vessel upgrades and/or improvements.
- Travel to fishing communities all over the state to assist them in their planning for financing their on-going fishing businesses.
- Travel to fishing communities all over the state to assist them in solving tax related problems.
- Continue to work with the Alaska Business Development Center, assisting fishermen through our Fisheries Business Assistance Contract.

Measure:

AIDEA -- The number of permanent jobs created.
 Sec 29(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 2001 AIDEA funded loan participations totaling approximately \$9.9 million, creating approximately 185 construction jobs and 163 new jobs, and guaranteed one loan for \$150,000, creating 6 new jobs. In FY2002 AIDEA will purchase between \$50 and \$65 million in loan participations. This is expected to be a record amount and not a figure that is sustainable. In FY 2003, AIDEA will purchase approximately \$30.0 million in loan participations with financial institutions; and guarantee \$2.0 million in small business loans. The number of jobs created is one of the factors in AIDEA's determination to participate in a loan financing; however, AIDEA has not traditionally projected the number of jobs to be created by its financing participations. After a loan is approved AIDEA is able to track that information. On average, over 285 permanent jobs are created annually by AIDEA's loan participations and guarantees.

	Jobs Created/Retained	
	Construction	Permanent
1992	77	34
1993	191	568
1994	334	349
1995	268	215
1996	298	128
1997	504	176
1998	600	500
1999	381	442
2000	506	275
2001	185	169

The number of "permanent jobs created" dropped from FY00 to FY01 primarily due to a drop in loans funded, from \$30.9 million in FY00 to \$9.9 million in FY01. The drop in fundings is in part due to large new construction projects that AIDEA committed to but were not completed within the fiscal year. There is often a lag time between approved loans and funded loans, possibly 60 days to a year. FY02 will reflect the statistics for completed projects that AIDEA committed to in FY01.

Benchmark Comparisons:

No other state in the nation has a public development corporation identical to AIDEA.

Background and Strategies:

AIDEA provides the financing mechanisms necessary to participate in long-term commercial loans, guarantee small business loans, including export transactions, to own projects that promote economic development and to provide conduit financing of projects owned by others that promote economic development.

AIDEA will continue to work with the private sector to develop infrastructure projects that AIDEA can own and lease to the private sector, complimenting private sector investment. AIDEA will also continue to work with the private sector to provide conduit revenue bond financings of projects owned by private sector investments that promote economic development.

Measure:

The percentage of technology project grantees in business because of ASTF grants.
Sec 32(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

67% (31 out of 46) reported being in business because of their ASTF grant.

Target: 50% in business because of their ASTF grant.

Benchmark Comparisons:

Annually, ASTF prepares an Alaska science and technology innovation index which can be downloaded from ASTF's website at:

<http://www.astf.org/admin/files/data/docs/TechIndex2001.pdf>.

This index includes historical trends and comparisons with selected other states and the U.S. average. The index represents a snapshot in understanding areas where Alaska is either doing well, average, or poorly in terms of its economy and science and technology innovation and potential.

Background and Strategies:

ASTF co-invests in new business concepts in a portfolio of both new and existing firms. Most Alaskan firms cannot afford R&D projects or risk. New firms offer exciting growth possibilities. Existing firms seeking to add a new business line offer business experience and infrastructure, managerial and financial depth, and support services.

Executive Administration Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of divisions that meet assigned performance measures.
Sec 22(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There are 7 divisions and 6 agencies within DCED. In HB 250, the mission and measures bill for FY02, DCED has 58 measures. Of this amount, 9 are new from FY01, 28 are revised, and 2 FY01 measures were deleted. Generally, the divisions accomplished their measures in FY01 and are on track to accomplish the FY02 measures.

The target is for 100% of divisions and agencies to meet the target in each measure.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

Measures need to include targets so it will be apparent whether the measure has been accomplished. Many of the previous measures simply required reporting data.

Measure:

The reduction in per unit cost in the departmental divisions.
Sec 22(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department has made no progress on this measure because the purpose of the measure is not clear. Every DCED division/agency is expected to be managed productively and efficiently, looking for ways to reduce expenditures. However, there are numerous ways to measure per unit cost that very well differ between division and agency, based on its function. However, the per unit cost is likely not to be a significant indicator of the effectiveness of the division/agency, even if some defined per unit cost is reduced. The budgets of the divisions/agencies are set by the Legislature and budget increases or decreases ultimately affect whether this measure is met or not.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

This measure was added to the Commissioner's Office by the Legislature in FY01 and again in FY02. The measure is unique to the DCED Commissioner's Office as the measure is not in any other department commissioner's office sections in HB 250, the mission and measures bill. The department recommends that this measure be deleted as it is unclear.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.
Sec 22(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

This measure was added by the Legislature in FY02. Baseline data is being collected in FY02. The target is expected to be 10 working days to respond to written complaints that are elevated to the commissioner's office.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

A tracking system is established to log in all commissioner's office correspondence, including complaints. The tracking system records the date received, to whom the response was assigned, and when the response was sent.

Measure:

The number of late penalties for payroll or vendor payments.
Sec 23(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There was \$1.0 in interest and penalties paid in FY01. To date in FY02 is no penalties or interest has been paid. \$1.2 in penalties was paid by ASMI on their travel account in FY00.

The target is to have no late penalties or interest charges.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The strategy is to pay employees and vendors promptly and accurately to avoid late penalties.

Measure:

The number of audit exceptions.
Sec 23(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were three audit exceptions in FY00. Two were related to the FY97 Bristol Bay fishing disaster established under the Department of Community and Regional Affairs. The third audit exception has been rectified. The FY01 single audit is not completed yet.

There was one audit exception in FY99.

The FY03 target is to have no audit exceptions.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The strategy is to manage the department's finances efficiently and effectively to avoid audit exceptions.

Measure:

The number of procurement protests.
Sec 23(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 there was one new procurement protest regarding a professional services contract awarded by the Alaska Industrial Development and Export Authority. AIDEA's decision is currently being appealed to DOA.

In FY00 there were 4 protests and of the 4, 2 were denied with denial upheld, 1 to appeal with a settlement and 1 appeal granted in part.

The FY03 target is to have no defensible procurement protests.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The strategy is to ensure compliance with procurement statutes/regulations/guidelines to limit procurement protests.

Measure:

The number of union employees in the department who file grievances compared to other departments.
Sec 23(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were no grievances filed in DCED in FY01 and none have been filed to date in FY02. DCED was the only department in the first quarter of FY02 to have no grievances filed or pending. No data is currently available on the number of grievances filed in other departments in FY01.

In FY00, 8 grievances were filed in DCED, ranking DCED with 2 other departments having the lowest number of grievances filed.

The target is to have fewer grievances than any other department.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The strategy is to provide exceptional human resources services to department employees and managers to effectively eliminate grievances filed by union employees in the department.

Measure:

The number of grievances advanced to and sustained in arbitration.
Sec 23(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were no grievances advanced to and sustained in arbitration in FY01 and FY00. None have occurred to date in FY02.

The target is to have no grievances sustained.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The strategy is to provide exceptional human resources services to department employees and managers to effectively eliminate grievances by union employees in the department advanced to and sustained in arbitration.

Measure:

The number of contested classification actions.
Sec 23(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were no contested classification actions in FY01 and FY00 and none have occurred to date in FY02.

The target is to have no contested classification actions that are sustained.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The strategy is to provide exceptional human resources services to department employees and managers to effectively eliminate contested classification actions.

Community Assistance & Economic Development Budget Request Unit

Contact: Tom Lawson, Administrative Services Director

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Key Performance Measures for FY2003

Measure:

The change in the number of communities successfully managing new sewer and water systems.
Sec 24(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Completed or virtually completed 91 rural systems since efforts began in the 1960's to build such systems. Of these, 5 were completed in FY 01.

The FY02 Key Performance Measure stated that completed systems totaled 96. The reason for the discrepancy in the completed systems is due to new data collection and reporting methods. This data was not collected until 2000 when DEC and the Alaska Native Tribal Health consortium began collection efforts. Last year the data was still preliminary when budget submissions were due. Since then the data has been revised and in 2000 there were 86 completed systems.

Twenty-nine utilities are not considered to be successful. One of the systems completed in FY01 is not considered successful. These 29 utilities have been identified as chronic violators of environmental regulations related to the operation of water and wastewater systems.

FY03 target: 96 communities completed, 27 not considered successful.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

Time frame for measurement is FY 01.

New water and sewer systems - defined as a sanitation project completed, where the project supplies 90% or more of the year-round occupied households with plumbed water and wastewater served via pipes or haul vehicles. Source of data: Alaska Native Tribal Health Consortium, DEC's Facility Construction and Operation Division.

Successfully manages - defined as operating without major interruption of service and without substantial violations of water quality, waste discharge and environmental regulations for more than one quarter. Source of data: EPA issued Substantial Noncompliance List.

Measure:

The change in the number of Alaskans employed year-round in the visitor industry.
Sec 24(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A 1999 update of the Alaska Visitor Industry Economic Impact Study indicated that one in eight private sector workers are now employed in the visitor industry in Alaska. Alaska's visitor industry directly and indirectly accounts for approximately 30,700 jobs (20,300 direct employment; 10,400 indirect employment).

Updated information is expected to be available in 2002.

FY03 target: The division expects the number of tourism related jobs to meet or exceed the number of jobs in FY02. It is difficult to predict at this point due to the changes in national security, which will impact the tourism industry.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

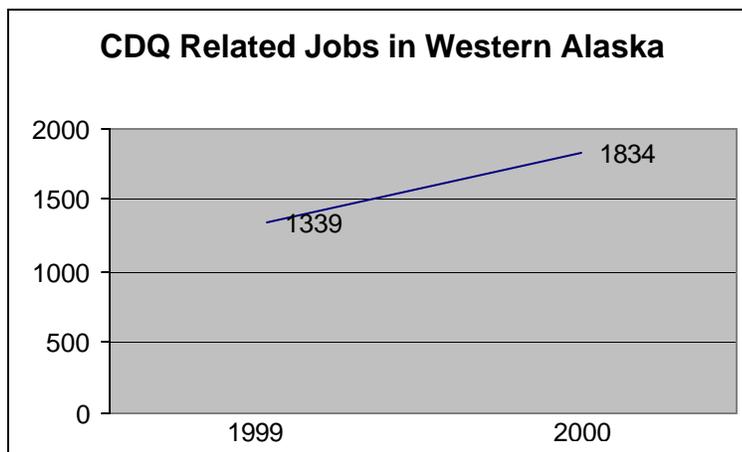
Data is being gathered through the Alaska Visitors Statistics Program administered by the Division of Community and Business Development. Tourism industry employment data is not easily discernable through the Standard Industrial Classification (SIC) system utilized by the Department of Labor and Workforce Development.

Measure:

The change in the number of CDQ-related (community development quota related) jobs in Western Alaska.
Sec 24(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were 1834 CDQ related jobs created in 2000, an increase from 1339 in 1999. The employment include positions on offshore factory trawlers, onshore processing plants, CDQ halibut and salmon plants, local halibut fisheries, and various management and administrative jobs within the six CDQ groups.



FY03 target: The division expects the number of seafood industry jobs in the CDQ program to increase again in FY03 primarily due to increasing CDQ ownership in groundfishing vessels. In addition, better recruitment and placement of employees by the CDQ groups in the processing and harvesting sectors and in administrative and management positions within the groups themselves, have made more employment opportunities available for residents in western Alaska.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The data for this Measure was taken from the 2000 CDQ Quarterly Reports.

Measure:

The number of communities that dissolve.
Sec 24(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

No petitions for dissolutions were filed in FY01. This performance measure is not conducive to establishing a target goal.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

Information for this measure comes from petitions for dissolution from municipalities. The term municipal government as opposed to community should be used in this measure because the division does not have the same constitutional

and statutory charge to “advise and assist” unincorporated communities as is mandated for municipal governments. Also, an unincorporated community receives no Safe Communities entitlement and its State Revenue Sharing entitlement is so minimal, creditors rarely bother effecting a levy against it.

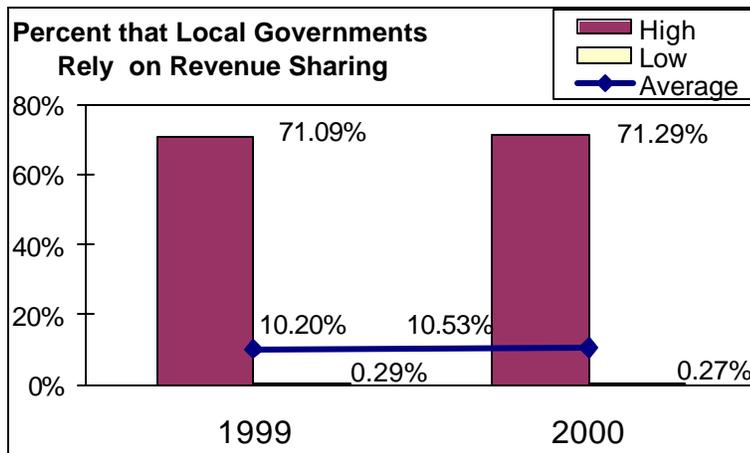
Measure:

How much, expressed as a percentage, local governments rely on revenue sharing in their general operating budgets. Sec 24(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average percentage calculated is 10.53%. There were 161 local governments with a range from 71.09% to .29%. In FY01 the average percentage was 10.2%. There were 161 local governments with a range from 71.29% to .27%.

This performance measure is not conducive to establishing a target goal. While it is a Department goal that local governments become more self-sufficient through increased local revenue generation, the percentage local governments rely on revenue sharing in their operating budgets can be impacted in several ways not related to the Department's efforts in this area. For example, the level of revenue sharing funding appropriated by the Legislature and local government operating revenues received by other State agencies or the Federal Government has a direct effect on the annual percentage rates.



Benchmark Comparisons:

Not applicable.

Background and Strategies:

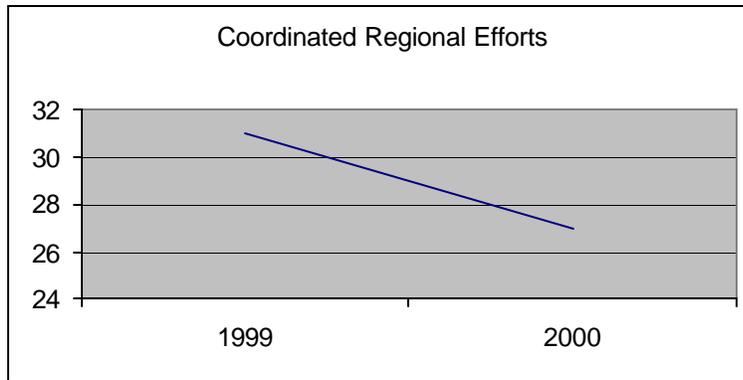
A listing of the governments and the percentages and figures used in the calculations is available upon request from the Division of Community and Business Development.

Measure:

The number of coordinated regional efforts resulting in the creation of new business opportunities. Sec 24(d)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were 27 coordinated regional efforts within the Alaska Regional Development Organizations (ARDORs) resulting in creation of new business opportunities. In FY00, the first year of the measure, there were 31 coordinated regional efforts.



FY03 target: There will be 30 coordinated regional efforts resulting in creation of new business opportunities.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

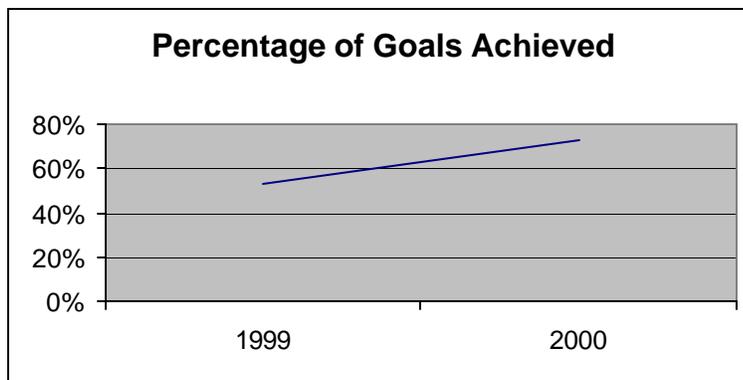
The information in this Performance Measure was taken from the January 2001 ARDOR Annual Report. This area for the ARDOR program looks like it went down this year. The reason the numbers are lower is that two ARDORs (Anchorage and SWAMC) have not yet reported this information.

Measure:

The percentage of goals identified through regional processes that are achieved.
Sec 24(d)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of goals identified through regional processes that are achieved is an average of 73%. Figures taken from the Alaska Regional Development Organization FY02 grant application. The percentage report was derived by dividing the number of goals accomplished during the year by the number of goals identified at the beginning of the year. The percentage of goals from the FY01 grant applications is an average of 53%, the first year of the measure.



FY03 target: The percentage of goals identified through regional processes that are achieved will be an average of 75%.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The information in this Performance Measure was taken from the ARDOR grant applications. The goals used in the

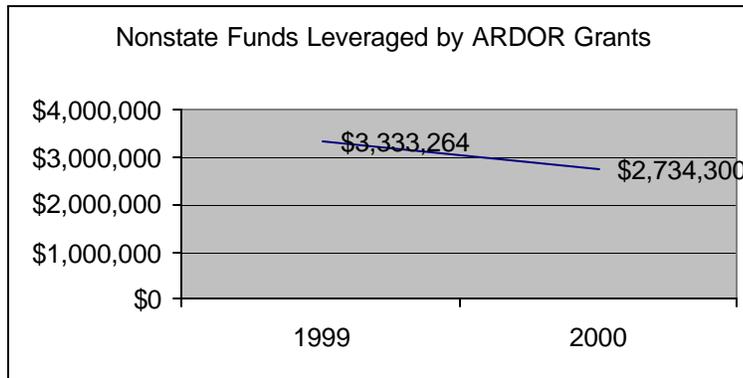
calculation are the grantees' goals.

Measure:

The change in the amount of nonstate funds leveraged by ARDOR grants.
 Sec 24(d)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The amount of nonstate funds leveraged by the FY02 ARDOR grants is \$2,734,300, a decrease from \$3,333,264 from FY01 (FY01 was the first year of the measure).



FY03 target: The amount of nonstate funds leveraged by the FY03 ARDOR grants will increase 10% from FY02.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

The information in this Performance Measure was taken from the ARDOR FY02 grant applications. . This area for the ARDOR program looks like it went down this year. The reason the numbers are lower is that two ARDORs (Anchorage and SWAMC) have not yet reported this information. SWAMC hasn't applied for the FY02 grant.

Measure:

The cost per trade lead in international trade and development.
 Sec 25(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

No baseline number as yet. This is a new measure approved by the 22nd Legislature. Based on performance measure approved by the 21st Legislature, the division began in FY01 to maintain records quantifying the number of trade leads distributed to Alaska exporters, overseas buyers, film community, and other Alaska businesses. The division is currently developing an effective method of allocating costs specifically associated with the collection and dissemination of leads.

Benchmark Comparisons:

A comparison between Alaska and other states will be problematic. According to the two leading national organizations supporting international trade and economic development (NASDA and SIDO) for the states, comparative data is neither collected nor reported.

Background and Strategies:

Handling of leads is one of many activities performed by the division. The division's in-state trade specialists and overseas trade representatives work closely with Alaska and overseas companies to identify and pursue opportunities for trade and development.

- Strive to increase number of leads and qualify leads for appropriateness and potential, while working to contain cost.
- Distribute leads to appropriate Alaska and overseas businesses.
- Identify and help Alaska companies to pursue new export opportunities.
- Participate in special promotions and presentations, trade shows and seminars to raise the visibility of Alaska as a potential source for products and services, and a good place to do business.
- Educate potential customers overseas about what Alaska has to offer, through efforts of overseas trade representatives in Japan, Korea, Taiwan and the Russian Far East.
- Organize and conduct trade missions, inbound and outbound, to introduce buyers in key markets to Alaska sellers.

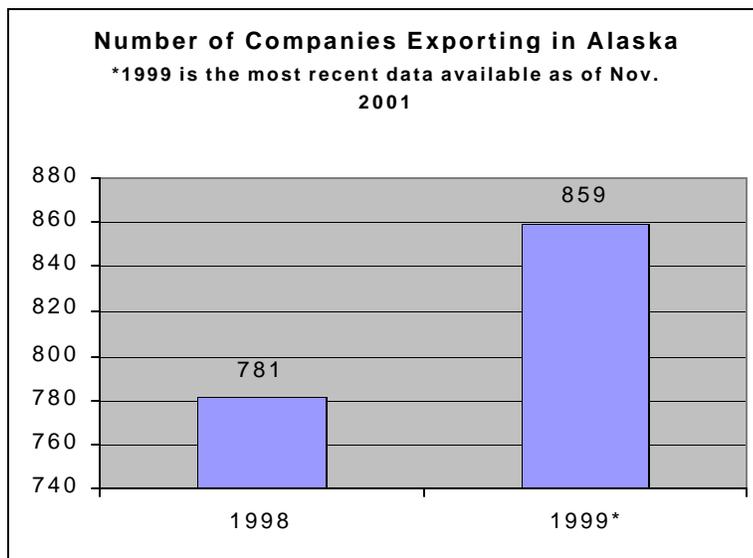
Measure:

The increase in the number of Alaska firms that export products and services.
 Sec 25(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

According to the U.S. Department of Commerce ("A Profile of U.S. Exporting Companies, 1998-1999"), in 1999, the most recent year for which figures are available, the number of Alaska-based exporters was 859. This number represents a 10% increase from 1998.

Target proposal: Meet or exceed the national rate of growth of the number of exporting companies.



Benchmark Comparisons:

During the 1998 to 1999 period, the national rate of growth of the number of exporting companies was 7.5%, based on information collected and reported by the U.S. Department of Commerce.

Background and Strategies:

Diversifying markets is beneficial to Alaska companies and Alaska's economy. The division assists export-ready companies to begin and expand export markets.

- Provide trade information and services to export-ready Alaska companies.
- Assist smaller and new-to-export firms to "test the waters" overseas through relatively inexpensive means such as Alaska Products Catalogs distributed to trade groups, and shared Alaska booths at targeted trade shows.
- With private sector interest and support, organize and conduct trade missions matching industries with potential markets to expand sales in current markets and develop new markets.

Measure:

The change in the dollar value of exports from the state.
 Sec 24(d)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The dollar value of goods exported from Alaska totaled \$2.5 billion in 2000, a decrease of 3.9% from 1999*. (*Decrease due to change in destination of North Slope Crude, now being shipped to U.S. West Coast refineries. Not counting crude oil, Alaska's exports increased 5.5% in 2000.)

Target level proposed: Meet or exceed the national growth rate of exports.



Benchmark Comparisons:

Based on information collected and reported by the U.S. Department of Commerce Census Bureau, the change in the dollar value of Alaska exports can be compared with the change in the dollar value of exports from other states. Figures are derived from Export Statistics, State of Origin series. U.S. exports increased 12.6% in 2000.

Background and Strategies:

The state's export industries continue to benefit from Alaska's trade presence in key overseas markets. The division assists Alaska companies and industries to export:

- Provide information and assistance to help Alaska companies initiate or expand export business activities.
- Research potential niche-market opportunities for value-added Alaska products. Identify potential buyers in promising markets, and introduce them to Alaska suppliers.
- Keep Alaskans informed about key markets through periodic newsletters and special reports.
- Promote exports to Alaska's key markets - Japan, Korea, Canada, China, Taiwan, and the Russian Far East.
- Focus on Alaska's key markets by contracting for trade representation in Tokyo, Seoul, Taipei and Sakhalin. Overseas trade representatives maintain contacts with key officials in private sector and government, promote Alaska products and services, and provide timely, useful market information to Alaskans.
- Utilize overseas trade representatives to extend the effectiveness of Alaska companies overseas - provide market research on specific goods and services, and assist Alaskans to make contact with buyers.

BRU/Component: Qualified Trade Association Contract

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Tel: (907) 465-2500 **Fax:** (907) 465-5442 **E-mail:** Jeff_Bush@dced.state.ak.us

Key Performance Measures for FY2003

Measure:

Increase visitation from domestic and foreign markets.

Alaska's Target & Progress:

Target is to increase overall visitation by 3% in Summer and 3% in Fall/Winter.

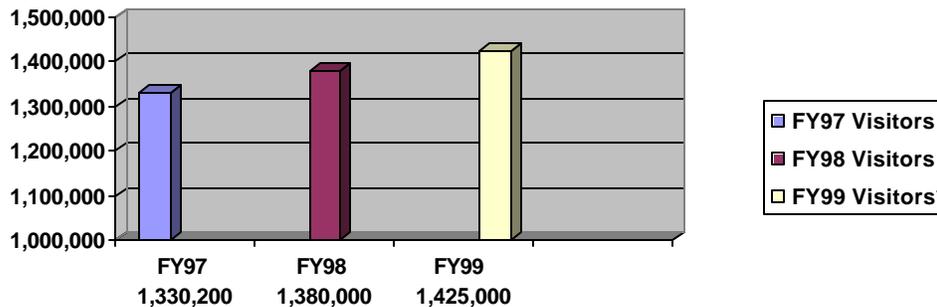
Summer 2001: Progress will not be known until the Alaska Visitor Statistics Program (AVSP) Summer 2001 report is released by the Department. However, in an informal poll of Alaska tourism businesses over 40% of respondents reported business was down for summer of 2001 compared to previous years.

Fall/Winter 2001: Early indicators show that this goal was exceeded by a significant amount. Preliminary data from the AVSP Fall/Winter 2000/01 estimates arrivals were 10-15% higher than in fall/winter 1998-99 (the last year for which information is available).

DCED is updating the Alaska Visitor Statistics Program IV (AVSP), which will provide critical data on Alaska visitors. This information will be used as a benchmark for tracking actual visitation patterns for FY03 and in future years. Once completed, this study will also provide benchmark information for the number of repeat visitors.

The AVSP 1999 Summer Arrivals study shows that visitor traffic growth has slowed over the past several years. In 1996, visitor volume grew by 10%; in 1997, by 5%; and in 1998, by 4%.

YEAR-ROUND ALASKA VISITATION



*No AVSP Fall/Winter arrivals data was collected for 1999/2000 so 1998/1999 figures were used for comparison.

Events of 9/11: The tragic events of September 2001 have altered the course of travel for the foreseeable future. Travel and tourism is one of the hardest hit sectors of the economy and one of the areas where consumer confidence will take the longest time to return. Massive layoffs and bankruptcies are erupting throughout the industry. As a result urgent short term measures have been undertaken by the federal government to generate cash flow and assist the travel industry in regaining its footing. A number of cities and states have begun emergency marketing campaigns to attract consumers who are willing to travel. In Alaska the major impact will occur in the coming months as we head into the peak booking cycle and summer season. Alaska is expected to be particularly hard hit since many consumers are now afraid to fly, and Alaska's primary mode of travel is by air.

Benchmark Comparisons:

According to the Travel Industry Association (TIA), U.S. domestic travel for 2000 grew by 1% over 1999, while the Pacific region of the U.S. saw an increase of 5% over the previous year. International travel was up 4.9% with cruise industry traffic increasing 16.8%. TIA originally forecasted a 1.8% increase in domestic/international travel for 2002, although these projections are now being re-evaluated due to the terrorist attacks.

Background and Strategies:

Alaska needs to become more competitive in the marketplace; given current funding, this is very difficult to do. In comparison to other states, Alaska ranks 36th in the amount of state funds allocated to tourism marketing. This greatly diminishes the state's ability to compete for visitors. The average state tourism marketing budget for 2001 was \$13.7 million compared to Alaska's \$7.3 million budget. Another important point of reference is that 35 of 50 state tourism marketing programs receive 100% of their funding from the public sector.

International visitors continue to come primarily from Japan, Germany, the United Kingdom and Australia. Based on reports from tour operators, cruise lines and airline sources the 2001 season brought approximately 25,000 visitors from Germany, 23,000 from Japan, 15,000 from the United Kingdom and 12,000 from Australia.

Marketing strategies being implemented to compete for visitors include:

- Adding national cable television.
- Expanding and promoting Official Alaska State Travel Website (www.travelalaska.com) in order to maintain the monthly average of 90,000 visitor sessions and 23.5 million total hits to the site for the year.
- Bolstering Public Relations efforts to include aggressive outreach to travel writers, editors and producers in order to increase national media exposure for Alaska.
- Increasing the level of knowledge regarding Alaska with travel trade and tour operators.

Measure:

Increase economic and other benefits provided by the visitor industry.

Alaska's Target & Progress:

Target is to:

- Increase statewide visitor expenditures from \$949 million and overall impact of \$2.6 billion;
- Enhance the quality of life for Alaskans; and
- Increase year-round employment of Alaskans in the visitor industry above the current 30,700.

Number of Jobs: One in eight private sector workers are now employed in the visitor industry in Alaska. Alaska's visitor industry directly and indirectly accounts for approximately 30,700 jobs (20,300 direct employment; 10,400 indirect employment).

Average Visitor Expenditure: Visitors spend an estimated \$726 per-person, per-trip while visiting Alaska. As the number of visitors to Alaska grows, the overall economic impact to the state will increase.

**Total Visitor Industry-Related
Economic Output (Spending) in Alaska, 1998**

	Direct Spending (millions)	Output Multiplier	Indirect Output (millions)
Transportation	\$172.1	1.8973	\$326.5
Retail	191.1	1.7945	324.9
Service Sector			
Lodging	203.7	1.6589	337.9
Food/Drink	137.1	1.5499	212.5
All Other Service	244.8	1.6554	405.2
Total	\$948.9		\$1,625
Plus Direct Impacts			949
GRAND TOTAL:			\$2,574

Source: Economic Impacts of Alaska's Visitor Industry, March 1999

Benchmark Comparisons:

Length of Trip: The Travel Industry of America (TIA) reports the national average trip duration in 2000 was 4.1 nights. Alaska is out-performing the national average. The 1999 AVSP visitor arrival study reports the average trip duration at 9.8 days. More nights/days in a destination translate into more dollars spent.

Background and Strategies:

Through the statewide marketing effort, ATIA strives to increase visitor expenditures by bringing more visitors to Alaska and encouraging these visitors to stay longer and spend more. By targeting a diverse mix of visitors, we are able to expand the range of businesses that benefit, provide a quality experience and bring income to all regions of the state.

As Alaska's tourism industry grows, residents will benefit both directly and indirectly through increased employment and quality of life improvements such as jet air service, local attractions, hotels, restaurants, etc. More importantly, as other industries face decline – such as commercial fishing, mining and timber – more residents are turning to Alaska's visitor industry for employment.

Measure:

Increase participation of businesses in the tourism marketing program.

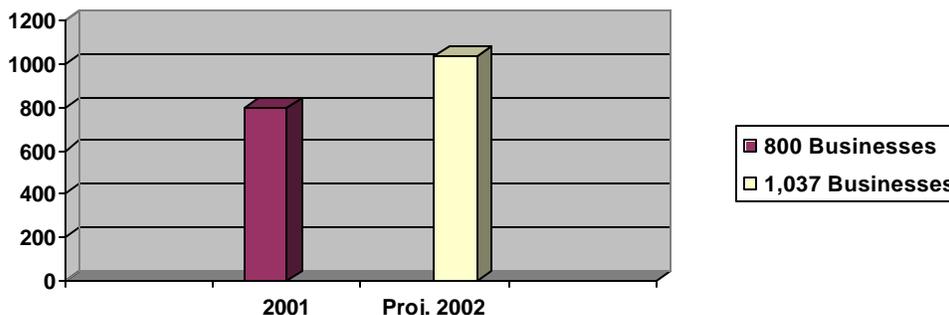
Alaska's Target & Progress:

Targets include:

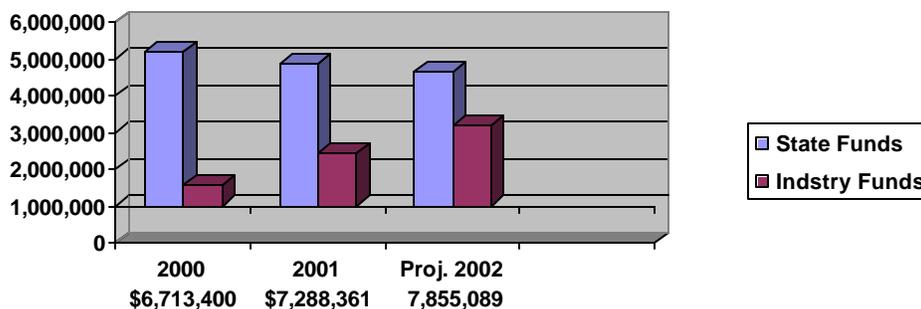
- Raise a minimum of 30% of the funding for marketing from the private sector: This target was met and exceeded by 17% for FY01 and will be exceeded by approximately 60% for FY02. In FY03, the required match requirement doubles. While the industry will continue to increase its share of funding, it will not be possible to reach \$6 million in FY03.
- Increase business participation in the state tourism marketing program: Participation has increased by 29 percent over the past two years.
- Increase the selection of marketing services to businesses: New programs include advertising on specialty websites catering to adventure/ecotourism, sportfishing and cultural travelers; online Travel Specials section on website to allow businesses to promote short-term special offers to consumers; and electronic newsletter sent directly to potential travelers.

The private sector was required to match state funds by 30% in FY01 and FY02. For both years, additional funds were raised outside of the contract and spent on marketing. In FY01 the required match was \$2,078,571 with an additional \$359,790 raised for a total of \$2,438,361; this amount increased to \$3,199,889 in FY02 with \$1,995,085 representing the required match and \$1,204,804 additional funding of marketing raised by the private sector. In 2000 the industry was restricted by program receipt authority in terms of how much could be contributed to the marketing program.

INDUSTRY PARTICIPATION IN MARKETING PROGRAM



INDUSTRY FUNDING OF TOURISM MARKETING EFFORTS



Benchmark Comparisons:

Public sector funds are the primary source (92%) of all tourism office funding and are the sole source in 35 states. Of the 15 states whose public sector funding is augmented by the private sector, including Alaska, 73% of total funds are provided by the public sector.

Forty-five states include industry advertising in the primary inquiry response brochure with some states now implementing online reservations.

Background and Strategies:

The tourism marketing program is developed by a broad-based group of more than 50 individuals representing businesses throughout the state. Specific focus is placed on year-round marketing and the needs of small businesses, which make up 92 percent of ATIA's membership. Some new programs added within the past two years include: representation in Australia, individual websites developed for adventure/ecotourism, sportfishing and cultural niches and the addition of national television advertising.

Outreach to businesses and organizations include regular delivery of an electronic newsletter sent to approximately 1,700 throughout the state. The annual meeting of industry has also seen continued growth: 571 delegates attended in 2000 and 660 attended in 2001. An industry website, www.alaskatia.org, also serves as a "clearinghouse" for important information on Alaska's visitor industry, national tourism industry and the state's marketing program.

ATIA also reaches out to civic and industry groups to increase awareness and participation in the statewide marketing program. Some of these groups include: Convention & Visitors Bureaus, Chambers of Commerce, member organizations such as the Statewide Association of Bed & Breakfasts, Museums Alaska and Community Economic Development Forums.

Measure:

Increase interest in Alaska as a visitor destination.

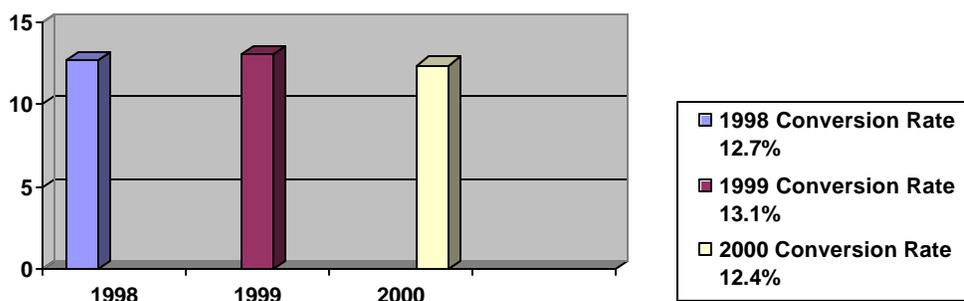
Alaska's Target & Progress:

Targets include:

- Establish a benchmark to track consumer interest in Alaska as a travel destination: The Images of Alaska 2000 research study tracks the behavior and attitudes of visitors to Alaska as well as non-visitors. This study establishes a benchmark to chart further growth and provides valuable information that can be used to refine Alaska's marketing messages and the vehicles used to deliver this message.
- Maintain the 12.4% rate at which interested parties convert to visitors: In FY02, the "visit Alaska" message was delivered to an estimated 72.8 million individuals, resulting in more than 612,000 individual consumers requesting Alaska trip-planning information. The conversion rate for the 2000 program year was 12.4%; meaning 12.4% of those requesting Alaska trip-planning information actually visited the state. Looking at the two-year conversion rate – those who indicate they will travel one year, but wait an additional year before actually traveling – the conversion rates increase to 19.4% for 1998 and 1999.

Individual media is being tracked for effectiveness. The annual Conversion Study is used to guide future marketing efforts and refine the effectiveness of the program as a whole. Comparisons may be made year-to-year, however, numbers vary based on different types of media used.

CONVERSION RATE



Benchmark Comparisons:

Not applicable.

Background and Strategies:

Images 2000 study was completed and we found that the size of the potential Alaska visitor market in the U.S. has grown by 4.3 million during the last four years. 34.8 million U.S. adults meet the profile of a typical Alaska visitor. Other highlights of the study include:

- Repeat visitors tend to return to the state an average of 3.6 times and stay longer than first time visitors.
- Use of the Internet as a trip-planning tool increased substantially, growing from 5% in 1996 to 44% in 2000.
- Alaska ranked third in terms of the next destination visitors are most likely to travel to in the next five years.

ATIA implemented domestic marketing programs to increase interest in travel to Alaska, including magazine, direct mail, newspaper, public relations efforts and internet marketing. New in FY02 was the addition of national cable television advertising. ATIA also implemented international marketing efforts, primarily targeting Japan, German Speaking Europe, United Kingdom and Australia; secondary markets include Taiwan and Korea.

ATIA assisted more than 1,000 individual travel writers in developing and placing Alaska travel stories and maintained an online media center, allowing media to access Alaska travel information and photography continuously – anywhere and anytime around the world.

Alaska is a difficult destination to sell. Therefore, a concerted effort is being made to reach travel agents and tour operators by directly sending them Alaska trip-planning information and developing a comprehensive Alaska Destination Specialist training course in partnership with the Institute of Certified Travel Agents (ICTA).

The number of requests for trip-planning information generated in FY01 exceeded 615,000.

Measure:

Attract a diverse mix of visitors who travel to and within Alaska.

Alaska's Target & Progress:

Target is to:

- Endeavor to position Alaska as a year-round destination;
- Increase travel by all modes; and
- Increase travel to all areas of the state.

Target is being met by implementing programs that focus on the following niche markets: winter, highway/ferry, adventure/ecotourism, sportfishing, cultural and Bed & Breakfasts.

Highway/Marine Highway: Ad featuring highway travel ran in national publications and 43,000 direct mail packages were sent to highway lists resulting in 64,000 requests for trip-planning information.

Adventure/Ecotourism: 60,000 email messages containing an adventure/ecotourism message were sent to targeted opt-in email lists, and five ads were placed in national publications, resulting in 21,000 requests for trip-planning information.

Sportfishing: targeted email messages were sent to sportfishing enthusiasts resulting in 8,000 requests for Alaska trip-planning information.

Benchmark Comparisons:

Alaska is positioned to offer many of the activities that are popular with visitors on a national basis.

TOP NATIONAL ACTIVITIES FOR U.S. TRAVELERS

Shopping		33%
Outdoor	17%	
Historical/Museums		14%
Beach		10%
Cultural Events/Festivals	10%	
National/State Parks		10%

Background and Strategies:

Winter: Advertising and collateral materials include both winter and summer images in order to position Alaska as a year-round destination.

- A separate winter section is included in the Official State Vacation Planner and on the Official State Website.
- Travel writers were brought to Alaska and will be encouraged to write about their winter experiences.
- Winter vacations are being marketed to Japanese travelers.

Highway/Marine Highway: A cooperative effort with Yukon, BC and Alberta focuses on highway and ferry travel. A North! to Alaska travel magazine is distributed to roughly 400,000 potential visitors interested in driving to Alaska. The state also partners with Tourism Yukon through a separate agreement in order to run joint advertisements in national magazines aimed at the rubber tire trade.

Adventure/Ecotourism: Backcountry adventures are highlighted as a separate section in the Vacation Planner. The www.adventuresalaska.com website is prominently displayed to encourage those receiving the Planner to also check out the niche website which provides additional information and access to Alaska businesses specializing in adventure or ecotourism.

Sportfishing: Partnering with producers and writers to increase the amount of national exposure generated on fishing in Alaska. Several television programs will air this year on ESPN-2 that showcase fishing in Kodiak and Southwest Alaska. The www.sportfishinginalaska.com website is also prominently displayed in the Vacation Planner and promoted.

BRU/Component: Investments

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

The number of new or retained jobs in the state per loan made from the Small Business Economic Development Revolving Loan Fund.

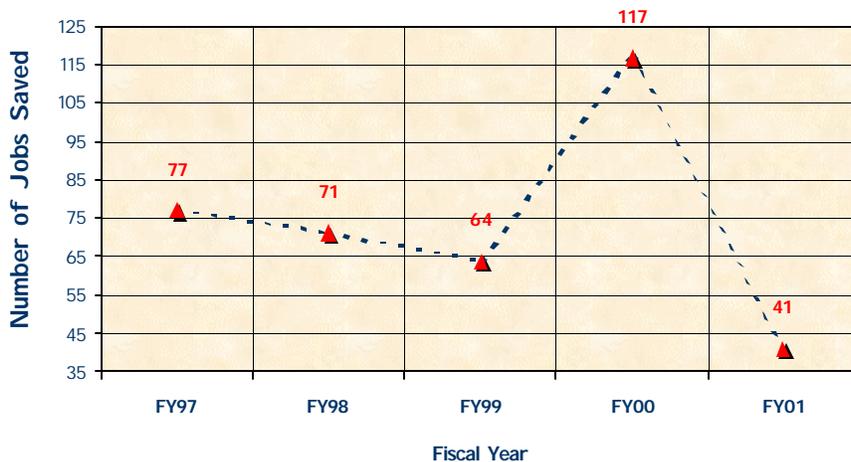
Sec 27(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During fiscal year FY01, \$85,000 was loaned to Alaska small businesses. There were 41 new jobs created. Currently, the majority of grant funds have been utilized. The division will continue to make loans from repayments received on existing loans.

During FY00, \$507,522 was loaned to Alaska small businesses. 117 jobs were created and 8 were saved.
 During FY99, \$589,900 was loaned to Alaska small businesses. 64 jobs were created and/or saved.
 During FY98, \$919,300 was loaned to Alaska small businesses. 71 jobs were created and/or saved.
 During FY97, \$250,000 was loaned to Alaska small businesses. 77 jobs were created and/or saved.

Small Business Economic Development Revolving Loan Fund



Benchmark Comparisons:

There are no current statistics available at this time.

Background and Strategies:

In many areas of the state, individuals wishing to start a small business have had virtually no chance of receiving financing without assistance from a program such as this. In June 1988 the Economic Development Administration (EDA) approved the Alaska Department of Commerce and Economic Development's original application to establish a Revolving Loan Fund (RLF). The funding approved for the original RLF totaled \$600,000 (\$350,000 from EDA and \$250,000 from the State of Alaska). In 1992 the fund was recapitalized with an additional EDA Grant, in the amount of \$450,000 and matching state funds in the amount of \$200,000. The RLF program has proven to be a very useful tool in the Department's overall rural small business and economic development program. In 1998 the department applied

for and was awarded a \$600,000 grant to recapitalize this program. The grant was awarded by the EDA and was matched with \$200,000 from the Alaska Industrial Development and Export Authority to provide a total of \$800,000 for new loans. Currently, the majority of grant funds received for this program have been utilized. The division anticipates requesting additional grants in the future and will continue to make loans from repayments received on existing loans. In the past fiscal year one loan was made, resulting in the creation of 41 jobs in an area of the State that experienced low per capita income or high unemployment. This division will continue to provide this financing by:

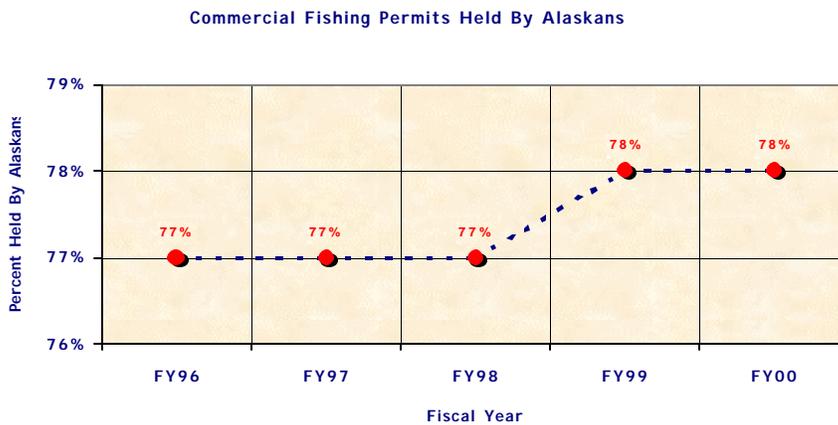
- Marketing this program through brochures, conferences, outreach visitation and the Alaska Business Development Center.
- Participating in the Economic Development Funding Forum, talking with other lenders regarding this program.
- Continuing to improve our presence on the Internet by making the loan program information available for viewing and downloading application forms.
- Utilizing the rural staff of the Division of Community and Business Development (CBD) to promote this program.

Measure:

Whether the division maintains the proportion of commercial fishing permits held by Alaskans at 75% or higher through the Commercial Fishing Revolving Loan Fund.
 Sec 27(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY99 and FY00 (the most recent figures available), the proportion of permits held by Alaskans was 78%. From FY96 to FY98, the proportion of permits held by Alaskans was 77%.



Benchmark Comparisons:

Other than our twenty-five year loan history, there are no other programs similar to this loan program.

Background and Strategies:

The commercial fishing industry continues in flux as world markets adapt to the changing supply of fish from fish farms as well as the more traditional fishing fleets. The salmon markets have been significantly affected, and as a result, they have been extremely volatile for the past several years. It is important that Alaska maintains its place in the worldwide salmon market during these changing times to assure our place for the future. This loan program offers a relatively modest financing program for Alaska resident commercial fishing harvesters. The division's effort is to maintain the proportion of commercial fishing permits held by Alaskans at 75% or higher. To achieve this goal this division will:

- Work with Alaska resident fishermen requesting financing for the purchase of permits.
- Work with Alaska resident fishermen requesting financing for gear, vessel upgrades and/or improvements.

- Travel to fishing communities all over the state to assist them in their planning for financing their on-going fishing businesses.
- Travel to fishing communities all over the state to assist them in solving tax related problems.
- Continue to work with the Alaska Business Development Center, assisting fishermen through our Fisheries Business Assistance Contract.

Measure:

Whether the division provides hatchery-reared salmon to Alaska commercial fisheries at a harvest value of \$40,000,000 or more per year through the Fisheries Enhancement Revolving Loan Fund.
 Sec 27(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During calendar year 2000 (the most current information available), the harvest value of the hatchery-reared salmon was \$57M, an increase of over ten million for the calendar year 1999 harvest value. Preliminary Alaska Department of Fish & Game figures for the 2001 season put the number somewhere around \$32M, a substantial decrease from prior years due to the decreasing price of salmon.

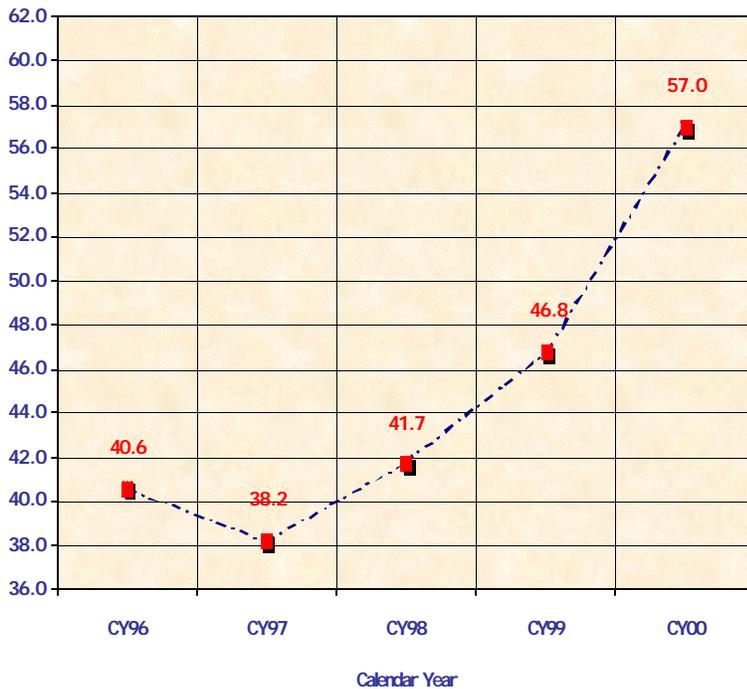
During CY99, the harvest value of the hatchery-reared salmon was \$46.8M.

During CY98, the harvest value of the hatchery-reared salmon was \$41.7M.

During CY97, the harvest value of the hatchery-reared salmon was \$38.2M.

During CY96, the harvest value of the hatchery-reared salmon was \$40.6M.

Fisheries Enhancement Statistics
 (In Millions)



Benchmark Comparisons:

There is no comparable program.

Background and Strategies:

In 1976, the Alaska Legislature responded to the need for increased production of salmon by creating the Fisheries Enhancement Revolving Loan Fund (FERLF). The purpose of this program was to promote enhancement of the State's fisheries. This division will continue to promote this enhancement by:

- Granting long-term, low interest loans for hatchery planning, construction and operation.
- Providing grants to Regional Corporations for organization and planning purposes.
- Work with hatcheries to insure that adequate funds are available for their continued operation.

Alaska Aerospace Development Corporation Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The excess earnings (or dividend) per launch.
Sec 28(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY01 was the first fully operational year for the Kodiak Launch Complex (KLC). There were two successful launches. Three launches are contracted for and scheduled for FY02. AADC projects a minimum of two launches for FY03. Should three launches be accomplished, AADC projects average earnings of \$100,000 per launch. The earnings are budgeted as capital replacement reserves for maintaining the KLC in operational status.

Benchmark Comparisons:

Not applicable. The KLC is the first facility of its kind - the only complete launch complex owned and operated by a state.

Background and Strategies:

Earnings per launch are a management and project control outcome. AADC intends to put an independent finance and accounting system in place to facilitate our business practices.

Measure:

The new permanent jobs created.
Sec 28(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY02, AADC employed 7 personnel directly on a full time basis. AADC also contracts for technical services and labor. This consists of 2 full time technical positions and 5 temporary. AADC also contracts for part time technical and labor positions. This consists of two part time technical positions and approximately six part time positions. For FY03, AADC projects a total of full time permanent positions of 14 and part time positions of eight.

Benchmark Comparisons:

There is no data available for comparison from other states.

Background and Strategies:

As AADC continues to grow, the opportunity to hire the temporary positions is a constant focus point. With growth comes job security and permanent positions for Alaskan's.

There are private sector jobs that benefit from the KLC operation. The money that is generated from KLC expenditures benefit Kodiak directly. AADC has utilized services from ENRI in regards to environmental monitoring and weather monitoring. Additional companies that benefit from the operation of KLC are Doyon, Purcell, D & E Services, Kodiak Transfer Inc., and Rise.

Measure:

The number of launches per year.
Sec 28(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY01 was the first fully operational year for the Kodiak Launch Complex (KLC). There were two successful launches. Three launches are contracted for and scheduled for FY02.

AADC's goal for FY03 is to support three launch campaigns.

Benchmark Comparisons:

Not applicable.

AADC will continue its marketing with a focus on defense related launches. The commercial market is flat at this time.

Measure:

The new space related projects brought to the state.
Sec 28(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

AADC intends to provide support to the US Department of Defense, Ballistic Missile Defense Organization (BMDO) infrastructure development at the KLC.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

Ballistic Missile Defense Organization is contemplating the use of KLC for testing. AADC will endeavor to support this examination with the goal of securing an on going program.

Measure:

The economic impact of launch activities expressed in dollars per launch.
Sec 28(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Previous Institute for Social and Economic Research (ISER) revealed an economic impact of approximately \$900,000 per launch. Additional studies will be conducted only if funding is available.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

AADC has used the ISER to research the impact. The information proved very useful. However, funding for additional research is not currently in the AADC budget.

Alaska Industrial Development and Export Authority Budget Request Unit

Contact: Robert G. Poe, Jr., Executive Director
Tel: (907) 269-3000 Fax: (907) 269-3044 E-mail: bpoe@aidea.org

Key Performance Measures for FY2003**Measure:**

The number of permanent jobs created.
Sec 29(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 2001 AIDEA funded loan participations totaling approximately \$9.9 million, creating approximately 185 construction jobs and 163 new jobs, and guaranteed one loan for \$150,000, creating 6 new jobs. In FY2002 AIDEA will purchase between \$50 and \$65 million in loan participations. This is expected to be a record amount and not a figure that is sustainable. In FY 2003, AIDEA will purchase approximately \$30.0 million in loan participations with financial institutions; and guarantee \$2.0 million in small business loans. The number of jobs created is one of the factors in AIDEA's determination to participate in a loan financing; however, AIDEA has not traditionally projected the number of jobs to be created by its financing participations. After a loan is approved AIDEA is able to track that information. On average, over 285 permanent jobs are created annually by AIDEA's loan participations and guarantees.

Jobs Created/Retained
Construction Permanent

1992	77	34
1993	191	568
1994	334	349
1995	268	215
1996	298	128
1997	504	176
1998	600	500
1999	381	442
2000	506	275
2001	185	169

The number of "permanent jobs created" dropped from FY00 to FY01 primarily due to a drop in loans funded, from \$30.9 million in FY00 to \$9.9 million in FY01. The drop in fundings is in part due to large new construction projects that AIDEA committed to but were not completed within the fiscal year. There is often a lag time between approved loans and funded loans, possibly 60 days to a year. FY02 will reflect the statistics for completed projects that AIDEA committed to in FY01.

Benchmark Comparisons:

No other state similar in population has a public development corporation identical to AIDEA.

Background and Strategies:

AIDEA provides the financing mechanisms necessary to participate in long-term commercial loans, guarantee small business loans, including export transactions, to own projects that promote economic development and to provide conduit financing of projects owned by others that promote economic development.

AIDEA will continue to work with the private sector to develop infrastructure projects that AIDEA can own and lease to the private sector, complimenting private sector investment. AIDEA will also continue to work with the private sector to provide conduit revenue bond financings of projects owned by private sector investments that promote economic development.

Measure:

The loan delinquency rate.
 Sec 29(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In August 2001, AIDEA's delinquency rate on loan participations dropped to 1.07 percent. This is a lower delinquency rate than Alaskan banks average for their total loan portfolio. This is down from a 1.73 percent delinquency rate for July 2001. Delinquency rates cannot be directly controlled by AIDEA. Delinquency rates are more a result of the economy. However, through prudent business practices, AIDEA can make knowledgeable decisions on participating in loans that will help diversify Alaska's economy and create jobs for Alaskan.

Historical Delinquency (Total Portfolio)

Fiscal Year End	Portfolio Balance \$	Delinquent Loans \$	Delinquent Loans %
6/30/86	372,833,597	36,975,029	9.92%
6/30/87	329,070,910	85,017,004	25.84%
6/30/88	282,280,437	75,172,882	26.63%
6/30/89	269,187,088	71,877,069	26.70%
6/30/90	237,442,336	31,283,646	13.18%
6/30/91	215,871,257	20,608,511	9.55%
6/30/92	208,496,198	25,292,336	12.13%
6/30/93	216,898,077	10,102,823	4.66%
6/30/94	216,343,028	17,422,823	8.05%
6/30/95	238,177,839	15,968,625	6.70%
6/30/96	232,004,260	15,120,064	6.52%
6/30/97	242,941,647	14,249,212	5.87%
6/30/98	233,819,970	3,491,526	1.49%
6/30/99	222,395,176	5,878,085	2.64%
6/30/00	227,615,585	5,698,987	2.50%
6/30/01	208,094,608	3,249,730	1.56%

Benchmark Comparisons:

No other state similar in population has a public development corporation identical to AIDEA.

Background and Strategies:

AIDEA will continue to carefully review all loan participation requests from banks to help insure that each business receiving the loan can produce adequate revenues to repay the loan and that AIDEA's loan portfolio remains strong.

AIDEA will monitor its loan portfolio monthly and work with originating banks and businesses to help insure their loans are current.

AIDEA will insure its loan portfolio is diverse regionally and by industry sector.

Measure:

The amount and percentage of earnings of the authority available to the state as a dividend.
 Sec 29(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Since the Dividend Program became law in 1996, AIDEA has provided \$109 million to the General Fund in the form of a dividend, including the FY02 dividend of \$17.5 million. AS 44.88.088 requires that the amount of the dividend for a fiscal year may not be less than 25% nor more than 50% of the net income of the authority for the base fiscal year.

Base Fiscal Year June 30	Net Income	Payable		Net Income	
		In FY	Dividend		%
1995	37,461,096	1997	15,000,000		40.042%
1996	42,902,054	1998	16,000,000		37.294%
1997	42,880,361	1999	16,000,000		37.313%
1998	52,373,699	2000	26,000,000		49.643%
1999	37,092,829	2001	18,500,000		49.875%
2000	35,597,000	2002	17,500,000		49.161%
Cumulative	<u>248,307,039</u>		<u>109,000,000</u>		<u>43.897%</u>

Benchmark Comparisons:

AIDEA's Dividend Program is unique.

Background and Strategies:

Through prudent business practices and a guiding investment policy, AIDEA will continue to produce net income, thereby allowing AIDEA to provide a dividend to the General Fund to fund other important programs.

AIDEA recommends that this measure be amended to reflect the statutory requirements for the dividend payment.

Alaska Energy Authority Budget Request Unit

Contact: Robert G. Poe, Jr., Executive Director

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Key Performance Measures for FY2003

Measure:

The change in the number of unscheduled outages of hydroelectric projects owned by the Authority.
Sec 30(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

AEA works closely in an administrative role with the operating utilities to minimize the number of unscheduled outages at the hydroelectric projects owned by the Authority and to insure the projects are operated effectively and efficiently through regular maintenance and budget oversight. The utilities are tasked with providing the necessary service to get the projects back on line when there is an unscheduled outage and provide backup generation when outages occur.

AEA's primary role is to efficiently oversee the operations and maintenance of approximately \$1 billion in electrical generation and transmission facilities in Alaska. AEA is the owner of the facilities with oversight of the project budgets. The utilities operate and maintain the facilities. Prior to 1993, AEA had a staff of seventeen to monitor the operations of the projects, providing detailed reports on operations, including unscheduled outages. AIDEA currently provides one staff position to provide oversight of the project operations and maintenance.

Due to lack of resources, detailed reporting, including the tracking of power outages has been discontinued by AEA.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

Continue to work with operating utilities to provide the local control of AEA projects for operation and maintenance services.

Measure:

The number of four dam pool project repairs and upgrades completed on time and within budget (this measurement will be used until the transfer of ownership of the four dam pool projects has been completed).
Sec 30(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

AEA initiates regular maintenance and repair to the four dam pool projects and provides administrative and budget oversight to insure the projects are completed on time and within budget. All scheduled repairs have been completed with the exception of continuing repairs to the Terror Lake tunnel.

As the owner of the four dam pool projects, it is AEA's responsibility to insure the assets are protected and the integrity of the projects is maintained.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

AEA initiates repairs and upgrades as necessary to maintain the AEA-owned projects built over a decade ago. In FY 2002, AEA will work with the operating utilities to complete the following:

- Complete the Terror Lake tunnel.
- Complete the sale of the four dam pool projects to the operating utilities and/or communities.

Measure:

The change in the amount of revenue created by projects owned by the Authority.
 Sec 30(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 2001 the AEA-owned projects generated approximately \$25,257,000 in revenues from operating plants and \$2,988,000 of investment and other income. Expenses, including depreciation, in excess of revenues offset the income.

The projects owned by AEA were built as infrastructure projects to provide lower-cost energy to Alaskans and were not intended to generate excess revenue. AEA works to maximize the revenues at the projects to cover operating expenses.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

AEA administers the outstanding long-term debt of the AEA-owned projects, which is in excess of \$300 million, and administers special trust funds relating to the facilities. To the extent feasible, AEA contracts the direct operating, maintenance and repair responsibilities of the AEA-owned facilities to the operating utilities and works with the operating utilities to lower operating costs and improve efficiencies at the facilities owned by AEA.

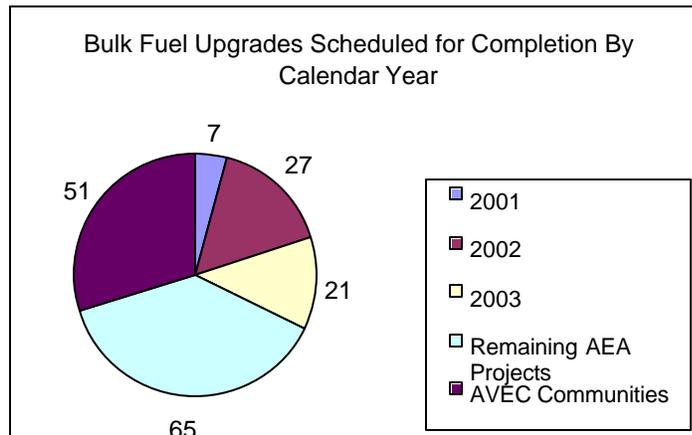
Since AEA's goal is not to generate excess revenue from the operation of the projects, this is not an appropriate measure for the operation of AEA owned facilities.

Measure:

The number of bulk fuel storage upgrade projects on rural energy group priority lists compared to the number completed.
 Sec 31(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There are 171 communities listed on the bulk fuel deficiency list. The following chart shows the progress made towards addressing the bulk fuel storage needs in rural Alaska. In FY2001, the Denali Commission provided a financial assistance award to AVEC to address the deficiencies in the communities that they provide service. AVEC has completed one community project. AVEC's progress to address the remaining communities is not tracked by AEA.



Benchmark Comparisons:

Not applicable.

Background and Strategies:

AEA's bulk fuel storage data base and priority list includes information on approximately 1100 tank farms in 171 rural communities. Most of these tank farms have serious deficiencies. The U.S. Coast Guard and the Environmental Protection Agency are continuing to issue citations to owners of many substandard facilities in rural Alaska but have thus far refrained from ordering them closed as long as effective measures are under way to bring them into regulatory compliance.

Consolidation of all tanks into one location is the primary strategy to address the bulk fuel needs of a community. A typical rural village may presently have separate tank farms owned and operated by the city government, the tribal government, the village corporation, the local school, the electric utility, and other public or private entities. Relying primarily on federal funds, the State has conducted a program over the last several years to replace these tank farms with new or refurbished facilities that meet all applicable safety and environmental codes. Consolidation reduces the cost of construction and helps to avoid the inconsistent maintenance and operations practices that can result from multiple projects operated by multiple owners.

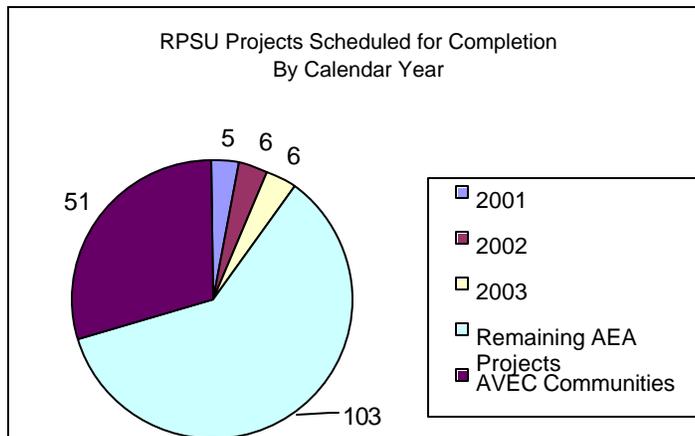
There are some communities that are not in need of community-wide consolidations. In FY2002, AEA has reviewed the deficiency list and has determined that there are several communities in which "small scale retrofits" with costs less than \$500,000 are appropriate. Currently, 6 communities have been identified in this category, and funding is being requested from the Denali Commission to address these smaller scale projects.

Measure:

The number of electric utility upgrade projects on rural energy group priority lists compared to the number completed. Sec 31(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following chart illustrates AEA's progress and schedule to complete RPSU projects. In FY2001, the Denali Commission provided a financial assistance award to AVEC to address the deficiencies in the communities that they provide service. AVEC's progress to address the remaining communities is not tracked by AEA.



Benchmark Comparisons:

Not applicable.

Background and Strategies:

AEA has a database that includes approximately 170 rural electric utility systems, ranks them in the order of their physical condition. In rural Alaska, 192 communities are served by 95 independent electric utilities. For most of these utilities, the power plant and distribution system do not meet accepted utility standards for safety, reliability, and environmental protection.

Electric utility systems are part of the basic infrastructure of rural communities and are fundamental to the operation of other community facilities, the maintenance of present living standards, and to the prospects for economic development. Due to high costs and limited economies of scale, most local communities cannot make the capital investments needed to meet accepted utility standards for safety, reliability, and operating efficiency.

As funds are available, the State contributes to these capital investments through the Rural Power System Upgrade (RPSU) program. Depending on the condition of existing facilities, these investments can include new generators, new controls, upgrades and modifications to distribution lines, or entirely new power plants and distribution systems.

Measure:

The change in the average power cost for households receiving power cost equalization compared to average statewide costs.

Sec 31(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

	Average Rates for Anchorage, Fairbanks, and Juneau	Average Rate for PCE Residential Customers	Average PCE Level at June 30	Average Effective Rate at June 30*
1999	9.9	38.09	14.51**	23.58
2000	9.9	39.21	20.01	19.20
2001	9.9	39.91	15.98**	23.93

*= Average PCE rate less Average PCE Level

** the PCE level in effect on June 30, 1999 was at a reduced level of 73.5%; on June 30, 2001 the level was 74%.

Based on the rates in effect on June 30, 2001:
 The statewide weighted average rate was 12.81 cents/kWh
 After applying PCE adjustments the weighted average rate was 11.77 cents/kWh

Benchmark Comparisons:

Average rate for residential customers in Anchorage, Fairbanks, and Juneau in 2000: 9.9 cents per kilowatt-hour.

Background and Strategies:

Legislation enacted in 2000 includes the following statement of findings by the Legislature:

1. Adequate and reliable electric service at affordable rates is a necessary ingredient of a modern society and a prosperous developing economy.
2. At the current stage of social and economic development in the state, direct participation by the state is necessary to assist in keeping rates in high-cost service areas to affordable levels.
3. Providing a long-term, stable financing source for power cost equalization will permit and encourage the electric utility industry and its lenders to develop plans, make investments, and take other actions that are necessary or prudent to provide adequate and reliable electric service at affordable rates and to meet the health and safety needs of residents of the state.

There are many factors that affect the cost of power in rural Alaska. For example fuel costs: most rural utilities do not have long-term power sales agreements as compared to the urban utilities. AEA does not have control over such factors.

Measure:

The reduction of power cost in dollars and the percentage of increased reliability and technological advances.

Sec 31(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

This measure was added by the Legislature in FY02. AEA has not determined whether this is a measure that can be tracked on a sustained basis. AEA is taking the initial steps described below to access this measure.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

Powerhouse upgrades include the installation of new generators that burn fuel more efficiently. Unfortunately, the generators do not come with energy output/fuel ratings. The small independent utilities that are provided the new generators do not have systems in place to track the reduction of power costs when using new generators. The method to measure the efficiency of the new generators would be to track kWh output compared to the fuel purchased. AEA does not have a system in place to measure this information currently. However, AEA is in the process of upgrading the PCE database which will include a method to track the power cost in dollars compared to the advanced generators used in the power house upgrades.

BRU/Component: Alaska Science and Technology Foundation

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Jamie Kenworthy, Executive Director

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Key Performance Measures for FY2003

Measure:

The number of new jobs from technology projects.
Sec 32(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In September 2001, ASTF surveyed 47 technology project grantees and received responses from 46 grantees. The surveys were sent to grantees that had completed their grant work within the last five years as well as active grantees that are farther along with their project or product development.

Thirty grantees reported a total of 211 full time equivalent jobs resulting from their ASTF project.

Target: an average of five jobs per grantee for those grantees reporting jobs and at least 50% of technology project grantees reporting jobs. This ratio reflects that grantees have both technical and business hurdles to achieve. ASTF co-invests in early stage business concepts prior to the concept becoming 'bankable'.

Benchmark Comparisons:

Annually, ASTF prepares an Alaska science and technology innovation index which can be downloaded from ASTF's website at:

<http://www.astf.org/admin/files/data/docs/TechIndex2001.pdf>.

This index includes historical trends and comparisons with selected other states and the U.S. average. The index represents a snapshot in understanding areas where Alaska is either doing well, average, or poorly in terms of its economy and science and technology innovation and potential.

Background and Strategies:

ASTF co-invests in new and existing firms that use science or technological innovation to grow their business and achieve Alaska economic benefit. To achieve new job/revenue creation, ASTF co-invests in firms that have strong business plans, management capability, and plans for post-ASTF grant funding if required.

Measure:

Project diversity.
Sec 32(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01, ASTF provided funding to 134 grantees in thirteen categories. 63 of these grantees were direct grant to teachers.

Target: funding in at least seven categories.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

ASTF accepts and considers all proposals for projects that conform to its stated standards. ASTF reserves the right to fund proposals in any area of inquiry. ASTF has five types of grants available: technology projects, knowledge projects, group projects, small business innovation research bridging grants, and direct grants to teachers. For convenience, ASTF reports its funded projects in the following fourteen categories: agriculture, energy, engineering,

environment, forestry and wood products, fisheries and aquaculture, public health and safety, infrastructure for economic development, internet, K-12 teachers, mining, other, science and engineering infrastructure, and software development. In FY01, the only category not receiving funds was other.

Measure:

The new revenue from technology projects.
Sec 32(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Twenty-eight grantees reported \$21.2 million in new revenue resulting from their ASTF project.

Target: an average of \$250,000 per grantee for those grantees reporting revenues and at least 40% of the technology project grantees reporting jobs. This percentage (40%) is less than the suggested 50% percentage of grantees reporting jobs because developments jobs are required prior to the onset of sales.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

ASTF co-invests in new and existing firms that use science or technological innovation to grow their business and achieve Alaska economic benefit. To achieve new job/revenue creation, ASTF co-invests in firms that have strong business plans, management capability, and plans for post-ASTF grant funding if required.

Measure:

The percentage of technology project grantees in business because of ASTF grants.
Sec 32(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

67% (31 out of 46) reported being in business because of their ASTF grant.

Target: 50% in business because of their ASTF grant.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

ASTF co-invests in new business concepts in a portfolio of both new and existing firms. Most Alaskan firms cannot afford R&D projects or risk. New firms offer exciting growth possibilities. Existing firms seeking to add a new business line offer business experience and infrastructure, managerial and financial depth, and support services.

Measure:

The change in student achievement in math and science in schools that received ASTF teacher grants.
Sec 32(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

ASTF surveyed 29 FY00 teacher grantees and received responses from 20, a 69% response rate. An average of 205 students participated in each teacher grant. Approximately 43% of participating students were located in rural schools.

35% greatly increased, 46% increased, 19% no change, 0% decreased, 0% greatly decreased. A total of 81% either increased or greatly increased their achievement due to the ASTF teacher grant.

Target: at least 80% increased or greatly increased.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

ASTF develops Alaska's capacity for science and engineering by funding competitive science, math and technology classroom projects for Alaska K-12 students. These projects have been highly successful in developing students' interest and achievement in math, science and technology. Due to ASTF's current fiscal restraints, a downsized K-12 program of twenty regular teacher grants and four specialized grants targeting critically understaffed career fields is planned for FY02.

Measure:

The increase in student interest in math and science in schools that received ASTF teacher grants.
Sec 32(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

38% greatly increased, 47% increased, 15% no change, 0% decreased, and 0% greatly decreased. A total of 85% either increased or greatly increased their interest due to an ASTF teacher grant.

Target: at least 80% increased or greatly increased.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

ASTF develops Alaska's capacity for science and engineering by funding competitive science, math and technology classroom projects for Alaska K-12 students. These projects have been highly successful in developing students' interest and achievement in math, science and technology. Due to ASTF's current fiscal restraints, a downsized K-12 program of twenty regular teacher grants and four specialized grants targeting critically understaffed career fields is planned for FY02.

BRU/Component: Alaska Seafood Marketing Institute

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Barbara J. Belknap, Executive Director

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Key Performance Measures for FY2003

Measure:

The increase in the development of new markets.
Sec 33(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Increase the presence of Alaska Seafood in the Takeout Market. FY01 was ASMI's second year of a program to position Alaska seafood in the US takeout market (ready-to-eat or ready-to-heat meals), now dominated by beef and chicken. ASMI promotions with salmon, halibut, cod and King Crab legs at the Byerly's/Lund's supermarket chain of 19 stores resulted in a 21.7% increase in sales over the previous year, with the deli and bakery up 4.3%. A month-long promotion at Mallard's and O'Brien's supermarkets with halibut, crab cakes, snow crab, shrimp and salmon resulted in a 20% increase in sales over the same period the year before.

Market Alaska Seafood to Children. A "Kids Program" was initiated in the United States with family restaurants complete with placemats for kids to draw on and washable tattoos of Alaska animals and fish

- Book covers for school kids were developed with Alaska-related pictures and trivia that the kids can color
- Alaska Salmon Lifecycle curriculum was written by two retired Juneau teachers and put on ASMI's webpage (www.alaskaseafood.org)
- Alaska Sockeye was featured on the Cartoon Network in Japan
- Parent Teacher Association cooking contests for moms were held in Japan
- School Canteen (cafeteria) promotions were held in Australia
- Canned Salmon for Lunch contests were held for school children in the United Kingdom

Develop the Alaska Seafood Market in China. After three years of developing this market, China's entry into the WTO will dramatically change the picture for imports from overseas. Norwegian and Chilean farmed salmon is well-established. ASMI will continue to build preference and usage for Alaska Salmon.

Imports to China in FY01 increased 10% over FY00. ASMI promotions moved 26% more product than FY01 even with the downturn in Alaska Crab production.

Benchmark Comparisons:

ASMI is the nation's largest seafood organization representing a single state. It is the only one of any size that markets more than one species of seafood. Other comparable organizations would be the Norwegian Seafood Export Council, which markets all species of seafood from Norway for a budget of approximately \$42,000,000 per year. Their return on marketing investment is not public information. Chile is also often compared to Alaska (although their production is twice as high and growing). They belong to the International Salmon Farmers Association, which does not have a viable marketing program at this time in our markets. Their salmon products are sold primarily on price.

Background and Strategies:

Increase the presence of Alaska Seafood in the Takeout Market. Takeout is one of the fastest growing segments of the food market. The use of seafood is limited. ASMI will build on the success of the Byerly's program and take on other upscale grocery store chains with similar promotions that utilize Alaska seafood in different sections of the store.

Market Alaska Seafood to Children. This program is entering its third year. The goal is to start children on seafood at a young age and encourage parents to purchase Alaska seafood for both meals at home and in restaurants. The strategy focuses primarily on foodservice, but will now include specific easy-to-fix kid-friendly recipe programs targeting young families shopping at retail.

Develop the Alaska Seafood Market in China. China is the best example of a developing market. While most imported Alaska Salmon and groundfish is re-exported in value-added form (i.e., pinbone out fillets), more is staying in the country for local consumption. ASMI has been preparing the ground for the impact that entry into the World Trade Organization will have on Alaska Seafood imports. Alaska Crab is a major import into China and the downturn in quota has impacted overall export figures from Alaska. However, more Alaska Salmon (primarily Keta) is staying in the country and appearing in restaurants and in grocery stores. ASMI has been planting the seeds for expansion in this market and will work on three primary areas: getting Alaska processors to sell product into the market rather than just for reprocessing; target the luxury hotels and restaurants for high-end products; target retail for the more moderately priced pinks and chums.

Measure:

The change in pounds of value-added seafood sold.
Sec 33(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Approximately 65% of the seafood sold at foodservice is in value-added form. This trend is growing at 7-10% per year. The figures below were taken from *Ken Talley's Seafood Newsletter* and reflect the calendar year 2000 in the United States market.

- Salmon:
 - Steak production was up 24%.
 - Salmon fillet production was down 18%.
 - Headed and gutted salmon made up approximately 30% of the salmon products.
 - Canned salmon: Production of canned pink salmon was down 40%; canned sockeye production was up 6%.
- Pollock: Fillet production was up 11% in 2000. Value-added pollock is surimi, fillets, minced blocks. (In 1999, 292,000 metric tons went into fillets, 317,900 metric tons went into surimi, and 9,100,000 metric tons went into minced pollock.)
- Cod: Fillet production dropped 8%. (Cod is sent in Headed and Gutted (H&G) form to Europe and Asia where it is reprocessed into fillets and salted cod. The North American market is primarily fillet form.)
- Halibut: Steak production was up 14%.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

ASMI can only report on the numbers that are available through the seafood trade publications and the Commercial Operators Annual Reports for salmon. The above figures reflect all salmon in the United States, including farmed. Canned salmon, Pollock, and cod are primarily Alaska product. Halibut can be sourced from Alaska, Canada and the Pacific Northwest. Over the past 5-6 years, Alaska seafood has been exported to China and Thailand where value is added and the products are shipped worldwide.

Measure:

The change in pounds of seafood sold.
Sec 33(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY00: 40,950,000 lbs. sold through ASMI promotions
1.6 million cases of canned salmon in the US

FY01: 37,910,190 lbs.* sold through ASMI promotions
1.4 million cases of canned salmon in the US

**Shellfish production in 2000 dropped 74%. Salmon harvests were down 37%.*

Note: the error margin is approximately 10% under actual sales; numbers of pounds moved is considered proprietary by some promotion partners and not always available to ASMI.

Benchmark Comparisons:

Not applicable.

Background and Strategies:

ASMI works on a “push” marketing strategy – getting the primary buyers to purchase Alaska seafood. The purpose is to move pounds and provide the Alaska seafood industry with a return on their marketing investment. ASMI is rededicating itself to this principle by focusing on the top performers at retail and, with reduced budgets, prioritizing our partners by how much volume they can sell. The Salmon Market Initiative funded by the EDA will provide the “pull” strategy – getting consumers into the stores and restaurants to ask for Alaska salmon and other Alaska seafood products.

BRU/Component: Banking, Securities and Corporations

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Franklin T. Elder, Division Director

Tel: (907) 465-2521 **Fax:** (907) 465-2549 **E-mail:** Terry_Elder@dced.state.ak.us

Key Performance Measures for FY2003

Measure:

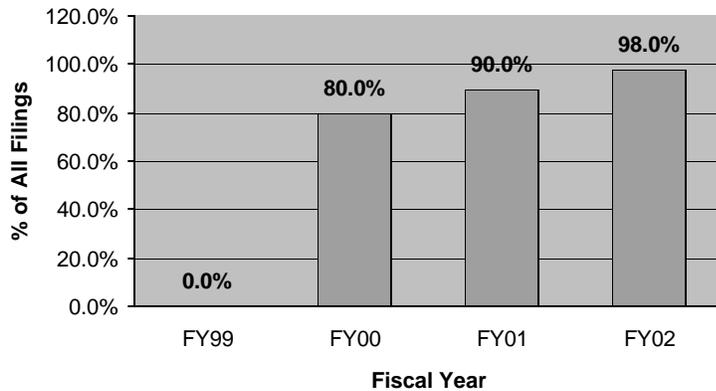
The number of members of the public who use forms provided by the division over the Internet for filing complaints and requests for exemptions as a percentage of all filings.

Sec 34(b)(1) Ch 90 SLA 2001(CSHB 250(FIN))

Alaska's Target & Progress:

Beginning in FY99, the division created web-based forms for complaints and exemption filings to make it easier for the public to make these filings with the division and to standardize the information the division collects. The division's target for this measure is 98.5%. It will never be 100%, since some people do not have computers. Through September 30, 2001, the FY02 achievement was 98%, up from 90% in FY01.

Percent of Complaints & Exemption Filings Using Web-based Forms (As of September 30, 2001)



Benchmark Comparisons:

Not applicable. There are no known benchmarks for this activity.

Background and Strategies:

The division developed Internet-based forms to standardize filings and make it easier for Alaskans who want to file a complaint or an application for exemption from registration.

The strategy: to provide as much information and forms via the Internet as possible in order to improve the ease and accessibility for the public, and to make their availability known through Internet advertising, public meetings, and personal contacts.

Measure:

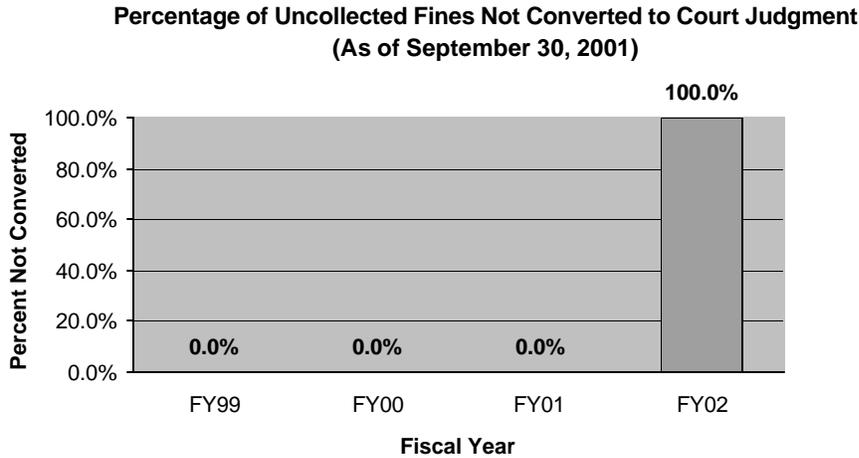
The percentage of uncollected fines that have not been converted to court judgment.

Sec 34(b)(2) Ch 90 SLA 2001(CSHB 250 (FIN))

Alaska's Target & Progress:

Beginning in FY99 following a statutory change allowing for converting uncollected fines, the division initiated the practice of converting uncollected fines to court judgment to make it easier for the division to pursue securities violators who refuse to pay their fine, even when they reside outside of Alaska. The division's target for this measure is 0%. Through September 30, 2001, the FY02 percentage was 100%, up from 0% in FY01. However, the division

expects to convert any of these FY02 fines to court judgment during this fiscal year, thus reducing the percentage back to zero.



Benchmark Comparisons:

There are no benchmarks for this activity, but the goal is either to collect or to convert to court judgment all levied fines, unless they are suspended for good cause.

Background and Strategies:

Sometimes respondents refuse to pay fines. In order to improve the division's ability to take collection actions against them through the courts of any state, the division may petition to have an administrative fine converted to a court judgment (called "reducing an administrative fine to judgment"). The U.S. Constitution provides that a court judgment from one state is given full faith and credit in all states, so the fines should then be collectible wherever the violators and their property are found. This authority was obtained through amendments to the Alaska Securities Act, effective October 1, 1999.

Strategy: With the change in the law, the division files the appropriate applications to Superior Court to convert uncollected fines to judgment. Once that is achieved, the division attempts to enforce the court's judgment and collect the fine. This is a relatively new process, and the first such application was filed in December 1999.

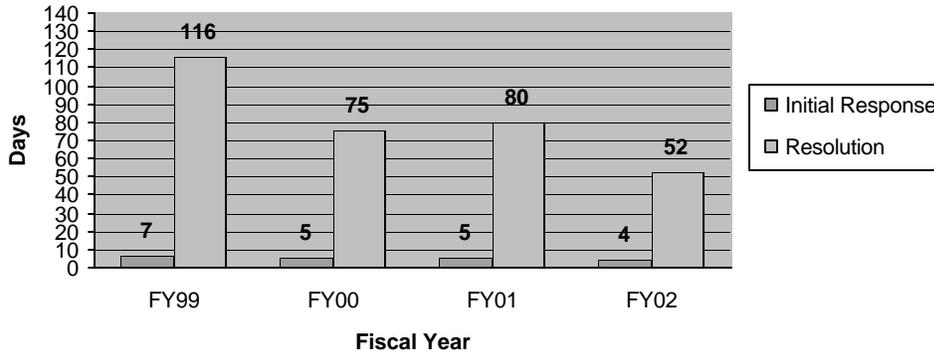
Measure:

The time taken to respond to and resolve complaints.
Sec 34(b)(3) Ch 90 SLA 2001(CSHB 250 (FIN))

Alaska's Target & Progress:

Beginning in FY99, the division initiated an effort to reduce the amount of time it takes to respond to an initial complaint and to resolve the complaint. Timeliness is important to those who file a complaint with the division. The division's target for this measure is 2 days for the initial response, and 90 days for the resolution. The division recognizes that complex cases may take longer to resolve due to factors beyond the division's control. The division's target is for an average resolution time, with the understanding that individual cases may take longer. Through September 30, 2001, the FY02 achievement for initial response time was 4 days, down from 5 days in FY01. The FY02 achievement for resolution time was 52 days, down from 80 days in FY01.

**Days for Initial Response and for Resolution
(As of September 30, 2001)**



Benchmark Comparisons:

Not applicable. There are no benchmarks for this measure. The time it takes to resolve complaints is affected by the complexity of the case.

Background and Strategies:

Assisting Alaskans with their investment problems by responding to their complaints, and taking actions to resolve those complaints is a critical part of the division's efforts to protect investors. Timeliness is an important aspect of that process.

Strategy: The division promptly sends a postcard to a complainant acknowledging receipt of the complaint and giving a file number for future reference. Complaints are then put into a database and the division interviews the complainant to obtain alleged facts and related documents.

BRU/Component: Insurance Operations

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Robert A. Lohr, Director

Tel: (907) 269-7900 **Fax:** (907) 269-7910 **E-mail:** Bob_Lohr@dced.state.ak.us

Key Performance Measures for FY2003

Measure:

The average time taken to respond to consumer complaints.
Sec 35(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 a baseline target of 40 days was established for the average time it should take to respond to consumer complaints. The average time to respond to a complaint varies due to the complexity of the complaint. Our goal is to respond and resolve consumer complaints within 40 days.

Benchmark Comparisons:

Other states similar in size with the same volume average between 37 to 42 days to resolve complex consumer complaints.

Background and Strategies:

The Consumer Services Section received 461 formal written complaints, responded to 3,960 phone calls and 144 emails dealing with some form of consumer complaint. The performance measure given is the average time to respond to consumer complaints. Most complaints receive some type of response within five days of receipt. Our goal is to resolve 85 percent of formal written complaints within 40 days. Approximately 15 percent of the formal complaints received may extend beyond the 40-day time frame because of the complexity of the complaint and the time needed to coordinate with others sections.

Measure:

The average number of days required to process applications and issue licenses and renewals.
Sec 35(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY99 and FY00 the average processing time for all license applications was 0-15 working days. During FY2001 the average time for issuing a renewal license was eight-working days and the average time for issuing an initial license was thirteen-working days. The number of license renewal requests grew 22 percent and new applications increased by 12 percent compared to FY00. This significant growth in volume has necessarily impacted processing time.

In FY03 the average processing time for new applications may increase up to two additional days due to implementation of the new federal and state legislation that requires a major overhaul of our licensing process designed to make Alaska's licensing process uniform and consistent with other states as required under state law (HB 184) and federal law. This change will achieve greater efficiencies and provide an easier method for an agent to become licensed in all states.

Benchmark Comparisons:

The average time for processing complete license applications and renewals in states of similar size and staffing is ten days.

Background and Strategies:

Currently approximately 75 percent of all license applications received by the division are incomplete. This requires the division to request additional required information from the applicant. Not only does this increase the average number of days required to process applications; the applicant's length of time to respond is outside the division's control. To remedy this problem the division is moving to an electronic application process. This change will substantially reduce if not eliminate the ability to submit an incomplete application. The electronic application will not

allow an applicant to submit an application unless all required information is completed.

The processing time for issuing initial and renewal licenses during FY03 is estimated to increase to ten-working days. The processing time will increase due to the requirements of federal legislation (GLBA) and state legislation (HB 184). This legislation is designed to streamline the application process and will make it easier for agents to become licensed in all 50 states. However, during the transition the division must design and implement a new electronic application process.

Measure:

The number and percentage of insurance-related civil and criminal investigations completed.
Sec 35(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 the division closed 24 cases. Six cases were closed because no violations were found. Eleven cases were referred to the District Attorney for criminal prosecution and ten cases were referred to the Attorney General for civil or administrative action. Some cases are referred to both the Attorney General and District Attorney for dual actions.

Of those cases referred to the District Attorney, six resulted in convictions. Many of the cases referred for possible civil disciplinary action are pending action.

A target for FY03 is to close at least 62 percent of the cases opened during the fiscal year and to present appropriate cases to the District Attorney's office.

Benchmark Comparisons:

This division looked at other states similar in size and staffing with the same volume of work and found that the number of investigations completed is similar. For example, Wyoming opened 80 cases and closed 49, with 4 cases referred for possible regulatory action.

Background and Strategies:

Insurance fraud is widespread through all 50 states. It includes private citizens filing fraudulent claims to insurance companies and insurance agents or companies violating a statute or regulation included in the State of Alaska insurance laws. Fraud can be reduced through providing more educational materials and publicizing successful convictions and disciplinary action.

BRU/Component: Occupational Licensing

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Catherine Reardon, Director

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Key Performance Measures for FY2003**Measure:**

The time taken to respond from the filing of a licensing law complaint to the conclusion of the case.
Sec 36(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following chart shows the number of investigations opened and closed for each licensing program for the past three years. The bottom lines state the average and median age of the closed cases.

Investigations are opened in response to citizen complaints, division inspections, questionable license applications and information received from outside sources. Cases are closed when the division determines that no formal charge will be made against the party, when disciplinary action is taken, or when a hearing determines the licensee did not violate the law.

Among cases closed in FY99, 63 had been open for more than three years. In FY00, 35 of the closed cases had been open for more than three years. In FY01, 25 of the closed cases had been open for more than three years. 66 of the division's current cases have been open longer than three years.

During FY01 and FY02, the division created computer programs to track case age as well as the status of cases once they reach the Department of Law.

The division will continue to work to reduce the length of time it takes to file a formal accusation, determine that no disciplinary action is warranted, or enter a disciplinary agreement. The division target is to complete the above steps in less than 24 months in 90% of cases and in less than 36 months in 95% of the cases.

<i>PROGRAM</i>	FY99		FY00		FY01	
	<i>OPENED</i>	<i>CLOSED</i>	<i>OPENED</i>	<i>CLOSED</i>	<i>OPENED</i>	<i>CLOSED</i>
ACUPUNCTURE	0	1			6	3
ARCHITECTS/ENGINEERS/LAND SRVY	23	10	34	52	22	30
ATHLETIC COMMISSION					2	2
AUDIOLOGIST					0	0
BARBER/HAIR DRESSER	23	22	23	16	25	15
BUSINESS LICENSE	1	16	33	3	0	12
CERTIFIED PUBLIC ACCOUNTANCY	3	3	21	20	6	4
CHIROPRACTORS	5	8	13	6	32	26
CLINICAL SOCIAL WORKERS	7	2	5	12	13	10
COLLECTION AGENCIES	4	5	4	3	8	6
CONCERT PROMOTERS					0	0
DENTAL	29	13	12	22	14	11
DIRECT ENTRY MIDWIVES	2	1	0	2	2	1
DISPENSING OPTICIANS	4	4	2	2	1	0
ELECTRICAL ADMINISTRATOR	5	8	2	1	0	1
GENERAL CONTRACTOR	4	4	10	7	4	3
GEOLOGISTS					0	0
GUIDE OUTFITTERS	50	32	37	56	23	3
HEARING AID DEALERS	2	1	3	1	2	2
MARINE PILOT	11	14	1	0	4	2
MARRIAGE/FAMILY THERAPISTS	3	14	1	2	5	2
MECHANICAL ADMINISTRATOR	2	3	1	0	1	0
MEDICAL	119	115	170	109	157	107
MOBILE HOME DEALERS						

			0	0	N/A	N/A
MORTICIAN	1	2	2	1	1	0
NATUROPATH	1	0	4	3	1	1
NURSING	57	43	96	64	106	76
NURSING HOME ADMINIS	1	1			2	1
OPTOMETRISTS	0	2	5	3	1	1
PHARMACISTS	13	9	4	10	13	9
PHYSICAL/OCCUPATIONAL THERAPISTS	10	4	6	8	2	6
PROFESSIONAL COUNSELOR	N/A	N/A	2	0	16	9
PSYCHOLOGISTS	12	11	14	13	11	11
REAL ESTATE	53	123	41	67	35	38
REAL ESTATE APPRAISERS	10	3	3	8	6	7
UNDERGROUND STORAGE TANK	0	1	1	1	0	0
VETERINARIAN	10	7	6	6	14	11
TOTALS	465	482	556	498	535	410
Closed by License Action		110		147		144
Median age of closed cases		250 days		185 days		164 days
Average age of closed cases		460 days		294 days		361 days

Benchmark Comparisons:

The points at which investigations are considered opened and closed, the types of licensing programs administered and the agency's role in investigations vary substantially among states.

The Colorado Department of Regulatory Agencies Division of Registrations completed 701 cases in FY01. The average number of days their cases were open was 169. However, complaints are reviewed by licensing boards or their designees before they are opened and cases are considered closed when they are returned to the boards that decide whether to refer the cases to their Department of Law for prosecution. Therefore, the time spent in legal preparation and hearings is not included in Colorado statistics.

The Virginia Department of Health Professions referred 499 cases to their boards during the fourth quarter of FY01. The median number of days cases were investigated prior to board referral ranged from 51 days for mortuary cases to 191 days for pharmacy cases. Once again, the time required for disciplinary proceedings is not included in the statistics.

Background and Strategies:

Many factors affect the length of time a specific case remains open including: the priority the division gives to the case based on risk to public health and safety, the overall division case load, the complexity of the investigation, the availability of Department of Law legal services, the hearing officer's schedule, court action and the action of the licensee under investigation. Quick closure of cases cannot be an isolated goal, because investigative thoroughness is also essential to protect consumers. The number of cases closed with license/disciplinary action should also be taken into account.

Measure:

Whether the division increases the number of opportunities to take occupational licensing examinations by at least 25 percent in the fiscal year ending June 30, 2003.

Sec 36(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Many professionals cannot qualify for licenses without first passing an exam. Exams must be conducted properly and securely to render accurate results.

When the division recommended this measure, the division intended it to apply only to

division-controlled written exams. These include the written licensing examinations for the following professions: barbers, hairdressers, estheticians, guides, game management units, electrical administrators, mechanical administrators and residential contractors. These exams are generally offered quarterly.

The division increased the number of locations in which guide exams were offered, but did not reach the goal of offering all the above exams monthly in Fairbanks, Anchorage and Juneau. The division target for FY02 is to create a workable plan to increase the frequency with which these exams are offered in FY03.

Benchmark Comparisons:

The frequency of exams in other large-area/ small-population states is unknown. The best measure of Alaska's progress is whether exam opportunities meet the needs of Alaskans.

Background and Strategies:

The division recommends revising this measure to state, "Whether the division provides adequate opportunities for Alaskans to take occupational licensing examinations." This wording would better reflect the style and purpose of the division's other measures.

The division initially intended to designate a clerk in Anchorage and Fairbanks who would administer exams one day each week and supervise additional private proctors. This would have resulted in the Fairbanks office being closed to the general public on Fridays. The division has had difficulty carrying out this plan due to staff vacancies and an underestimation of the staff time required.

Measure:

The percentage of complaints per license classification.
 Sec 36(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following chart shows the number of license holders and the number of new investigations opened for each licensing program for the past three years.

The majority of cases are opened in response to citizen complaints against license holders or individuals practicing without a required license. A case is not opened if a complaint is received regarding a matter over which the division and its associated boards clearly do not have jurisdiction, for example a billing dispute. The division also opens cases on its own initiative when inspections reveal violations of law, when license applications contain questionable information or when information reaches the division through a means other than a citizen complaint.

The division target is to track complaint and investigation trends and report them to licensing boards so they can determine whether changes in regulation of professions are warranted. During FY02, the division will develop systems to track and report the sources and types of complaints.

Board/Commission/Occupation:	FY 1999		FY 2000		FY 2001	
	Licenseses	# of Cases	Licenseses	# of Cases	Licenseses	# of Cases
Acupuncture	36	0	44	0	50	6
AELS	5,275	23	4,994	34	5,395	22
Athletic Commission	128	0	134	0	160	2
Audiology	42	0	46	0	39	0
Barbers & Hairdressers	3,738	23	3,197	23	3,619	25
Chiropractors	184	5	196	13	186	32
Clinical Social Workers	255	7	197	5	292	13
Collection Agencies	295	4	259	4	386	8
Concert Promoters	11	0	16	0	7	0
Construction Contractors	6,069	4	6,109	10	6,272	4
Dental	889	29	954	12	1,080	14
Dietitians	0	0	80	0	104	0
Direct Entry Midwives	17	2	22	0	21	2
Dispensing Opticians	110	4	103	2	75	1

Electrical Administrator	718	5	668	2	708	0
Guide-Outfitters	1,898	50	1,870	37	2,262	23
Hearing Aid Dealers	22	2	25	3	18	2
Marine Pilots	81	11	85	1	80	4
Mechanical Administrator	547	2	484	1	521	1
Marital & Family Therapy	119	3	124	1	100	5
Medical	2,252	119	2,535	170	2,333	157
Mortuary Science	125	1	133	2	104	1
Naturopaths	21	1	20	4	23	1
Nursing/Nurse Aide	10,367	57	10,249	96	9,816	106
Nursing Home Administrators	58	1	68	0	55	2
Nutritionists	0	0	1	0	2	0
Optometry	104	0	112	5	107	1
Pharmacy	1,164	13	1,072	4	1,440	13
Physical/Occupational Therapy	599	10	535	6	660	2
Professional Counselors	0	0	119	2	327	16
Psychology	214	12	192	14	170	11
Public Accountancy	919	3	854	21	951	6
Real Estate	2,072	53	1,852	41	1,955	35
Real Estate Appraisers	161	10	155	3	126	6
Speech Pathologist	0	0	0	0	86	0
Storage Tank Workers	244	0	169	1	179	0
Veterinary	300	10	323	6	318	14
Sub-Total:	39,034	464	37,996	523	40,027	535
Business Licensing	76,936	1	73,540	33	73,617	0
Geologists	500	0	517	0	525	0
TOTAL:	116,470	465	112,053	556	114,169	535

Courtesy and temporary licenses not included.

Benchmark Comparisons:

This measure was created in the FY02 budget bill. During FY02, the division will gather information from other states for benchmark comparisons.

Background and Strategies:

An increase in the percentage of investigations per license holder in a particular profession does not necessarily indicate a decline in professional performance or customer satisfaction. Publicity and division resources to pursue cases both encourage citizens to report incidents. Also, case loads increase when division investigators can be proactive by conducting inspections and engaging in community outreach. Finally, allegations of practice by individuals who do not have required licenses are included in case statistics.

BRU/Component: Regulatory Commission of Alaska

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: G. Nanette Thompson, Chair

Tel: (907) 276-6222 **Fax:** (907) 276-0160 **E-mail:** nanette_thompson@rca.state.ak.us

Key Performance Measures for FY2003

Measure:

The time required to issue public notice, provide an initial analysis, and render the initial commission determination concerning (1) utility and pipeline filings; (2) competitive offerings.

Sec 37(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY01 RCA complied with the timeliness standards of 3 AAC 48.200 through .440 adopted in December 1999.

Benchmark Comparisons:

Comparisons to national statistics are not meaningful because other state commissions have regulatory responsibility for different industries, and process and categorize cases differently.

Background and Strategies:

When the Legislature created the RCA, it tasked the commission with developing and adhering to timeliness standards because of public complaints about the predecessor agency's processes. RCA has adopted standards and are incorporating processes to measure its progress as part of developing and implementing our management information system.

By the end of FY2002 RCA should have actual data from its management information system to report on this measure.

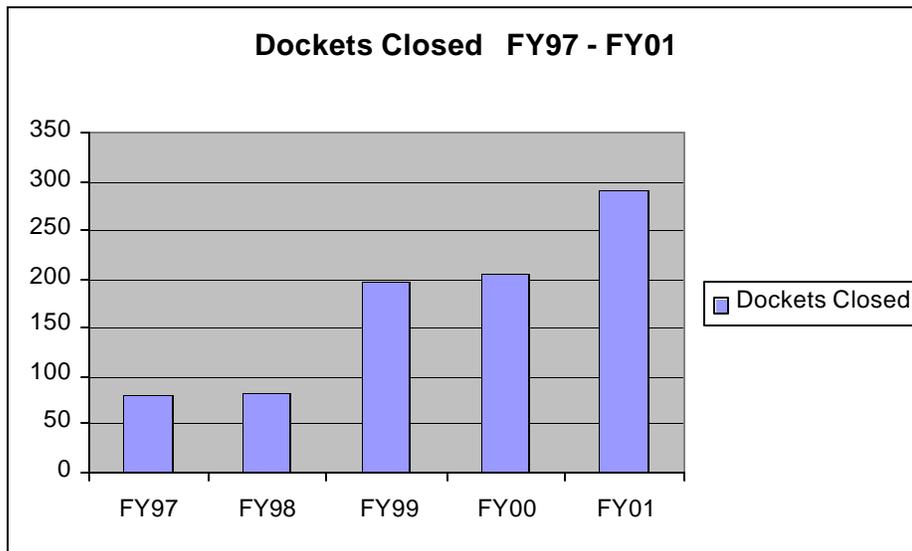
Measure:

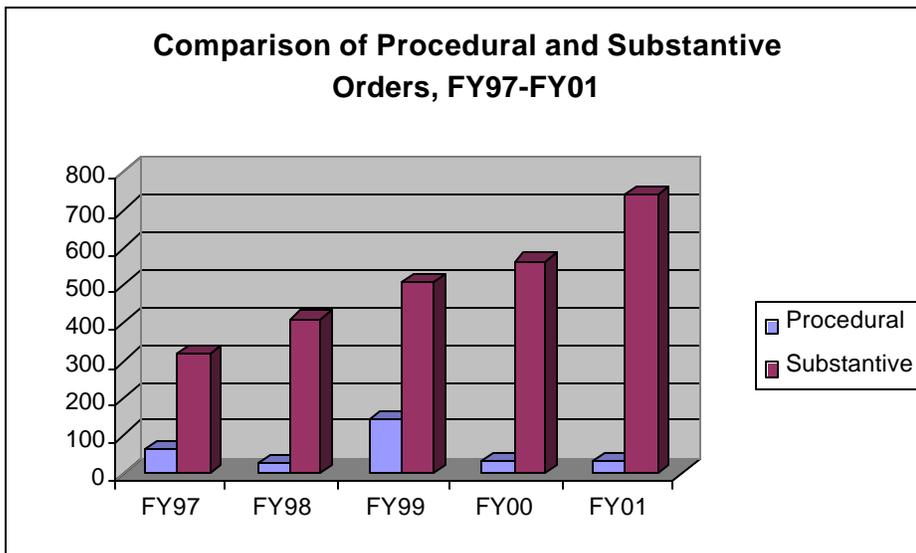
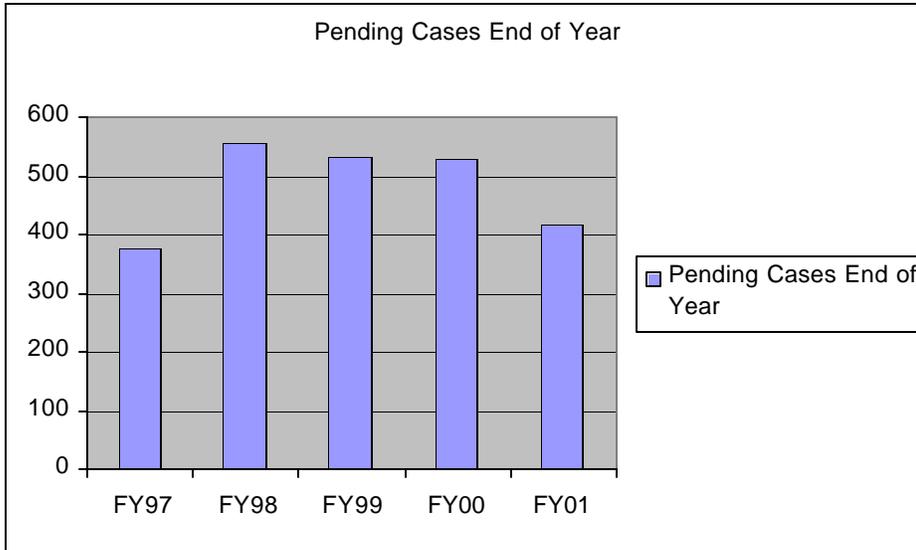
The change in the number of unresolved filings.

Sec 37(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY01, the RCA significantly reduced the number of cases pending before it, from 531 cases to 418.





Benchmark Comparisons:
Not applicable.

Background and Strategies:

When the Legislature created the RCA, the commission was tasked with reducing the number of unresolved filings because of industry complaints about the predecessor agency's processes. The RCA routinely opens approximately 175 – 210 new dockets each year. Since its inception, as a result of a concerted effort to resolve all long pending cases, RCA has closed more dockets than were opened. RCA expects the docket caseload to stabilize in FY02--FY03 at approximately 350 cases.

State of Alaska FY2003 Governor's Operating Budget

Department of Corrections Performance Measures

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Commissioner: Margaret Pugh

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Administrative Services Director: Dwayne Peeples

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Maintain inmate populations within the emergency capacity of each institution.

Alaska's Target & Progress:

In FY2002, the Department has experienced a fairly dramatic housing shortage for the first time since November 1999, causing an increase in the percentage of days over emergency capacity. This appears to be due to a large increase in pre-trial detainees who are remaining incarcerated pending disposition for longer periods of time.

Benchmark Comparisons:

The final order in Cleary, nearly a decade ago, required the Department to bring its population under emergency capacities established in the class action lawsuit. The Department has been working to comply since then.

Background and Strategies:

Due to increased state population, more criminal enforcement and longer sentences, the State's prison population has increased. The Department has developed and implemented a long-term plan. In FY2000, the court reduced the scope of monitoring in the Cleary class action by ending the monitoring of both women and the population in House One at Spring Creek. In August 2001, the provisions of the Cleary Settlement Enforcement were suspended and court ordered monitoring ceased.

Measure:

Minimize the number of major incidents.

Alaska's Target & Progress:

The target is to have no major incidents. During FY2001 there were two major incidents in our state institutions. There had previously not been a major incident since 1995. The two major incidents resulted in fatalities, one while incarcerated at Sixth Avenue Correctional Center and one at Ketchikan Correctional Center.

Benchmark Comparisons:

The State has established its own benchmark by not having any major incidents for many years prior to these incidents.

Background and Strategies:

Maintaining in-state institutions below their emergency capacities and ensuring an adequate number of properly trained staff are critical components to preventing major incidents. As the State responds to decreasing revenues, it is important to ensure that public safety is not compromised.

Measure:

Increase probation and parole supervision of offenders through increased monitoring and accountability programs.

Alaska's Target & Progress:

The FY 2001 department-wide average monthly supervision caseload was 4543; the annual number of pre-sentence reports was 1282. General supervision caseloads per Probation Officer (P.O.);

- Anchorage, 6 of 14 caseloads exceed 90 medium/maximum offenders (these P.O.'s do not write pre-sentence reports).
- Palmer, 3 of 5 caseloads exceed 90 medium/maximum offenders.
- Fairbanks, 2 of 8 caseloads exceed 90 medium/maximum offenders (these P.O.'s do not write pre-sentence reports).

Benchmark Comparisons:

Based on Alaska caseload experience and information obtained from other areas:

- Establish optimal monthly caseloads of a Probation Officer who is not preparing pre-sentence reports at 70-75 offenders.
- Establish optimal monthly caseloads of a Probation Officer who is preparing pre-sentence reports at 60-65 offenders.
- Establish optimal monthly specialized caseloads of a Probation Officer for DWI, Sex Offender and Mental Health cases at 45-50 offenders.

Background and Strategies:

The number of offenders on probation/parole during the last four fiscal years has increased by 411 felons, primarily in the Anchorage, Palmer and Fairbanks areas.

1998 Average monthly caseload statewide: 4132
1999 Average monthly caseload statewide: 4388
2000 Average monthly caseload statewide: 4492
2001 Average monthly caseload statewide: 4543

As the number of offenders on probation/parole continues to increase, it will become necessary to increase the number of probation officers providing supervision.

Caseloads over the benchmark standard for supervision make it more difficult to protect public safety.

Measure:

Increase Substance Abuse (Alcohol and Other Drug) Interventions for Offenders.

Alaska's Target & Progress:

On October 16, 2000 the Men's Residential Substance Abuse Treatment (RSAT) program opened at Wildwood Correctional Center. The 42-bed in-prison long term residential treatment program is currently filled to capacity. The waiting list, limited to 15, is maintained continually. Population surveys reveal a minimum of 85 offenders at any given time would qualify for the program. Since opening, the program has admitted 84 men.

In Alaska, the Women's Residential Substance Abuse Treatment (RSAT) program opened Nov. 1, 1998. It is an in-prison long-term residential treatment program. As of Sept. 30, 2001, 206 women have been admitted to this intensive level of care. Currently there is no wait list for this program.

Benchmark Comparisons:

Many jurisdictions are showing success, measured by reduced recidivism, by implementing in-prison residential treatment programs that address addiction issues in conjunction with life skills and behavioral changes.

Background and Strategies:

Many chronically addicted offenders who have a history of substance abuse related crimes need the services of a 6-12 month residential treatment program that addresses addiction issues in conjunction with life skills and behavioral changes. Without such intervention, they inevitably return to their substance abuse and criminal behavior. In order to

improve substance abuse interventions for offenders, the Department is striving to increase the number of offenders participating in RSAT programs while incarcerated.

Measure:

Increase education services for offenders in institutions.

Alaska's Target & Progress:

The department has improved education services for offenders in the areas of secondary and post-secondary programming for youth offenders and through distance education during FY 2001.

In partnership with the Kenai Peninsula School District, the Department provides a comprehensive education program for youth offenders at the Spring Creek Youth Offender Program. This program offers youth offenders the opportunity to earn their high school diploma. In FY 2001, the Department obtained a Workplace and Community Transition Grant that will be used to assist youthful offenders with the costs of post-secondary academic and vocational education or related services. The grant will cover services for up to 40 offenders, defined as offenders under 26 who are within five years of release or parole eligibility. Offenders in the Spring Creek YOP will be the first beneficiaries of these funds; however, other offenders throughout the system will be eligible in following year, as stipulated by the grant.

In FY 2001, the Department began its second year as a partner state with the Corrections Learning Network. Distance learning satellite equipment was installed at most of the correctional facilities during the year and education staff were trained in the use of equipment and availability of programs to supplement existing services.

Benchmark Comparisons:

Although scientifically based research in the area is limited; there is some indication of a positive relationship between correctional education and post-release success. Negative behavior within the correctional system also may be positively impacted by such participation.

Background and Strategies:

In 1990, the Correctional Education Association estimated that 75% of adult American inmates were illiterate. Other researchers estimate the average reading level to be at or below the fifth grade and that more than half of all prison inmates have not finished high school. Limited studies conducted on Alaskan inmates indicate that the adult inmates and the youth offenders experience these same limitations, including the need for special education services.

Educational services are severely limited within the Department's institutions. In FY 2001, the department obtained a workplace and community transition grant that will enable youth offenders to enroll in post-secondary academic and vocational programming. Vocational programming continues to be limited for those offenders who do not meet the criteria established through the grant.

Measure:

Expand the Management Information System to include medical, clinical and programmatic data.

Alaska's Target & Progress:

The new core information modules for tracking and monitoring offenders in Institutions and Community Corrections went on line November 12, 2001. The essential elements of the medical, clinical and programmatic data expansion will be operational in the new Management Information System by the second quarter of FY2003.

Benchmark Comparisons:

Prior to 1995, there was no department-wide LAN/WAN network infrastructure for information and communication systems. In order to modernize the management information system for Institutions and to develop an information system for Community Corrections and Medical, a department-wide microcomputer based LAN/WAN infrastructure was implemented in FY1997 and FY1998. A client server management information system was procured through a competitive bid process, which resulted in a multi-state collaboration development contract.

Background and Strategies:

The Department has recognized its need for more accurate data to track recidivism and for other data driven functions. To this end the Department has been working since 1995 toward the development and implementation of the network infrastructure and the new core management information system.

Administration & Operations Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of divisions that meet assigned performance measures.
Sec 39.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For FY2002, the department was assigned 31 measures in Sections 38-47 of Chapter 90, SLA 2001. The Department is currently establishing targets and benchmarks for some of these measures.

Benchmark Comparisons:

Every division should meet its assigned performance measures once baseline targets and benchmarks have been established for every measure.

Background and Strategies:

The Commissioner has oversight for the entire Department of Corrections, including the Divisions of Institutions and Community Corrections. While the Department has budgetary responsibility for the Parole Board and the Alaska Correctional Industries boards manage these agencies. Teleconferences and meetings are held by the Commissioner's Office to discuss performance measures for each Division.

Measure:

The number of convicted felons released in a calendar year who return to incarceration after being convicted of a new felony within one year, two years and three years after release.
Sec 39.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Based on data from offenders released in 1997:
76 or 17.67% returned in 1998
40 or 9.3% returned in 1999 and
31 or 7.21% returned in 2000
The collective rate for this 3-year period was 34.3%

Benchmark Comparisons:

According to the 2000 Criminal Justice Institute Adult Corrections Yearbook, the average recidivism rate among 39 jurisdictions was 33.8%. Agencies track the inmates for three years on average following release from prison.

Background and Strategies:

The definition of recidivism in the Corrections Yearbook is "percentage of inmates being incarcerated for a new charge who have served a prior sentence."

Measure:

The number of days in which the department's facilities are filled at greater than their emergency capacity.
Sec 39.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

By frequent movement of inmates between facilities and transfers of many to the contract facility in Arizona, the Department has maintained the correctional institutions below their emergency capacity. During FY2001 the Department had a total of 5,475 facility days with only 339 days over capacity for a rate of .06%. In the first four months of FY2002 the Department has experienced an over emergency capacity rate of 2% (391 facility days out of 1845).

Benchmark Comparisons:

The Cleary Final Settlement Agreement, established over a decade ago, required the Department to bring its facilities' populations to no more than the emergency capacities established in the class action lawsuit.

Background and Strategies:

Due to increased state population, more criminal enforcement and longer sentences, the State's prison population has increased dramatically. The Department has developed and implemented a long-term population management plan. In FY 2000, the court reduced the scope of monitoring in the Cleary class action lawsuit by ending the monitoring of both women and the population in House One at Spring Creek. In August 2000, the Department filed its motion to terminate the class action litigation under AS 09.19.200 (Alaska's Prison Litigation Reform Act).

Measure:

The average time taken to respond to complaints and questions that have been elevated to the Commissioner's Office. Sec 39.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal is to respond to all written inquires within a reasonable timeframe; not to exceed 15 calendar days. Averaged response time for period July 2001 – October 2001: 5.2 calendar days. Response time was calculated by dividing the sum of days lapsed by the number of inquiries.

Benchmark Comparisons:

15 calendar days is a sufficient amount of time for most responses.

Background and Strategies:

The Commissioner's office must be timely in its response to the community. Every attempt is made by the Commissioner's office to appropriately refer questions, or to respond directly, in order to facilitate a timely response. In developing this year's analysis ("number of inquiries") the department employed the following guidelines:

1. "Complaints and questions" must have been in writing;
2. Only "public" inquires were considered; and
3. "average time taken" was based upon calendar days.

Measure:

The cost of the division compared to personnel costs for the department. Sec 40.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The total departmental personnel expenditures for FY01 were \$89,027,900. The total expenditures for the Division of Administrative Services (Components: Administrative Services, Data and Word Processing, and Facilities) were \$4,071,300 or 4.6 % of the Department's personal service expenditures.

Benchmark Comparisons:

This average should not exceed 5%.

Background and Strategies:

The Administrative Services Division provides fiscal, budget, procurement, facilities maintenance, personnel and computer support to the departments' 1,300 employees at 32 sites including 12 correctional facilities, and processes over 80,000 payroll and vendor warrants per year.

Measure:

The number of late penalties incurred for payroll divided by the number of paychecks issued. Sec 40.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The total number of late payroll penalties incurred during FY2001 was two out of approximately 30,000 warrants issued = .00006%

Benchmark Comparisons:

Payroll penalties incurred should be maintained at no more than ½ of 1%.

Background and Strategies:

The Administrative Services Division provides fiscal, budget, procurement, facilities maintenance, personnel and computer support to the departments' 1,300 employees at 32 sites including 12 correctional facilities, and processes over 30,000 payroll warrants per year.

Measure:

The number of late penalties incurred for vendor payments divided by the number of vendor payments issued.
Sec 40.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

248 late penalties incurred out of 50,268 vendor payments issued = .005%

Benchmark Comparisons:

.005% is a reasonable expectation given the ratio of staff to volume of vendor payments issued.

Background and Strategies:

The Administrative Services Division provides fiscal, budget, procurement, facilities maintenance, personnel and computer support to the departments' 1,300 employees at 32 sites including 12 correctional facilities, processing over 50,200 vendor warrants per year.

Measure:

The number of complaints received concerning payroll errors divided by the number of paychecks issued.
Sec 40.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were 72 complaints for over 30,000 paychecks issued which equals .0024 percent.

Benchmark Comparisons:

The Department of Corrections has a very complicated payroll due to the 24-hour coverage required for operations. A complaint ratio of .0024 is very low. This benchmark should be no more than 1%.

Background and Strategies:

Paying employees correctly and timely is always an important issue for any administrative services division. The Department strives to have all timekeepers trained in the complexities of bargaining unit agreements and operating 24-hour institutions.

Measure:

The number of outstanding audit exceptions divided by the audit exemptions during the fiscal year.
Sec 40.b.5. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

State Single Audit for the period ending June 30, 2000 reported no exceptions found for the Department of Corrections. The State Single Audit for Period ending June 30, 2001 is currently in process with an expected completion date of approximately March of 2002.

Benchmark Comparisons:

Maintaining zero audit exceptions.

Background and Strategies:

The Administrative Services Division provides fiscal, budget, procurement, facilities maintenance, personnel and computer support to the departments' 1,300 employees at 32 sites including 12 correctional facilities, and processes over 80,000 payroll and vendor warrants per year.

Measure:

The average medical cost per inmate.
Sec 41.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001 the medical cost per inmate was \$17.35 per day or \$6,332.75 per year. The department will strive to contain this base of \$17.35 plus inflation and will pursue further cost containment measures and efficiencies. This measure has been revised.

Benchmark Comparisons:

Every effort will be made to reduce the cost per inmate below its current level.

Background and Strategies:

Every effort is made to provide basic health care needs at a reasonable cost. The National Institute of Corrections assisted with an examination of existing health care services and with recommendations for cost reduction without sacrificing the health and welfare of our inmates. Efforts are underway to introduce some of those recommendations as a part of our Strategic Health Care Plan.

Measure:

The amount of inmate co-pay fees collected annually.
Sec 41.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The current authorization for inmate co-pay fees is \$28,000. During FY2001, \$66,157 in co-pay fees was collected.

Benchmark Comparisons:

\$3.00 per visit, except prescriptions.

Background and Strategies:

The required co-pay fee has reduced the number of frivolous medical visits thereby allowing the providers to address more appropriate medical concerns.

Measure:

Inmates who complete programs successfully divided by the number of inmates enrolled in the program, set out by program.
Sec 42.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

All statistics below represent July, August and September 2001:

Batterer's Program - 110 participants with 12 successfully completing (11%).

Of the 110 enrolled, 12 were transferred, 6 were released prior to completion, 5 were removed for cause, and 87 remain in the program.

Meadow Creek Correctional Center Sex Offender Program - 67 participants with 5 successfully completing (7%)

Of the 67 enrolled, 1 was released prior to completion, 3 were removed for cause, and 58 remain in the program. 79 assessments were performed.

Lemon Creek Correctional Center Sex Offender Program - 24 participants with 3 successfully completing (13%) and 21 remain in the program.

Adult Basic Education (ABE) - 226 participating with 38 successfully completing (17%)

Of the 226 enrolled, 11 were transferred, 15 were released, 4 were removed for cause, and 158 remain in the program.

GED - 188 participants with 50 successfully completing (27%).

Of the 188 enrolled, 22 were transferred, 8 were released, 7 were removed for cause, and 101 remain in the program.
Vocational/Technical - 385 participants with 34 successfully completing (9%).
Of the 385 enrolled, 29 were transferred, 3 were released, 37 were removed for cause, and 282 remain in the program.
Substance Abuse Programs – 423 participants with 69 successful completions (16%).
Of the 423 enrolled, 46 were transferred, 4 were released, 30 were removed for cause, and 274 remain in the programs.

Benchmark Comparisons:

Batterer's program: A benchmark is being developed.
GED: A 32% completion rate is expected once the new system gets established. FY02 numbers will be low because of the introduction of the system.
ABE: A benchmark is being developed.
Sex Offender treatment, Based on national data and according to the " 50 State Survey" commissioned by the State of Colorado, a program completion rate should be approximately 45 – 55%.
Vocational: 15 – 20% for apprenticeship completion
Short term classes 80 – 85% completion rate
Substance Abuse Treatment - A benchmark is being developed this year.

Background and Strategies:

An important element to the reintegration of inmates to the community is participation in behavior changing programs. The department is striving to offer more intensive programming, such as the therapeutic communities at Wildwood Correctional Center and Hiland Mountain Correctional Center, to augment the rehabilitative process.

Measure:

The number of re-admits who completed inmate programs during previous incarcerations with the department, set out by program
Sec 42.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Completion of rehabilitation programs is meant to have a positive impact on re-incarceration.
20 inmates were re-incarcerated after having previously completed Inmate Substance Abuse Treatment (ISAT) outpatient program.
8 readmitted with GED completion (2 were released over 10 years prior to being readmitted)
2 readmitted with previous completion of Prison Batterer's Program
1 readmitted with completion of Prison Batterer's Phase I
1 readmitted who had previously completed Hazmat and Hazwopper program.

Benchmark Comparisons:

The department is currently developing benchmarks for each program.

Background and Strategies:

Completion of rehabilitation programs is meant to have a positive impact on re-incarceration. The department will strive to offer more intensive programming, such as the therapeutic communities at Wildwood and Hiland Mountain Correctional Centers, to augment the rehabilitative process.

Measure:

Inmates enrolled in GED programs divided by the number of inmates who have completed inmate programs.
Sec 42.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

369 inmates enrolled in GED programs divided by 50 inmates who have completed inmate programs. This measure is impossible to calculate because the department has no way of determining inmates enrolled in multiple programs thus creating duplications.

Benchmark Comparisons:

Establishing a benchmark will have to be postponed until the program component of OTIS is in place prior to the end of FY2002.

Background and Strategies:

Clearly, inmates will fare better in the community with a completed education. Nearly every facility has a GED program providing the opportunity for many to elevate their education level. The department is implementing a new Offender Tracking and Information System (OTIS) which will enhance the department's ability to track offender program participation in a meaningful way. Prior to the development of OTIS the department has no means to obtain meaningful data.

Measure:

The percentage of program participants who receive jobs after release.
Sec 43.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

This information is still being gathered manually while we try to determine a more efficient method of tracking. Between January 2001 and October 2001, a total of 56 offenders who had worked in Alaska Correctional Industries (or 3.3%) while incarcerated were released to the community. Of those 56, 18 are working, 24 are not on supervision and therefore cannot be monitored, 10 are not working and 4 were re-incarcerated.

Benchmark Comparisons:

Not having the ability to track those offenders who are released without supervision makes it nearly impossible to determine an appropriate benchmark for this measure.

Background and Strategies:

As a management tool, Correctional Industries provides inmates with a sense of accomplishment and pride. It also allows those inmates who participate, a chance to feel productive. It reduces the potential dangers of inmate idleness.

The mission of ACI is to assist in the rehabilitation of inmates by providing marketable work skills. Above and beyond the actual skills taught, the inmates learn work ethics that they can utilize inside and outside of prison walls.

Measure:

Income divided by expense for each ACI program.
Sec 43.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Fairbanks Garment = 1.357
Hiland Mtn. Garment = .876
Juneau Laundry = 1.265
Mt. McKinley Meat & Sausage = 1.000
Palmer Auto = 1.987
Spring Creek Furn. = 1.244
Wildwood Furn. = 1.023
All Programs = 1.018

Benchmark Comparisons:

The average of all programs should exceed the cost.

Background and Strategies:

The basis for having Correctional Industries is three-fold. One is to provide rehabilitative opportunities for offenders, the second to provide goods and services that do not compete with the private sector and the third to reduce the potential dangers of inmate idleness. As in any business, it should show a profit or at least break even.

Measure:

The percentage of ACI participants, set out by program, with sentences of
(A) less than 3 years
(B) three years to less than seven years
(C) seven years to less than 12 years
(D) 12 or more years

Alaska's Target & Progress:

	Unsentenced	% < 3 yrs.	% 3 - < 7 years	% 7 - < 12 years	% = 12 or more years.
Hiland Mountain Garment Shop	26%	39%	13%	9%	13%
Palmer - Autobody Shop & MMK Meats	0	34%	21%	11%	34%
Fairbanks - Garment & Flat Goods shop	30%	57%	13%	0	0
Lemon Creek – Private Co-op & Commercial Laundry	4%	38%	28%	11%	19%
Spring Creek Wood Office Furniture	0%	0%	3%	3%	94%
Wildwood - Furniture & Metal Fabrications	0%	42%	36%	13%	9%

Benchmark Comparisons:

The department is in the process of establishing this benchmark.

Background and Strategies:

The basis for having Correctional Industries is three-fold. One is to provide rehabilitative opportunities for offenders, the second to provide goods and services that do not compete with the private sector and the third to reduce the potential dangers of inmate idleness.

Measure:

The percentage of inmate pay that is used to pay restitution.
 Sec 43.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of inmate pay used by ACI workers to make restitution payments during FY2001 was .04%. Restitution is the sixth priority listed in AS 33.32.050. The percentage of inmate pay used to pay child support, which is listed as priority number one, was 30%.

Benchmark Comparisons:

The department is in the process of establishing the benchmark. The percentage should increase with time, given the effect of the restitution legislation. Judges will likely begin to order restitution as part of the incarceration more often.

Background and Strategies:

Alaska Correctional Industries is an opportunity for offenders to earn more money than through the normal gratuity process. Statutorily this money may be used for disbursement, including child support and other obligations.

Measure:

The percentage of sentenced inmates who participate in Alaska Correctional Industries.
 Sec 43.b.5. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001, 10.3% of sentenced inmates incarcerated in Alaska were participating in Alaska Correctional Industries (ACI). From July 1, 2001 through October 31, 2001 an average of 11.38% of sentenced inmates incarcerated in Alaska were participating in ACI.

Benchmark Comparisons:

An average of 10% of the sentenced population participating in ACI is reasonable given transfers and turnover in some programs.

Background and Strategies:

The mission of ACI is to assist in the rehabilitation of inmates by providing marketable work skills. Above and beyond the actual skills taught, the inmates learn work ethics that they can utilize inside and outside of prison walls. As a management tool, it provides inmates with a sense of accomplishment and pride and reduces the potential dangers of inmate idleness.

Measure:

The number of inmates assaulted by staff while in custody.
Sec 44.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001 there were 0
FY2002 July 1, 2001 through October 17, 2001 there was 1 assault.

Benchmark Comparisons:

The Department has a zero tolerance policy regarding assaults on inmates by staff.

Background and Strategies:

Sound correctional practices dictate that inmates are more easily managed when they feel safe in their daily lives. The Department strives to maintain a safe environment for inmates and staff alike.

Measure:

The number of inmates assaulted by other inmates while in custody.
Sec 44.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY2001: 25
FY2002 July 1, 2001 through October 17, 2001: 12

Benchmark Comparisons:

The Department strives to keep this statistic to a minimum. Our percentage is .6%, which is one of the lowest in the Criminal Justice Institute's 2000 Corrections' Yearbook. The national average is approximately 3.0%.

Background and Strategies:

Sound correctional practices dictate that inmates are more easily managed when they feel safe in their daily lives. We strive to maintain a safe environment for inmates and staff alike.

Measure:

The number of inmate suicides.
Sec 44.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY2001: 4
FY2002 (7/1/01 through 10/17/01): 0

Benchmark Comparisons:

Though there will inevitably be suicide attempts, the Department strives to prevent all such actions.

Background and Strategies:

Sound correctional practices dictate that inmates are more easily managed when they feel safe in their daily lives. We strive to maintain a safe environment for inmates and to provide mental health screening to identify those who are at-risk.

Measure:

The average cost per day per inmates.
Sec 44.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

\$114.37 per-day per inmate.

Benchmark Comparisons:

Cost is population driven.

Background and Strategies:

To provide the most efficient and cost effective services available while maintaining public protection as the departments number one priority.

Measure:

Inmates on felony probation divided by the number of probation officers set out by geographical area.

Inmates on felony parole divided by the number of probation officers set out by geographical area.
Sec 45.b.1 & 2 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of probationers and parolees are combined as Probation Officers supervise both and they do not track the distinction.

The Northern Region has 19 probation/parole officers for 1043 supervised (not counting absconders) = 55 average caseload

The Southcentral Region has 41 probation/parole officers for 3546 supervised cases (not counting absconders) =86 average caseload

The Southeast Region has 8 probation/parole officers for 389 supervised cases (not counting absconders) 49 average caseload.

Caseloads vary, of course, depending on location and whether or not they are specialized caseloads.

Benchmark Comparisons:

- Establish optimal monthly caseloads of a Probation Officer who is not preparing pre-sentence reports at 70-75 offenders.
- Establish optimal monthly caseloads of a Probation Officer who is preparing pre-sentence reports at 60-65 offenders.
- Establish optimal monthly, specialized caseloads of a Probation Officer for DWI, Sex Offender and Mental Health cases at 45-50 offenders.

Background and Strategies:

The number of offenders on probation/parole during the last four fiscal years has increased by 411 felons, primarily in the Anchorage, Palmer and Fairbanks areas.

1998 statewide average monthly caseload: 4132

1999 statewide average monthly caseload: 4388

2000 statewide average monthly caseload: 4492

2001 statewide average monthly caseload: 4543

As the number of offenders placed on probation/parole continues to increase, it will become necessary to increase the

number of probation officers providing supervision.

Caseloads higher than the benchmark standard for supervision make it more difficult to protect public safety.

Measure:

Probationers arrested set out by geographical area.

Parolees arrested set out by geographical area.

Sec 45.b.3 & 4 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

July 1, 2001 through September 30, 2001

Northern Region – 146 = 14%

Southcentral Region – 165 = 5%

Southeast Region – 59 = 15%

Benchmark Comparisons:

The department is currently establishing this benchmark.

Background and Strategies:

Monitoring the percentage of arrests for offenders on supervision, by geographical area is one method for looking at an outcome variable in different parts of the state. The department hopes to be able to tell from this information the areas of weakness or strength and try to determine what factors influence the rates of arrest.

Measure:

The total cost of the program compared to the number of participants.

Sec 46.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001 the Department collected \$287,900 in receipts from offenders participating in the electronic monitoring program. Total program expenditure for FY01 was \$410,400 (all funds). During the fiscal year 405 offenders were placed in the program. This does not reflect cost avoidance by placement on Electronic Monitoring rather than hard or soft bed placement.

Benchmark Comparisons:

As the program is currently structured, over 50% of the cost is collected in fees.

Background and Strategies:

Electronic monitoring can provide a cost-effective alternative method of supervising low risk offenders who would otherwise be placed in expensive hard or soft beds in an institution or Community Residential Center (CRC). To date it has proven to be a successful program.

Measure:

The number of participants failing the program compared to the total number of participants set out by geographic location.

Sec 46.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001, 294 offenders in Anchorage participated in the electronic monitoring program. Of those, 192 successfully completed, 26 terminated and the remainder continued to be monitored. This is equal to an 8.8% failure rate. In Fairbanks, during FY2001, 103 offenders participated in the program. Of those, 87 successfully completed and 6 terminated. This is equal to a 5.8% failure rate. In Juneau, 8 participated in the program and successfully completed with a 0% failure rate.

Benchmark Comparisons:

The Department considers a 10% non-completion rate to be an acceptable percentage.

Background and Strategies:

Electronic monitoring can provide a cost-effective alternative method of supervising low risk offenders who would otherwise be placed in expensive hard or soft beds in an institution or CRC. To date it has proven to be a successful program.

BRU/Component: Parole Board

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003**Measure:**

The change in the number of discretionary parolees who are arrested and returned to the custody of the Department of Corrections each year.

Sec 47.b.1 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Year 2000 – 21

Year 1999 – 23

Year 1998 – 21

Year 1997 – 18

Benchmark Comparisons:

20 – 25 per year as this number has been fairly constant over time.

Background and Strategies:

The expectation for discretionary parole would be that those offenders pose a lower risk for re-offending than other offenders because they have been screened by the Parole Board for behavior and achievement.

Measure:

The percentage of monitored parolees who are employed each calendar quarter.

Sec 47.b.2 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the 1st quarter of FY2002, the pool consists of all parolees released since July 1, 2001. Of those released, 44% were employed, 6% were in full-time school or treatment, 6% were disabled, 1% retired, 4% recently released and searching, 3% recently laid off, 1% went out of state on Interstate Compact, 4% absconded, 4% had no reason not to be employed and 27% were re-incarcerated.

Benchmark Comparisons:

It is extremely difficult to determine an appropriate benchmark for the employment of felons on parole. Many outside factors such as regional unemployment numbers, economic indicators, etc. must be considered. The department will monitor the numbers throughout the year and try to establish a realistic and appropriate benchmark.

Background and Strategies:

Employment can be considered one of the factors that keep offenders from returning to prison. There is pressure on offenders monitored on parole to be gainfully employed. There are consequences if they are non-compliant without a valid reason.

State of Alaska FY2003 Governor's Operating Budget

Department of Education and Early Development Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

the percentage of students who meet the proficiency level in benchmark assessments in grades 3, 6, and 8;
Sec 50(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Percent Proficient in Reading, Writing and Mathematics on Benchmark Examinations, Spring 2001

Grade	Reading	Writing	Mathematics
3rd	71.2	53.5	66.3
6th	69.4	73.0	62.9
8th	82.5	67.9	39.5

Benchmark Comparisons:

Benchmark examinations were administered for the first time in March of 2000. The State Board of Education and Early Development set the proficiency level for each grade. These proficiency levels are Advanced; Proficient; Below Proficient; and, Not Proficient. Proficiency is defined as the sum of students who scored at the Advanced and Proficient levels on the Benchmark exams. The following chart illustrates the percentage of students who have met the proficiency levels in the two administrations of the benchmarks, Spring 2000 and 2001, the October 1 enrollment, and the participation rate in the assessments.

		Grade 3					
Subject	Test Year	Advanced/Proficient		Below/Not Proficient		October 1 Enrollment	Participation Rate ²
		Count	Percentage ¹	Count	Percentage ¹		
READING	2000	7,220	72.5%	2,740	27.5%	10,706	93.0%
	2001	7,065	71.2%	2,855	28.8%	10,700	92.7%
WRITING	2000	4,851	48.8%	5,084	51.2%	10,706	92.8%
	2001	5,302	53.5%	4,617	46.5%	10,700	92.7%
MATHEMATICS	2000	6,453	65.0%	3,478	35.0%	10,706	92.8%
	2001	6,550	66.3%	3,326	33.7%	10,700	92.3%

		Grade 6					
Subject	Test Year	Advanced/Proficient		Below/Not Proficient		October 1 Enrollment	Participation Rate ²
		Count	Percentage ¹	Count	Percentage ¹		
READING	2000	6,958	69.9%	3,001	30.1%	10,574	94.2%
	2001	6,912	69.4%	3,043	30.6%	10,623	93.7%
WRITING	2000	7,180	72.2%	2,760	27.8%	10,574	94.0%
	2001	7,265	73.0%	2,687	27.0%	10,623	93.7%
MATHEMATICS	2000	6,161	62.2%	3,752	37.8%	10,574	93.7%
	2001	6,241	62.9%	3,681	37.1%	10,623	93.4%

		Grade 8					
Subject	Test Year	Advanced/Proficient		Below/Not Proficient		October 1 Enrollment	Participation Rate ²
		Count	Percentage ¹	Count	Percentage ¹		
READING	2000	7,993	83.2%	1,613	16.8%	10,575	90.8%
	2001	7,824	82.5%	1,660	17.5%	10,377	91.4%
WRITING	2000	6,479	67.5%	3,125	32.5%	10,575	90.8%
	2001	6,420	67.9%	3,040	32.1%	10,377	91.2%
MATHEMATICS	2000	3,724	39.0%	5,815	61.0%	10,575	90.2%
	2001	3,711	39.5%	5,675	60.5%	10,377	90.5%

¹ Percent Proficient and Percent Not Proficient rates only include students that participated in the exams.

² Participation rate is calculated by dividing the total count of students tested by the October 1, 2000 enrollment.

Background and Strategies:

State law requires a comprehensive system of student assessments including a developmental profile for students entering kindergarten or first grade, benchmark assessments in reading, writing, and mathematics at grades 3, 6, and 8, taking the Terra Nova at grades 4, 5, 7, and 9, and passage of the High School Graduation Qualifying Exam in order to receive a high school diploma beginning in 2004. The department has:

1. Provided school districts with state performance standards in reading, writing, and mathematics at the appropriate grade levels.
2. Developed the benchmark examinations in reading, writing, and mathematics for grades 3, 6, and 8.
3. Provided professional development opportunities for standards based instruction.
4. Provided technical assistance to school districts in aligning curriculum to state standards.

The department continues to:

1. Work with school districts to develop programs that provide students with opportunities to learn in order to reach the state standards at the appropriate age/grade levels.
2. Develop intervention strategies to assist students that fail to meet standards or are at risk of failing to meet

- standards at the appropriate age/grade levels.
- 3. Work with school districts to target staff development and teacher in-service opportunities to support standards-based instruction and assessments.
- 4. Target federal grant dollars to support increased student performance in reading, writing, and mathematics.
- 5. Administer a norm-referenced assessment, linked to Alaska performance standards, at grades 4, 5, 7, and 9.

Measure:

the percentage of students performing above the national average on state-adopted norm-referenced tests; Sec 50(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following data shows the percentage of students performing above the national average on the California Achievement Test, Version 5 (CAT/5) for school year 2000-2001

Grade	Reading	Language	Math
4th	58	55	62
7th	58	56	64

Benchmark Comparisons:

The following chart contains information on the Grade 4 results for the CAT/5 in school years 1998-1999, 1999-2000, and 2000-2001, including the percentage of students scoring in the top and bottom quartile and the percentile ranking for those students scoring above the national average. The same information is included for Grade 7, except for the 1998-1999 school year when the CAT/5 was not required for Grade 7.

GRADE 4

School Year	READING			LANGUAGE			MATH		
	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank
1998-1999	31.0	23.0	57	29.2	25.2	52	35.3	22.2	60
1999-2000	31.9	21.9	58	30.7	24.5	53	37.3	20.5	62
2000-2001	33.0	20.8	59	31.1	23.0	55	37.8	18.9	63

GRADE 7

School Year	READING			LANGUAGE			MATH		
	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank
1998-1999	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1999-2000	31.9	21.2	58	31.7	22.6	57	38.1	17.5	63
2000-2001	31.2	20.9	59	31.6	21.1	57	40.5	16.3	65

Background and Strategies:

The department used the CAT/5 norm-referenced test for the past 5 years. The department has entered into a new contract to administer the TerraNova-CAT/6 test in grades 4, 5, 7, and 9 beginning in the 2001-2002 school year. The addition of norm-referenced tests at grades 5 and 9 will provide a transition to an assessment system with capabilities not now available. Under the new system, students will be assessed each year from grades 3 to 10 using a combination of Benchmark, HSGQE and norm-referenced tests, which will allow for a measure of student academic growth from year-to-year. The ability to track student growth will allow the department to implement in 2002, a school rating system that will assign a designation of distinguished, successful, deficient or in-crisis to each public school in the state as required by AS 14.03.123.

Measure:

the percentage of students who took and passed the state high school graduation qualifying exam in the current school year; and Sec 50(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Results of Spring 2001 High School Graduation Qualifying Exam

Reading	65.9%
Writing	46.6%
Mathematics	44.0%

This data will be updated as soon as the results from the October 2001 administration of the High School Graduation Qualifying Exam are available.

Benchmark Comparisons:

The High School Graduation Qualifying Examination (HSGQE) was administered for the first time in March of 2000. The State Board of Education & Early Development set the proficiency level for the exam. The exam is offered in October and March of each school year to provide additional opportunities for high school sophomores, juniors, and seniors to take the exam. The following chart illustrates the HSGQE results comparing the Grade 10 students in the spring of 2000 to the 10th Grade Students in the spring of 2001:

READING

Test Date	Number Proficient	Percent Proficient ¹	Number Not Proficient	Percent Not Proficient ¹	October 1 Enrollment	Participation Rate ²
Spring 2000	6,178	74.6%	2,098	25.4%	10,217	81.0%
Spring 2001	5,469	65.9%	2,831	34.1%	10,110	82.1%

WRITING

Test Date	Number Proficient	Percent Proficient ¹	Number Not Proficient	Percent Not Proficient ¹	October 1 Enrollment	Participation Rate ²
Spring 2000	3,924	47.6%	4,319	52.4%	10,217	80.7%
Spring 2001	4,039	46.6%	4,625	53.4%	10,110	85.7%

MATHEMATICS

Test Date	Number Proficient	Percent Proficient ¹	Number Not Proficient	Percent Not Proficient ¹	October 1 Enrollment	Participation Rate ²
Spring 2000	2,717	33.3%	5,454	66.7%	10,217	80.0%
Spring 2001	3,807	44.0%	4,852	56.0%	10,110	85.6%

¹ Percent Proficient and Percent Not Proficient rates only include students that participated in the exams.

² Participation rate is calculated by dividing the total count of students tested by the October 1, 2000 enrollment.

Background and Strategies:

State law requires a comprehensive system of student assessments including a developmental profile for students entering kindergarten or first grade, Benchmark assessments in reading, writing, and mathematics at grades 3, 6, and 8, and passage of the High School Graduation Qualifying Exam in order to receive a high school diploma beginning in 2004. The department has:

1. Provided school districts with state performance standards in reading, writing, and mathematics.
2. Developed the graduation qualifying examination in reading, writing, and mathematics.
3. Provided professional development opportunities for standards based instruction.

4. Provided technical assistance to school districts in aligning curriculum to state standards.

During the last legislative session, there was significant discussion about what our students are being tested on and how well they are being asked to perform in these areas in order to receive a high school diploma. The legislature was very clear in passing SB 133, Chapter 94, SLA 2001, that the competency exam is to measure the “minimum competency in essential skills” for all high school graduates.

This direction requires that the test be reviewed and refined to determine test items to be used to measure essential skills in reading, writing, and math. This refocusing will require that new test questions be field-tested in the spring of 2002 and that new cut scores be determined in summer of 2002.

Measure:

the percentage of students in a high school grade level who pass the state high school graduation qualifying exam on a cumulative basis;
 Sec 50(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following chart illustrates the percentage of students in the class of 2002 that have passed the three parts of the HSGQE based on October 2000 enrollment data. These numbers will be updated to include the October 2001 enrollment information and the results from the October 2001 administration of the HSGQE:

	Number Proficient	Percent Proficient	October 2000 Enrollment
Reading	7,495	84.3%	8,887
Writing	5,365	60.4%	8,887
Mathematics	4,495	50.6%	8,887

Benchmark Comparisons:

The following chart illustrates the results for the class of 2002 for each administration of the High School Graduation Qualifying Exam beginning with the first administration in the spring of 2000. This information will be updated to include the October 2001 results as soon as the data becomes available. Similar cumulative data will be available for each class.

**STATEWIDE HSGQE
 CLASS OF 2002**

HSGQE Student Test Results: Spring 2000, Fall 2001 and
 Spring 2001

READING

	Number	Percent	Number	Percent	October 1
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Alaska's education reform movement is on the right track. We are raising academic standards, seeking new resources and demanding accountability. The high-stakes consequences of the High School Graduation Qualifying Exam will be implemented for students graduating in the spring of 2004 rather than 2002.

During the last legislative session, there was significant discussion about what our students are being tested on and how well they are being asked to perform in these areas in order to receive a high school diploma. The legislature was very clear in passing SB 133, Chapter 94, SLA 2001, that the competency exam is to measure the "minimum competency in essential skills" for all high school graduates.

The commissioner convened a committee of approximately 45 educators to work with the department and the department's test contractor, CTB McGraw-Hill, in refocusing the High School Graduation Qualifying Exam on essential skills. Subcommittees in each of the content areas, reading, writing, and mathematics, reviewed test items that could potentially be used to measure essential skills. This refocusing will require that new test questions be field-tested in the spring of 2002 and that new cut scores be determined in summer of 2002. Additional resources will be needed in the FY2003 budget to accomplish these tasks.

The delay of the high stakes consequences of the HSGQE until the spring of 2004, while continuing to administer the Benchmark exams in grades 3, 6, and 8 as well as the revised and refocused HSGQE, will give us the tools and the time needed to be sure the standards reflect what Alaskans think is important, the test is a good measure and students are adequately prepared. The additional time will assure that all students, including those with learning disabilities and those in highly mobile families who move in and out of our schools, will have had a reasonable opportunity to learn what's tested.

Measure:

the percentage change in the number of children served in licensed and in registered child care facilities;
 Sec 51(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Children served (capacity) in licensed care from FY00 to FY01 decreased 6% or 996 spaces
 Children served (capacity) in registered care from FY00 to FY01 decreased 11% or 700 spaces

Benchmark Comparisons:

	FY2000	FY2001
No. of Licensed Facilities	609	580
Capacity/Served	16,505	15,509
No. of Registered Facilities	2,028	1,456
Capacity/Served	6,524	5,824

Effective July 1, 2001, the Department of Education & Early Development took over the statewide responsibility for licensing child care facilities. New child care regulations have been adopted that will improve quality care and move facilities from a category of registered care to licensed care. Registered care is limited to having no more than 4 children in care, including the provider's own children, and is not eligible for the child care grant program.

This combination of factors contributed to the slight decrease in the capacity served from FY2000 to FY2001 as shown in the above chart, i.e.: program transition to different agency and changes in licensing regulations.

Data currently available does not specifically address the measure of number of children served, but rather the capacity, or the number of spaces, for child care available in Alaska. With implementation of new licensing regulations, the number of licensed facilities will increase as the provision for registered care is eliminated. As of January 1, 2002, no new registered facilities will be approved and those facilities will have a transition period to become licensed.

Background and Strategies:

Child care licensing provides consumer protection through quality assurance. Minimum licensing standards should be

the floor and not the ceiling. The high percentage of children in licensed facilities indicates that parents, as consumers of child care at all income levels, are seeking quality child care. Incentives are being developed to encourage more providers to pursue licensing.

A high percentage of states have moved to tiered reimbursement rates, paying more for higher quality care. Licensing is usually used to identify the lowest level of quality acceptable for funding, with some states ruling out programs with poor licensing records. There are different ways to distinguish between levels of quality. So far, most states have two levels: licensing and facilities that are both licensed and accredited.

To achieve Alaska's goal of high quality, safe child care, the department is:

1. Revising standards through regulation to reflect the higher expectations of the system.
2. Continuing to provide technical assistance to unlicensed facilities to meet minimum licensing standards.
3. Re-structuring the payment system to provide incentives for achieving and maintaining high quality care.

Executive Administration Budget Request Unit

Contact: Karen J. Rehfeld, Director

Tel: (907) 465-8650 Fax: (907) 465-3452 E-mail: Karen_Rehfeld@eed.state.ak.us

Key Performance Measures for FY2003

Measure:

the percentage of divisions that meet assigned performance measures;
Sec 49(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Of the department's 7 divisions, all report progress in meeting assigned performance measures. Of 45 measures, 88% either meet the assigned measure or are on track.

Benchmark Comparisons:

This information will continue to be refined as the data collected for each measure becomes more consistent and comparable.

Background and Strategies:

The Commissioner has met with every division director to review the measures, progress to date and data to be used in reporting the measure. The three agencies within the department's budget that report to their own board/commission are not included; the Alaska State Council on the Arts, the Professional Teaching Practices Commission, and the Alaska Commission on Postsecondary Education.

Measure:

the change in the percentage of students meeting proficiency levels in uniformly administered benchmark tests in grades 3, 6, and 8 per student expenditure for K-12 support (public school funding) and per the amount reported on the district audited financial statements;
Sec 49(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following chart illustrates the progress with current data.

Benchmark Examinations:

	Spring 2000	Spring 2001	% Change
Grade 3 Reading	72.5	71.2	-1.8%
Grade 3 Writing	48.8	53.5	9.6%
Grade 3 Mathematics	65.0	66.3	2.0%
Grade 6 Reading	69.9	69.4	-0.7%
Grade 6 Writing	72.2	73.0	1.1%
Grade 6 Mathematics	62.2	62.9	1.1%
Grade 8 Reading	83.2	82.5	-0.8%
Grade 8 Writing	67.5	67.9	0.6%
Grade 8 Mathematics	39.0	39.5	1.3%
	FY2000	FY2001	% Change
ADM	131,696.48	132,256.25	0.4%
State Aid - Foundation Program	672,198.2	672,386.0	0.0%
Per Student Expenditure	5.1	5.1	0.0%
Audited Expenditures	992,050.3	*	
* FY2001 Audit Information not yet compiled			

Measure:

the change in the percentage of students passing the high school graduation qualifying exam per change in per-student expenditure for K-12 support (public school funding) and per the amount reported on the district audited financial statements; and

Sec 49(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Please see chart on the following page.

High School Graduation Qualifying Examination:

	Spring 2000	Spring 2001	% Change
Reading	74.6	65.9	-11.7%
Writing	47.6	46.6	-2.1%
Mathematics	33.3	44.0	32.1%
	FY2000	FY2001	% Change
ADM	131,696.48	132,256.25	0.4%
State Aid - Foundation Program	672,198.2	672,386.0	0.0%
Per Student Expenditure	5.1	5.1	0.0%
Audited Expenditures	992,050.3	*	
* FY2001 Audit Information not yet compiled			

Benchmark Comparisons:

This is the first year that comparative data is available. The timing of receipt of audited data does not allow it to be included at this time.

Measure:

the average time taken to respond to complaints and questions that have been elevated to the commissioner's office. Sec 49(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average time to respond to correspondence tracked in the commissioner's office was 27 days for FY2001.

Benchmark Comparisons:

The correspondence tracking system has not been adequately maintained in prior years to provide a benchmark comparison this reporting cycle. This will be the benchmark for next year's report.

Background and Strategies:

Although the correspondence tracking system has been in place for sometime, the department had not implemented an electronic log until this reporting requirement was instituted. Additional effort will be necessary to maintain the log and provide accurate information.

Teaching and Learning Support Budget Request Unit

Contact: PJ Ford Slack, Director

Tel: (907) 465-8689 Fax: (907) 465-6760 E-mail: PJ_Ford@eed.state.ak.us

Key Performance Measures for FY2003

Measure:

the percentage of students who meet the proficiency level in benchmark assessments in grades 3, 6, and 8; Sec 50(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Percent Proficient in Reading, Writing and Mathematics on Benchmark Examinations, Spring 2001

Grade	Reading	Writing	Mathematics
3rd	71.2	53.5	66.3
6th	69.4	73.0	62.9
8th	82.5	67.9	39.5

Benchmark Comparisons:

Benchmark examinations were administered for the first time in March of 2000. The State Board of Education and Early Development set the proficiency level for each grade. These proficiency levels are Advanced; Proficient; Below Proficient; and, Not Proficient. Proficiency is defined as the sum of students who scored at the Advanced and Proficient levels on the Benchmark exams. The following chart illustrates the percentage of students who have met the proficiency levels in the two administrations of the benchmarks, Spring 2000 and 2001, the October 1 enrollment, and the participation rate in the assessments.

Grade 3							
Subject	Test Year	Advanced/Proficient		Below/Not Proficient		October 1 Enrollment	Participation Rate ²
		Count	Percentage ¹	Count	Percentage ¹		
READING	2000	7,220	72.5%	2,740	27.5%	10,706	93.0%
	2001	7,065	71.2%	2,855	28.8%	10,700	92.7%
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	2001	6,550	66.3%	3,326	33.7%	10,700	92.3%

Grade 6							
Subject	Test Year	Advanced/Proficient		Below/Not Proficient		October 1 Enrollment	Participation Rate ²
		Count	Percentage ¹	Count	Percentage ¹		
READING	2000	6,958	69.9%	3,001	30.1%	10,574	94.2%
	2001	6,912	69.4%	3,043	30.6%	10,623	93.7%
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Grade 8							
Subject	Test Year	Advanced/Proficient		Below/Not Proficient		October 1 Enrollment	Participation Rate ²
		Count	Percentage ¹	Count	Percentage ¹		
READING	2000	7,993	83.2%	1,613	16.8%	10,575	90.8%
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State law requires a comprehensive system of student assessments including a developmental profile for students entering kindergarten or first grade, benchmark assessments in reading, writing, and mathematics at grades 3, 6, and 8, taking the Terra Nova at grades 4, 5, 7, and 9, and passage of the High School Graduation Qualifying Exam in order to receive a high school diploma beginning in 2004. The department has:

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The department continues to:

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4. Target federal grant dollars to support increased student performance in reading, writing, and mathematics.
5. Administer the norm-referenced assessment, linked to Alaska performance standards at grades 4, 5, 7, and 9.

Measure:

the percentage of students performing above the national average on state-adopted norm-referenced tests; Sec 50(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The following data shows the percentage of students performing above the national average on the California Achievement Test, Version 5 (CAT/5) for school year 2000-2001

Grade	Reading	Language	Math
4th	58	55	62
7th	58	56	64

Benchmark Comparisons:

The following chart contains information on the Grade 4 results for the CAT/5 in school years 1998-1999, 1999-2000, and 2000-2001, including the percentage of students scoring in the top and bottom quartile and the percentile ranking for those students scoring above the national average. The same information is included for Grade 7, except for the 1998-1999 school year when the CAT/5 was not required for Grade 7.

GRADE 4

School Year	READING			LANGUAGE			MATH		
	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank
1998-1999	31.0	23.0	57	29.2	25.2	52	35.3	22.2	60
1999-2000	31.9	21.9	58	30.7	24.5	53	37.3	20.5	62
2000-2001	33.0	20.8	59	31.1	23.0	55	37.8	18.9	63

GRADE 7

School Year	READING			LANGUAGE			MATH		
	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank	Top Quartile	Bottom Quartile	Percentile Rank
1998-1999	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1999-2000	31.9	21.2	58	31.7	22.6	57	38.1	17.5	63
2000-2001	31.2	20.9	59	31.6	21.1	57	40.5	16.3	65

Background and Strategies:

The department used the CAT/5 norm-referenced test for the past 5 years. The department has entered into a new contract to administer the TerraNova-CAT/6 test in grades 4, 5, 7, and 9 beginning in the 2001-2002 school year. The addition of norm-referenced tests at grades 5 and 9 will provide a transition to an assessment system with capabilities not now available. Under the new system, students will be assessed each year from grades 3 to 10 using a combination of Benchmark, HSGQE and norm-referenced tests, which will allow for a measure of student academic growth from year-to-year. The ability to track student growth will allow the department to implement in 2002, a school rating system that will assign a designation of distinguished, successful, deficient or in-crisis to each public school in the state as required by AS 14.03.123.

Measure:

the percentage of students who took and passed the state high school graduation qualifying exam in the current school year; and
 Sec 50(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Results of Spring 2001 High School Graduation Qualifying Exam

Reading	65.9%
Writing	46.6%
Mathematics	44.0%

Benchmark Comparisons:

The High School Graduation Qualifying Examination (HSGQE) was administered for the first time in March of 2000. The State Board of Education & Early Development set the proficiency level for the exam. The exam is offered in October and March of each school year to provide additional opportunities for high school sophomores, juniors, and seniors to take the exam. The following chart illustrates the HSGQE results comparing the Grade 10 students in the spring of 2000 to the 10th Grade Students in the spring of 2001:

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MATHEMATICS

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 3. Provided professional development opportunities for standards based instruction.
- Provided technical assistance to school districts in aligning curriculum to state standards.

During the last legislative session, there was significant discussion about what our students are being tested on and how well they are being asked to perform in these areas in order to receive a high school diploma. The legislature was very clear in passing SB 133, Chapter 94, SLA 2001, that the competency exam is to measure the “minimum competency in essential skills” for all high school graduates.

This direction requires that the test be reviewed and refined to determine test items to be used to measure essential skills in reading, writing, and math. This refocusing will require that new test questions be field-tested in the spring of 2002 and that new cut scores be determined in summer of 2002.

Measure:

the percentage of students in a high school grade level who pass the state high school graduation qualifying exam on a cumulative basis.

Sec 50(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The following chart illustrates the percentage of students in the class of 2002 that have passed the three parts of the HSGQE based on October 2000 enrollment data. These numbers will be updated to include the October 2001 enrollment information and the results from the October 2001 administration of the HSGQE:

	Number Proficient	Percent Proficient	October 2000 Enrollment
Reading	7,495	84.3%	8,887
Writing	5,365	60.4%	8,887
Mathematics	4,495	50.6%	8,887

Benchmark Comparisons:

The following chart illustrates the results for the class of 2002 for each administration of the High School Graduation Qualifying Exam beginning with the first administration in the spring of 2000. This information will be updated to include the October 2001 results as soon as the data becomes available. Similar cumulative data will be available for each class.

**STATEWIDE HSGQE
CLASS OF 2002**

HSGQE Student Test Results: Spring 2000, Fall 2001 and Spring 2001

READING

Grade	Test Date	Number Proficient	Percent Proficient	Number Not Proficient	Percent Not Proficient	October 1 Enrollment
Grade 10	March 2000	6,178	74.6%	2,098	25.4%	10,217
Grade 11	October 2000	994	43.6%	1,286	56.4%	8,887
Grade 11	March 2001	323	24.2%	1,009	75.8%	8,887

7,495

WRITING

Grade	Test Date	Number Proficient	Percent Proficient	Number Not Proficient	Percent Not Proficient	October 1 Enrollment
Grade 10	March 2000	3,924	47.6%	4,319	52.4%	10,217

Alaska's education reform movement is on the right track. We are raising academic standards, seeking new resources and demanding accountability. The high-stakes consequences of the High School Graduation Qualifying Exam will be implemented for students graduating in the spring of 2004 rather than 2002.

During the last legislative session, there was significant discussion about what our students are being tested on and how well they are being asked to perform in these areas in order to receive a high school diploma. The legislature was very clear in passing SB 133, Chapter 94, SLA 2001, that the competency exam is to measure the "minimum competency in essential skills" for all high school graduates.

The commissioner convened a committee of approximately 45 educators to work with the department and the department's test contractor, CTB McGraw-Hill, in refocusing the High School Graduation Qualifying Exam on essential skills. Subcommittees in each of the content areas, reading, writing, and mathematics, reviewed test items that could potentially be used to measure essential skills. This refocusing will require that new test questions be field-tested in the spring of 2002 and that new cut scores be determined in summer of 2002. Additional resources will be needed in the FY2003 budget to accomplish these tasks.

The delay of the high stakes consequences of the HSGQE until the spring of 2004, while continuing to administer the Benchmark exams in grades 3, 6, and 8 as well as the revised and refocused HSGQE, will give us the tools and the time needed to be sure the standards reflect what Alaskans think is important, the test is a good measure and students are adequately prepared. The additional time will assure that all students, including those with learning disabilities and those in highly mobile families who move in and out of our schools, will have had a reasonable opportunity to learn what's tested.

Early Development Budget Request Unit

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Key Performance Measures for FY2003

Measure:

the percentage change in the number of children served in licensed and in registered child care facilities;
 Sec 51(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Children served (capacity) in licensed care from FY00 to FY01 decreased 6% or 996 spaces
 Children served (capacity) in registered care from FY00 to FY01 decreased 11% or 700 spaces

Benchmark Comparisons:

	FY2000	FY2001
No. of Licensed Facilities	609	580
Capacity/Served	16,505	15,509
No. of Registered Facilities	2,028	1,456
Capacity/Served	6,524	5,824

Effective July 1, 2001, the Department of Education & Early Development took over the statewide responsibility for licensing child care facilities. New child care regulations have been adopted that will improve quality care and move facilities from a category of registered care to licensed care. Registered care is limited to having no more than 4 children in care, including the provider's own children, and is not eligible for the child care grant program.

This combination of factors contributed to the slight decrease in the capacity served from FY2000 to FY2001 as shown in the above chart, i.e.: program transition to different agency and changes in licensing regulations.

Data currently available does not specifically address the measure of number of children served, but rather the capacity, or the number of spaces, for child care available in Alaska. With implementation of new licensing regulations, the number of licensed facilities will increase as the provision for registered care is eliminated. As of January 1, 2002, no new registered facilities will be approved and those facilities will have a transition period to become licensed.

Background and Strategies:

Child care licensing provides consumer protection through quality assurance. Minimum licensing standards should be the floor and not the ceiling. The high percentage of children in licensed facilities indicates that parents, as consumers of child care at all income levels, are seeking quality child care. Incentives are being developed to encourage more providers to pursue licensing.

A high percentage of states have moved to tiered reimbursement rates, paying more for higher quality care. Licensing is usually used to identify the lowest level of quality acceptable for funding, with some states ruling out programs with poor licensing records. There are different ways to distinguish between levels of quality. So far, most states have two levels: licensing and facilities that are both licensed and accredited.

To achieve Alaska's goal of high quality, safe child care, the department is:

4. Revising standards through regulation to reflect the higher expectations of the system.
5. Continuing to provide technical assistance to unlicensed facilities to meet minimum licensing standards.
6. Re-structuring the payment system to provide incentives for achieving and maintaining high quality care.

Measure:

the percentage change in the number of eligible children served in a Head Start program;
 Sec 51(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

	No. of Children Served FY2000	No. of Children Served FY2001	% Change
Head Start – Ages 3 & 4		2,703	
Early Head Start – Ages 0 to 3		946	
Total	3,483	3,649	4.8

There are approximately 14,500 children eligible for Head Start programs due to family income. In FY01, Head Start served 166, or 4.8% more eligible children than were served in FY00.

Benchmark Comparisons:

Head Start grantees utilize a combination of state and local sources to apply for and receive federal Head Start funds which require a 20% match. Additional local match dollars contributed to the 4.8% increase children served from FY2000 to FY2001. Alaska's goal is to increase the number of children served by Head Start by 2% each year for the next 4 years.

Background and Strategies:

To increase the number of eligible children served in a Head Start program, the department will:
 Improve data collection on children and families served through Head Start programs to target unserved or underserved communities to expand existing programs or establish new programs;
 Support grantees in meeting the 20% match requirement to access additional federal funds targeted for increases in FFY 2003. State funds are essential in helping grantees meet the match requirement.
 Improve the quality of Head Start programs by providing training to head start workers through the System for Early Education Development (SEED) program.

Measure:

the percentage change in the number of staff in child care facilities who received at least 15 hours of training in the current fiscal year;
 Sec 51(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Data on this measure is not yet available.

Benchmark Comparisons:

Benchmark Comparisons are not yet available. A data collection system is under development. When completed, this information will serve as a baseline to assess progress in future years. Statewide data will be maintained by EED and individuals will be able to add to their training profiles as they complete additional training and provide appropriate documentation. A status report will be generated annually.

Background and Strategies:

The division is utilizing federal funds to implement a comprehensive data collection system. The target date for centralizing training data by individual staff members in facilities across the state is June 30, 2002. Initially this information was to be collected by June 30, 2001 however, delayed implementation of the System for Early Education and Development (SEED) program prevented the division from implementing the data collection effort.

Training and credentialing are both strategies for capacity building and achieving higher quality in child care. Alaska's SEED program is implementing a system of professional development for early childhood education that identifies the types of training and education necessary to achieve competency in the areas essential for early childhood programs.

Measure:

the percentage change in the number of children who receive federally funded meals;
 Sec 51(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

	FY2000	FY2001	% Change
No. of Children	56,647	59,052	4.2%

In FY2001, 59,052 children, or 45% of the eligible population received federally funded meals. This is an increase of 4.2% over FFY2001.

Benchmark Comparisons:

The Child Nutrition Program distributes federal funds for reimbursement of meals served to eligible children and adults in approved agencies. In comparison to other states, Alaska has a good record on school lunch. In FFY 01, Alaska served 45% of the eligible population, as compared with 42.5% in FFY2000.

Background and Strategies:

By including proprietary child care centers in the program, Alaska was able to distribute over \$400,000 in additional federal USDA funds. New centers continue to come into the program on a regular basis.

Measure:

the change in the ratio of registered providers compared to licensed providers.
Sec 51(b)(5) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

	FY2000	FY2001
No. of Registered Providers	2,028	1,456
No. of Licensed Providers	609	580
Ratio	3:1	3:1

Benchmark Comparisons:

New regulations have passed with an implementation date of January 1, 2002, that will eliminate the category of registered care. These regulations enhance the health and safety requirements for children in child care facilities and require registered providers who accept public funds to become licensed. The Department of Education & Early Development is expecting approximately 75% of registered facilities to apply for licensing in FY2002.

Background and Strategies:

Child care licensing provides consumer protection through quality assurance. Minimum licensing standards should be the floor and not the ceiling. The high percentage of children in licensed facilities indicates that parents, as consumers of child care at all income levels, are seeking quality child care. Incentives are being developed to encourage more providers to pursue licensing and minimum licensing standards should be the floor and not the ceiling.

A high percentage of states have moved to tiered reimbursement rates, paying more for higher quality care. Licensing is usually used to identify the lowest level of quality acceptable for funding, with some states ruling out programs with poor licensing records. There are different ways to distinguish between levels of quality. So far, most states have two levels: licensing and facilities that are both licensed and accredited.

To achieve Alaska's goal of high quality, safe child care, the department is:

1. Revising standards through regulation to reflect the higher expectations of the system.
2. Continuing to provide technical assistance to unlicensed facilities to meet minimum licensing standards.
3. Re-structuring the payment system to provide incentives for achieving and maintaining high quality care.

Education Support Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

the number of late penalties for payroll or vendor payments;
Sec 52(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

There were no penalty payments for payroll or vendor payments in FY2001.

Benchmark Comparisons:

Penalty Payments	FY2000	FY2001
Payroll	0	0
Vendor	0	0

Background and Strategies:

The Division of Education and Support Services monitors payroll and vendor payments very carefully. Staff is held to performance standards requiring accurate and timely certification of payroll and payment of invoices within a five-day turnaround time.

Measure:

the cost of administrative services personnel compared to the total personnel costs for the department;
Sec 52(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

FY2002 Personal Services costs totaled \$27,569,400. Administrative Services personnel costs were \$960,800 or 3.5%.

Benchmark Comparisons:

Personal Services Costs

	FY2001 Authorized	FY2002 Authorized
Department	26,057.5	27,569.4
Administrative Services	990.0	960.8
%	3.8%	3.5%

Background and Strategies:

The data used is the FY2002 authorized appropriated amounts for personal services. The department had 373 full time and 114 part time positions approved by the Conference Committee. Administrative Services has 17 full time positions.

Measure:

the number of department decisions on the annual school construction and major maintenance lists upheld by the State Board of Education and Early Development compared to the number of appeals;
Sec 52(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

No appeals were filed for the prior year ranking.

The department issues the prioritized school construction and major maintenance lists on November 5, as required by statute. There is a period of reconsideration where school districts may ask the department to review the scoring decisions. A new list is issued on December 15 based on the reconsideration. School districts may choose to appeal the department's decision and a hearing officer is appointed to consider any appeals.

Benchmark Comparisons:

	FY01 CIP List	FY02 CIP List
Number of Appeal Hearings	1	0
Upheld by Board	1	0

Background and Strategies:

Ongoing efforts to improve the consistency and validity of the rating process have reduced the number of formal CIP appeals. The department annually provides training to school districts in preparing the CIP applications, which has contributed significantly to the quality of the application process.

Measure:

the percentage of school districts meeting the minimum expenditure for instruction.
 Sec 52(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

In FY2002, 24 of 53 school districts met the 70% minimum expenditure for instruction requirement based on their approved budgets. 29 school districts requested and received a waiver of the requirement from the State Board of Education and Early Development in accordance with AS 14.17.520(d).

Benchmark Comparisons:

In 1998 the legislature passed the new public school funding formula. The law includes a requirement for school districts to spend 70% of the school operating fund on instruction. The 70% requirement is in law at AS 14.17.520 and was phased in over a three-year period beginning with FY99. The minimum expenditure for instruction requirement was 60% in FY99, 65% in FY2000, and 70% in FY2001 and thereafter. Concurrently, the districts and department were required to improve statewide comparability and consistency in data reporting.

- The financial information in the FY2002 budgets, including the instructional percentages, will provide a baseline for comparative data in future years now that the implementation period and corresponding changes to data collection have been completed.

The minimum instructional expenditure law has been implemented through the three-year phase in FY99, FY00, and FY01 to the required 70% minimum on instruction. Implementation also included an emphasis on uniform expenditure classifications in order to improve statewide comparability and consistency in data reporting. A revised statewide school district chart of accounts is effective starting FY2002. This chart of account revision reflects three years of working towards increased uniform data in statewide reporting. The emphasis on collection of uniform data also brought about two changes in regulation affecting the instructional component; in FY2001 School Administration was included in instruction and in FY2002 School Administration-Support was broken out and support staff are no longer included in instruction. The 29 waivers in FY2002 are calculated under the fully revised regulations and chart of accounts, and incorporate three years of budget review and increased accuracy in financial reporting.

- Statewide the districts have shown continued improvement towards directing revenues towards instruction. In FY99 only eight districts budgeted 70% on instruction, this year 24 districts have budgeted 70% on instruction.

The increase in the number of waivers represents the implementation period and includes changes to data collection and comparability from one year to the next.

On an individual basis 49 of the 53 school districts have increased the instructional percentage since FY99. Of the four that have not shown an increase two were affected by data reporting requirements and two are small districts with declining enrollments.

Background and Strategies:

Districts have reported progress towards the 70% for instruction by reducing non-instructional staff and cutting back on other non-instructional expenditures.

- The department has focused on the administrative categories and with the new detail now provided from the revised chart of accounts the department will also focus on operations and maintenance.

The department's internal auditors review the individual districts twice a year; one budget review and one financial statement review. The reviews encompass a wide range of items and include individual correspondence to each district regarding expenditures.

The following table titled "Minimum Expenditure for Instruction Summary" illustrates the districts meeting this requirement since its inception in FY99.

The table on the following page titled "Minimum Expenditure for Instruction Summary"; illustrates the districts meeting this requirement since its inception in FY99.

Minimum Expenditure for Instruction Summary

	60%	60%	65%	65%	70%	70%
	Instructional Percentage FY 1999 Budget	Instructional Percentage FY 1999 Financial Statement	Instructional Percentage FY 2000 Budget	Instructional Percentage FY 2000 Financial Statement	Instructional Percentage FY 2001 Budget	Instructional Percentage FY 2002 Budget
Alaska Gateway	62%	63%	65%	68%	69%	65%
Aleutian Region	56	62	62	62	65	67
Aleutians East Borough	50	58	64	62	69	67
Anchorage	75	72	74	72	81	78
Annette Island	65	63	65	57	69	61
Bering Strait	61	63	65	65	70	70
Bristol Bay Borough	64	65	65	65	69	69
Chatham	75	70	67	64	68	69
Chugach	67	75	70	76	72	74
Copper River	67	65	66	66	69	69
Cordova City	65	69	66	66	75	70
Craig City	67	70	71	72	73	75
Delta Greely	66	71	72	70	77	73
Denali Borough	64	63	66	67	72	68
Dillingham City	73	67	71	67	78	74
Fairbanks North Star Borough	73	73	72	72	79	77
Galena City	67	72	73	69	82	75
Haines Borough	67	66	67	68	76	73
Hoonah City	61	55	62	59	65	67
Hydaburg City	46	47	65	61	65	64
Iditarod Area	55	59	65	67	75	69
Juneau Borough	74	73	74	74	82	78
Kake City	54	57	63	60	63	62
Kashunamiut	59	58	61	69	74	74
Kenai Peninsula Borough	68	68	68	68	76	73
Ketchikan Gateway Borough	69	69	70	69	78	76
Klawock City	63	61	69	65	74	70
Kodiak Island Borough	68	69	70	70	76	74
Kuspuk	61	62	65	65	73	68
Lake & Peninsula Borough	55	64	72	70	69	67
Lower Kuskokwim	66	64	67	66	75	73
Lower Yukon	60	61	63	62	69	68
Matanuska Susitna Borough	73	74	72	73	81	77
Nenana City	69	69	75	74	75	76
Nome City	61	63	64	64	68	68
North Slope Borough	56	57	64	63	66	65
Northwest Arctic Borough	55	56	59	58	66	65
Pelican City	62	61	69	68	68	58
Petersburg City	69	69	68	69	74	75
Pribilof Islands	57	56	58	61	62	61
Sitka Borough	76	75	76	76	84	81
Skagway City	58	58	62	60	69	66
Southeast Island	66	71	65	68	69	69
Southwest Region	62	65	68	66	74	69
St. Mary's City	65	60	66	65	69	68
Tanana City	61	52	45	46	50	47
Unalaska City	64	64	66	61	72	72
Valdez City	69	68	70	68	77	74
Wrangell City	70	69	70	70	76	74
Yakutat City	65	60	62	62	69	69
Yukon Flats	52	54	52	54	57	61
Yukon/Koyukuk	63	63	63	64	69	68
Yup'it	53	51	62	59	72	63
Total Waivers	13	2	16	4	24	29

Bold = Waiver Requested and Approved

SUMMARY OF PERCENTAGES BY CATEGORY

Districts below 60%	13	13	4	6	2	2
Districts between [60% - 65%]	14	16	12	13	2	6
Districts between [65% - 70%]	18	13	21	22	20	21
Districts at 70% and above	8	11	16	12	29	24
	53	53	53	53	53	53

BRU/Component: Alyeska Central School

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Michael Opp, Director

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Key Performance Measures for FY2003

Measure:

the percentage of students who meet the proficiency level in benchmark assessments in grades 3, 6, and 8;
Sec 53(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Participating ACS students meeting the Proficient and Advanced Percentage Levels.

	Reading	Writing	Math
3rd Grade	92%	76%	92%
6th Grade	100%	100%	84%
8th Grade	90%	78%	50%

Background and Strategies:

As an alternative home based program, home teachers (usually the parent) are the primary adults working with students. ACS provides home teachers with, rigorous courses and assistance with strategies necessary for teaching at home, especially in math and writing. ACS teachers also create libraries of academic materials for use by home teachers who need additional resources beyond the current standards based curriculum.

Measure:

the percentage of students performing above the national average on the state-adopted norm-referenced tests;
Sec 53(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Percentage of ACS students performing above the national average:

	Reading	Writing	Math
4th grade	62%	52%	52%
7th grade	88%	76%	78%

Background and Strategies:

Low participation rates in these assessments has limited the schools ability to provide comparable data. ACS is striving to increase participation in all required assessments. ACS works with local school districts whenever possible to accommodate ACS students participation on site. Whenever the local district is unable or unwilling to accommodate ACS students a test center is established.

Measure:

the percentage of students enrolled in ACS who take and pass the state high school graduation qualifying exam in the current school year;
Sec 53(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Percentage of participating ACS students passing the individual HSGQE sections - Spring 2001

10th Grade **Reading** **Writing** **Math**
 63% **68%** **36%**

Benchmark Comparisons:

The following chart compares Spring 2000 to Spring 2001 10th grade students taking and passing the exam.

	Reading	Writing	Math
Spring 2000	65.9%	46.6%	44.0%
Spring 2001	63.0%	68.0%	36.0%

Background and Strategies:

ACS is in the process of revising high school math courses to focus on the skills tested on the HSGQE. In addition, two standards based math courses have been developed for students needing remediation.

Measure:

the percentage of students in a high school grade level at ACS who pass the state high school graduation qualifying exam on a cumulative basis;
 Sec 53(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

With transient population by grade level the current cohort tracking system is not adequate to respond to this measure.

Background and Strategies:

ACS is in the process of developing the methodology to track each high school grade levels achievements on the HSGQE.

Measure:

the percentage of ACS students utilizing post-secondary institutions while participating in ACS programs; and
 Sec 53(b)(5) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

4% of ACS students utilized a post secondary institution while participating in the regular ACS program.

Background and Strategies:

ACS encourages and funds post secondary course enrollments for students in 10-12th grade ACS ACS encourages and funds post secondary course enrollments for students in 10th-12th grade through a process of course selection guidelines and student eligibility requirements.

Measure:

the percentage of students enrolled in a state-funded correspondence school program who are enrolled at ACS.
 Sec 53(b)(6) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

	FY2000	FY2001
ACS Enrollment (ADM)*	1,419	1,306
Statewide Correspondence ADM	6,407	7,039
	22.1%	18.6%

*Average Daily Membership

Benchmark Comparisons:

Alaska law requires that a student can only be counted as 1.0 Full Time Equivalent. A cooperative agreement must be completed for each student enrolled in an out of district correspondence program. Districts of residence have preference in counting. Very few students are enrolled in two different state wide correspondence programs.

Background and Strategies:

For FY2001 the total enrollment of ACS represented 18% of Alaska's home school correspondence students. As a statewide correspondence program, ACS is set up for remote students where parents must rely on ACS to provide all necessary materials and teaching support.

Commissions and Boards Budget Request Unit

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Key Performance Measures for FY2003

Measure:

the year to year change in ratio of nonstate funds to state funds appropriated to ASCA;
Sec 54(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The ratio of nonstate funds to state funds appropriated to ASCA is 1.5:1. There is no change in the ratio from FY00 to FY01.

Benchmark Comparisons:

ASCA's budget is reflective of state arts agencies nationwide, with approximately 50% of the funding coming from federal and private sources. The following chart illustrates appropriations of non-state to state funds appropriated to ASCA for the past three years.

	FY00 Authorized	FY01 Authorized	FY02 Authorized
Non-State Funds	\$643.1	\$722.3	\$720.0
State Funds	\$461.1	\$463.8	\$462.7
Ratio:	1.4:1	1.5:1	1.5:1

Measure:

the percentage of administration costs compared to grants issued;
Sec 54(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

25% Administrative
75% Grants and Program Service Delivery

Benchmark Comparisons:

Funding for the ASCA has remained constant over the past 3 years. The administrative to direct service costs has also remained constant.

Measure:

the percentage change of artists and of vendors participating in the Silver Hand program.
Sec 54(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

1,500 current Silver Hand artists.

Benchmark Comparisons:

Participation in the Silver Hand program has increased dramatically over the past 3 years. The ASCA is developing a tracking mechanism to be able to provide accurate and comparable data on the number of artists and vendors participating in the Silver Hand program.

Background and Strategies:

The Silver Hand program was established by Alaska Statute in 1961 under the Alaska Native Arts and Crafts Sales Act (HB4). Management of the program was transferred from the Department of Community and Economic Development (DCED) to the Alaska State Council on the Arts (ASCA) in FY1999.

Since program transfer to ASCA the number of Silver Hand permit holders has grown from 643 to 1,500 individuals. Currently, ASCA processes approximately 40 memberships per month.

For the Silver Hand program to remain respected among Native Alaskans, which is key to its success, and work as an effective marketing tool for the State, much more outreach and education is needed to target the artists, vendors and public for whom the program is designed to serve. Additional resources are necessary to provide the following services and outreach:

- Site visits by ASCA's staff to meet with and educate artists and shop owners about the program;
- Creation of Native language radio PSAs to publicize the program;
- Creation of rack cards and other recognizable materials for consumers to be placed in all points of entry;
- Enforcement of the program with shop owners and permit holders;
- Statutory expansion of the program to include contemporary Native Artists;

Long term funded Marketing plan to educate Alaskans and "Outsiders" about the program.

BRU/Component: Alaska Vocational Technical Center Operations

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Fred Esposito, Director

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Key Performance Measures for FY2003

Measure:

the percentage of graduates employed in their areas of training;
Sec 55(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The Council on Occupation Education (COE) reports the 90% of AVTEC graduates in FY00 are employed in their area of training. Up from 86% in FY99.

Benchmark Comparisons:

AVTEC's average is directly in line with the benchmark established by COE for the 371 similar participating across the nation accredited by COE. The standard set by COE for public institutions for FY00 is 90%. Up from 86% the prior year. COE establishes an acceptable range for its institutions of one standard deviation of the standard which in this case is 68% or greater.

Background and Strategies:

The goal of AVTEC is for all students to find training-related employment. We continue to employ a full-time Job Placement Specialist in that effort. We've expanded our presence in job fairs around the state to network with potential employers. Additionally, AVTEC hosts an annual job fair on campus that has seen increased attendance by state employers.

Measure:

the wage increase realized by graduates of training programs;
Sec 55(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

AVTEC graduates increased their median annual wage by 21%. The average quarterly wage for graduates was \$7,206, up from pre-training wage of \$6,428. This statistic is the most current available and is found on page 6 of the "Employment and Earnings of Participating Exiting Alaska Training Programs – FY1999". A special report published by the Alaska Department of Labor, Research and Analysis Section on February 5, 2001.

Benchmark Comparisons:

While there is no established benchmark for this measure, a comparison to other Alaskan public postsecondary institutions indicates that AVTEC graduates enjoy the highest post-training wage. Alaska Technical Center's graduates post-training quarterly wage was \$6,702. The University of Alaska System graduates earned \$6,423 per quarter after graduation. Based on this report, AVTEC's graduates post-training wage was 8% greater than Alaska Technical Center and 12% greater than the University.

Measure:

the percentage of students who completed long-term training programs;
Sec 55(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

COE reports that 80% of AVTEC students completed long-term training programs in FY00. The same as reported the previous year.

Benchmark Comparisons:

Nationwide, completion rate for public institutions accredited by COE is 76%. Up from 67% the prior year. AVTEC is above the national average for similar institutions.

Background and Strategies:

While our completion rates continue to improve from the 66% range just a few years ago, AVTEC continues to strive for a 100% completion rate. Increased coordination with sponsoring agencies to pre-screen potential students is helping to avoid sending students with serious substance abuse issues, which remains the primary factor in non-completion. AVTEC has also expanded a foundation skills training program to help prepare students with reading and math deficiencies prior to entering their training program.

Measure:

the percentage of students living in student housing compared to student housing capacity; and Sec 55(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Internal AVTEC Dormitory Census Report for FY01 indicates 55%. Down from 70% the prior year. However, occupancy is averaging 74% for the current year. Family housing comprised of 19 one and two bedroom apartments remain at 100% capacity.

Benchmark Comparisons:

There is no established benchmark for housing occupancy; AVTEC is striving for a minimum of 75% capacity.

Background and Strategies:

AVTEC faces some challenges with respect to its dormitory. The existing dormitory is old and inadequate in comparison to today's student expectations. Gang showers, poor insulation, no sound proofing, lack of telephone and computer connections cause students to look elsewhere for accommodations even if they are more expensive. AVTEC has funding and is in the architectural design stage for a new 64-bed dormitory schedule for completion in January 2003. AVTEC's plan is to remodel the existing dormitory upon completion of the new dormitory. Both facilities will incorporate the amenities that students expect. Therefore, we anticipate achieving a minimum of 75% occupancy rate with new and remodeled facilities.

Measure:

for each long-term program, the percentage of students who applied to the program who actually enrolled in the program. Sec 55(b)(5) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Current Status:

Program	FY00			FY01			FY02		
	capacity	applied	enrolled	capacity	applied	enrolled	capacity	applied	enrolled
Industrial Electrical	20	33	22	30	32	30	30	25	25
Information Technology	14	24	14	16	25	16	32	41	32
Diesel Engine	14	17	14	14	13	13	30	15	15
Heavy Equipment	15	19	15	15	9	9			*

*Diesel and Heavy programs were combined to a single program for FY02

Benchmark Comparisons:

There is no established benchmark, except to say it is AVTEC's goal to provide training to all those who seek it.

Background and Strategies:

By increasing instructional staff, AVTEC has successfully increased program capacity where needed. Only one program had a waiting list this year compared to four in previous years and that program's capacity was just doubled.

BRU/Component: Mt. Edgecumbe Boarding School

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003**Measure:**

the percentage of applicants who are admitted to the school;
Sec 56(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Mt. Edgecumbe has more applicants than it has space available. For school year 2001-02, 291 students submitted completed applications, and 150 new students were admitted. Thus, the percentage of applicants who were admitted to Mt. Edgecumbe for school year 2000-01 was 51.5%. The number of beds in the dormitories and classroom space in the academic area limit Mt. Edgecumbe's enrollment. In school year 2001-02, the school was able to boost its dormitory capacity to house 325 residential students and 14 non-residential students for a beginning of the year total of 339 students - its largest enrollment since the school re-opened in 1985.

Benchmark Comparisons:

Since school year 1993-94, an average of 51% of all students who submitted completed applications were admitted to Mt. Edgecumbe High School.

Background and Strategies:

The percentage of applicants who were admitted to Mt. Edgecumbe in school year 2001-02, (51.5%), compares favorably with the preceding seven years' average of 51%. Actually, a lower percentage of applicants admitted should be interpreted as a favorable number, for one of Mt. Edgecumbe's goals is reduce student attrition. In other words, because enrollment in the school is limited by residential capacity, if more students continue enrollment in Mt. Edgecumbe from year to year, there will be fewer spaces for new students and, consequently, a lower percentage of applicants admitted to school. As stated earlier in this report, Mt. Edgecumbe is partnering with the AASB, the University system, and other boarding schools through its Resiliency Grant to identify and implement those assets which make students successful and, hopefully, encourages them to stay longer at boarding schools. In addition, Mt. Edgecumbe offers students a full complement of recreational, counseling, and tutorial services in a clean, safe, structured environment.

Measure:

the percentage of students enrolled at Mt. Edgecumbe High School who take and pass the state high school qualifying exam in the current school year;
Sec 56(b.)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

Seventy-three (73) Mt. Edgecumbe High School sophomores (Class of 2003) took the HSGQE in Spring 2001. Mt. Edgecumbe High School's sophomores performed as follows on last spring's HSGQE:

.	Reading	Writing	Math	Tested
Spring 2000	66.0%	56.0%	30.0%	84
Spring 2001	49.3%	36.1%	48.6%	73

Benchmark Comparisons:

The State of Alaska averages of sophomores (Class of 2003) passing the HSGQE Spring 2001 were as follows:

.	Reading	Writing	Math
State Average	65.9%	46.6%	44.0%
MEHS	49.3%	36.1%	48.6%

Background and Strategies:

Mt. Edgecumbe High School is doing the following to improve students' HSGQE test scores:

1. Providing an extensive, after-school tutorial program (staffed by five (5) tutors with specialties in different subject areas) - that runs from 6:00-10:00 p.m., Sundays through Thursdays, throughout the school year - for those students in need of academic assistance.
2. Employing a staff reading specialist and Quality School tutor whose focus is to help students build requisite skills and strategies that will enable them to pass the HSGQE
3. Adapting its curriculum to provide intensive, year-long instruction to students in classes that strengthen students' literacy skills - reading, writing, and math.
4. Sending key staff members to summer school at the University of Arizona to obtain reading specialist endorsements, so they can act as on-site staff training resources.
5. Serving as an AK Department of Education & Early Development pilot site and training center for the Carnegie Math program, a nationally recognized, computer-assisted algebra and geometry program, that appears to be having a significant, positive impact on increasing students' math skills.
6. Offering intensive tutorial sessions in preparation for those students who wish to review academic material, to take practice HSGQE questions, and to learn test-taking strategies.

Measure:

the percentage of students in a high school grade level at Mt. Edgecumbe who pass the state high school graduation qualifying exam on a cumulative basis;
Sec 56(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- 62 out of 160 (39%) Mt. Edgecumbe H.S. students have passed all three sections of the HSGQE since Spring 2000.
- 93 out of 160 (58%) Mt. Edgecumbe H.S. students have passed two or more sections of the HSGQE since Spring 2000.
- 118 out of 160 (74%) Mt. Edgecumbe H.S. students have passed at least one section of the HSGQE since Spring 2000.
- Comparing Spring 2000 and Fall 2000 HSGQE test scores, students who stayed and Mt. Edgecumbe H.S. and re-took the HSGQE gained an average of:
 - 27 points on the reading portion of the HSGQE;
 - 22 points on the writing portion of the HSGQE; and
 - 26 points on the math portion of HSGQE.

Benchmark Comparisons:

17 out of 73 (23.3%) Mt. Edgecumbe H.S. 10th grade students taking the AHSQE passed all three sections of the exam on their first attempt in Spring 2001.

19 out of 84 (22.6%) Mt. Edgecumbe H.S. 10th grade students taking the AHSQE passed all three sections of the exam on their first attempt in Spring 2000.

Background and Strategies:

In addition to the "Background and Strategies" noted previously, Mt. Edgecumbe:

1. Requires that all students who have not passed all sections of the HSGQE continue to re-take those areas of the test they have not passed in order to gain experience with the test and continue to strive to pass the test.
2. Individually reviews the results of the HSGQE with each student about those areas of the HSGQE that he/she was deficient in, so the student can concentrate on learning those skills and be better prepared for the next exam.
3. Regularly reports HSGQE student test results, and other assessment data, to all teachers and provides on-going professional in-service on how teachers can use this data to improve student performance.

4. Uses a variety of assessment tools to measure student progress.
5. Contracts with a university reading specialist to interpret HSGQE and other assessment results, to provide staff with individual consultation, and to overall help guide school reading strategies.

Measure:

the average duration of an individual student's enrollment at the school;
Sec 56(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- Fifty-five percent (55%) of all students who enrolled in Mt. Edgecumbe High School for school year 2000-01 returned to Mt. Edgecumbe for school year 2001-02.
- Thirty-three percent (33%) of all Mt. Edgecumbe High School students who enrolled as 9th graders, attended all four years at Mt. Edgecumbe High School and received their diplomas in the May 2001.

Benchmark Comparisons:

- For the seven years preceding school year 2000-01, an average of 50% of all students who enrolled in Mt. Edgecumbe High School, returned to Mt. Edgecumbe the following year.
- In the twelve years preceding school year 2000-01, an average of 39% of those students who enrolled in Mt. Edgecumbe High School as 9th graders stayed all four years and graduated from Mt. Edgecumbe High School.

Background and Strategies:

Mt. Edgecumbe High School continues to offer programs that support long-term student attendance and graduation success. Some of these programs are:

1. Activities of the Teen Assets program provide access to three counselors at the U of A Sitka campus, whose duties are to identify a) assets which make students academically and socially successful at a boarding school; b) things which encourage students to stay at a boarding school; and c) processes that build programs which enhance students' assets and success.
2. An after-school tutorial program, staffed by five tutors, keeps the school open to students from 6:00 to 10:00 p.m., Sundays through Thursdays, and provides ongoing academic assistance to students.
3. Complete computer lab, library, and classroom accessibility from 6:00 to 10:00 p.m., Sundays through Thursdays.
4. A variety of recreational programs aimed at promoting students' healthy life choices.
5. Academic and personal counseling support services that utilize school resources and community providers to insure students receive appropriate social services.
6. Varied cultural activities that provide students with a tie to their own and other's cultures.
7. Numerous school-to-work programs, internships, and other educational opportunities provided as a result of school partnerships with businesses (such as IBM, Alyeska Pipeline, and British Petroleum), Native corporations and university partners (UAA, UAS, SJC).

Measure:

the percentage of graduates who enroll in a postsecondary education institution or program; and
Sec 56(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

92% of the Mt. Edgecumbe High School graduating Class of 2001 enrolled in a post-secondary educational institution or program.

Benchmark Comparisons:

In the preceding five years, an average of 88% of the Mt. Edgecumbe High School graduating class enrolled in a post-secondary educational institution or program. Ninety percent (90%) of the Mt. Edgecumbe student population is Alaska Native.

Nationwide, only 17% of Alaska Native/American Indian high school graduates go on to college.

Background and Strategies:

Mt. Edgecumbe High School:

1. Partners with the University of Southeast-Sitka Campus and Sheldon Jackson College to offer college courses to Mt. Edgecumbe students that allow them to gain college credit while attending high school.
2. Requires all students to earn 24 pre-requisite credits to obtain a diploma. These required courses emphasize essential academic skills – reading, writing, math - and Pacific Rim languages, technology, and social science.
3. Explores ways to work with the private sector and the university system to provide scholarships, internships, resources, and school-to-work opportunities for students. Mt. Edgecumbe's active partners include IBM, BP, Alyeska, UAA, UAS, and SJC.
4. Offers a challenging, diverse academic curriculum bolstered by a variety of electives (some provided by the University of Alaska Southeast-Sitka Campus and Sheldon Jackson College) that prepares students for the rigors of post-secondary study.
5. Actively promotes an inclusive, technology-rich environment where students are expected to utilize technology during their course of study.
6. Lends strong staff encouragement and counseling assistance to students to help them explore post-secondary opportunities and apply for scholarships that make paying for college a reality. One class, Senior Futures, focuses specifically on teaching skills that prepare students for post-secondary life; assisting students in completing scholarship applications; and providing opportunities for vocational exploration.

Measure:

the total state cost per student (set out as instructional costs and residential costs) at Mt. Edgecumbe High School compared to the per student cost for high school students in the school districts in the students' home communities. Sec 56(b)(6) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The average yearly cost to educate a Mt. Edgecumbe High School student in FY2001 was \$13,425. This total cost includes classroom instruction, room, board, travel to and from school, and all other miscellaneous expenses, such as recreation and counseling services.

Benchmark Comparisons:

In the preceding five years, the average yearly cost to educate a Mt. Edgecumbe High School student was \$13,469 per year. Mt. Edgecumbe has continued its trend to reduce, or maintain, its yearly cost per student since FY94.

	FY1997	FY1998	FY1999	FY2000	FY2001
No. of Students	293	307	302	329	330
Instruct/Resid Costs	\$ 4,024,135	\$ 4,063,500	\$ 4,028,374	\$ 4,284,755	\$ 4,430,200
Average Yearly Cost	\$ 13,734	\$ 13,236	\$ 13,339	\$ 13,024	\$ 13,425

Included in the Instructional/Residential Costs are foundation funding (I/A receipts) and general funds only. A comparison of regional educational attendance areas must be made on an individual basis. The Mt. Edgecumbe High School student population is made up of 330 students coming from over 100 different Alaskan communities.

Background and Strategies:

Even though costs to operate schools have risen, Mt. Edgecumbe has been able to reduce the average cost per year required to educate students through essentially two avenues:

- 1) increased student numbers to obtain economy of scale and
- 2) increased privatization by contracting for necessary support services when applicable.

Alaska Library and Museums Budget Request Unit

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Key Performance Measures for FY2003

Measure:

the number of public inquiries and the number of governmental inquiries per dollar appropriated for library personnel costs;

Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

32,295 contacts with the public includes reference questions answered, number of patrons served through the Talking Book Library, number of information and assistance contacts with libraries statewide, interlibrary loans provided and the number of library materials circulated.

Personnel cost divided by the number of public contacts equals \$62.83

Background and Strategies:

Dividing the total operating budget by number of contacts is not indicative of the cost of service as the operating budget includes the cost of books and library materials, costs for automation, bibliographic services, special collections work and preservation work and supplies. This measure is more reasonably determined by using the number of contacts with the public per dollar appropriated for library personnel. The total cost of personal services for the Library is \$2,028,935. It should be understood this number also includes costs for those members of the staff who do not interact directly with the public, i.e. administrative support staff, catalogers, etc.

Measure:

the number of items catalogued per dollar appropriated for library services;

Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

While the Library's operating budget is \$3,203,900 excluding grants, only 1.85 positions cataloged and processed library materials. Last year, as the State Library cataloged all Alaska State documents, no other library had to catalog these records, saving staff time and expense at the local level. They cataloged and processed 1,228 books and 7,572 government documents for a total of 8,800 items. The Library's personnel cost for cataloging is \$88,323.00. The cost per item cataloged per dollar appropriated for cataloging is \$10.02

Background and Strategies:

The staff cataloged 64 % more books and related materials than the previous year. This is a very labor intensive task. On the other hand, the number of federal government documents processed fell 33% (from 11,539 to 7,572) due to the reduction of these items in paper format. Processing federal documents is much less labor intensive than cataloging. This accounts for the increase in cataloging and processing costs over the previous year-cataloging accounted for a greater percentage of the total work load.

Measure:

what percentage of Alaskans have access to the Internet;

Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

According to the Denali Commission Report released last year, 61% of Alaskan Communities (164 of 267) lack access to the internet. These are, of course, smaller remote communities. While we do not have an exact percentage of the population without internet access, the figure is estimated between 12 to 15%.

In the past year the State Library equipped 7 new libraries for internet access and provided training to staff and volunteers.

Measure:

the time taken for response to requests made via the Internet and made by voice or in writing and the personnel cost per response; and
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The Library deals generally with two types of distance requests, interlibrary loan and reference referrals.

Interlibrary Loan has set a standard of 24 hour turnaround to process requests for other libraries and also for sending out State Library materials in response to specific requests. This standard is met 98% of the time.

Reference Referrals attempts to meet requests within 24 to 48 hours, depending upon the complexity of the request and the research required. In examining response time over a period of months we meet the goal of 48 hour response in 96% of requests.

Background and Strategies:

Percentages were derived from a thorough review of requests submitted during FY2001.

Measure:

the percentage increase in Internet inquiries made via the library network from the previous year.
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

This is a new measure for FY 02 and statistics to address this measure had not yet been developed. The Library installed software at the beginning of FY 02 to capture this information so statistics will be available for the next budget cycle.

Measure:

the average time taken from the division's receipt of records and archives to the time that they are made available to the public;
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

In the past the staff was able to process incoming archives records at a rate of 4 cubic feet per day, and those archival records were processed within 48 hours. However, staff must now also handle electronic records issues and on-line bibliographical databases. Currently, only one staff member is devoted to archival processing, so paper records are being processed at a rate of 2 cubic feet per day.

Background and Strategies:

The Archives changed the level of Archives review from a folder by folder examination to review of the records at the box level.

Measure:

the percentage of records retained having long-term value for legal, administrative, or historical reasons;
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The Archives does not permanently retain any records with no long term value.

Background and Strategies:

The Archives has a target of reducing agency created records by 98%, i.e. only 2% being permanently archived for legal, administrative or historical reasons. The Archives used to retain 5% but has met its 2% target since revising retention schedules several years ago.

Measure:

the percentage of current records that are reviewed and those that are destroyed if not considered necessary for long-term legal, administrative, or historical reasons; and
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

33% of records retention schedules are reviewed and brought current annually.

Background and Strategies:

The Archives instituted a continuous record schedule review several years ago. All schedules are now reviewed on a three year cycle, so at any given time, one third will have been reviewed within the last year. The staff has found that a three year cycle for schedule review is sufficient for identifying changes in administrative records creation.

Measure:

the percentage of records available electronically.
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

This is a new measure for FY 02 and statistics to address this measure are not yet available.

Measure:

the percentage of the collections on public display;
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- A 3% increase of collections on public display compared with FY2000.
- 100% of the collection is available either through existing exhibits or by appointment. At any given time approximately 20% of the collection is on view in exhibits. That 20% is not static as exhibits change and new items are placed on view.

Measure:

the ratio of visitors to full-time equivalent employees and full-time volunteers;
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- A 2% decrease in the number of visitors to full-time equivalent employees compared with FY2000.
- A 10.3% increase in the number of visitors to full-time equivalent volunteers compared with FY2000.
- A total of 84,993 visitors to the Museums with 17.5 FTE employees for the Museums, which represents a ratio of 4,857 to 1.
- A total of 117 volunteers provided 5,601 hours of service to the Museums—equal to 2.87 FTE volunteers.
- A total of 52,333 visitors viewed 5 Museum traveling exhibitions at 7 separate venues.
- A total of 1,890 individuals used 631 hands-on educational objects from the Museums at 53 separate schools or institutions.
- A total of 67,155 visitors viewed the Alaska State Museum.
- A total of 17,838 visitors viewed the Sheldon Jackson Museum.

Measure:

the percentage change in the number of items added to the collection;
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- A 59% decrease in the number of items added to the collection compared with FY2000.
- A total of 97 objects were added to the Museums'(ASM/SJM) collection (9 objects to the SJM collection and 88 objects to the ASM collection.)

Measure:

the percentage of items offered to the museum accepted for museum use;
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- A 7.4% decrease in the number of items offered to the museums as donations that are accepted for museum use compared with FY2000.
- A 17% increase in the number of items offered to the museums as purchase acquisitions that are acquired for museum use compared with FY2000.

- A total of 89 objects were offered to the ASM as donations with 53 of those objects accepted into the collection representing 59% of the total offered to the Museum.
- A total of 7 objects were offered to the SJM as donations with 7 of those objects accepted into the collection representing 100% of the total offered to the Museum.
- A total of 127 objects were offered to the ASM as purchase acquisitions with 35 of those objects accepted into the collection representing 28% of the total offered.
- A total of 2 objects were offered to the SJM as purchase acquisitions with 2 of those objects accepted into the collection.

Measure:

the percentage change in state cost per traveling exhibit; and
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- A 39% increase in the cost per traveling exhibit compared with FY2000.

- The Museum developed 2 traveling exhibits at a cost of \$26,509. (In FY2000, it developed one exhibit at a cost of \$9520.)
- The Museum circulated 5 traveling exhibits to 7 separate venues. The only cost is transportation between sites.

Measure:

the cost per visitor of traveling exhibits compared with static displays.
Sec .57, Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

- The cost per visitor for a static exhibit is \$.29.
- The cost per visitor for a traveling exhibit is \$.25.

The Museums developed 1 new static display in FY2001 at a cost of \$19,837.

Alaska Postsecondary Education Commission Budget Request Unit

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Key Performance Measures for FY2003

Measure:

the completion and placement rate of students attending Alaska institutions that offer job-specific training programs;
Sec 58(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

ACPE relies on participating postsecondary institutions to provide the data on which this measurement is based. ACPE is now evaluating data that has been reported to determine the appropriate benchmarking criteria. In order to minimize the cost of reporting and collection of data to both the state and the regulated community, ACPE is working with the Department of Labor, Research and Analysis Division and the Alaska Human Resources Investment Council on this process.

Benchmark Comparisons:

Not yet established.

Background and Strategies:

By regulation the Commission now requires institutions under its purview to collect and report completion rates. Once this information is readily available to consumers, it will increase their ability to select a school with high completion or "success" rates.

Measure:

the percentage of loans issued by the commission that are in default;
Sec 58(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The 1999 program default rate is 9.65%.

Benchmark Comparisons:

The 1997 program default rate was 14.1%.

Background and Strategies:

Continue to expand collections tools and improve revenues:

- Implement consumer awareness campaigns that emphasis education debt management
- Ongoing credit reporting on entire portfolio
- Increase accountability for private sector collection contractors
- Expand occupational license denial
- Expand use of administrative wage garnishment

Measure:

the change in the defaulted loan recovery rate; and
Sec 58(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The 2001 annual recovery on defaulted loans is 8.47%.

Benchmark Comparisons:

The 1999 annual recovery on defaulted loans was 10.15%. This is the first year for which recovery data was readily available

Background and Strategies:

Strategic efforts related to this measurement are noted under the default rate measurement discussed above.

Measure:

the percentage change in administrative cost per loan outstanding.
Sec 58(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

The methodology for estimating loan loss expense was refined in FY2001 and implementation of the AlaskAdvantage FFELP loans is underway. In addition, expanded borrower payment options were implemented.

Benchmark Comparisons:

Between 06/30/2000 and 06/30/2001 the administrative cost per loan outstanding decreased by 4%.

Background and Strategies:

Management continues to pursue options designed to reduce costs, including favorable legislation, increased communication with borrowers and postsecondary institutions, improved collection efforts and modifications to the loan program. Successful implementation of the federally guaranteed loans will help reduce the costs associated with those loans.

Measure:

WWAMI - the percentage change in the number of Alaska communities with access to medical services associated with WWAMI/UW;
Sec 59(b)(1) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

In addition to the 50 communities already served by WWAMI, McGrath and Unalaska received enhanced service from the WWAMI Program in the year 2001.

Background and Strategies:

Listed below are some of the services and programs provided in Alaskan communities through WWAMI/University of Washington:

1. MEDCON

Within the state of Alaska, virtually every community has increased access or enhanced medical services associated with WWAMI/University of Washington through the MEDCON consulting service. In 2000, almost 4,000 calls were made or roughly 11 calls a day. This service allows physicians from Ketchikan to Barrow to consult with a specialist and get recommendations on patient care.

2. Alaska Family Practice Residency

The Alaska Family Practice Residency graduated its second class of eight residents. Ten of the sixteen Family Practice Residency graduates have remained in Alaska to practice medicine in the following communities: Anchorage, Fairbanks, Juneau and Seward. This year residents will be doing rotations in Bethel (8), Fairbanks (2), Kodiak (2), Wasilla (3), and Soldotna (2).

The residency patient care has increased about 10% over last year. In FY2001, the faculty physicians and residents conducted about 21,000 patient visits. Seventy-five percent of the patient population is medically underserved.

3. Telemedicine

WWAMI Telemedicine capabilities were increased, especially in telepsychiatry. We anticipate expanded usage of this format in the future.

4. Clerkships

The WWAMI Program offered new clerkships in Advanced Internal Medicine and Plastic and Reconstructive Surgery this year in Fairbanks. Over 10 physicians in Fairbanks received clinical faculty appointments from the University of Washington School of Medicine.

5. Pediatric Sub-specialty clinics

Each year, Alaskan children needing care from subspecialist pediatricians are seen in Anchorage by University of Washington School of Medicine faculty that travel to Anchorage. For the year 2001, there will be an increase in the

number of patient visits. In the year 2000, there were 580 patient visits. Last year, 587 patient visits were performed. There is increased need in neurology and urology.

6. UDOC Program

The number of rural or educationally disadvantaged students in the UDOC Program increased from 10 students to 18 students, or an 80% increase.

Measure:

WWAMI - the percentage of WWAMI participants who return to the state to practice medicine;
Sec 59(b)(2) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

In year 2001, 50% of the WWAMI graduates finishing their training returned to Alaska to practice medicine.

Benchmark Comparisons:

The average return rate for Alaska is 50.1% (compared to the national average of 40%).

Measure:

WWAMI - the percentage change in the number of patient visits provided to Alaskans through programs and physicians associated with the University of Washington School of Medicine WWAMI program;
Sec 59(b)(3) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

In year 2001, 40% of the returning students chose to practice medicine in a medically underserved area of Alaska. In actual numbers, five students returned and 2 of those are practicing in an underserved area.

Measure:

WWAMI - the percentage change in the number of health-related programs developed in the state that are associated with WWAMI/UW; and
Sec 59(b)(4) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

During the year 2001, there was a 16% increase in health-related programs developed in Alaska by WWAMI/UW.

Measure:

WWAMI - the percentage change in the number of research projects in or about the state associated with the University of Washington School of Medicine WWAMI program.
Sec 59(b)(5) Ch 90, SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01, the WWAMI faculty increased their research funding by about 40%, from an average of \$500,000 to a FY01 amount of \$700,000. We anticipate a drop in this amount for FY02 because one of our research faculty relocated to another medical school, and because of research space constraints at UAA.

State of Alaska FY2003 Governor's Operating Budget

Department of Environmental Conservation Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

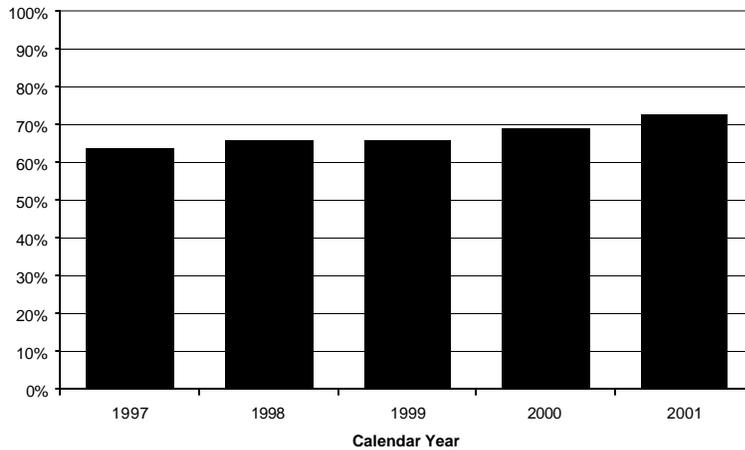
Measure:

The percentage of households with improved sanitation systems.
Sec 67 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal is an average 4 percent annual increase in the number of rural households with access to running water and sewer systems. The percentage of rural households with access to running water and sewer increased 4 percent in the last year growing from 69 percent in 2000 to 73 percent in 2001.

Percent Rural Households with Running Water and Sewer



Benchmark Comparisons:

External comparisons are not available.

Background and Strategies:

Strategies for accomplishing this goal are:

- To secure federal grant funds for rural sanitation projects;
- To make grants to rural communities with capacity to operate and maintain sanitation utilities for design and construction of water and sewer systems; and
- To work directly with rural communities to plan and construct water and sewer systems that can be operated and maintained locally.

Measure:

The number of critical violations in inspected public or private facilities that significantly affect the health or safety of the public.
Sec 61 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal is to achieve incremental decreases in the number of critical violations in inspected facilities while increasing the frequency of inspections. Progress on this measure is listed in the table below.

Calendar Year

	1997	1998	1999	2000
Pesticide Product Removals	5	6	2	12
Food facilities	825	751	592	753

Benchmark Comparisons:

External comparisons are not available.

Background and Strategies:

To meet this goal we will:

- Place the highest priority on inspections for critical violations that affect health or safety;
- Increase inspection and monitoring of high risk public or private facilities;
- Peer reviews and inspections performed by the affected industry; and
- Educate inspected facilities regarding the impacts of and how to avoid critical violations.

Measure:

The number of oil spills greater than one gallon per year compared to the number of spills requiring a response. Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of oil spills greater than one gallon requiring a state response each year has continued to decrease. This may reflect both a decrease in the overall number of spills and a decrease in the percentage of those spills that require a response. A response is defined as a field visit or telephone follow up action. Responses are undertaken to spills having the greatest threat to human health or the environment. Of the 1,592 oil spills over one gallon reported in FY 2001, a state response was required for 529 spills.

Performance Measure	FY01	FY 96-00 Average
Total Number of Spills Reported (includes both oil spills and hazardous substance releases)	2,431	2,467
Number of Oil Spills requiring a response	529	945

The target is to continue to reduce both the number and amount of spills. For the five year period from FY 1996 – FY 2000 an average of 219,605 gallons were spilled each year. In FY 2001, 187,985 gallons of oil were spilled.

Benchmark Comparisons:

External comparisons are not available.

Background and Strategies:

To meet this goal we will implement a prevention plan which includes:

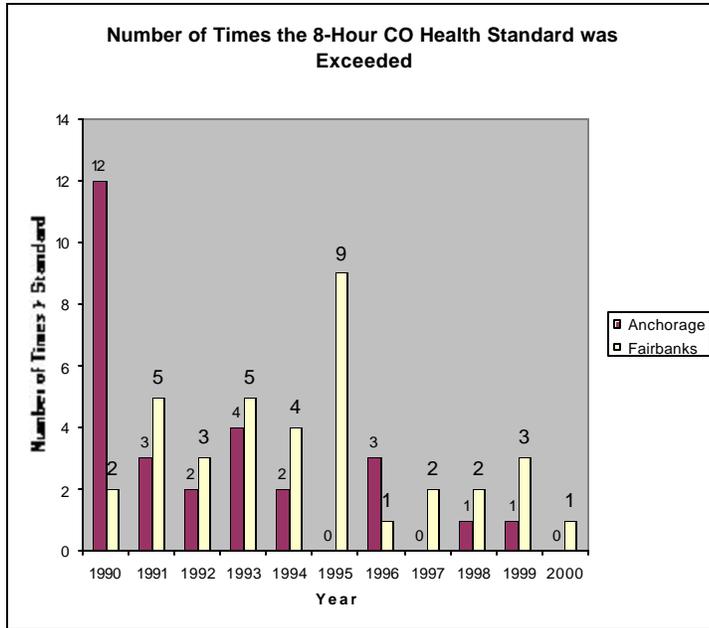
- Risk reduction measures;
- Technical assistance, legal actions, and/or public outreach, educational approaches;
- Education of commercial fuel tank owners and operators in proper spill prevention and response methods and technologies; and
- Technical assistance to tank owners and operators to ensure compliance with federal regulations.

Measure:

Whether the carbon monoxide levels in Fairbanks and Anchorage meet health standards. Sec 65 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the past four winters Anchorage has met the health standard. In 2000, Fairbanks met the standards. The federal health standard provides for one event per year above the 9 part per million exposure level – the second is considered a health violation. Under federal law, a community must meet the standard for two contiguous years to qualify as attaining the standard.



Benchmark Comparisons:

External comparisons are not available.

Background and Strategies:

The department is working closely with the Fairbanks Borough, the Municipality of Anchorage and the EPA to finalize required attainment plans. The Fairbanks plan was submitted in September 2001. The Anchorage plan will be submitted in January 2002.

Administration Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of divisions that meet assigned performance measures.
Sec 61 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal is for all division to track performance on 100% of their assigned performance measures.

All divisions are tracking performance measures.

Benchmark Comparisons:

All state departments are required to track performance measures.

Background and Strategies:

The goal is for divisions to track 100% of their assigned performance measures. To accomplish this goal the following strategies will be employed:

- Establish valid benchmarks to determine and/or measure results.
- Require each division to monitor and report annually on all program performance measures.

Measure:

The percentage of permittees out of compliance with state law or regulations.
Sec 61 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the department is to incrementally increase percentage of facilities in compliance with state permit requirements.

Progress on this measure is illustrated in the table below. Compliance data was not kept for wastewater permits prior to 2001.

Type of Permit	2000	2001
Wastewater	N/A	1 %*
Air	21 %	17 %
Solid Waste	41 %	40 %
Spill Contingency Plans	22 %	26 %
Food	41 %	42 %

* There was little compliance monitoring or facility inspection work done by the wastewater program in FY 01. Absent this monitoring information an accurate non-compliance rate is questionable.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

To accomplish this goal, the following strategies will be employed:

- Create and maintain a valid inventory or database of permitted facilities, using a department-wide facility identification database;
- Create and maintain automated reporting tools for permitted facilities;
- Use data from permittees to determine compliance;
- Use third party inspections to determine compliance ; and
- Work with Pacific Northwest states to collect comparable performance information.

Measure:

The number of critical violations in inspected public or private facilities that significantly affect the health or safety of the public.

Sec 61 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the department is to achieve incremental decreases in the number of critical violations in inspected facilities while increasing the frequency of inspections.

Progress on this measure is illustrated in the table below.

	Calendar Year			
	1997	1998	1999	2000
Pesticide Product Removals	5	6	2	12
Food	825	751	592	753

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

To meet this goal we will employ the following strategies:

- Place the highest priority on inspections for critical violations that affect health or safety;
- Increase inspection and monitoring of high risk public or private facilities;
- Peer reviews and inspections performed by affected industries; and
- Educate inspected facilities regarding the impacts of and how to avoid critical violations.

Measure:

The average time taken to adjudicate decisions in permit disputes.

Sec 61 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the department is to issue decisions on hearing requests within 15 days and complete adjudicatory hearings and final decisions within six months. Progress on this measure is illustrated in the table below.

	Calendar Year	
	1999	2000
Hearings Requested	6	11
Requests Denied	2	1

Requests Withdrawn	2	10
Days To Issue Final Decision	306	15

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

To meet the goal the following strategies will be employed:

- Amend administrative procedure regulations to provide for and encourage alternative dispute resolution;
- Streamline the adjudicatory hearing process timeframes and make clear the requirements parties must satisfy to be granted a hearing and intervene in a hearing.

Measure:

The percentage of adjudicated decisions that are appealed to the courts.
Sec 61 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the department is to not have any of its final adjudicatory hearing decisions appealed to the courts.

The single decision made in FY 01 to deny a hearing request has been appealed to the courts.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Amend the administrative procedures regulations to provide for a fair and timely review of agency decisions by the Commissioner or her designee.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the Commissioner's Office.
Sec 61 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There are three methods for bringing a complaint or issue to the attention of the commissioner's office.

1. A formal administrative process is in place under 6 AAC 50 for elevating draft permit issues to the commissioner's office through a coastal management elevation. By law anyone elevating a draft coastal management decision to the Commissioners of the state resource agencies must receive a final decision within 15 business days.
2. The commissioner's office receives written correspondence elevating a wide variety of issues. These might include, but are not limited to, requests for technical assistance, questions about permit decisions, recommendation for changes to DEC regulations, and/or dissatisfaction with application procedures and fees. Department policy allows for 10 business days to respond to any written elevations. A formal tracking system is in place to monitor the time it takes to respond to elevations via written correspondence. This system is maintained by the commissioner's office support staff.
3. Questions and complaints are brought to the Commissioner's office attention via telephone similar to those via written correspondence but are generally time-sensitive and therefore receive a more immediate response. Department policy is to respond to all issues brought to the attention of the commissioner's office to be responded to within 24 hours.

This is a new performance measure. Information tracked during Fiscal Year 2001 is illustrated in the table below.

Type of question or complaint	Number	Average Time to Respond
Coastal Consistency Elevation	2	15
Written Correspondence	300	10
Telephone Calls	5 per day	24 hours

Benchmark Comparisons:

All state Departments are required to track and report on this measure.

Background and Strategies:

- Maintain a Commissioner's office log of incoming correspondence and telephone calls; and
- Direct all incoming questions or complaints to the appropriate division director for review and timely response.

Measure:

The percentage of employee complaints and grievances filed and resolved at the departmental level as compared to all other departments.

Sec 62 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the department is to resolve 90% or more of complaints and grievances within the department.

DEC had six grievances in FY01; three were resolved inside the department.

Benchmark Comparisons:

Comparison information is to be provided by the Department of Administration.

Background and Strategies:

Grievances are disputes that relate only to application of contract provisions or contractual violations, while complaints are defined as any controversy or dispute that does not involve the application or interpretation of contract provisions. The department is involved at every step of the grievance/complaint process and normally must approve all grievance settlements, even when resolved by labor relations.

To achieve the goal of the department, the following strategies will be used:

- Conduct regular preventative meetings with union representatives;
- Provide supervisory training to ensure supervisors comply with contractual agreements;
- Establish clear performance measures at the employee level;
- Mediate and resolve problems before a complaint or grievance is filed; and
- Update and revise evaluation process/forms to provide meaningful, timely feedback tools.

Measure:

The percentage of employee grievances overturned by hearing officers as compared to all other departments.

Sec 62 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the department is to have less than 5% of grievances overturned by a hearing officer.

In FY01, one DEC grievance advanced to hearing but the parties reached a settlement before the conclusion of the hearing. To date, no grievances in FY02 have been overturned at hearing.

Benchmark Comparisons:

Comparison information is to be provided by the Department of Administration.

Background and Strategies:

Arbitration is the negotiated process the employer and the unions agreed to use to resolve allegations of contract violations or, to enforce the terms of the contract. Grievances are disputes that relate to application or interpretation of a specific contract provision, allegations of a specific contractual violation, or used to bring enforcement of a specific contractual term or article.

To achieve the goal of the department, the following strategies will be used:

- Conduct regular preventative meetings with union representatives;
- Provide supervisory training to ensure supervisors comply with contractual agreements;
- Establish clear performance measures at the employee level;
- Mediate and resolve problems before a complaint or grievance is filed; and
- Update and revise evaluation process/forms to provide meaningful, timely feedback tools.

Measure:

The percentage of indirect costs collected for the commissioner and the administrative services division and for shared overhead costs.

Sec 62 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

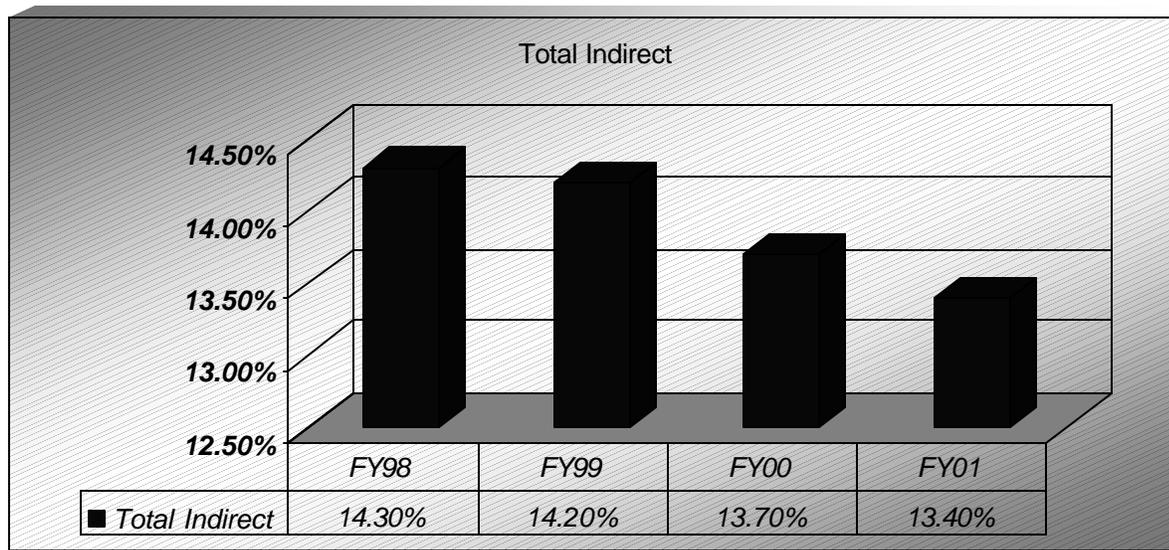
The goal of the department is to maintain or decrease the indirect funding relative to total dollars.

For the last several years the department has slightly reduced the percentage of funds being collected to cover indirect costs. Assuming no major changes in the programs managed by this agency, projections for fiscal year 2002 indicate this trend will continue.

Benchmark Comparisons:

This process requires the identification of those costs that cannot be attached to a specific program or a cost that may be centrally managed in a more cost efficient manner. The allocation of these costs is determined by a method of equitable distribution to each funding source.

The process used by the department to collect indirect funds is unique and does not lend itself to comparison. To make a comparison with another agency, that agency would need to have identified the same costs as those within DEC. At this time no other agency meets this criteria. A comparison of year to year collections is the most reliable measure for determining success on this measure as shown in the following chart.



Background and Strategies:

The goal is to provide effective support services at the lowest possible cost and to manage shared costs to reduce those costs. To achieve this goal, services will be evaluated using the following criteria:

- Is the task required by statute;
- Is the task required by federal regulation;
- What consequences occur if the task is not completed;
- What level of detail is required;
- What level of staff knowledge and training is required to perform the task;
- Is there another way we can purchase these services at a lower cost;
- Will an additional investment now lead to efficiencies or savings in the future;
- Does this cost benefit only a specific program(s) and therefore be charged directly to the program; and
- Does a reduction in program funding reduce the needs for indirect services or costs?

Measure:

The percentage of penalties for total payroll or vendor payments per year.
Sec 62 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department will limit penalty pay to less than 0.1%.

The department has not paid any penalty payroll in the last eleven years. The annual percentage of penalties for vendor payments over the last four years has been very low, well below 0.1% of total payments.

Benchmark Comparisons:

Payroll: Comparison information is to be provided by the Department of Administration.

Vendor: The average penalties payment versus total operating budget for those agencies utilizing the state accounting system in FY2001 was 0.114%. DEC was lower than this average at 0.098% and also lower than the departmental target of less than 0.1%.

Background and Strategies:

Payroll: With 24 pay periods each year, the department completes almost 11,000 payroll transactions annually. Employees are paid from different accounts and, when combined with additional parameters such as bargaining unit and overtime, the potential for error rises dramatically. To ensure that the goal is met, the department has explored new technologies and methods for time and payroll purposes and has developed an electronic tracking system for the majority of its employees. In addition, the department continues to explore the possibilities of eliminating timesheets for overtime-exempt employees claiming pay for a single funding code.

Vendors: The department strives to make vendor payments as close to the due date as possible. To accomplish this we attempt to enter payments five days prior to the invoice due date. Delays occur when approvals are not available; an invoice is delayed; or insufficient information is provided on an invoice. To ensure prompt payments we centralized tracking of travel charges, train staff on invoice processing, and review statements to monitor outstanding invoices.

Measure:

The number of audit exceptions resolved.
Sec 62 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the department is to eliminate audit exceptions and to resolve any valid exceptions that do occur within six months of notification.

From fiscal year 1996 to 1999 the department has reduced audit exceptions by 83% as a result of refining our accounting management system. Additionally, 100% of audit exceptions have been resolved.

Benchmark Comparisons:

For fiscal year 1999 twelve of the sixteen agencies audit received notice of audit exceptions. The average number of audit exceptions resolved by these agencies was 65%. The number of audit exceptions resolved by DEC was 100%.

Background and Strategies:

The department makes the identification and resolution of potential audit exceptions a high priority. To meet this goal we:

- Review prior audit issues to identify current areas of need;
- Identify the appropriate staff level to resolve issues; and
- Assign tasks to clearly identify staff responsible for technical processing and those responsible for compliance monitoring.

Environmental Health Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The change in cost per (A) permitted facility; and (B) nonpermitted facility.
Sec 63 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Ensure fees paid by permitted facilities do not subsidize work done for unpermitted facilities.

Solid Waste Management

- Permitted Facility Cost - 4,087/facility
- Unpermitted Facility Cost - 645/facility

Food Safety and Sanitation

- Permitted Facility Cost - 285/facility
- Unpermitted Facility Cost - 196/facility

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Most solid waste facilities are required by state law to have a permit therefore as we continue to work towards ensuring all such facilities have a permit or an acceptable alternative to a permit (another of our performance measures), the benchmark should be met.

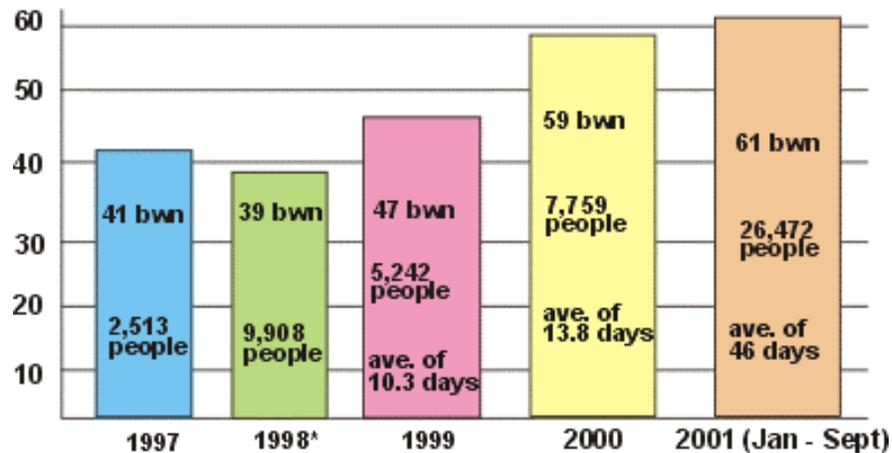
The Food Safety and Sanitation Program will have more difficulty in meeting the benchmark. Many of the facilities regulated by it for public health purposes do not pay fees because the department does not have fee authority for facilities regulated under AS 44.46.020(5), which includes day care centers, adult residential facilities, and pools and spas. In addition, schools are specifically exempted from paying fees for food inspections. This means that general funds, which have decreased over the past several years, must cover the costs of providing these important environmental health services to these facilities, the number of which continue to increase.

Measure:

The number of "boil water" notices issued, the population affected, and the duration for the year.
Sec 63 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A decrease in the number of Boil Water Notices issued, population affected, and duration of the notice.



In the first three-quarters of calendar year 2001, we have seen an increase in the population affected due to three large systems having short term notices (e.g. Eielson Air Force Base with a population of 9,046 had a BWN that lasted two days). The average length of the boil water notices also increased because several were in effect for most of the reporting period.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Boil water notices are issued when public water supplies exceed the public health standards for fecal coliform. Fecal coliform indicates a water system is being contaminated by sewage. Testing for fecal coliform is the most routine testing done by public water systems and the least expensive. 85% of the compliance sampling done by public water systems is for fecal coliform. The longer it takes the public water system to bring the water into public health compliance, the longer the requirement to boil the water will last.

To decrease the number of Boil Water Notices, their duration, and the population affected the department will

- work with engineers and others to ensure domestic wastewater systems are properly designed and installed;
- work with property owners and utility managers to ensure domestic wastewater systems are properly maintained;
- work with public water systems and the Division of Facilities, Construction and Operation to ensure water system operators are properly trained for the collection of water samples; and
- work with public water system operators to ensure the disinfection methods for the water system are appropriate and properly functioning.

Measure:

The percentage of sanitary surveys that result in significant compliance violations.

Sec 63 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Yearly percent decrease (with a target of 10% for 2001, and 5% for 2002) in sanitary surveys that identify significant deficiencies. (It is important to note that "compliance violations" and "significant deficiencies" are not the same thing. A significant deficiency can result in many compliance violations over the years if the deficiency is not corrected; however, a deficiency does not immediately or automatically result in a compliance violation.)

During the first 3 quarters of this calendar year, 11% of the surveys completed found significant deficiencies.

Tracking this measure is relatively new (began in April, 2000) so we do not have similar data from last calendar year with which we can compare.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

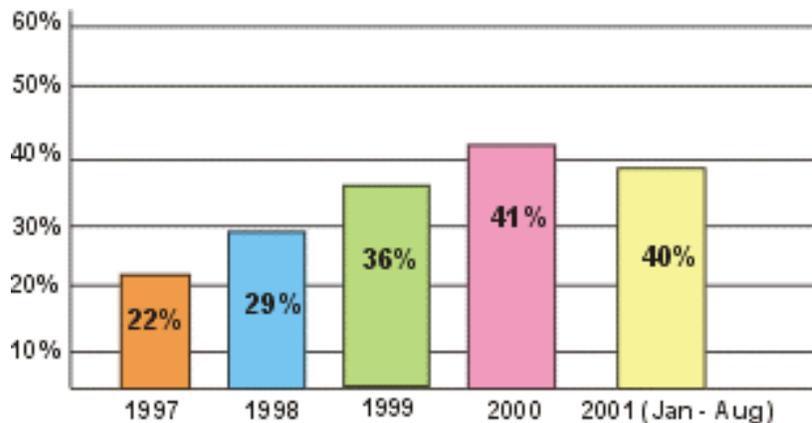
A sanitary survey is required of all public water systems that are federally regulated under the Total Coliform Rule and the Interim Enhanced Surface Water Treatment Rule. It is a general inspection of the system where the surveyor reviews how the system is operated, how well the owner of the system is keeping records, how well the system is managed, if the operator has the correct level of certification for the system, and the overall integrity of the infrastructure of the system. A sanitary survey can discover a wide range of violations from paperwork violations that may not present a threat to public health, such as reporting and record keeping violations, to violations that would directly impact public health such as having a sink drain plumbed into a treated water storage tank. This performance measure seeks to decrease the number of violations that may be a threat to public health. We want to focus on increasing education of the public water system owner, which should result in a decrease in deficiencies, some of which may have a significant public health effect. We also plan to focus on the quality of sanitary surveys to ensure significant deficiencies are identified. In addition, we will

- provide routine monitoring and reporting requirements to public water system owners through the use of the DW/WW Program’s newsletter – “Northern Flows”, fact sheets, annual monitoring summaries, and workshops;
- work with system owners and operators along with the Division of Facilities Construction and Operation to ensure that each public water system is under the supervision of a certified operator;
- provide assistance to public water system operators and owners, directly and through the Remote Maintenance Worker program, the National Rural Water Association, and the Alaska Water and Wastewater Management Association on how the water treatment process works, management issues, and system maintenance needs;
- provide information annually to the Division of Facilities Construction and Operation on the infrastructure needs of individual public water systems; and
- provide assistance for sanitary survey training classes that ensure that the owner, operator, and the surveyor are up to date on all the regulations and are able to determine when a deficiency is a threat to public health.

Measure:

The percentage of landfills with a permit or an alternative to a permit.
 Sec 63 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Percent increase of landfills with a permit or an alternative to a permit.

From January to August 2001, 108 active municipal landfill sites out of 271 (40%) had a current permit or an acceptable alternative. The reason that the percentage has gone down slightly since 2000 is not that the number of permits or alternatives have decreased, but rather that the number of active sites has increased. This increase is due to new landfill permit applications as well as a few existing sites being captured in the database for the first time.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Alaskans generate about 1,300 tons of household garbage each day, nearly twice the national average per person. 78% is disposed of in landfills; 15% is incinerated; and 7% is recycled. DEC regulates 481 landfills: 210 are non-municipal (industrial) facilities that handle materials like drilling wastes, mine tailings, and construction wastes; 271 are municipal landfills, of which 10 serve large communities; 21 service medium-sized towns; 45 serve industrial or government camps; and 195 serve small villages. AS 46.03.100 requires that anyone who conducts an operation that results in the disposal of solid waste into the waters or onto the land of the state have a permit.

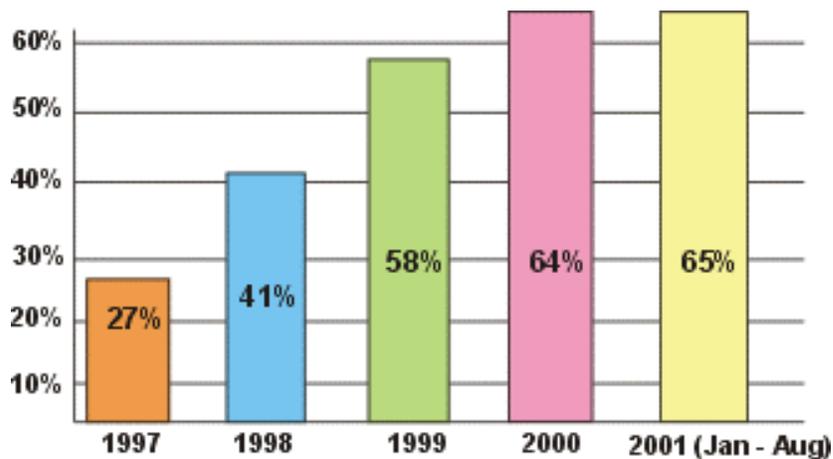
In order to increase the percentage of landfills with a permit and an alternative to a permit, we will

- develop general permits for landfills that serve small camps and villages (Class 3 landfills);
- significantly streamline permitting process in-house through developing standard permit formats and language and reducing the detail in the permit document, relying instead on the language of the regulation and the permit application; and
- develop permits-by-rule.

Measure:

The percentage of landfills with an inspection score of 80 or higher.
 Sec 63 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Increase in the percent of landfills inspected, and percent increase of landfills with an inspection score of 80 or higher.

From January to August 2001, we had inspected 23% of the permitted municipal landfills and 88% of those permitted sites had a score of 80 or higher. When we include both permitted and unpermitted sites inspected, 65% of the facilities inspected had a score of 80 or higher. Only 39% of the Class 3 community landfills (permitted or unpermitted) that were inspected had a score of 80 or higher. Class 3 landfills are those that accept less than an annual average of 5 tons of waste daily or less than one ton of incinerator ash. Generally, Class 3 landfills are in more rural areas of the state.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Landfill facilities are inspected to determine if they are disposing of their wastes in a manner that is protective of public health as outlined in their permits and the department's solid waste regulations. The higher the inspection score, the better the waste disposal practices by the landfill operator.

The greatest number of compliance problems continue to be found at Class 3 community landfills. In order to improve waste management in these communities, we need to further increase our field presence and find additional strategies to effect long-term improvements at these sites.

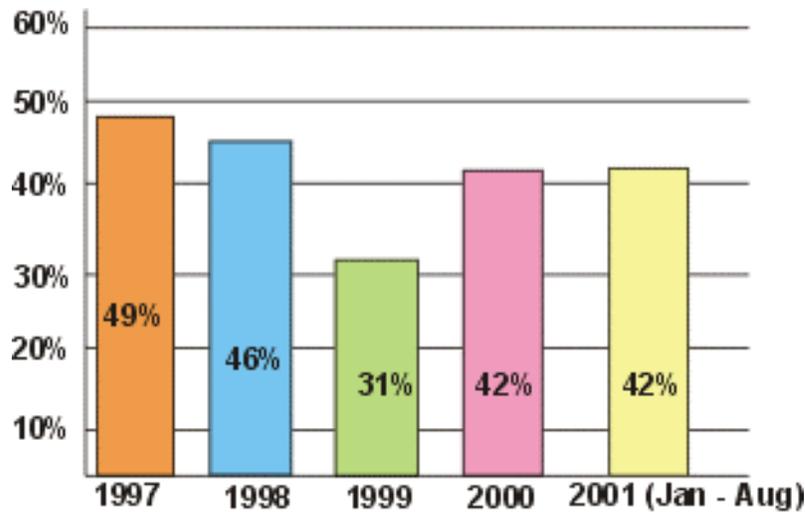
In order to accomplish this goal, we will

- streamline permitting to free up staff for field work, including technical assistance visits and inspections with a target of inspecting 25 - 35% of all permitted landfills annually;
- provide solid waste training to operators with an emphasis on rural landfill operations;
- increase our focus on solid waste handling options with communities; and
- increase the percentage of Class 3 community landfills that are inspected, and decrease the percentage of Class 1 and Class 2 community landfill inspections except for those facilities with compliance problems.

Measure:

The number of critical violations affecting food safety.
 Sec 63 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Percent decrease in critical violations that affect food safety and wholesomeness.

During the 3rd quarter of 2001, the program initiated a "Risk Focused" inspection at food service establishments. The emphasis of this type of inspection is on identifying and controlling the processes and procedures that contribute to food borne illness. These are considered critical items. It is anticipated that the incidence of critical violations will continue to go up as risk focused inspections are implemented at other types of food establishments, such as retail markets and food processors. Then, as the industry and program gain control of these risk factors, the incidences should begin to stabilize and then ultimately decrease.

These figures do not include seafood processor inspections. The seafood program's database is being redesigned to collect this for future reporting.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Critical violations occur when an operator is not in compliance with state food rules in a manner that can result in a foodborne illness. They include such things as serving shellfish from unapproved areas, not separating raw foods from cooked foods, and employees that do not wash their hands after using the restroom. Because foodborne illness is notoriously underreported, often passed off as the "stomach flu" (which doesn't exist), we use critical violations as a means to measure the likelihood of a foodborne illness occurring.

In order to reduce the occurrence of critical violations, we should

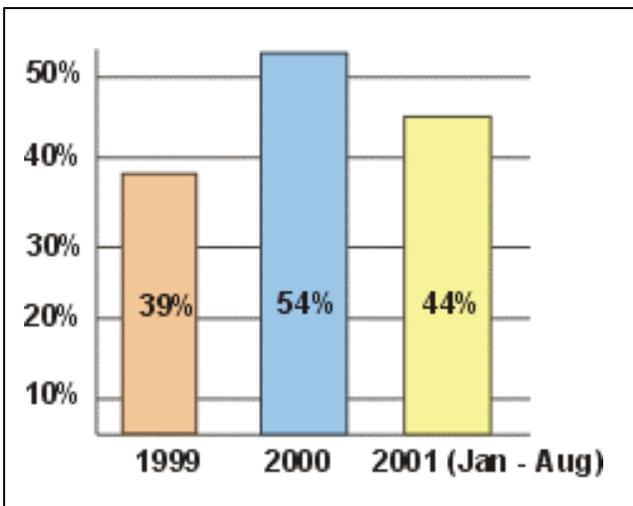
- inspect operations according to the public health risks they pose based on the type of food, preparation, or processing;
- focus on critical items during routine inspections;
- provide training to operators in order to have an educated workforce in food industry regarding food safety issues; and
- conduct outreach efforts with the food industry such as direct mailings and posting contemporary food safety issues on our website.

Measure:

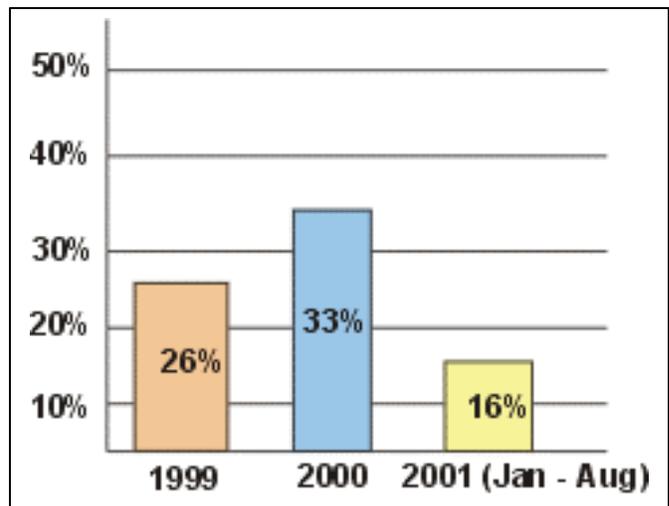
The percentage of facilities inspected according to risk-based inspection frequency.
 Sec 63 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Food Facilities



Public Facilities



Inspect high-risk operations at least once per year.

By the end of the August 2001, 34% of all food operations had been inspected at least once; 75% of the inspections were performed at higher risk level operations. 44% of all higher risk food operations have been inspected at least once.

During this same time, 5% of all public facilities were inspected at least once, and 93% of the inspections were performed at higher risk facilities. 16% of all higher risk public facilities have been inspected at least once. Only 32% of all public facilities are ranked as higher risk facilities.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

The primary goal of a sanitation inspection program, whether for food operations or public facilities such as pools, spas, and day-care centers, is to protect the public from diseases that can be spread in those operations because of poor sanitation. This goal is best achieved with regular inspections, the frequency of which is based upon the public health risks posed by the particular operation. Inspections allow the department to interact with facility operators to identify and correct conditions that could lead to a public health outbreak before an outbreak occurs.

In order to ensure the best use of the department's resources, a risk-based inspection frequency protocol was developed and implemented three years ago. The protocol takes into account the type of food, the population served, the type of process or handling, and the likelihood that physical, microbial, or chemical hazards will be present.

In order to increase the percentage of higher risk operations that are inspected at least once per year, we will

- cross-train our inspection staff so all are able to proficiently inspect all types of food operations, including seafood processors;
- reduce the number of inspections performed at lower risk facilities unless done under contract with the U.S. Food and Drug Administration; and
- find ways to reduce the amount of time inspection staff must spend in the office.

BRU/Component: Statewide Public Services

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Michael A. Conway, Director

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Key Performance Measures for FY2003

Measure:

The percentage change in compliance.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Historically, SPS annually assists users in voluntarily correcting 95% of the compliance violations detected during compliance assistance activities.

The baseline is to maintain the 95% compliance rate. The target is to increase compliance assistance to more users by 5% each year.

Benchmark Comparisons:

External comparisons are not available.

Background and Strategies:

To progress towards our target, we are implementing the following strategies:

- Obtain funding that can support our goals for compliance assistance.
- Increase outreach through education with business and community associations, at workshops, fairs, and tribal and community events.
- Mail out information with helpful tips and suggestions, and success stories.
- Target priority areas of the state where compliance assistance is currently unavailable.
- Partner with other entities that may be able to provide compliance assistance.

Measure:

The facility savings resulting from Statewide Public Services assistance.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

By collaborating with Greenstar Inc. and businesses throughout the state, SPS regularly assists nearly 500 businesses in reusing and recycling materials. Since 1994, we have issued the Alaska Materials Exchange catalog quarterly to facilitate the exchange of materials considered waste by one operator, but useful by another operator. Alaska businesses have realized approximately 1.8 million in savings.

Significant economic and environmental benefits are derived from pollution prevention and compliance assistance. For example, SPS assisted 47 communities on used oil management. Fourteen communities saved over 191,000 in fuel and waste disposal costs. DEC in partnership with the Southeast Conference saved 92,784 in disposal costs for 182 barrels of household hazardous waste removed from Southeast Communities. Kodiak Island Communities have saved over 105,000 for fuel and waste disposal costs in six months, by properly managing 150 barrels of used oil and using used oil burners for alternative energy sources. Ten communities along the Yukon River have saved 82,000 in disposal costs for 107 barrels of used oil and household hazardous waste removed by Yutanna Barge Lines.

The baseline is to realize a savings of 10% in operating costs for facilities employing pollution prevention and compliance in their business practices. The target will be to increase facility participation in these activities by 5% each year.

Benchmark Comparisons:

Southeast Alaska communities realized a 43% savings on household hazardous waste disposal compared to the private sector, and for the Kodiak Island project, those communities realized a 64% savings.

Background and Strategies:

There are no hazardous waste disposal facilities in Alaska, so all hazardous waste is transported out of state at high costs.

To progress towards our target, we are implementing the following strategies:

- Share information of the cost-savings to other facility owners and operators in an effort to get greater participation.
- Improve outreach through the Internet.
- Integrate reusing and recycling materials with compliance assistance services.
- Look for partners to assist with household hazardous waste collection and used oil management in regions around the state.

Measure:

The cost per barrel of hazardous waste collected and disposed of in a legal manner.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Southeast Alaska. SPS partners with Southeast Conference to remove household hazardous waste from Southeast communities. During the summer of 2001, 182 barrels of waste were disposed at 608 per barrel.

Kodiak Island. In partnership with Kodiak Island communities, used oil management programs were established. Through the first six months of operation, 150 barrels of used oil were burned as an alternative fuel source, saving 735 per barrel in fuel and disposal costs.

Yukon River. SPS worked with Yutanna Barge Lines to provide household hazardous waste collection in 10 communities along the River. 107 barrels of used oil and household hazardous waste were removed at no cost to the communities, saving 766 per barrel for disposal costs. The company has been burning the used oil as fuel, resulting in a savings to them that makes this project profitable for them in the future.

Benchmark Comparisons:

Household hazardous waste disposal and used oil management are expensive in rural communities. In Southeast Alaska, we have seen a 43% savings to communities for disposal through the partnership with Southeast Conference, compared to commercial costs of disposal. On Kodiak Island, there was a 64% savings, compared to the private sector. And, the Yukon River operation resulted in a 91% savings. Other regions of the nation do not face the remote locations and lack of transportation systems found in Alaska, so there is no comparison with other sectors.

Background and Strategies:

Improper used oil storage and management is a major environmental health risk in rural Alaska. Used oil management plans and used oil burners reduce both fuel and disposal cost.

Management of the household hazardous waste project requires committed partners. DEC will continue its partnerships with Southeast conference, Kodiak Island villages and Yutanna barge lines, and seek new partners in those areas of the State without household hazardous waste collection system.

To progress towards our target, we are implementing the following strategies:

- Increase service to 25 communities along the Yukon River, in partnership with Yutana Barge Lines.
- Expand this project to other areas of the state through partnerships with businesses, municipalities, tribes, and the military.
- Work with Spill Prevention and Response Division to improve the operations and use of used oil burners in rural Alaska.

Measure:

The cost per business or community provided environmental assessment training.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

48 compliance assistance training events reached 3,350 individuals at an average state cost of 7.39 per individual. Training comes in many forms. Staff visit communities for several days and provide environmental management training to people in the region in a classroom setting, and in the evening visit the facilities with operators to review their practices. We receive e-mails, people walk into our offices, we meet them at public events, and they call us on the telephone.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Training businesses, communities, and tribes in environmental assessments, and to achieve compliance is an important element of compliance.

Many businesses and communities send one or two members to a training event, who return to their organization with the information and train others. We provide informal training at booths at fairs, workshops, and through National Pollution Prevention Week.

To progress towards our target, we will implement the following strategies:

- We will focus training on user needs to deliver training that is both useful and can result in environmental and economic benefits through reduced waste disposal costs.
- Maintain training of employees in all DEC programs and latest requirements, compliance issues, and pollution prevention solutions.
- Partner with industry, community, and tribal associations, and other agencies to increase training and education effectiveness.

Measure:

The cost per industry sector or community group served.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The cost of compliance assistance training to certain sectors, per attendee:

Timber industry sector ranged from 14 to 19
North Slope oil industry ranged from 9 to 11
Green Star and schools ranged from 2.25 to 6
Communities typically range from 11 to 22

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Costs for services vary by type of service, location, and level of environmental awareness/expertise of the sector or community served. For example, it is less expense to hold a workshop in Anchorage for the Green Star businesses, than to visit several small industrial businesses on the Kenai Peninsula that have specific non-compliance issues.

The methods of delivering compliance assistance services allow us to serve multiple sectors simultaneously. It also allows us to partner with sectors to reduce costs.

We look for ways to reduce costs for services by working with partners and combining travel for several types of assistance for several types of sectors. We also provide “train-the-trainer” services, providing an extended capability in areas around the State where visits are few and far between.

We will implement the following strategies to provide services to sectors and community groups in a cost-efficient manner:

- Partner with organizations to deliver compliance assistance.
- Combine travel to remote areas of the state with service delivery to multiple sectors.
- Provide “train-the-trainer” services to extend compliance assistance to remote sectors.
- Measure cost per industry sector and community group served.

Measure:

The percentage of contacts that result in compliance.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Annually, SPS receives approximately 5,000 contacts via walk-ins, telephone calls, or emails. Of those, over half of the people were satisfied without referrals to specific programs. This indicates that over 50% of the contacts received the information they needed directly from SPS staff.

The long-term target compliance rate is 95%.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Updating the database, getting staff to use the database more consistently, and including links in all our email response to feedback forms should capture information on how many contacts have compliance problems to start.

Measure:

The percentage of completed environmental assessments in communities.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Approximately 200 residents of 90 rural communities have taken “7 Generations” training to perform, and train people to perform, village environmental assessments. The tribal people are leaders in performing these assessments. 150 Alaska tribes have completed environmental assessments. Approximately 5 million of federal money has been awarded to those tribes to deal with problems identified in those assessments. In addition, to the 7 Generations training DEC partnered with UAA, EPA, and others to train 1258 individuals for community assessments.

Our target is to increase rural communities enrolled in the program by 15% a year until 90% are participating, and get 100% of those communities to perform environmental assessments.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

7 Generations training relies on voluntary participation by rural communities and tribes, with funding supported by community/tribal organizations. We have developed strong partnerships with tribes to help organize and pay costs for 7 Generations training. Currently, 40% of rural communities have participated in the 7 Generations Train-the-Trainer course. Participating tribes have provided peer training to another 25% of the tribes.

Our strategy is to reach other rural communities to encourage them to participate in the village environmental assessment program. We are working with regional and state tribal organizations, and encouraging communities that have improved their human health and environment situation to share stories about those successes. We will target events where rural communities gather to discuss human health and the environment to participate.

Measure:

The percentage of department contacts that result in a favorable experience.
Sec 64 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The overall strategy to accomplish the SPS mission is to provide assistance to individuals, communities, organizations, and businesses to identify and solve or prevent problems. Based on the return of feedback forms, we regularly achieved a 99% satisfaction rate.

Our target is to maintain the 99% satisfaction rate in SPS, while increasing technical assistance to Alaskans through better use of information technology and public outreach.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

SPS provides information and technical assistance to many individuals, small businesses, and small communities who normally do not have environmental expertise. SPS operates Information Assistance Centers in Anchorage, Fairbanks, and Juneau for walk-ins looking for assistance from the department . We coordinate major, multiple program projects to provide applicants with a single point of contact, who will gather department-wide resources, making their interactions with the department more effective. We are increasing our participation in outreach events like fairs, workshops, school career events, and community association activities.

We measure our performance through feedback forms and personal contacts. It is rare that we encounter a person or organization that is unhappy with the service.

Air and Water Quality Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The cost per permit issued.
Sec 65 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Air Quality: 7,412 for an operating permit (FY2001 median costs; 9,006 in FY2000).

We have a time billing system using codes for various activities. We track the total amount time billed to the companies for staff time on permit issuance activities.

Water Quality: We have implemented a time and expenses tracking system to determine actual permit costs.

Target values for air or wastewater permits have not been set. The air operating program is undergoing significant changes and costs are expected to decrease. Wastewater permit costs have not been historically tracked and the program is undergoing a major redesign.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Air Quality: The department will adopt regulations for several standard permit conditions. These standard permit conditions will avoid the need to develop corresponding conditions for each permit.

An air permit benchmarking study was completed in November 2000. In FY2002, we have allocated a small amount of grant funds for a contractor to begin developing application forms and pre-application procedures as one of the first steps in implementing the numerous recommendations of the benchmarking study.

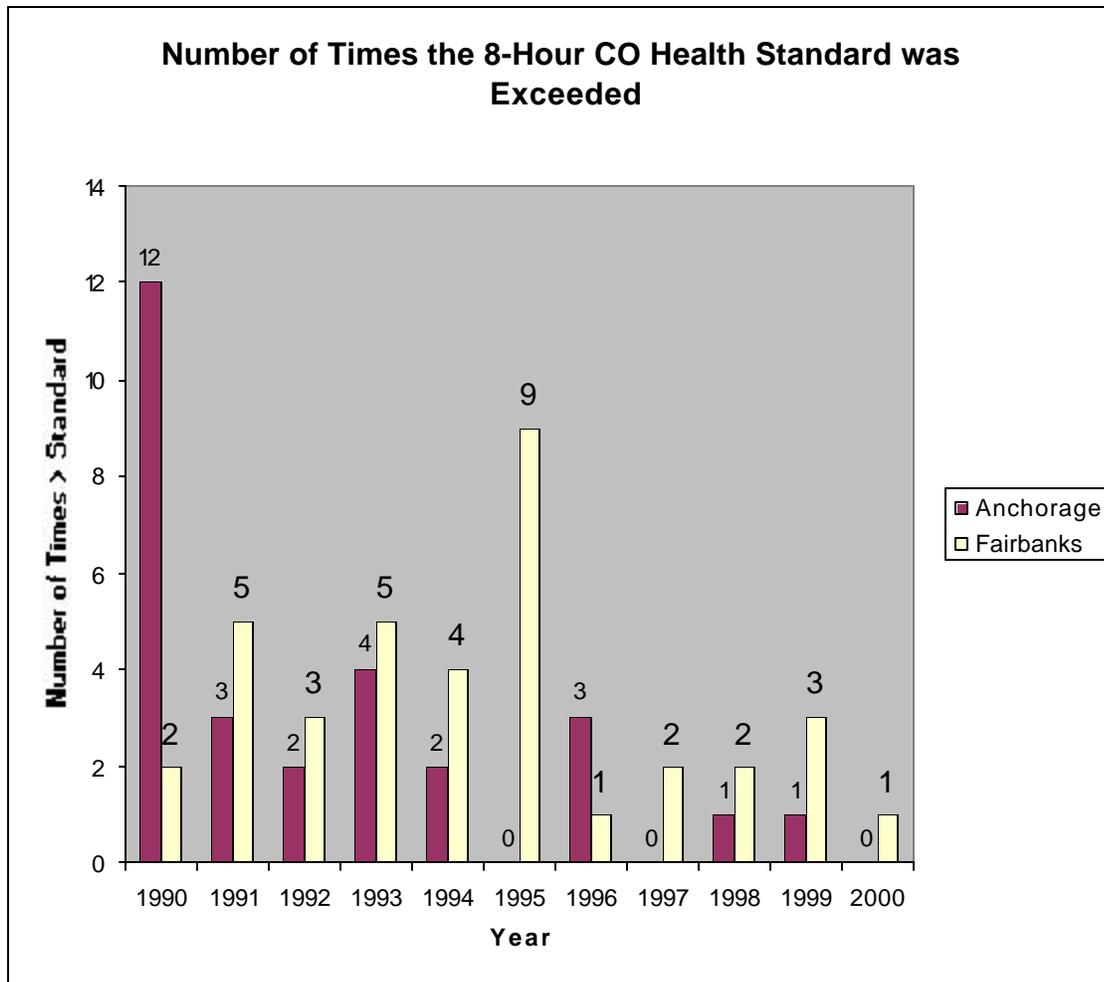
Water Quality: Permit fees are currently based on best estimates of permit costs. The time and expense tracking system provides a mechanism to calculate average permit costs to support future revisions to permit fees. To reduce permit costs, DEC is focusing on reducing staff time per permit through the development of a facility-specific database, standardized permit conditions, a web-based application process, and the development of streamlined approvals for low-risk discharges.

Measure:

Whether the carbon monoxide levels in Fairbanks and Anchorage meet health standards.
Sec 65 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For the past four winters Anchorage has met the health standard benchmark. In 2000, Fairbanks met the standard. The federal health standard provides for one event per calendar year above the 9 part per million exposure level - the second event is considered a health violation. Under federal law, a community must meet the standard for two contiguous years to qualify as attaining the standard.

**Benchmark Comparisons:**

Attainment of the national ambient air quality standards.

Eight communities in the nation exceed the air quality standards for carbon monoxide or have not been reclassified to healthy status. At this time only two communities actually exhibit concentrations above the standard: Los Angeles and Fairbanks.

Background and Strategies:

DEC is working closely with the Fairbanks Borough, the Municipality of Anchorage and EPA to finalize the required attainment plans. The Fairbanks plan was submitted in September 2001. The Anchorage plan will be submitted in January 2002.

Measure:

The average time taken from receipt of a permit application to approval.
Sec 65 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Air Quality: The average time is 150 days for a construction permit in FY2001 (278 days in FY2000).

Water Quality: The average time is 136 days for individual permits and certification of federal permits and 62 days for general permits.

The target time period for air quality construction permits is 130 days. The target time period for water quality permits is 122 days for individual permits and certification of federal permits and 55 days for general permits.

Benchmark Comparisons:

External comparisons not available.

Air Quality: We maintain a construction permit file of pending permit applications and track the issuance of permits.

To reduce permitting time, we:

- Adopt regulations to make permits more uniform. For example, a recent permit-by-rule regulation was adopted to streamline permitting for portable oil and gas drilling.
- Implement key recommendations from the air permits benchmarking study.

Water Quality: The water permit stakeholders group made recommendations in 2000 to focus on efficiency through enhanced data management and analysis, computer-assisted permitting, and simplified permit application procedures, as well as expanded use of general approvals for low-risk activities.

To reduce permitting time, we:

- Implement key recommendations from the water permit stakeholder group.
- Redesign our permitting system to fast-track lower risk activities.
- Look for opportunities to streamline review schedules when multi-agency and federal permits are involved.

Measure:

The average time taken from receipt of a permittee complaint to resolution of the complaint.
Sec 65 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average time is 51 days, based upon 3 complaints received in FY2001.

Decrease in time from receipt of permittee complaint to resolution. Our target time period is 60 days.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

The division tracks this measure at the program manager level and higher. The director reviews all complaints raised.

Measure:

The percentage of facilities inspected according to risk-based inspection frequency.
Sec 65 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Air Quality: The risk-based inspection strategy identified 70 high-risk facilities for inspection. 57 of the 70 facilities, or 82%, were inspected in FY2001.

Water Quality: During FY2001, 48 inspections were performed based on a backlog of previously uninspected operations, or 0% according to a risk-based system. In FY2002 we developed risk-based inspection ranking criteria to prioritize inspections. Approximately 28 of the 55 (50%) inspections planned in FY2002 are based on the risk-based ranking methodology; the remainder are previously uninspected operations.

Increase the percentage of higher risk facilities. The target is 100% of high-risk facilities/operations. Field inspections provide a key opportunity to provide technical assistance to operators who avoid or mitigate what may otherwise be significant harm to the environment.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Air Quality: Some of the factors that make up risk based targeting are:

- Size of facility
- When the facility was last inspected
- Actual quantity of emissions
- Actual hazardous air pollutant emission
- Compliance history

Water Quality: Factors employed to target higher risk facilities include:

- New facility or significant modification
- Significant permit violations
- Legitimate complaint of health or environmental hazard
- Date of last inspection
- Toxic pollutant potential
- Past compliance based on failure to submit discharge monitoring reports or exceedences in past reports

Measure:

The number of activities covered by fast-track general permits as compared to the total number of permits.
Sec 65 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Increase in number of activities covered by fast-track permits as compared with the total number of permits.

Air Quality: Of the 471 facilities required to have permits, 282 use fast track methods. Fast track methods include 93 facilities that are covered by general permits, 185 covered by fast-track permit avoidance limits (called owner requested limits or pre-approved limits), and 4 are covered by a permit-by-rule.

Water Quality: We currently issue fast-track general permits and we are also waiving project review requirements for certain low risk activities. In FY2001, 91 of the 123 wastewater discharge permits and approvals issued in FY2001 were fast-track general permits; the remainder were individual permits.

Department certifications of the Army Corps of Engineers dredge and fill permits were issued for 74 projects. Certification was waived (no project reviews performed) for 117 projects under a risk based criteria. Approval of 106 stormwater pollution prevention plans was completed under fast track general permits.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Air Quality: In order to increase the number of activities covered by fast-track permits, we will:

- Adopt the permit-by-rule for oil drilling regulations (recently completed).
- Combine unified permitting for solid waste landfills.
- Identify general permit opportunities during permit reviews.

Water Quality: In order to increase the number of activities covered by the fast-track permits, we will:

- Develop permit-by-rule and generally allowed activities options for low-risk operations.

Spill Prevention and Response Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number of oil spills greater than one gallon per year compared to the number of spills requiring a response. Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of oil spills greater than one gallon requiring a state response each year has continued to decrease. This may reflect both an increase in preparedness on the part of spillers to clean up their own spills and a decrease in the number of significant spill incidents. 1,592 oil spills over one gallon were reported in FY 2001. Staff responded to 529 of these releases, either through field visits or telephone follow up action.

Spill Data Comparison (FY01 versus Average for Prior Years (FY96-00))

Performance Measure	FY01	FY 96-00 Average
Total Number of Spills Reported (includes both oil spills and hazardous substance releases)	2,431	2,467
Number of Oil Spills requiring a response*	529	945

*A response is defined as a field response or telephone follow-up action.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Responses focused on the highest priority incidents that posed the greatest threat to public health and the environment. This number of responses is significantly lower than prior years and reflects the fact that fewer spills occurred that posed significant threats to public health or the environment.

Measure:

The number of hazardous substance spills compared to the number of hazardous substance spills requiring response. Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of hazardous substance spills requiring a state response each year has continued to decrease. This may reflect both an increase in preparedness on the part of spillers to clean up their own spills and a decrease in the number of significant spill incidents. 458 hazardous substance releases occurred in FY 2001. Staff responded to 82 of these releases, either through field visits or telephone follow up action.

Hazardous Substance Release Data Comparison - FY 01 versus Average for Prior Years (FY 96-00)

Performance Measure	FY01	FY 96-00 Average
Total Number of Hazardous Substance releases	458	558
Number of Hazardous Substance releases requiring a response*	82	128

*A response is defined as a field response or telephone follow-up action.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

In FY01, program staff responded to 82 hazardous substance releases. These responses focused on the highest priority incidents that posed the greatest threat to public health and the environment. This number of responses is significantly lower than prior years and reflects the fact that fewer spills occurred that posed significant threats to public health or the environment.

Measure:

The time the division takes from receiving a report of a spill to the determination of "no further action".
Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this performance measure is to reduce the time it takes to close out a spill site through continuous improvement in the contaminated site pre-screening process and time tracking to identify where sites are in the cleanup process. Site intake procedures have been formalized and the systematic collection and tracking of cleanup data is being strengthened through the redevelopment of the contaminated sites database.

Calculating an "average" time for closing out a contaminated site that results from a spill is problematic, since the date that contamination was first discovered at many sites is not known and decades of remediation may be required for others. Recognizing these limitations, the average time the division takes from receiving the spill report to the "no further action" determination is approximately four years.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

- Take a collaborative approach with responsible persons to facilitate cleanup of contaminated properties.
- Rely on department enforcement authorities and funds from the Response Account to facilitate quicker action. However, rather than take an aggressive enforcement approach when the risk does not warrant it, focus efforts on creating a regulatory climate that assists responsible persons in speeding up the cleanup process.
- Utilize the Voluntary Cleanup Program where possible to speed up the cleanup of low to medium priority sites.
- Increase department emphasis on working with responsible parties to take quick action to mitigate risk.
- Employ risk based cleanup standards, accompanied by institutional controls, to facilitate cleanups proportional to risk and appropriate for the intended land use, decrease the need for long term cleanups, and facilitate redevelopment of contaminated property.

Measure:

The state cleanup costs per spill per year.
Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A continuing reduction in the cost of cleanups is the target for this performance measure. State cleanup costs per spill for the five-year period from FY 1996 through FY 2000 averaged 5,841 per year. The cost per spill in FY 2001 was 2,067. Detailed reporting of cleanup costs are contained in the Biennial Response Fund Report.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

The department is required by law to track and recover state response and cleanup costs from responsible parties and seek compensation for damages to the state's natural resources. The goal is to continue to improve the state's accounting, cost-tracking and billing procedures to ensure timely recovery of expended costs to the Oil and Hazardous Substance Release Prevention and Response Fund. The department will continue to pursue other sources of cost recovery, such as federal oversight funds and the federal Oil Spill Liability Trust Fund.

Measure:

The state cleanup costs per contaminated site per year.
Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A continuing reduction in the cost of cleanups is the target for this performance measure. State cleanup costs per contaminated site for the five-year period from FY 1996 through FY 2000 averaged 6,726 per year. The cost per contaminated site in FY 2001 was 11,349. Increased average site costs in FY 2001 can be attributed to major cleanup efforts at six sites totaling over 1.5 million. Detailed reporting of cleanup costs are contained in the Biennial Response Fund Report.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

The department is required by law to track and recover state response and cleanup costs from responsible parties and seek compensation for damages to the state's natural resources. The goal is to continue to improve the state's accounting, cost-tracking and billing procedures to ensure timely recovery of expended costs to the Oil and Hazardous Substance Release Prevention and Response Fund. The department will continue to pursue other sources of cost recovery, such as federal oversight funds and the federal Oil Spill Liability Trust Fund.

Measure:

The average environmental hazard per contaminated site.
Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A continuing reduction in the average environmental hazard per contaminated site is the target for this prevention measure. At the end of FY 2000, there were 756 "high", 602 "medium", 466 "low" and 219 "unranked" contaminated sites on the division's list, for a total of 2,143 sites. At the end of FY 2001, there were 776 "high", 660 "medium", 493 "low" and 117 "unranked" contaminated sites, for a total of 2,046 sites. This represents a 47% increase in the number of ranked contaminated sites and a 4.5% decrease in the overall number of sites. The Division is working to develop a mechanism that will track the number of contaminated sites where interim actions have been taken to reduce acute or dangerous exposures to the public.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

The division is working to characterize and rank all known contaminated sites in the state and reduce the number of sites in all categories, beginning with the highest-ranked sites. The goal is the assessment and cleanup of the highest risk sites in Alaska by ensuring the cleanup of contaminated sites by responsible parties; applying consistent and measurable cleanup standards; contracting private specialists to assess and clean up state-owned and "orphan" sites; and implementing an expanded Voluntary CleanUp Program to increase the rate of cleanup of lower priority sites with reduced government oversight.

By analyzing the cleanup process, the division has determined that an important measurement is how many interim actions the division has approved to reduce acute or dangerous exposures to hazardous substances.

Measure:

The number of underground storage tank owners issued "no further action" letters during the year.
Sec 66 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A continuing increase in the number of letters issued is the target for this prevention measure. A total of 124 "no further action" letters were issued to underground storage tank owners in FY 2000. In FY 2001, 137 letters were issued, representing an increase of 10% over the previous year.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Through legislation and rulemaking, the state adopted the federal regulatory program for underground storage tanks and added financial assistance and tank worker/inspector elements. The goals are to clean up existing petroleum spills and prevent new spills from happening.

To date, approximately 47 percent of over 2200 UST petroleum spills have been cleaned up and made available for economic reuse. The program has increased its annual rate of "no further action" determinations from 100 to over 125 by ensuring that each site is assigned to a designated staff person and then working the sites in order of highest hazard ranking. Sites of low rank can be expedited by processing through the Voluntary Cleanup Program.

Measure:

Amount of oil spilled (gallons).

Alaska's Target & Progress:

A continuing reduction in the amount of oil spilled is the target for this performance measure. For the five-year period from July 1, 1996 - June 30, 2000, an average of 219,605 gallons of oil were spilled each year. In FY 2001, 187,985 gallons of oil were spilled, a reduction of over 14% from the previous five-year average.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Consistent with the Governor's goal of a 15% overall reduction of oil and hazardous substance spills, the department is working to prevent oil spills through the implementation of a prevention plan which includes risk reduction measures, technical assistance, legal action, and/or public outreach/educational approaches; educates commercial fuel tank owners and operators in proper spill prevention and response methods and technologies; and provides technical assistance to tank owners and operators to ensure compliance with federal regulations.

Measure:

Number of contaminated sites that have been cleaned up.

Alaska's Target & Progress:

A continuing increase in the rate of contaminated site cleanups is the target of this performance measure. In FY 2000, 58 contaminated sites cleanups were completed. Eighty military site cleanups were also closed out at the Adak formerly used defense site during FY 2000. In FY 2001 there were 74 completed site cleanups, representing an increase in the number of cleanups of 28%, not counting the Adak sites.

Benchmark Comparisons:

External comparisons not available.

Background and Strategies:

Annual site completion rates have more than doubled over the last ten years. The division has taken a number of steps, which will result in further acceleration of the rate of cleanup completions. In 1999 the division promulgated new cleanup regulations which allow contaminated site cleanups to be proportional to the risks posed to human health and the environment and the intended land use. The use of "institutional controls" tools has been expanded to facilitate risk-based cleanups which can reduce the time and costs associated with cleanups. The division has also expanded the Voluntary Cleanup Program (VCP) for low and medium priority sites to enable many sites, including underground storage tank sites, to be cleaned up under a streamlined process with minimal oversight by department staff. During new site identification, responsible parties for VCP candidate sites are invited to take advantage of this streamlined cleanup process. The division made an earlier decision to focus some staff resources on large facilities that have multiple high priority sites, such as the former U.S. Navy facility on Adak Island. This approach allowed simultaneous assessment and clean up of multiple sites in an area. The results of this approach will be realized during FY 01 and following years as multiple final cleanup efforts are completed and documented.

BRU/Component: Facility Construction and Operations

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Dan Easton, Director

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Key Performance Measures for FY2003

Measure:

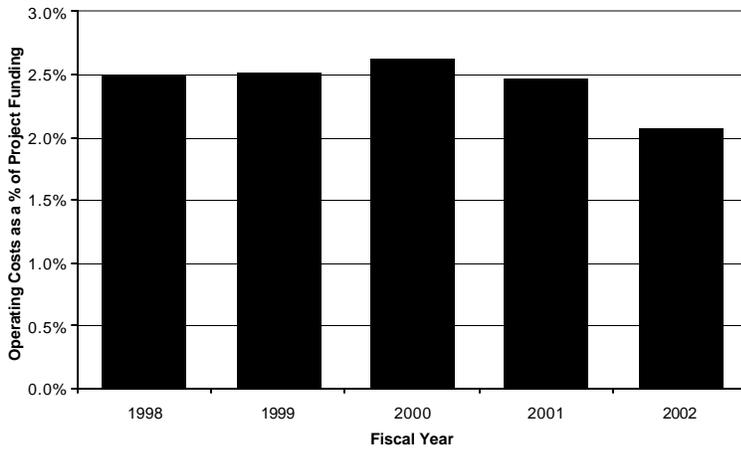
The agency operating costs per sanitation project.
 Sec 67 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

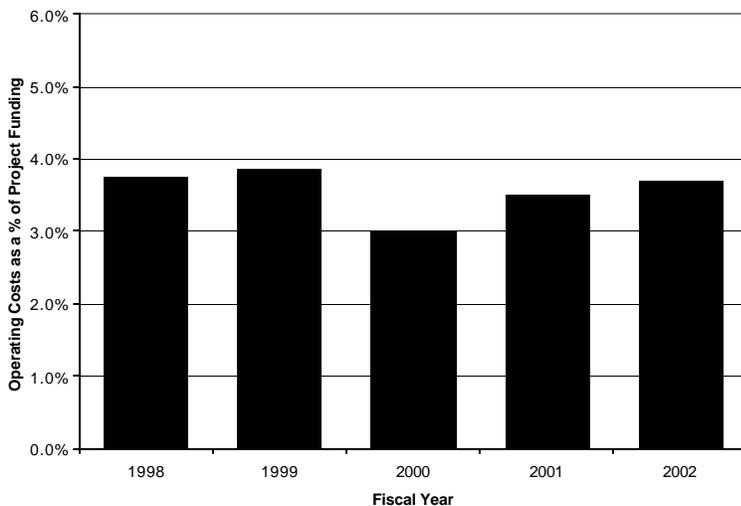
The goal of the Division of Facility Construction and Operation is to manage operating costs -- expressed as a percentage of capital project funding -- at 4 percent, or less. The division continues to meet this goal in both the Village Safe Water and Municipal Water, Sewerage and Solid Waste Matching Grant programs.

Between 1998 and 2002, operating costs for Municipal Water, Sewerage and Solid Waste Matching Grant projects varied between 2.1 and 2.6% of project funding. Operating costs for Village Safe Water projects ranged from 3.5 to 3.9% of project funding.

Municipal Water, Sewer, Solid Waste Matching Grant Program



Village Safe Water Program



Benchmark Comparisons:

These programs are relatively unique and it is difficult to find other programs with which to make direct comparisons. As a general rule, programs with administrative costs of less than 5% of grant or contract amounts are considered efficient. For example, envisioning a very low overhead operation through efficiency and reliance on outside agency staff, the enabling statutes for the Denali Commission include a 5% cap on administrative funding.

Background and Strategies:

The goal is to manage operating costs through efficiencies in how the division manages water, sewer and solid waste grant projects. The primary strategies for improving efficiency are:

- to increase the use and role of private companies in managing projects; and
- to streamline internal operations by improving data systems and administrative procedures.

Measure:

The number and cost of sanitation projects per division engineer.
 Sec 67 Ch 90 SLA 2001(HB 250)

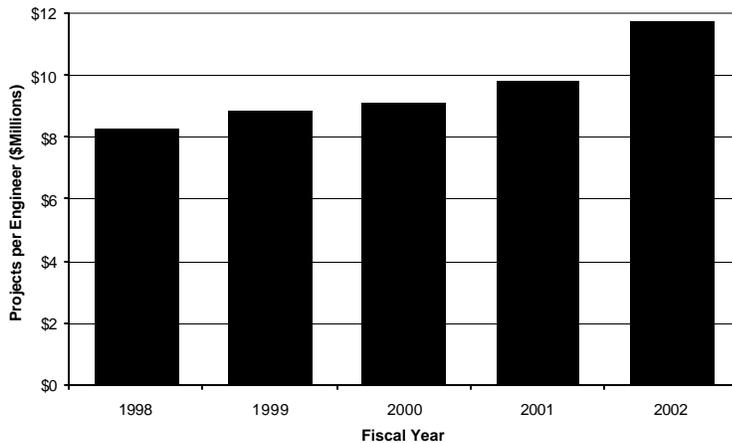
Alaska's Target & Progress:

The goal of the Division of Facility Construction and Operation is to manage workload at, or above, 4 million per engineer in the Village Safe Water program and 8 million per engineer in the Municipal Water, Sewerage and Solid Waste Matching Grant program.

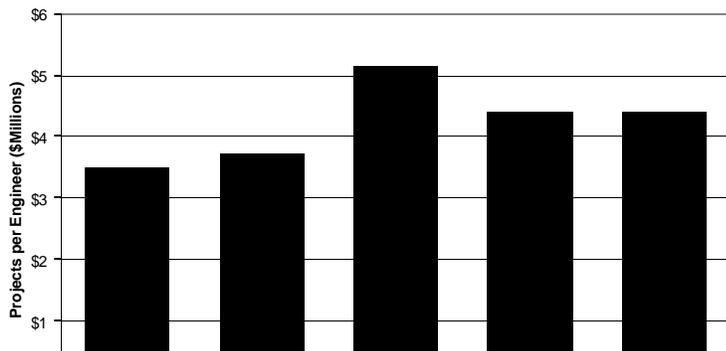
Between 1998 and 2002, the value of projects managed by the engineers of the Municipal Water, Sewerage and Solid Waste Matching Grant program steadily increased from just over 8 million per engineer to almost 12 million per engineer. This trend is due to increased project funding and a steady staffing level. For the same reason, Village Safe Water project funding per engineer has increased from 3.5 million in 1998 to almost 4.5 million in 2001 and 2002.

In terms of numbers of projects per engineer: Between 1998 and 2002, the average number of Municipal Water, Sewerage and Solid Waste Matching Grant projects managed by each program engineer varied between a low of 10.0 (in 1999) and a high of 14.5 (in 2001), with a 2002 level of 11.0 projects per engineer. In the Village Safe Water program, the number of projects per engineer varied from a low of 4.3 (in 1999) to a high of 6.0 (in 2000) with a 2002 level of 5.2 projects per engineer.

Municipal Water, Sewerage, Solid Waste Matching Grant Program



Village Safe Water Program



Of the two parts contained in this performance measure -- the number of sanitation projects per engineer and the cost of sanitation projects per engineer -- the cost of projects per engineer is a far better workload indicator. The workload associated with a given number of projects can vary substantially depending on project size. Project funding, on the other hand, incorporates variations in project size into the measure.

- to increase the use and role of private companies in managing projects; and
- to streamline internal operations by improving data systems and administrative procedures.

Measure:

The cost per household served.
 Sec 67 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the Division of Facility Construction and Operation is to manage capital costs to strike an appropriate balance between capital cost, operating cost, level of service, and system robustness and life expectancy.

Last year a baseline was developed using data on the total state and federal investment in 11 projects completed between 1983 and 2000. Costs included total system development costs starting with water source development and ending with in-home running water and sewer. The average capital cost to develop a water source; provide treatment and distribution systems; and to project wastewater collection, treatment and discharge on a per household basis was calculated at 67,627. Since then, the database used to calculate a baseline cost per household served has been expanded to include total service costs in 25 communities. As a result of that effort, the baseline cost per household served has been revised slightly to 65,574.

Benchmark Comparisons:

A comparable analysis of the cost of providing water and sewer utilities in urban Alaska suggests that the average cost there is about one-half that in rural Alaska. This effect is the result of the high costs of construction in remote locations as well as the diseconomies of scale associated with developing utilities for relatively small numbers of customers.

Background and Strategies:

The primary strategies for managing per household costs for water and sewer systems are:

- to increase use of enclosed haul and other innovative systems where piped utilities are exceedingly expensive;
- to provide incentive for controlling costs in the competitive grant process by awarding more points to projects that are less expensive;
- to assert cost control and value engineering as a primary objective throughout project planning and development.

Measure:

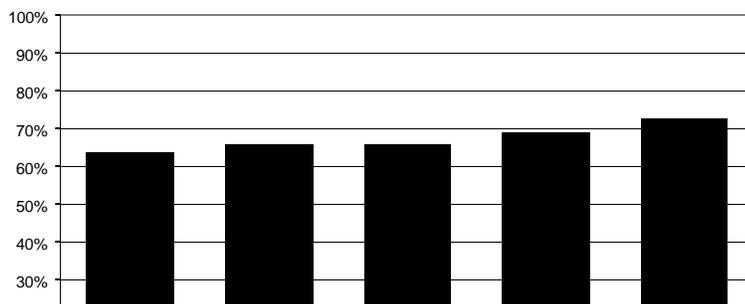
The percentage of households with improved sanitation systems.
 Sec 67 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The goal of the Division of Facility Construction and Operation is an average 4 percent annual increase in the number of rural households with access to running water and sewer systems.

The percentage of rural households with access to running water and sewer increased 4 percent in the last year growing from 69 percent in 2000 to 73 percent in 2001.

Percent Rural Households with Running Water and Sewer



The primary strategies for accomplishing the goal of bringing running water and sewer to rural households are:

- to secure federal grant funds for rural sanitation projects;
- to make grants to rural communities with capacity to operate and maintain sanitation utilities for design and construction of water and sewer systems; and
- to work directly with rural communities to plan and construct water and sewer systems that can be operated and maintained locally.

Measure:

The actual life cycle cost compared to the design life cycle cost per year.

Sec 67 Ch 90 SLA 2001(HB 250)

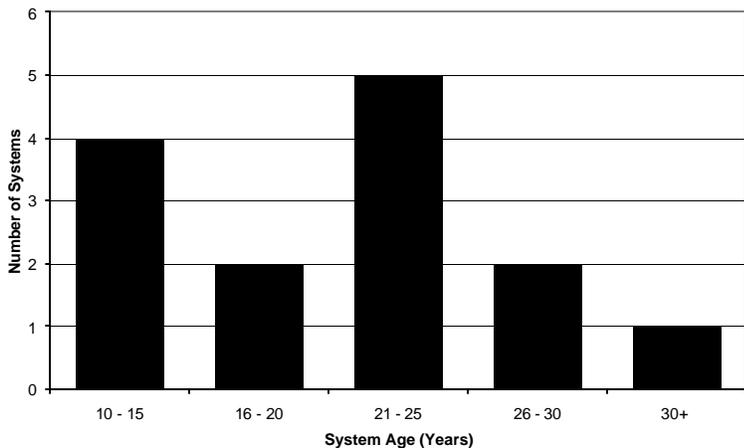
Alaska's Target & Progress:

It is the goal of the Division of Facility Construction and Operation that rural sanitation facilities meet life cycle cost targets based on a 20-year design life.

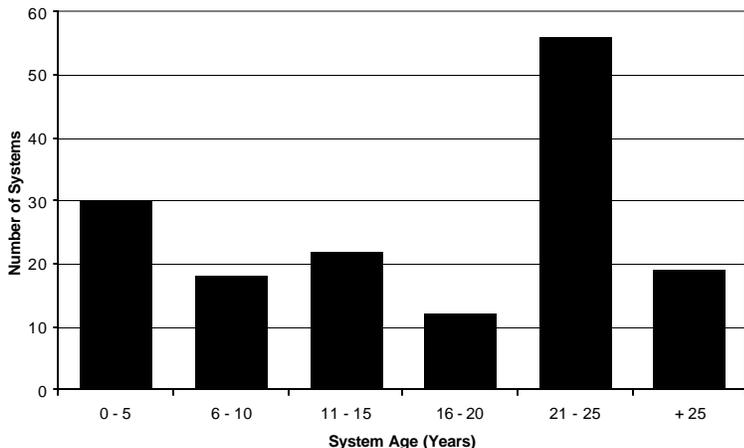
Since the early 1960's, 14 community sanitation facilities -- largely water treatment facilities -- have been replaced in rural Alaska. Eight facilities were 21 years old or older at the time of replacement. The remaining six were replaced within 20 years of construction. Designs and construction practices have improved significantly since the 1960's and 70's. Facilities constructed more recently should significantly outlast those constructed earlier.

A frequency distribution of the age of 157 operating rural sanitation facilities shows that nearly half are 21 years old or older. The number of facilities meeting or exceeding a 20-year design life is expected to increase with time as more and more facilities pass the 20-year mark.

System Age at Replacement



Age of Operating Systems



Benchmark Comparisons:

A 20- to 30-year design life is the industry norm for water treatment facilities. Due to extreme operating conditions, facility life expectancy in rural Alaska suggests adopting a design life at the shorter end of the range.

Background and Strategies:

The primary strategies for managing system longevity are:

- to continue to use the Remote Maintenance Worker program to assist communities with preventive maintenance and thereby extending the lives of existing systems; and
- to assert the division's remote maintenance workers' and engineers' arctic experience and expertise throughout project planning and development of new projects to optimize the life expectancy under what are often severe operating conditions.

State of Alaska
FY2003 Governor's Operating Budget

Department of Fish and Game
Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

100% of contracted research reports on Stellar Sea Lions are submitted by the end of the federal contract completion date.

Alaska's Target & Progress:

The department is responsible for assessing the factors underlying the decline of the Steller sea lion and developing a science based recovery strategy. Development of a recovery strategy has advanced considerably in the past year in the areas of research and the application of that research. New studies have begun, guided by a team of state and federal scientists. The department has convened a sea lion recovery team that has begun to apply new information to sea lion protection plans. State and federal regulatory boards are using the information to protect sea lions with minimal effect on fisheries. Some information suggests the sea lion population may be stabilizing.

Benchmark Comparisons:

Progress will be evidenced initially by the department's ability to gain new information on the life history, habitat, and nutritional needs of the Steller sea lion. Further evidence of progress will be that this information is used in a federal recovery plan for sea lions that minimally affects those activities, including fishing, that are unrelated to sea lion recovery. Ultimately, success will be measured by the extent population surveys demonstrate sea lion populations have recovered and are no longer listed as endangered.

Background and Strategies:

BACKGROUND: The Western Gulf of Alaska and Bering Sea population of the Steller sea lion is listed as an endangered species under the federal Endangered Species Act. By court order, trawl fisheries in the vicinity of sea lion haul outs have been closed.

STRATEGIES: The department has provided information to National Marine Fisheries Service on all state-managed fisheries in the vicinity of sea lion concentrations. The department has applied for federal funds needed to engage in sea lion biological and ecological studies. The department will develop a research program designed to specify sea lion nutritional and habitat needs; the resulting information will be incorporated into the federal sea lion recovery plan.

Measure:

Maintain U.S./Canada trans-boundary salmon stocks at or above the escapement levels recorded in the 1999, 2000, and 2001 seasons.

Alaska's Target & Progress:

The department has responsibility to maintain, enhance and restore Pacific Northwest trans-boundary salmon stocks in accordance with the U.S./Canada Pacific Salmon Treaty. Restoration of these stocks has largely been accomplished. The current overall goal for these stocks is to establish management plans to prevent a recurrence of the previous declines. The department has complied with treaty requirements including necessary research to better enumerate and manage trans-boundary stocks. Management plans are based on establishing an annual abundance-based goal and managing harvests so as not to exceed that goal. These annual goals have been met in recent years.

Benchmark Comparisons:

Progress on meeting treaty requirements will be represented by the development of research and economic development strategies and plans consistent with the goals of the treaty and subsequent funding initiatives.

Background and Strategies:

BACKGROUND: The Pacific Salmon Treaty was successfully renegotiated and amended in 1999. Since then, additional federal treaty implementation funds for scientific research and economic development have become available.

STRATEGIES: The department will focus on developing and implementing a procedure whereby state agency staff and stakeholders will identify salmon research and economic development projects and priorities. These projects will be included in research and economic development plans for the region. Among the new projects will be a Taku River fish stock assessment, region-wide fish habitat gap analysis, and development of an improved chinook abundance model.

Measure:

Percentage of cooperative research plans implemented for the Yukon, Kuskokwim and Norton Sound drainages.

Alaska's Target & Progress:

The department is responsible for developing a program to regulate, manage, research and monitor the chronically depleted chum and chinook salmon stocks of Western Alaska. Success of this program is demonstrated by a substantial increase in research effort directed toward depressed stocks in the AYK region. For the first time, regional groups and the department have established cooperative research plans for these fish stocks and geographic areas. These research plans and their results will be used in part as a basis for all AYK pre-season management plans, as well as regulatory action by the Board of Fisheries in 2003 and 2006.

Benchmark Comparisons:

Progress toward meeting this measure will primarily be represented in the information compiled by the department and the actions of the Board of Fisheries in the course of the board's regulatory cycle.

Background and Strategies:

BACKGROUND: The Board of Fisheries and the department adopted the Sustainable Salmon Fisheries Policy for Alaska in March 2000, as a means to ensure sustainable salmon fishing and fisheries management. Implementation takes place primarily through the Board of Fisheries regulatory process, although the principles and criteria in the policy may apply more broadly to many department functions and initiatives.

STRATEGIES: The department prepares stock status reports on those salmon stocks being considered by the Board of Fisheries at each regular meeting. The department will identify stocks of concern, recommend new or modified management plans, and work with the board to develop action plans and research plans as needed. The department will consider the principles and criteria in the course of identifying research and other goals, apart from the board process.

Measure:

At least two new Invasive Species Action Plans will be developed annually.

Alaska's Target & Progress:

The department is responsible for developing a program to maintain, monitor and protect the health of Alaska's oceans and watersheds and their resources and habitat, for long-term viability and use. For each of the next five fiscal years, the department expects to produce at least two invasive species action plans.

Benchmark Comparisons:

Progress toward meeting the goals of the overall program will initially be represented by the extent to which project deadlines are met for critically important projects. In the coming year the department will focus on two projects: (1) invasive species (with an initial focus on Atlantic Salmon) and (2) identification of important marine fish habitat sites. Near-term goals include development of an Invasive Species Policy for the department, an Aquatic Nuisance Plan, and a Marine Protected Areas strategy. A specific long term goal is the development of 2 new Invasive Species Action Plans per year.

Background and Strategies:

BACKGROUND: The Office of the Governor, working with state resource agencies including ADF&G, developed the Oceans and Watersheds Initiative with the goal of protecting coastal and upland habitats with a focus on fish resources and habitat. The following principles will guide decisions and actions relating to Alaska's oceans and watersheds. A. Fisheries management shall ensure the conservation of fish and wildlife and the protection of important habitat. B. The health of Alaska's waters and marine ecosystems shall be maintained and protected for the benefit and use of all Alaskans. C. The health of Alaska's wild and traditional food sources shall be maintained and protected. D. State agencies shall manage Alaska's oceans and watersheds consistent with ecosystem-based management.

STRATEGIES:

As its part in the governor's Oceans and Watersheds Initiative the department has committed to completing a suite of projects in the areas of monitoring key environmental indicators, water quality, in-stream flow, invasive species, resource inventory, resource protection, data base development, and fisheries research. The time frame for completing these projects extends for the next several years, with emphasis on completing or making significant progress on key projects in the next 12 months.

Commercial Fisheries Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number of escapement objectives met compared to the total number of objectives set per region.
Sec 69.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The current status of this measure is reflected in the table below. In 2001, of the 166 streams and rivers actively monitored for escapement by the Alaska Department of Fish and Game, 86% were within or above their escapement goal range. Lack of markets helped cause over escapements in many systems.

Region	Number of systems within goal range	Under range	Over range	Unknown	Percent within or above goal range
Southeast	10	2	10		91%
Central	36	3	7		93%
AYK	25	14	2	15	66%
Kodiak	21	4	32		93%
Total	92	23	51	15	86%

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other agencies or jurisdictions because it measures progress in achieving specific sustainable escapement goals for Alaska's waters.

Background and Strategies:

One measure of the performance of commercial salmon fisheries management is the success in achieving salmon escapement goals. Escapement goals are established by the department on the basis of the best available scientific information consistent with the Salmon Escapement Goal Policy and the Sustainable Salmon Fisheries Policy regulations. Fisheries are opened and closed by local department area managers by emergency order to ensure adequate escapements are obtained and surplus returns are harvested.

Measure:

The number of allocation objectives met compared to the total number of objectives set per region.
Sec 69.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The current status of this measure is reflected in the table below. Of the 15 fisheries with a regulatory requirement to actively manage the fishery to achieve allocation goals, in 2001, 60% of these fisheries fell within 10% of their allocative goal.

Region	# of fisheries with a regulatory requirement for active mgmt. to meet allocation goal	#of fisheries +/- 10% of their allocation goal	Percent +/- 10% of their allocative goal
Southeast	5	3	60%
Central	8	4	50%
Kodiak	2	2	100%
Total	15	9	60%

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other agencies or jurisdictions because it measures progress in meeting regulatory allocations for specific Alaska fisheries or gear groups.

Background and Strategies:

The department opens and closes fisheries to obtain regulatory allocations established by the Alaska Board of Fisheries for some specific fisheries or gear groups. This measure should be refined to identify those fisheries where managers are required to achieve annual allocations versus long term allocation percentages that are reviewed by the Board of Fisheries.

Sport Fisheries Budget Request Unit

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Key Performance Measures for FY2003

Measure:

For river systems that support a sport harvest of 100 or more king salmon, the number and percentage for which an escapement goal is established.

Sec 70.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division's target is to establish escapement goals within in the next 5 years for 100 percent of river systems supporting an annual harvest of 100 or more king salmon. The current status of this measure is reflected in the table below. These numbers are derived from data collected in 2000, which is the most current analyzed data available.

Region	# of Streams with a Sport Harvest of at least 100 King Salmon	# of Streams with a Sport Harvest of at least 100 King Salmon, which have an Escapement Goal	Percentage of Streams with Escapement Goals
I (Southeast)	3	2*	67%
II (Southcentral)	45	28	62%
III (Interior)	5	5	100%

*Fish Creek, near Juneau, had a harvest of 442 king salmon in 2000. However, the only king salmon that enter Fish Creek are hatchery fish. Fish Creek does not support natural king salmon production. Therefore, there is no escapement goal.

Benchmark Comparisons:

Alaska's in river escapement goals cannot be compared with escapement goals in others states because every river system has its own unique characteristics and factors that influence overall escapement.

Background and Strategies:

The Division of Sport Fish conducts periodic review of king salmon fisheries that support an average harvest of 100 king salmon. The goal is to collect sufficient information to establish escapement objectives that assure sustained yield in these fisheries.

Measure:

For river systems that support a sport harvest of 100 or more king salmon, the number and percentage for which enumeration occurs annually.

Sec 70.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division's target is to annually count escapements for 100 percent of river systems supporting an annual harvest of 100 or more king salmon. The current status of this measure is reflected in the table below. These numbers are derived from data collected in 2000, which is the most current analyzed data available.

Region	# of Streams with a Sport Harvest of at least 100 King Salmon	# of Streams with a Sport Harvest of at least 100 King Salmon, which are Enumerated Annually	Percentage of Streams that are enumerated Annually
I (Southeast)	3	3	100%

II (Southcentral)	45	33	73%
III (Interior)	5	5	100%

Benchmark Comparisons:

Alaska's in river escapement goals cannot be compared with escapement goals in others states because every river system has its own unique characteristics and factors that influence overall escapement.

Background and Strategies:

The Division of Sport fish conducts fishery performance and stock status assessments of fisheries that support an average harvest of 100 or more king salmon. The goal is to enumerate king salmon escapements in streams that support these fisheries.

Measure:

For river systems that support a sport harvest of 100 or more king salmon, the number and percentage of escapement objectives achieved annually.

Sec 70.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division's target is to achieve escapement goals within the next 5 years for 75 percent of river systems supporting an annual harvest of 100 or more king salmon. The current status of this measure is reflected in the table below. These numbers are derived from data collected in 2000, which is the most current analyzed data available.

Region	# of Streams with a Sport Harvest of at least 100 King Salmon	# of Streams with a Sport Harvest of at least 100 King Salmon where Escapement Goals were Achieved	Percentage of Streams where Escapement Goals were Achieved
I (Southeast)	3	2*	67%
II (Southcentral)	45	23	51%
III (Interior)	5	0**	0%

*Fish Creek does not support natural king salmon production. Therefore there is no escapement goal. However, king salmon entering Fish Creek are enumerated in order to determine total hatchery production.

** Of the five streams that did not meet the escapement goal, an under escapement occurred on only one stream. King salmon escapement could not be determined on the remaining streams due to poor weather and water conditions.

Benchmark Comparisons:

Alaska's in river escapement goals cannot be compared with escapement goals in others states because every river system has its own unique characteristics and factors that influence overall escapement.

Background and Strategies:

The Division of Sport Fish actively manages king salmon fisheries that support an average harvest of 100 king salmon. This includes proactive management through the Board of Fisheries regulatory process as well as in-season emergency order action. The goal is to annually achieve escapement objectives wherever they are established.

Measure:

The number of fish licenses sold and the total revenue generated.

Sec 70.c.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division's target is to maintain or increase the number of sport fishing licenses sold to residents and nonresidents. Numbers of licenses sold and corresponding revenues generated for 1998 – 2000 are listed below.

	<u>1998</u>	<u>1999</u>	<u>2000</u>
# of Resident Licenses sold	174,885	173,362	177,366
Resident License Revenue	\$2,431,653	\$2,405,690	\$2,460,336
# of Non-Resident Licenses sold	249,552	264,792	276,754
Non-Resident License Revenue	\$6,566,436	\$6,823,431	\$7,047,002

Benchmark Comparisons:

We have looked at license sales, fees and structures of Washington and California. The license requirements and license fee structures are vastly different from those of Alaska, and therefore do not lend themselves to comparison.

Background and Strategies:

The division tracks the number of license sales each year, and maintains this information in an historical data base in order to spot decreasing license sales trends. We've recently conducted a survey of sport anglers designed to gather demographic and preference data which will assist with identifying who is losing interest in sport fishing and why, and where best to direct our public relations efforts.

Measure:

The percentage of Alaska residents between the ages of 16 and 59 who purchase fishing licenses.
Sec 70.c.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division's target is to maintain or increase the number of sport fishing licenses sold to residents. Alaska residents between the ages of 16 and 60 are required to purchase and have in their possession a sport fishing license if they want to participate in any sport or personal use fishing in the state. According to the 2000 US Census Bureau report there are 400,610 Alaska residents between the ages of 18 and 64 years of age. DF&G license sales records indicate that 177,366 residents purchased sport fishing licenses in 2000. Therefore, **44 percent** of all residents purchased sport fishing licenses in 2000.

Benchmark Comparisons:

We have looked at license sales, fees and structures of Washington and California. The license requirements and license fee structures are vastly different from those of Alaska, and therefore do not lend themselves to comparison.

Background and Strategies:

The division tracks the number of license sales each year, and maintains this information in an historical data base in order to spot decreasing license sales trends. We've recently conducted a survey of sport anglers designed to gather demographic and preference data which will assist with identifying who is losing interest in sport fishing and why, and where best to direct our public relations efforts.

Measure:

Begin construction on a minimum of one new boating access facility or upgrade of an existing facility per year in each of three regions (Southeast, Southcentral, and Interior).

Alaska's Target & Progress:

See Benchmark.

Benchmark Comparisons:

Existing boating access facilities statewide:

- 51 boat launch ramps
- 25 accessible restrooms
- 1,500 parking spaces

- 14 boarding docks
- 25 sewage pump-out and dump stations

Background and Strategies:

Background: The Federal Aid in Sport Fish Restoration Act requires that 15% of the federal funds received by the state be used for boating access projects. Since the beginning of the Boating Access Program in 1987, the Division of Sport Fish has built or renovated 51 boat launch ramps at 37 access sites throughout the state. These access sites also provide 25 accessible restrooms, 1500 parking spaces and 14 boarding docks. In addition, 25 sewage pump-out and dump stations have been provided at selected access sites and harbors.

An additional 13 projects, that were funded through FY00, are either under construction or will be started within the next year. Authority to expend CIP funds for four new boating projects is being requested for FY03. There are about 50 projects on the current backlog list waiting for funding. New project requests are received on a regular basis from local communities.

Strategies: The division works with local communities and outdoor sports organizations to solicit ideas for new boating access projects. These new projects are added to lists of potential access projects maintained within each region of the state. These lists are evaluated and prioritized annually. Authority to expend CIP funds for four new boating projects located across the state is being requested in FY03.

Wildlife Conservation Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number of big game surveys completed for populations identified by the Board of Game as important for providing high levels of human consumptive use.

Sec 71.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY01, big game surveys were done for 56 populations identified by the Board of Game for intensive management or high levels of human use.

Benchmark Comparisons:

A benchmark for this measure is not applicable. The populations identified by the Board of Game can vary from year to year.

Background and Strategies:

The division collects biological data on a variety of species to ensure continued population viability and harvest levels that are within sustained yield guidelines.

Measure:

The number of hunting and trapping licenses sold and the total revenue generated.

Sec 71.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division's target is to maintain or increase the number of hunting and trapping licenses sold to residents and nonresidents. Number of licenses sold and corresponding revenues generated for 1998-2000 are listed below.

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Hunting & Trapping			
Number of Resident Licenses sold	110,523	110,348	113,290
Resident License Revenue	\$1,729,582	\$1,726,954	\$1,740,958
Number of Non-Resident Licenses sold	14,614	14,752	15,954
Non-Resident License Revenue	\$1,119,627	\$1,134,412	\$1,220,446
Number of Big Game Tags sold	23,124	24,779	26,617
Big Game Tag Revenue	\$5,319,312	\$5,579,844	\$5,781,358

Benchmark Comparisons:

A benchmark for this measure is not applicable.

Background and Strategies:

This measure will seek to document trends in license sales.

Measure:

The percentage of Alaska residents between the ages of 16 and 59 who purchase hunting and trapping licenses.

Sec 71.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division's target is to maintain or increase the number of hunting and trapping licenses sold to residents. According to the 2000 US Census Bureau report there are 400,610 Alaska residents between the ages of 18 and 64 years of age. DF&G license sales records indicate that 113,290 residents purchased hunting and trapping licenses in 2000. Therefore, **28.3%** of all residents purchased hunting and trapping licenses in 2000.

Benchmark Comparisons:

A benchmark for this measure is not applicable.

Background and Strategies:

This measure will provide an informational trend for this segment of the Alaska resident population.

Measure:

The number of drawing permits applied for each year and the total number of drawing permits issued.
Sec 71.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

104,000 drawing and Tier II hunts were applied for and 25,000 drawing and Tier II permits were issued. Over \$500.0 in revenue was generated for the Fish and Game Fund.

Benchmark Comparisons:

A benchmark for this measure is not applicable.

Background and Strategies:

This measure will seek to document trends in drawing permit applications and permits.

Measure:

The total number of visitors visiting the state's wildlife viewing areas at Pack Creek, McNeil River, Potter's Marsh, and Creamer's Field.

Sec 71.b.5. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Access to Pack Creek and McNeil River is limited. Permits are required before traveling to either sanctuary.

Stan Price (Pack Creek) Bear Sanctuary: 1,400;
McNeil River Falls: 230;

Access to Potter's Marsh and Creamer's Field is unlimited as they are continuously open to the public.

Potter's Marsh: between 30,000 - 40,000;
Creamer's Refuge: 30,000+ visitors used the trail system and several thousand unrecorded visitors viewed waterfowl from the parking lot.

Benchmark Comparisons:

A benchmark for this measure is not applicable.

Background and Strategies:

This measure will seek to document trends in the viewing of wildlife at these four areas.

Administration and Support Budget Request Unit

Contact: Kevin Brooks, Director

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Key Performance Measures for FY2003

Measure:

The total number of vendor payments made within 30 days or less compared to the total number of vendor payments.
Sec 72.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Department of Fish and Game processed a total of 84,661 invoices for payment during FY01. 80% or 67,333 were processed within 30 days. 20% or 17,328 were processed in 30+ days. Overall, the department's average payment time was 24 days.

Benchmark Comparisons:

AS 37.05.285 requires that payment for purchases of goods or services must be made by the date specified by contract or within 30 days after receipt of a proper billing.

Background and Strategies:

State agencies should make timely payments to outside vendors with whom they do business.

Measure:

The number and percentage of fish and game licenses sold through an automated process.
Sec 72.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department sold 11,300 licenses, tags and stamps over the Internet in 2001, generating approximately \$1 million in revenue. This represents 1.4% of the total licenses sold, and 4.2% of the revenue. The Internet "store" generated the highest revenue of any single vendor.

In 2000, the department sold 8,400 pieces of stock over the Internet, generating \$727.1 in revenue.

Benchmark Comparisons:

Because this is a new service offering, there is no benchmark level of sales to compare. The department expects sales to increase, but it is impossible to determine where they will level off.

Sales will be limited as long as we need to put a license in the mail. If there was a "paperless" option in place that enabled an individual to hunt or fish right away, Internet purchases would be much more attractive. A change of this nature would require a statutory revision.

Background and Strategies:

Alaska sells approximately 800,000 licenses, tags and stamps each year, generating revenue to the Fish and Game fund of over \$23 million. There are 1,500 license vendors, but the top 20% account for 80% of all sales. Vendors retain a 5% commission, plus they receive \$1 per item sold as additional compensation. The state pays about \$1.2 million each year in compensation.

The Internet site has been available to the public for two years and has been very well received. It is an enhanced customer service that also saves the state money. Individuals can purchase their license using a credit card, and department staff mail the license the next business day.

Measure:

The number of issues that the Boards of Fisheries and Game must consider out of cycle.
Sec 72.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During 2001, the Board of Fisheries accepted two out of seventeen agenda change requests. This compares to four out of seventeen in 2000, nine out of twenty-one in 1999, and fourteen out of thirty-seven in 1998.

During 2001, the Board of Game accepted six agenda change requests. This amount is an increase from the past few board cycles. The increase is due to the board's scheduling of a predator control/wildlife management plan in Unit 19-D. For comparison, the Board of Game accepted one agenda change request in 2000, three in 1999, and four in 1998.

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other agencies or jurisdictions because it measures progress in staying within the preplanned regulatory cycles specific for Alaska's fisheries and wildlife.

Background and Strategies:

Background: The public, state advisory committees, and the department plan and budget for each board's preplanned regulatory cycle (two years for Board of Game and three years for Board of Fisheries). The public has come to rely upon the consistency of the regulatory review time periods, and the two-year and three-year cycles provide an opportunity to experience a stable regulatory environment. To take up issues out of cycle may cause additional expense for the department and may be an additional burden for the public and state's advisory committee system.

Strategies: The Board of Fisheries recently changed its criteria for accepting agenda change requests in order to reduce the number of "off-cycle" issues it takes up each year. While agenda change requests are important to both boards in order to correct unforeseen effects of a regulation, etc., the department encourages each board to minimize the number of issues taken up out of the normal cycle.

Measure:

The number and percentage of advisory committees from a region that meet in a year that the board cycles through their region.

Sec 72.b.5. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In 2001, the Board of Fisheries considered fisheries in Bristol Bay, Arctic-Yukon-Kuskokwim, and Alaska Peninsula/Aleutian Islands areas. The Board of Game considered Southeast and Southcentral Region issues. In all, fifty-two out of eighty-one advisory committees were able to hold meetings for these board issues. Because of the issues being considered, the Southeast Region only saw three of twenty-three advisory committees meet, while the Southwest and Interior Regions saw the most activity with eleven of twelve and thirteen of fourteen advisory committees meeting, respectively.

Benchmark Comparisons:

This performance measure does not lend itself to comparison with other agencies or other states, as a state-funded advisory committee system is unique to Alaska.

Background and Strategies:

Background: The state's advisory committee system is designed to provide a local forum for input into the fisheries and wildlife regulatory boards.

Strategies: The department will continue to keep the advisory committees informed of upcoming board meetings and issues and encourage each advisory committee to meet when boards meet in their areas and where budget allows.

BRU/Component: Commissioner's Office

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Kevin Brooks, Director

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Key Performance Measures for FY2003

Measure:

The number and percentage of divisions that meet assigned performance measures.
Sec 72.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

All of the divisions have met assigned performance measures.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.
Sec 72.b.6. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the first quarter of FY2002, the Commissioner's Office responded to 127 pieces of correspondence in an average of six working days.

Benchmark Comparisons:

The Commissioner's Office attempts to respond to all correspondence within two weeks.

Subsistence Budget Request Unit

Contact: Mary C. Pete, Director

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Key Performance Measures for FY2003

Measure:

Percentage of Alaska communities in each region for which fisheries harvest data are collected and reported.
Sec 73.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- 10% in Southeast
- 5% in Southcentral
- 60% in Southwest
- 95% in Interior
- 95% in Western
- 55% in Northwest
- 25% in Arctic

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other agencies or jurisdictions because Alaska is the only state with a subsistence priority law.

Background and Strategies:

Subsistence salmon fisheries harvest data are collected annually in certain regions of the state (Western, Interior, Southwest, Northwest) and sporadically in other parts, as funding and project schedules allow. The regions with annual assessment generally are those with the greatest dependence on key species, such as salmon. Harvest information for other regions is collected as multiple purpose projects are activated. The aim is to develop a schedule of regional updates of harvest data, as resources are available. The division maintains a statewide subsistence harvest assessment report that contributes to the statewide harvest report of all uses.

Measure:

Percentage of Alaska communities in each region for which wildlife harvest data are collected and reported.
Sec 73.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- 40% in Southeast
- 10% in Southcentral
- 100% in Southwest
- 45% in Interior
- 25% in Western
- 15% in Northwest
- 25% in Arctic

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other agencies or jurisdictions because Alaska is the only state with a subsistence priority law.

Background and Strategies:

Subsistence wildlife harvest data are collected annually in certain regions of the state (Southwest, Interior, and Arctic) and sporadically in other parts, as funding and project schedules allow. The regions with annual assessment generally are those for which funding is available due to controversial or allocation concerns, such as big game in the Interior. The aim is to develop a schedule of regional updates of harvest data, as resources are available. Harvest information for other regions is collected as multiple purpose projects are activated.

Measure:

Percentage of subsistence proposals at meetings of the Board of Fisheries and the Board of Game for which subsistence data are assessed and recommendations are made.

Sec 73.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- 100% in Southeast
- 100% in Southcentral
- 100% in Southwest
- 90% in Interior
- 75% in Western
- 100% in Northwest
- 100% in Arctic

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other agencies or jurisdictions because Alaska is the only state with a subsistence priority law

Background and Strategies:

Subsistence data from harvest assessment projects are used to analyze impacts of subsistence proposals to the Boards of Fisheries and Game. There are some areas or issues for which the division has not collected data or the data is outdated due to regulatory changes in the intervening years or uses are known to have changed but details are unknown. The division attempts to anticipate information needs of the boards and public through extensive public contacts such as local fish and game advisory committees and local harvest monitors. This information is useful to plan research priorities and schedules to address these issues as each board responds to public proposals. The goal is to have current subsistence information for every proposal that comes before each board.

Measure:

Number of proposed statutory and regulatory changes by federal and other state entities for which subsistence data are assessed and recommendations are made.

Sec 73.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- 75 in Southeast
- 25 for Southcentral
- 25 for Southwest
- 30 in Interior
- 7 in Western
- 9 in Northwest
- 5 in Arctic

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other agencies or jurisdictions because Alaska is the only state with a subsistence priority law.

Background and Strategies:

Subsistence data from harvest assessment projects are used to analyze impacts of subsistence proposals to the Boards of Fisheries and Game and the Federal Subsistence Board. There are some areas or issues for which the division has not collected data or the data is outdated due to regulatory changes in the intervening years or uses are known to have changed but details are unknown. The division attempts to anticipate information needs of the boards and public through extensive public contacts such as local fish and game advisory committees, federal subsistence regional advisory councils, and local harvest monitors. This information is useful to plan research priorities and schedules to address these issues as each board responds to public proposals. The goal is to have current subsistence information for every proposal that comes before each board.

Habitat and Restoration Budget Request Unit

Contact: Ellen Fritts, Acting Director

Tel: (907) 465-4105 **Fax:** (907) 465-4759 **E-mail:** ellen_fritts@fishgame.state.ak.us

Key Performance Measures for FY2003

Measure:

95 percent of the Title 16 (anadromous waters) applications are approved or modified to protect, minimize, or mitigate habitat damage within an average of 20 days after receipt.

Sec 74.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY2001, 1,999 Title 16 applications were received and reviewed within an average of 17 days. 99% were approved as proposed or with project modifications.

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other states because it measures progress unique to Alaska and Alaska's project review laws.

Background and Strategies:

The division routinely tracks the status of all permit review requests it receives, and prepares an annual report summarizing such statistics as the numbers and types of permits it issues, for what industries, and in which of its three regions (southeast, southcentral/southwestern/western, and interior/arctic). This allows division management to best direct permitting effort to the regions, sub-regions, and industries with the greatest demand for project review and permitting services. To process this number of permits expeditiously, the division requires an adequate number of staff who have a good basic education in fish and wildlife biology, training in specialized areas such as bioremediation and hydrology, and many years of experience in reviewing and monitoring a wide variety of construction activities.

Measure:

80 percent of the land use plans reviewed result in consensus on habitat related issues.

Sec 74.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division reviewed multiple actions under ten land use plans in 2001. Over 80% of the departments recommendations to protect fish and wildlife habitat, public hunting and fishing opportunities, and access to public lands and resources were adopted.

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other states because it measures progress unique to Alaska and Alaska's land use planning laws.

Background and Strategies:

The division initiates plans for legislatively designated State Game Refuges, Critical Habitat Areas, and Sanctuaries and participates in the development of all other land use plans to ensure adequate protection for fish and wildlife, their habitats and public access to public lands and waters. Any subsequent actions under these plans are also reviewed to make certain they meet the stated goals of the plan. Approved plans, resulting from a consensus building public review process, provide guidance on future allowable land uses and compliance with all fish and wildlife habitat requirements. To achieve this objective Habitat and Restoration Division needs to have well trained and experienced staff to respond to land use actions within statutory deadlines.

Measure:

95 percent of the project reviews for industrial development, road construction, and timber harvest are completed within an average of 25 days or less or within the scheduled time frame for complex projects.

Sec 74.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 2001, 92% of reviews involving Fish and Game permits were reviewed within the permit deadline. Average time for Fish and Game permits was 17 days. 89% of projects involving other agency permits were reviewed within the permit deadline. Average time for comments on other agency permits was 16 days.

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other states because it measures progress unique to Alaska and Alaska's project review laws.

Background and Strategies:

The division routinely tracks the status of all permit review requests it receives, and prepares an annual report summarizing such statistics as the numbers and types of permits it issues, for what industries, and in which of its three regions (southeast, southcentral/southwestern/western, and interior/arctic). This allows division management to best direct permitting effort to the regions, sub-regions, and industries with the greatest demand for project review and permitting services.

Measure:

100 percent of the third party contracted restoration projects are completed by the end of the contract period.
Sec 74.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division did not meet this measure for FY01. Of 28 approved projects, 21 (75%) were completed by the end of the federal contract completion date.

Benchmark Comparisons:

This performance measure does not lend itself to comparisons with other states because it measures progress unique to Alaska and Alaska's restoration funding sources.

Background and Strategies:

The Kenai River Restoration 50/50 Cost Share Project was initiated in 1995. From 1995 to date, 214 projects were contracted through the U.S. Fish and Wildlife Service (USFWS) because the department has no direct granting authority. Eight (8) projects were never initiated due to changes in landowner's health or financial condition, and the contracts were terminated. Of the 206 projects that have active USFWS Cooperative Agreements (1995-8; 1996-32; 1997-53; 1998-29; 1999-34; 2000-22; 2001-28) 198 have been completed. The 8 remaining projects will be completed during the summer 2002. Since 1995, 100 percent of the contracts have been completed prior to reimbursement.

BRU/Component: Commercial Fisheries Entry Commission

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Mary McDowell, Commissioner

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Key Performance Measures for FY2003

Measure:

The commission processes 90 percent of all vessel licenses, permit renewals, and requests for duplicates within three days of receipt of a fully completed application.

Sec 75.b.1. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The commission is on target to achieve this performance measure for FY02.

Benchmark Comparisons:

Alaska's commercial fisheries permitting and licensing programs, requirements, and procedures are significantly different from those of other states and do not lend themselves to meaningful comparison.

Background and Strategies:

The commission seeks to process all license, permit renewal, and duplicate requests as quickly as possible to help applicants avoid lost fishing time. The commission has streamlined procedures and effectively used computer technology to meet this stringent performance standard for processing nearly 40,000 permit and license applications per year by our small staff.

Measure:

The commission processes 90 percent of all emergency transfer requests within four days of receipt of a fully completed application.

Sec 75.b.2. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The commission is on target to achieve this performance measure for FY02.

Benchmark Comparisons:

Alaska's laws and procedures governing emergency permit transfers are unique to Alaska's limited entry program and thus no meaningful comparison with other states can be made regarding transfer processing time.

Background and Strategies:

The commission seeks to process all emergency transfer requests as quickly as possible to help fishermen avoid lost fishing time and maintain income flow to families of permit holders struck with medical or other circumstances temporarily preventing their participation in the fishery. The commission has streamlined procedures and effectively used computer technology to meet this stringent performance standard for processing nearly a thousand emergency permit transfer requests per year with our small staff.

Measure:

The commission processes 90 percent of all permanent transfer requests within five days of receipt of a fully completed application.

Sec 75.b.3. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The commission is on target to achieve this performance measure for FY02.

Benchmark Comparisons:

Alaska's laws and procedures governing permanent permit transfers are unique to Alaska's limited entry program and thus no meaningful comparison with programs in other states can be made regarding transfer processing time.

Background and Strategies:

The commission seeks to process all permanent permit transfer requests as quickly as possible to help applicants avoid lost fishing time. The commission has streamlined procedures and effectively used computer technology to meet this stringent performance standard for processing nearly a thousand permanent permit transfers per year by our small staff.

Measure:

By June 30, 2002, the commission provides fishers with the option to renew licenses online.
Sec 75.b.4. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Contingent upon feasibility of timely acquiring and installing necessary technology, the commission is on target to achieve this performance measure for FY02.

Benchmark Comparisons:

Online licensing of crewmember and sport fisheries is now available in Alaska and other states. Provisions of Alaska's Limited Entry Act present some additional requirements and challenges for online licensing of Alaska's commercial fisheries, but the commission is committed to providing this service and has a plan in place and actions underway to achieve this performance measure.

Background and Strategies:

Online permit and vessel license renewal will provide the fishing public with more convenient, faster access to CFEC licensing functions and will reduce paper handling by commission staff.

NOTE: Since this measure is to be achieved by the end of FY02, the commission recommends that it be deleted from legislation introduced during the 2002 legislative session setting forth FY03 performance measures.

Measure:

The commission maintains the number of hearing officer and paralegal decisions issued during the year at 70 or more.
Sec 75.b.5. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The commission is on target to achieve this performance measure for FY02.

Benchmark Comparisons:

Alaska's laws and procedures governing adjudication of limited entry permit eligibility claims are unique to Alaska's limited entry program. No meaningful comparison with programs in other jurisdictions can be made regarding the rate at which decisions are issued.

Background and Strategies:

The commission strives to move all appeals of limited entry permit application decisions through the adjudication process as quickly as possible for the benefit of applicants and all other participants in the fishery. The extensive due process afforded all limited entry permit applicants under Alaska's Limited Entry Act can require investment of significant time and effort by the commission. Under state statute, an applicant with an appeal pending at any stage of the adjudication process is eligible for an interim-use permit allowing their continued participation in the fishery until a final decision is rendered in their case. While care to ensure applicants' rights, render the fairest and best possible decisions that will withstand further challenge is paramount, this performance measure maintains pressure on hearing officers and paralegals to produce decisions and keep appeals moving through the process at a good rate.

Measure:

The commission maintains the number of final decisions issued by the commission during the year at 100 or more.
Sec 75.b.6. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The commission is on target to achieve this performance measure for FY02.

Benchmark Comparisons:

Alaska's laws and procedures governing adjudication of limited entry permit eligibility claims are unique to Alaska's limited entry program. No meaningful comparison with programs in other jurisdictions can be made regarding the rate at which decisions are issued.

Background and Strategies:

The commission strives to adjudicate all appeals as quickly as possible for the benefit of applicants and all other participants in the fishery. The extensive due process afforded all limited entry permit applicants under Alaska's Limited Entry Act can require investment of significant time and effort by the commission. The commission works very hard to issue the best possible decisions at the rate established by this performance measure. Extra care is particularly critical at the final commission decision level as the next level of appeal is to the Alaska Superior Court.

Measure:

By the end of the fiscal year, the commission maintains or decreases the net number of cases pending before hearing officers and the commissioners from the number that are pending at the beginning of the fiscal year.

Sec 75.b.7. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The commission is on target to achieve this measure for FY02.

Benchmark Comparisons:

Alaska's laws and procedures governing adjudication of limited entry permit eligibility claims are unique to Alaska's limited entry program. No meaningful comparison with programs in other jurisdictions can be made regarding the rate at which decisions are issued and/or appealed.

Background and Strategies:

The number of new, incoming cases added annually to the workload of paralegals, hearing officers, and commissioners is dependent on a number of factors, including the number, size, and complexity of fisheries newly coming under limitation. During the course of a year, it is important to maintain a rate of case resolution equal to or exceeding the rate at which cases are appealed to the commission, or the result would be a ever-increasing backlog. The commission strives to develop straightforward limitation systems, issue decisions of such quality as to minimize further appeals, and maintain a pace of adjudication of cases that will ensure the maintenance or reduction of the net number of pending cases.

Measure:

The commission maintains at 20 percent or less the number of appeals from final decisions of the commission that are filed with the superior court during the year.

Sec 75.b.8. Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The commission is on target to achieve this performance measure for FY02.

Benchmark Comparisons:

Alaska's laws and procedures governing adjudication and appeals of limited entry permit eligibility claims are unique to Alaska's limited entry program. No meaningful comparison with programs in other jurisdictions can be made regarding the rate at which commission decisions are appealed.

Background and Strategies:

Under the Limited Entry Act, an applicant who disagrees with a final commission decision may appeal the decision to the Alaska Superior Court, and ultimately to the Alaska Supreme Court. Such appeals consume extensive time and resources of both CFEC and the Department of Law. Additionally, rulings against commission actions or decisions in a single case may be applied retroactively by the court and thus reopen large numbers of previously settled cases, potentially causing great harm to an entire fishery. The commission makes every effort to ensure that all due process and legal issues are meticulously addressed in each of its decisions in order to provide the best possible service to the public and to avoid court appeals. The commission has been very successful in these efforts in recent years. In 1982, more than 150 court challenges to CFEC permit application decisions were pending. Today, even with the commission issuing more than 100 final decisions per year, only four court challenges are pending.

State of Alaska FY2003 Governor's Operating Budget

**Office of the Governor
Performance Measures**

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Commissioner: Jim Ayers

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Governor's Key Department-wide Performance Measures for FY2003**Measure:**

Performance measures in departments' budgets are integrated with trend data available from departments to facilitate the development of performance measures in the future, and the assessment of whether performance has achieved the target levels.

Alaska's Target & Progress:

The Governor's Executive Budget Summary (EBS) for FY1997 included a few key performance measures for each department. One of the FY97 measures was for OMB to design and implement a new statewide budget system. Performance measures are now an integral part of the budget system. Three years ago, the legislature began working on missions and performance measures with departments. At the same time, the executive branch was expanding its use of performance measures as well as targeting their use to program areas where tracking progress, or the lack of it, is vital. To help bring focus to the goals and objectives of the Governor and the legislature, the reporting of performance measures in the Alaska budget system was simplified. The most significant Governor's performance measures are now presented at the department level in budget submissions, all legislative performance measures are presented at the budget request unit level. Performance measures are not repeated at the component level.

Benchmark Comparisons:

Other states vary in the number of key performance measures they track. Several that started with hundreds of measures eventually reduced the number to focus on the most important areas. The State of Alaska has gone through this process as well, and is also simplifying and reorganizing its use of performance measures. The purpose is so measures of special concern to lawmakers, the public, and agencies can be easily identified and tracked, as well as linked to broader indicators of change in selected program areas.

Background and Strategies:

In FY 2003, the use of performance measures will be taken a step farther, to link the assessment of performance as proposed in the budget to the use of trend indicator data which will help evaluate the degree to which progress has been accomplished. One aspect of this will be integration with the Department of Community and Economic Development's outstanding new online Alaska Economic Information System (currently in prototype development). With these new tools, trend indicator information will be much more easily available to the public and agencies.

Other states have learned that the process develops best when the executive and legislative branches work together to identify areas needing measures, agree on data needs and constraints, set targets for improvement that are aggressive but achievable, and adjust targets if necessary to meet the funding levels which are ultimately appropriated. The Knowles/Ulmer Administration is committed to working with the legislature to continue establishing viable performance measures and using the results to help evaluate budget needs and program effectiveness.

Measure:

DGC will bring affected local coastal districts and state and federal agencies together within 50 days to resolve issues for coastal projects requiring multi-agency permits.

Alaska's Target & Progress:

In FY2001, the average project review time for completed project reviews was 48 days, which is less than the required 50 days under regulation 6 AAC 50.

Background and Strategies:

A coordinated consistency review involves a review of multiple permits and the bringing together of a number of stakeholders to resolve any conflicts and issues. As the coordinator of this process, the Division identifies any systemic bottlenecks and seeks long term solutions that will improve the total time to complete a consistency review.

BRU/Component: Office of Management and Budget

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Annalee McConnell, Director

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Key Performance Measures for FY2003

Measure:

Performance measures in departments' budgets are integrated with trend data available from departments to facilitate both the development of performance measures in the future, as well as the assessment of whether performance has achieved the target levels.

Alaska's Target & Progress:

The Governor's Executive Budget Summary (EBS) for FY1997 included a few key performance measures for each department. One of the FY97 measures was for OMB to design and implement a new statewide budget system. Performance measures are now an integral part of the budget system. Three years ago, the legislature began working on missions and performance measures with departments. At the same time, the executive branch was expanding its use of performance measures as well as targeting their use to program areas where tracking progress, or the lack of it, is vital. To help bring focus to the goals and objectives of the Governor and the legislature, the reporting of performance measures in the Alaska budget system was simplified. The most significant Governor's performance measures are now presented at the department level in budget submissions, all legislative performance measures are presented at the budget request unit level. Performance measures are not repeated at the component level.

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Background and Strategies:

In FY 2003, the use of performance measures will be taken a step farther, to link the assessment of performance as proposed in the budget to the use of trend indicator data which will help evaluate the degree to which progress has been accomplished. One aspect of this will be integration with the Department of Community and Economic Development's outstanding new online Alaska Economic Information System (currently in prototype development). With these new tools, trend indicator information will be much more easily available to the public and agencies.

In FY 2003, the use of performance measures will be taken a step farther, to link the assessment of performance as proposed in the budget to the use of trend indicator data which will help evaluate the degree to which progress has been accomplished. One aspect of this will be integration with the Department of Community and Economic Development's outstanding new online Alaska Economic Information System (currently in prototype development). With these new tools, trend indicator information will be much more easily available to the public and agencies.

Other states have learned that the process develops best when the executive and legislative branches work together to identify areas needing measures, agree on data needs and constraints, set targets for improvement that are aggressive but achievable, and adjust targets if necessary to meet the funding levels which are ultimately appropriated. The Knowles/Ulmer Administration is committed to working with the legislature to continue establishing viable performance measures and using the results to help evaluate budget needs and program effectiveness.

Measure:

100% of granting agencies and grantees will be notified of audit requirements at least 3 months before single audits are due.

Alaska's Target & Progress:

A database is used to identify which state and/or federal grant recipients are required to have single audits and whether the audits contain findings and questioned costs. In FY2002 all grantees required to have a single audit will be notified of this requirement in sufficient time to have their audit conducted and submitted by the due date. Follow-up by OMB on audits with findings and questioned costs takes place on a monthly basis.

Benchmark Comparisons:

OMB has caught up with a significant backlog of audit reviews. Comparative information on other state's timeframes has not been gathered.

Background and Strategies:

As the state coordinating agency for single audits, OMB must ensure that entities expending \$300,000 or more per fiscal year in state financial assistance have an audit submitted within 9 months after the fiscal year end. Audit findings and questioned costs must be resolved by agencies within 6 months of the receipt of final audits.

As a recipient of federal financial assistance, OMB must ensure that the State's subrecipients of federal financial assistance submit federal single audits within 9 months after the fiscal year end. Audit findings and questioned costs must be resolved by agencies within 6 months of the receipt of final audits.

OMB has streamlined the compilation of financial information so recipients are notified of audit requirements at least 3 months before the audits are due. OMB is closely tracking audits with findings and questioned costs to ensure that the granting state agencies are monitoring the resolution process.

BRU/Component: Governmental Coordination

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

Governmental Coordination will bring affected local coastal districts and state and federal agencies together within 50 days to resolve issues for coastal projects requiring multi-agency permits.

Alaska's Target & Progress:

In FY2001, the average project review time for completed project reviews was 48 days, which is less than that required 50 days under regulation 6 AAC 50.

Background and Strategies:

A coordinated consistency review involves a review of multiple permits and the bringing together of a number of stakeholders to resolve any conflicts and issues. As the coordinator of this process, the Division identifies any systemic bottlenecks and seeks long term solutions that will improve the total time to complete a consistency review.

State of Alaska FY2003 Governor's Operating Budget

Department of Health and Social Services Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

The percentage of the Alaska Temporary Assistance Program (ATAP) (AS 47.27) families meeting federal work participation rates.

Sec 77(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In September 2001, 43% of all Temporary Assistance families were in countable work activities and had sufficient hours to meet the federal participation rate requirements. At that time, almost 52% of Temporary Assistance families were in countable work activities but not all had enough hours of participation to count in the federal participation rate.

Benchmark Comparisons:

According to the U.S. Department of Health and Human Services Third Annual Report to Congress on the TANF program, Alaska ranks 8th nationwide for adults in employment and 7th in the average number of hours for adults in employment. No state ranked higher in both measures of success. The Fourth Annual Report to Congress will be released by Spring 2002.

Federal law requires that states meet work participation requirements:

	Federal Rate All Families	Caseload Reduction Credit	Adjusted Target Rate	Alaska Rate Achieved
FFY 1998	30%	3%	27%	42%
FFY 1999	35%	18%	17%	46%
FFY 2000	40%	29%	11%	39%
FFY 2001	45%	37%	8%	42%
FFY 2002	50%	40%	10%	

FFY 01 Rate Achieved not yet federally verified as of 10/23/01.

FFY 02 Caseload reduction credit and adjustment target rate are estimated.

Every state's federal work participation rate is adjusted by a caseload reduction credit that reflects the state's success in moving families off of assistance and into employment. In FFY 2001, Alaska's caseload reduction credit was 37%. Based on the caseload reduction credit, Alaska's work participation target was 8%. Thus Alaska more than met the adjusted federal participation requirement.

Background and Strategies:

Temporary Assistance is a work-focused program designed to help Alaskans plan for self-sufficiency and to make a successful transition from welfare to work. Federal law requires the state to meet work participation requirements. Failure to meet federal participation rates results in fiscal penalties.

As Alaska's TA caseload declines, a growing portion of the families require more intensive services just to meet minimal participation requirements. Enhancement of TA Work Services will serve to identify and address client challenges to participation.

Measure:

The percentage of providers who are participating in the Medical Assistance program by region.
 Sec 78(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Provider Type	Providers Licensed by State of Alaska		Providers Paid at Least Once Medicaid Claim		Percent of Participating Providers	
	FY00	FY01	FY00	FY01	FY00	FY01
Physicians**	1,287	1,282	662	650	51%	51%
Dentists	412	431	221	216	53%	50%
Pharmacies	97	115	74	81	76%	70%
Hospitals	16	16	16	16	100%	100%
Nursing Facilities	15	15	15	15	100%	100%

** The total number of unduplicated physicians who had at least one paid claim during FY01 was 815. The discrepancy between the total of 815 and the 662 licensed physicians charted above can, at least in part, be attributed to the exclusion of Indian Health Services (IHS) physicians in the Occupational Licensing database. IHS physicians are not required to be licensed by the State of Alaska.

We feel we are making progress in our goal of increasing provider participation, but are still unable to measure any success effectively.

Benchmark Comparisons:

There are no comparisons to other states.

Background and Strategies:

This is a measure of Alaska's medical assistance clients' access to medical services through the same network of medical providers available to the balance of the State's population.

The Division continues to work towards complying with this Performance Measure requirement. However, we have had some difficulties.

To provide geographical information on providers, each provider must be matched by city. Therefore, the definition of each region needs to be defined clearly and each city pointed to a region to establish a total.

In addition, provider enrollment data in MMIS has not been purged since 1979. The number of enrolled providers exceeds 8,000. A data purge would be a lengthy and expensive undertaking, and for that reason, has not been done. This means MMIS fiscal year claim payment data must be compared to Occupational Licensing data - two separate databases without comparable data parameters. For instance, a provider may have several Medicaid provider ID's, one for each rendering address, each in a different region, but only one address within the Occupational Licensing file. A further complication arises because physicians practicing in the Medicaid program through the Indian Health Services need not be licensed with the State of Alaska and will not be included in the Occupational Licensing database.

It is also extremely difficult to identify unduplicated providers within a region and match them with comparable claims paid data. For example, a physician licensed to practice in the State of Alaska may do so through several different facilities in several different regions.

The division will continue to define and refine its methodology to respond to this measure in the most effective way possible.

Measure:

The percentage of legitimate reports of harm that are investigated.
 Sec 79(b)(8) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is 100 percent of all legitimate reports of harm will be investigated.

FY1997	73.6 percent
FY1998	77.3 percent
FY1999	78.1 percent
FY2000	88.8 percent
FY2001	90.7 percent

Benchmark Comparisons:

There is no national standard.

Background and Strategies:

Background

Reports of harm are prioritized according to the immediate or potential risk of harm to the child. A priority 1 rating is the most serious and must be responded to within 24 hours from the time the Division receives the report. Priority 2 reports of harm must be responded to within 72 hours of receipt of the report. Priority 3 reports are considered low risk and must be responded to within one week of receiving the report.

Not enough staff seriously affects the Division's ability to respond to all legitimate reports of harm. More staff is needed to reduce caseloads.

Strategies

- *More efficient work processes are needed.* The division is working on a new MIS system.
- *Increase the use of non-profit providers to respond to reports of harm.* The Division will continue the Early Intervention for Family Support or Dual Track grant program. The program provides funding to a partner agency to perform intervention and follow-up work for cases that DFYS has assessed as low risk. This program will enable social workers more time to investigate higher priority reports of harm.
- *Improvements in worker and supervisor training continue.* Workers receive training prior to being assigned cases, and then receive specialized and advanced training annually. In FY2001 the Family Services Training Academy delivered 44 training session, representing 252 days of in-service training to DFYS workers. Trained workers are necessary to respond to reports of harm.
- *Implementation of Transcription Services.* Transcription Services, a telephone dictation service, allows social workers to maintain current, accurate case files without increasing the need for internal clerical support. The Division anticipates that workers using the service spend on average 7.5 hours per week less completing paperwork.

Measure:

The rate of recidivism of youth in the juvenile justice system by region and by race.
 Sec 80(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following table reflects the rate of recidivism of youth in the juvenile justice system by region and by race.

Division of Juvenile Justice Institutional Recidivism By Region FY2001			
Facility	Baseline*	%	#
Bethel Youth Facility	70%	75%	8
Fairbanks Youth Facility	65%	32%	19

Johnson Youth Center**	NA	NA	NA
McLaughlin Youth Facility	47%	59%	106
Total	65%	56%	133

*The baseline for youth facilities was established by averaging the rates of recidivism for each facility. For McLaughlin Youth Center there is more than ten years of data available. For all of the other facilities there is less data and comparisons should be viewed with caution. Additionally there are wide variations from year to year with McLaughlin data and the overall trend is more significant than any one year of data.

The target for the facilities is to maintain or decrease recidivism from the established baseline which was established at a re-offense rate of 65% in FY 2000 for all DJJ facilities.

**The treatment unit at Johnson Youth Center opened April 1999 and did not release youth until FY2000.

Division of Juvenile Justice Institutional Recidivism By Race FY2001		
Race	%	#
Caucasian	50%	78
African American	69%	13
Native American	66%	32
Asian/Pacific Islander	40%	5
Unknown	80%	5
Total	56%	133

These percentages should be interpreted with caution as they are based on a small number of occurrences. No statistically significant differences exists in the rate of recidivism by race.

The benchmark for this measure is a re-offense rate of 65%. This was the Alaska statewide average re-offense rate in FY2000.

The Division of Juvenile Justice engaged in a series of involved internal discussions on re-offense measures before establishing the criteria used to produce this performance measure. Setting the benchmark to trigger the re-offense count at the point of conviction or subsequent adjudication eliminated those contacts with law enforcement which were dismissed or never pursued by the prosecutor. The established benchmark also excluded minor violations such as fish and game and traffic offenses which are not necessarily always indicative of criminal behavior. The two-year time frame set a stringent standard for the Division, but with this time frame as the benchmark, the Division felt the measure was a reliable indicator as to the effectiveness of the Division's efforts to positively impact the non-re-offense rates by those who went through our programs. There is no single, nationally accepted re-offense standard or definition. Jurisdictions around the country vary widely in the way they measure re-offense data. Alaska's definition and re-offense outcome measure was structured in a fashion which the Division believes strikes a balance between what we believe can be reasonably measured while assessing criteria which give the Division, the Legislature and the public a meaningful measure to assess the effectiveness of the Division's programs and services.

Background and Strategies:

This measure consists of the re-offense rates of youth who have been released from a Juvenile Justice long-term treatment facility. A recidivist is a youth who, within 24 months of release from a long-term treatment facility, has obtained either: a new juvenile institutional order or, a new juvenile adjudication or an adult conviction.

Measure:

The percentage of two-year-old children in the state who are fully immunized.
Sec 81(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of fully immunized 2-year-olds for calendar year 2000 was 77%. 69% were immunized by the end of 1996.

Background and Strategies:

In 1997, the Department launched a major initiative to increase the rate of fully immunized two-year-olds. In three years, we have jumped up 20 positions, going from 48th to 28th in national rankings. Now, over 75% of our two-year-old children have received their recommended vaccines. Alaska's comprehensive public-private initiative to increase childhood immunization rates will be extended through 2002 to achieve the highest possible immunization rates and to assure that Alaska children in school and daycare will have all required immunizations by the fall of 2002. The Department successfully implemented the new daycare and school immunization requirements in the fall of 2001, vaccinating all school children against hepatitis A and hepatitis B and all daycare attendees against hemophilus influenza type b and chickenpox.

Measure:

The rate of tuberculosis cases by race and region.
 Sec 81(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The rate of tuberculosis cases by race and region.

Region	FY 2000 Rate per 100,000 Population	Cases
Anchorage/Mat-Su	11.7	37
Gulf Coast	6.8	5
Interior	7.1	7
Northern	76.3	18
Southeast	4.1	3
Southwest	98.8	38
TOTAL	17.4	108

Race for 108 cases – 11 white; 9 black; 71 Alaska Native; 17 Asian or Pacific Islander

Benchmark Comparisons:

1996 Alaska TB rate = 16.0/100,000 population

Background and Strategies:

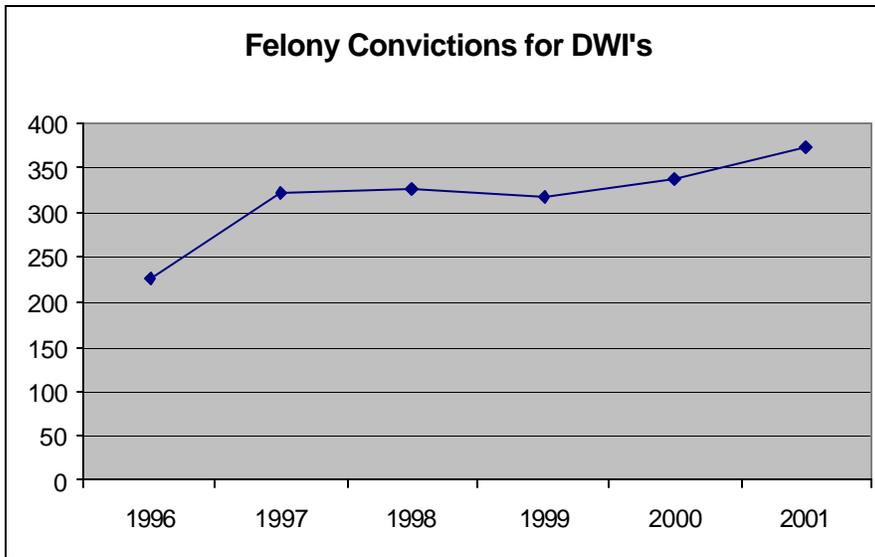
Tuberculosis has been a long-standing problem in Alaska and was the cause of death for 46% of all Alaskans who died in 1946. Major efforts, which included 10% of the entire state budget in 1946, led to one of the state's most visible public health successes-major reductions in TB across the state. Now this disease is reemerging and with it the threat of treatment-resistant strains of the disease. Inadequate resources to monitor and educate those most at risk have resulted in outbreaks in three geographic areas this past year. Significant new resources are needed to do the case finding, diagnostic tests and treatment follow-up required to keep the disease in check.

Measure:

The number of new convictions and the number of repeat convictions in state district and superior courts on charges of driving while intoxicated (DWI).
 Sec 82(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Felony DWI cases (repeat offenders) showed a slight decrease since 1997. For 1997 and 1998 convictions were 322 and 326 respectively. Convictions for 1999 were 317; for 2000, 337; and for 2001, 373.



Background and Strategies:

Driving while under the influence of alcohol (DWI) is one of the strongest indicators of the negative consequences associated with alcohol misuse. Recent DWI data for shows that approximately 45 - 48 percent of all automobile accident fatalities had alcohol or drugs as the major contributing factor. Driving while under the influence of alcohol impacts lives, not only in accidents, injuries, and deaths, but also in family suffering, employment problems, and social functioning.

DWI conviction data are collected and maintained by the State of Alaska Court System. Felony DWI data are included as a separate conviction category in regularly published reports. Misdemeanor DWI conviction data (which includes most first time offenses), however, are included with other misdemeanor traffic violations. To improve the measurement of this indicator misdemeanor DWI data should be collected as a separate category.

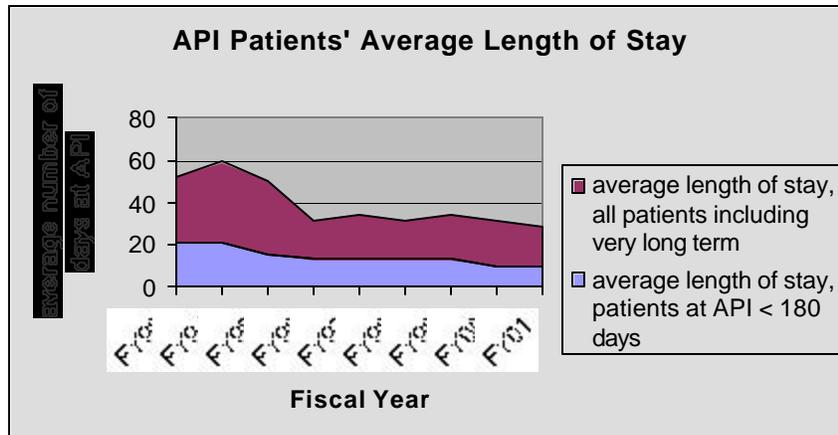
There are many variables that have an impact on a reduction in the number of DWI convictions, including enforcement efforts and prosecutor caseloads. However, we know that reductions in DWI also correlate with successful prevention efforts, particularly in terms of public awareness of the consequences of DWI. Other strategies used by the Division include but are not limited to: distribution of useful and effective information to targeted populations; identification of people with problems as early as possible and referral for appropriate services; improvement of interdisciplinary coordination and collaboration at local, regional and statewide levels.

Measure:

The average length of stay at the Alaska Psychiatric Institute.
 Sec 83(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Significant data has been compiled on API over the past few years, as a part of the evaluation of the federally funded Community Mental Health/API Replacement Project. As a result, it has become clear that community mental health providers would prefer that API be able to retain patients experiencing chronic mental illnesses for longer periods of time, so that the patients were more adequately or fully stabilized prior to their discharge back to their community and the community mental health center (CMHC) program with which they are associated. These providers would clearly prefer an average length of stay (ALOS) of more than 10 days.



API's ALOS for FY01 was 10 days for persons at API with stays of 180 days or less. When you include all persons being treated at API, including those with stays in excess of 180 days, the ALOS rises to 19 days. However, the number of persons at API with stays over 180 days totaled just 34, so it is clear that an ALOS of 10 days applies to the vast majority of the 1,544 patients admitted to API in FY01.

In FY01, API length of stay (LOS) data shows the following:

- 29% of all persons admitted were discharged from API within one day.
- 21% were discharged within two or three days
- 22% were discharged within four to 12 days
- 18% were discharged within 13 to 30 days
- 7% were discharged within 31 to 60 days
- 3% were discharged after 60 days.

Thus, 50% of all persons admitted to API were discharged within 3 days, many of whom were first time admits with substance abuse as well as acute psychiatric concerns at the time of admission.

Another 22% were discharged within 12 days. Hospitalizations of under two weeks are viewed as inadequate for some patients with chronic mental illnesses. From a CMHC's perspective, short stays not only fail to provide sufficient treatment time but also do not allow for adequate discharge planning between API, the patient, and the community provider.

At this time, while local capacity for hospitalization of persons experiencing a mental health crisis is in fact increasing in certain parts of the State (specifically in Juneau and Fairbanks), without similar local capacity in private, community hospitals in Anchorage (the major source of API admissions - 72% in FY01), we believe API's length of stay will continue near what it was in FY01.

Benchmark Comparisons:

There is not good data on lengths of stay at other public psychiatric hospitals across the country. While a national database containing such data is presently under development, through the auspices of the National Association of State Mental Health Program Director's Research Institute (or NRI), NRI has yet to produce ALOS data for State psychiatric hospitals. The vast majority of public psychiatric hospitals in the nation are reporting a variety of performance measurement data to NRI, but lengths of stay is not yet one of the performance areas that the NRI is measuring. It may be possible over the next year to seek this information from NRI, but determinations as to data reports are controlled by the mental health commissioners/directors of the 50 states, so it does take some time to get agreement on new initiatives. However, we know the NRI databank already has the necessary data points to calculate individual hospital average lengths of stay, so it might not be too difficult to get such information in the near future.

Finally, we are also well aware that API's very short ALOS is **highly unusual** for a state psychiatric hospital. The majority of public psychiatric hospitals do not accept emergency admissions, as API does 24/7. Most state hospitals only accept admissions during the day and during the normal business week.

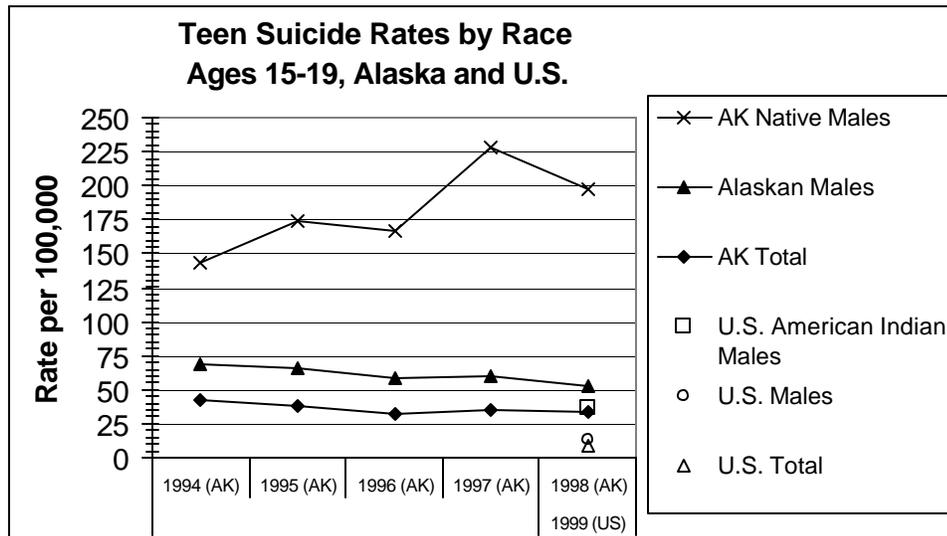
Background and Strategies:

The Community Mental Health/API Replacement Project was specifically designed to meet the long-term goal of converting API to a secondary or tertiary care facility. The project is presently entering its third year. Its strategy is to create or enhance existing community mental health services in the Anchorage area, thereby reducing admission pressure at API. This approach over time should reduce the use of API for mental health crises. Reducing the number of emergency admissions provides opportunities for more individualized patient care while creating the ability to work more closely with community mental health centers and their/our patients in a treatment program that maximizes a recovery approach to treatment.

Measure:

Decrease teen suicide rate (per 100,000 aged 15-19 years).

Alaska's Target & Progress:



Source: Alaska Bureau of Vital Statistics and National Center for Health Statistics. Data for Alaska is based on a 3-year average with the years indicated at the bottom of the chart representing the middle year of each three-year period.

- ❖ The overall teen suicide rate declined in Alaska by over 23%, from a three-year average of 43.1 per 100,000 in 1993-1995 to 33.0 per 100,000 in 1997-1999. Nevertheless, Alaska's teen suicide rate for 1997-1999 was four times the national teen suicide rate for 1999.
- ❖ The male teen suicide rate in Alaska declined by 23.4%, from 68.7 in 1993-1995 to 52.6 in 1997-1999. Alaska's average suicide rate for male teens for the three-year period 1997-1999 was nearly four times the national rate of 13.9 (for 1999).
- ❖ The suicide rate of male Alaska Native teens for the period 1997-1999 was 197.5, which was 5.4 times that of the group with the highest suicide rate reported nationally in 1999 (male American Indian teens).
- ❖ The suicide rate of male Alaska Native teens climbed by 38.8% from 1993-1995 to 1997-1999. There were at least 43 suicides by Alaska Native teens in any consecutive three-year period between 1993 and 1999, resulting in suicide rates ranging from 142.6 per 100,000 (1993-1995) to 227.8 per 100,000 (1996-1998).

Benchmark Comparisons:

For 1996 the Alaska total teen (age 15-19) suicide rate was 38.3 per 100,000 teen population.

Background and Strategies:

Teen suicide continues to be a major concern in Alaska, being nearly four times the U.S. rate of 9.5 per 100,000 (the level for Alaskans of all ages is 23.7 in 1998, about twice the U.S. rate of 10.3). Numerous activities at the state and local level over the past several years have been directed specifically to identifying youth at risk and providing the individual and group education and intervention needed to help prevent/reduce teen suicides. The Department will participate in the newly established Suicide Prevention Council which is charged with developing a strategy to address suicide in Alaska.

Public Assistance Budget Request Unit

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Key Performance Measures for FY2003

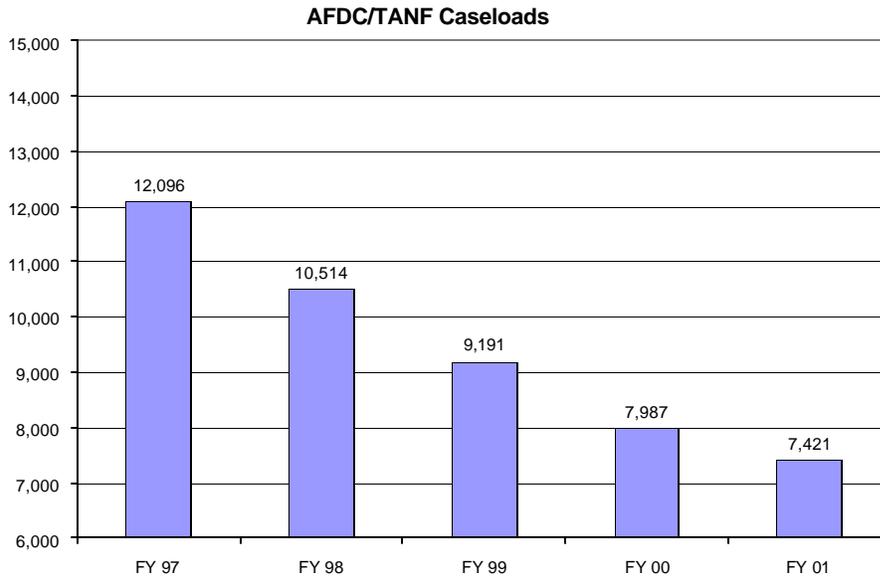
Measure:

Welfare to Work - Welfare Caseload (Governor's Indicator)

Alaska's Target & Progress:

Temporary Assistance for Needy Families (TANF) Caseload

The Average Monthly AFDC/TANF Caseloads by Fiscal Year for FY1997 through FY2001 are as follows:



Four years of welfare reform in Alaska have brought some remarkable achievements. The average caseload for FY2001 was 39% below FY1997, the year before welfare reform was implemented. In FY2001 the average monthly number of TANF cases receiving cash assistance was 7,421 or 4,675 fewer cases than the FY1997 AFDC caseload level of 12,096.

Background and Strategies:

This indicator measures changes in the size of the AFDC caseload prior to July, 1997 and the Temporary Assistance for Needy Families (TANF) caseload after that date. The TANF caseload includes the Alaska Temporary Assistance Program and the Native Family Assistance Programs administered by Tanana Chiefs Conference, Association of Village Council Presidents and Central Council of Tlingit & Haida. Due to differences in reporting methods between the AFDC and the TANF programs, consistent and comparable numbers are not available for any levels lower than the division region level. Caseload data is available at the community and census area level for the Alaska Temporary Assistance Program beginning in October, 1997

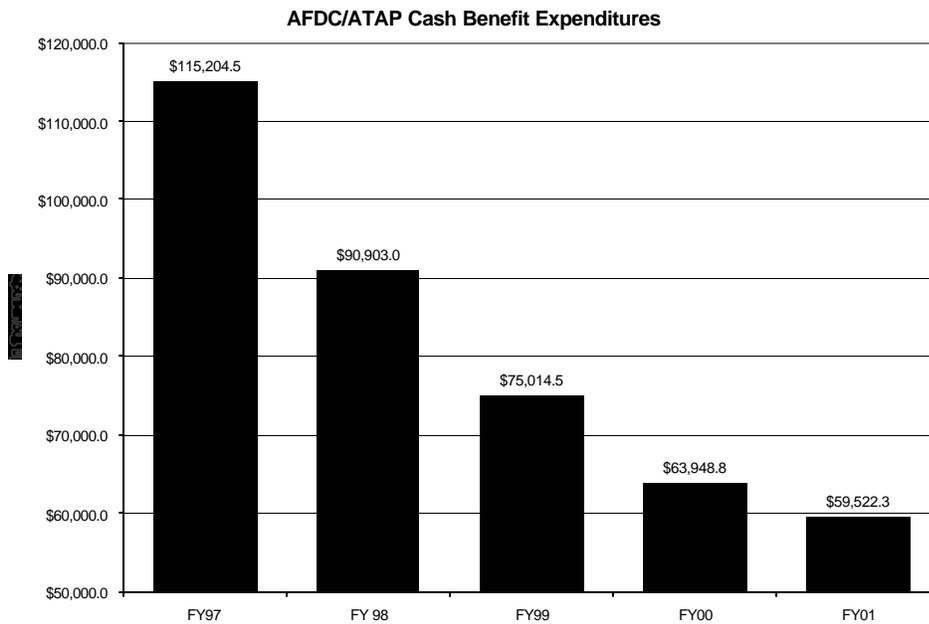
Measure:

Welfare - Savings to State (Governor's Indicator)

Alaska's Target & Progress:

Temporary Assistance for Needy Families (TANF) Cash Benefit Expenditures:

The Total AFDC/TANF Cash Benefit Expenditures by Fiscal Year FY1997 through FY2001 are as follows:



Spending on welfare payments to recipients continues to decline. In FY2001 cash benefits expenditures declined to \$59.5 million, a 48% decline from the \$115.2 million spent in FY1997, the year before welfare reform took effect.

Background and Strategies:

This indicator measures the decline over recent years in the total cash benefit amount paid to families under the prior AFDC program and the TANF programs. It includes benefit expenditures paid by the Native Family Assistance Program. The measure reflects both caseload decline and the reduced monthly benefit amounts received by families due to increased earnings and other changes in policy.

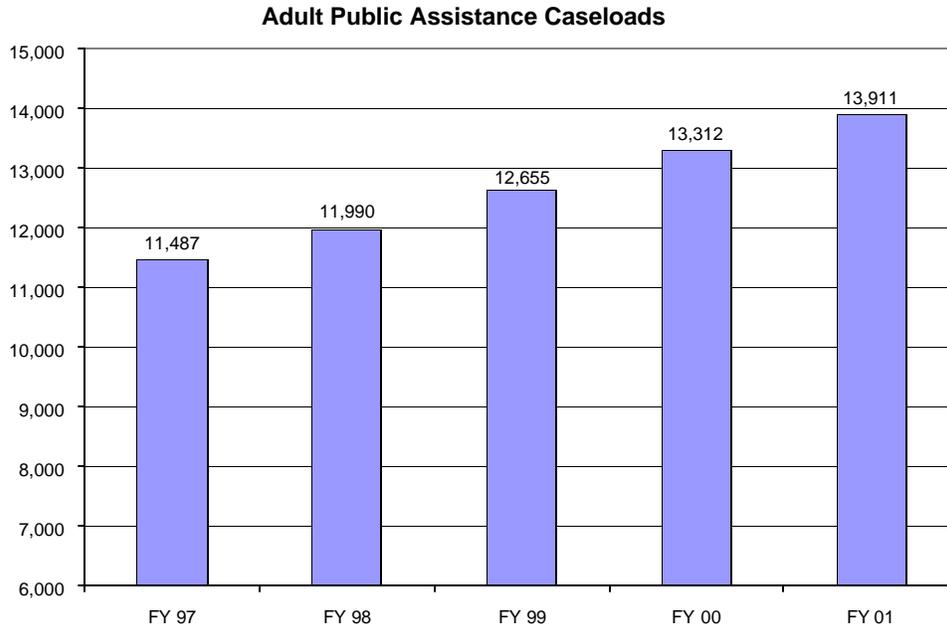
Some of the savings from reduced monthly benefit expenditures have allowed federal TANF dollars to be used for a variety of purposes which save state general fund dollars: Child Care, Head Start programs, and child protection services. Saved state and federal funds have also been reinvested into efforts to prepare more recipients for work.

Measure:

Adult Public Assistance (APA) Caseload (Governor's Indicator)

Alaska's Target & Progress:

The Average Monthly APA Caseloads by Fiscal Year FY1996 through FY2001 are as follows:



The number of elderly and disabled Alaskans who rely on the APA program to meet basic needs has steadily increased, a trend that is expected to continue. The FY2001 average monthly APA caseload was 13,911, up 4.5% compared to FY2000.

Background and Strategies:

This indicator measures the growth in the Adult Public Assistance program which serves very needy elderly, blind and disabled Alaskans. The growth in this program mirrors conditions nationwide and can be attributed to a combination of earlier identification and treatment of disabilities, and increased longevity. The caseload size of the program is sustained by the long-term nature of the needs of these recipients.

BRU/Component: Medicaid Services

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Janet Clarke, Director, Administrative Services

Tel: (907) 465-1630 Fax: (907) 465-2499 E-mail: janet_clarke@health.state.ak.us

Key Performance Measures for FY2003**Measure:**

The percentage of claims with no errors categorized by the type of provider.
Sec 78(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Provider Type	Percentage of "Clean Claims"
Pharmacies	80.23%
Dentists	72.96%
Nursing Facilities	69.75%
Physicians	69.01%
Hospitals	57.45%
All Providers	72.64%

The percentage of error-free claims reported for FY00 was 73.54%. Only two provider categories reported decreased percentages: physicians and dentists -- both had a less than 1% change from last year.

Benchmark Comparisons:

The division has requested comparable information from other states, but has not yet received responses to those requests.

Background and Strategies:

This is a measure of the providers ability to file error-free claims which reduces the time and effort required to process claims. Those provider types experiencing more problems filing error-free claims are targeted for additional training. We assume that providers who do not experience problems in getting claims paid are much more likely to continue participating in the Medicaid Program.

Measure:

The percentage of the providers who are participating in the medical assistance program by region.
Sec 78(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Provider Type	Providers Licensed by State of Alaska		Providers Paid at Least Once Medicaid Claim		Percent of Participating Providers	
	FY00	FY01	FY00	FY01	FY00	FY01
Physicians**	1,287	1,282	662	650	51%	51%
Dentists	412	431	221	216	53%	50%
Pharmacies	97	115	74	81	76%	70%
Hospitals	16	16	16	16	100%	100%
Nursing Facilities	15	15	15	15	100%	100%

** The total number of unduplicated physicians who had at least one paid claim during FY01 was 815. The discrepancy between the total of 815 and the 662 licensed physicians charted above can, at least in part, be attributed

to the exclusion of Indian Health Services (IHS) physicians in the Occupational Licensing database. IHS physicians are not required to be licensed by the State of Alaska.

We feel we are making progress in our goal of increasing provider participation, but are still unable to measure any success effectively.

Background and Strategies:

This is a measure of Alaska's medical assistance clients' access to medical services through the same network of medical providers available to the balance of the State's population.

The Division continues to work towards complying with this Performance Measure requirement. However, we have had some difficulties.

To provide geographical information on providers, each provider must be matched by city. Therefore, the definition of each region needs to be defined clearly and each city pointed to a region to establish a total.

In addition, provider enrollment data in MMIS has not been purged since 1979. The number of enrolled providers exceeds 8,000. A data purge would be a lengthy and expensive undertaking, and for that reason, has not been done. This means MMIS fiscal year claim payment data must be compared to Occupational Licensing data - two separate databases without comparable data parameters. For instance, a provider may have several Medicaid provider ID's, one for each rendering address, each in a different region, but only one address within the Occupational Licensing file. A further complication arises because physicians practicing in the Medicaid program through the Indian Health Services need not be licensed with the State of Alaska and will not be included in the Occupational Licensing database.

It is also extremely difficult to identify unduplicated providers within a region and match them with comparable claims paid data. For example, a physician licensed to practice in the State of Alaska may do so through several different facilities in several different regions.

The division will continue to define and refine its methodology to respond to this measure in the most effective way possible.

BRU/Component: Catastrophic and Chronic Illness Assistance (AS 47.08)

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Janet Clarke, Director, Administrative Services

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Key Performance Measures for FY2003

Measure:

Please refer to Medical Assistance BRU Performance Measures.

Public Assistance Administration Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of the Alaska Temporary Assistance Program (ATAP) (AS 47.27) families meeting federal work participation rates.

Sec 77(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In September 2001, 43% of all Temporary Assistance families were in countable work activities and had sufficient hours to meet the federal participation rate requirements. At that time, almost 52% of Temporary Assistance families were in countable work activities but not all had enough hours of participation to count in the federal participation rate.

According to the U.S. Department of Health and Human Services Third Annual Report to Congress on the TANF program, Alaska ranks 8th nationwide for adults in employment and 7th in the average number of hours for adults in employment. No state ranked higher in both measures of success. The Fourth Annual Report to Congress will be released by Spring 2002.

Benchmark Comparisons:

Federal law requires that states meet work participation requirements:

	Federal Rate All Families	Caseload Reduction Credit	Adjusted Target Rate	Alaska Rate Achieved
FFY 1998	30%	3%	27%	42%
FFY 1999	35%	18%	17%	46%
FFY 2000	40%	29%	11%	39%
FFY 2001	45%	37%	8%	42%
FFY 2002	50%	40%	10%	

FFY 01 Rate Achieved not yet federally verified as of 10/23/01.

FFY 02 Caseload reduction credit and adjustment target rate are estimated.

Every state's federal work participation rate is adjusted by a caseload reduction credit that reflects the state's success in moving families off of assistance and into employment. In FFY 2001, Alaska's caseload reduction credit was 37%. Based on the caseload reduction credit, Alaska's work participation target was 8%. Thus Alaska more than met the adjusted federal participation requirement.

Background and Strategies:

Temporary Assistance is a work-focused program designed to help Alaskans plan for self-sufficiency and to make a successful transition from welfare to work. Federal law requires the state to meet work participation requirements. Failure to meet federal participation rates results in fiscal penalties.

As Alaska's TA caseload declines, a growing portion of the families require more intensive services just to meet minimal participation requirements. Enhancement of TA Work Services will serve to identify and address client challenges to participation.

Measure:

Rate of job retention among adults receiving Temporary Assistance by region.

Sec 77(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The rate of job retention for Temporary Assistance recipients statewide was 80% in FFY00 and FFY01. The method used to measure job retention mirrors that required by the federal government for the TANF High Performance Bonus,

using quarterly data from the Alaska Department of Labor.

Rate of Job Retention by region:

Central	80%
Coastal	80%
Southeast	79%
Northern	79%

The DPA goal for job retention by Temporary Assistance recipients in FFY02-03 is 80%.

Job retention is measured for a period of 12 months and the recipient must be working in each quarter during the 12 month period.

Background and Strategies:

Job retention enables families to reduce or eliminate dependency on welfare. Case management, supportive services and child care payments are important services which help to improve job retention.

Most often, those Temporary Assistance adults who have the best ability to retain employment are the most likely to leave the caseload. As the caseload declines, those adults with more significant barriers to employment make up a higher percentage of the caseload. Therefore, with a declining caseload it is increasingly difficult to maintain high job retention percentages.

Measure:

Percentage of ATAP adults who have left assistance because they become employed who are receiving day care assistance.

Sec 77(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01, an average of 1,006 children in 595 families received PASS II child care.
100% of the families requesting PASS II receive the assistance.

Background and Strategies:

In FY02, all families who leave Temporary Assistance for employment will continue to be guaranteed one year of transitional child care if they need it.

Working families who have left Temporary Assistance are guaranteed one year of transitional child care (PASS II) if they need it. This program is administered by the Department of Education and Early Development. This measure indicates usage of child care assistance by Temporary Assistance clients who have worked their way off welfare. Some Temporary Assistance families will leave the program with employment without requiring child care.

Measure:

The percentage of adults receiving temporary assistance who have earned income.

Sec 77(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of Temporary Assistance adults with earned income was 31% in September 2001.

The percentage of families leaving Temporary Assistance who reported earnings when they left was 38% in September 2001.

Goal for FY02-03 is 45% of Temporary Assistance adults with earned income, and 45% of case closures with reported earned income.

Background and Strategies:

This is a measure of current Temporary Assistance recipients who have earned income. As the caseload declines, those adults with more significant barriers to employment make up a higher percentage of the caseload. Therefore, with a declining caseload, it becomes more difficult to achieve higher percentages of recipients with earned income. The goal of the division's welfare-to-work effort is to move families off assistance and into a job that pays well enough for the family to be self-sufficient. Case management, supportive services, child care and other services are critical to the success of this effort.

Measure:

The rate of payment accuracy for ATAP payments & Food Stamps.
Sec 77(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Temporary Assistance payment accuracy rate was 96% in FFY01.

In FFY 98, FFY 99 and FFY00 the Food Stamp accuracy rate was 88%, 84%, and 93% respectively. Food Stamp state-calculated payment accuracy rate was 91% for FFY01 as of 10/22/01. FFY01's federally-calculated payment accuracy rate will be available April 2002.

The goal for FY02-03 is 94% accuracy in Food Stamps and 98% accuracy in Temporary Assistance.

Benchmark Comparisons:

The US Department of Agriculture determines acceptable performance for Food Stamp payment accuracy for all states by using a national average after the end of the federal fiscal year (September). States with accuracy rates worse than the national average can receive fiscal penalties. The national average for FFY01 is anticipated to be approximately 90%. In FFY 01 the state calculated Food Stamp accuracy rate was 91%. USDA publishes the national average in the spring each year.

Background and Strategies:

Accurate benefits ensure clients have the amount of benefits to which they are entitled. Fluctuating benefits cause budget issues for clients and impact their ability to gain self-sufficiency. The Quality Assessment Reviews evaluate payment accuracy using statistically valid desk reviews.

The failing accuracy rates in FY98 and FY99 were due in large part to the dramatic changes caused by the implementation of welfare reform. Through a settlement with USDA, the Division reinvested a portion of the penalty in a program to improve the rate which resulted in remarkable success during FFY00.

Medical Assistance Administration Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The average time the division takes from receiving a claim to paying it.
 Sec 78(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the last half of FY01, it took an average of 11.08 days to pay claims.

Benchmark Comparisons:

Federal regulation requires that 90% of all clean claims received must be paid within 30 days, and 99% of all clean claims received must be paid within 90 days (42 CFR 447.45 Time of Claims Payment).

Background and Strategies:

The assumption is that the timely payment of medical claims gives providers incentive to participate in the Medicaid Program. Therefore, the legislature and the division are interested in a measure of how timely the division responds to or pays claims.

Measure:

The percentage of total funds that are used to pay claims compared to the percent used for administration of the division.
 Sec 78(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

	Current Year (FY01)	Previous Year (FY00)
Claims Payments	96.7%	96.3%
Division Administrative Costs	3.3%	3.7%

Benchmark Comparisons:

The HCFA publication "Medicaid Statistics Program and Financial Statistics Fiscal Year 1998", the most recent statistical information available, reports a 4.13% administrative cost versus a 95.87% for program payments. The source documented is the HCFA 64.

Background and Strategies:

This is a fiscal measure of the State's administrative overhead necessary to support the medical assistance programs.

Purchased Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number of children substantiated as abused or neglected and the number of children unconfirmed as abused or neglected by region.

Sec 79(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

1) The number of children substantiated as abused or neglected:

FY1997	3,267 of 7,563 (43.2%) children substantiated as abused or neglected
FY1998	3,690 of 8,128 (45.4%) children substantiated as abused or neglected
FY1999	3,568 of 7,592 (47.0%) children substantiated as abused or neglected
FY2000	3,266 of 6,598 (49.5%) children substantiated as abused or neglected
FY2001	4,122 of 8,865 (46.5%) children substantiated as abused or neglected

The recommended baseline year is FY1997.

2) The number of children substantiated as abused or neglected by region:

FY2001	
Anchorage Region	1,338 of 3,249 children
Southcentral Region	1,232 of 2,335 children
Northern Region	1,246 of 2,361 children
Southeast Region	<u>306 of 920 children</u>
FY2001 Total	4,122 of 8,865 children

3) The number of children unconfirmed as abused or neglected by region:

FY2001	
Anchorage Region	1,700 of 3,249 children
Southcentral Region	908 of 2,335 children
Northern Region	879 of 2,361 children
Southeast Region	<u>448 of 920 children</u>
FY2001 Total	3,935 of 8,865 children

Background and Strategies:

Workers conclude every assigned investigation with a determination that the report of harm was substantiated, unconfirmed, or invalid. A substantiated report of harm is one where the available facts indicate a child has suffered harm as a result of abuse or neglect as defined by AS 47.10.011. An unconfirmed report of harm is one where, based on the available facts, the worker is unable to determine if a child has suffered harm as a result of abuse or neglect. An invalid report is one where there are no facts to support the allegation that a child has suffered abuse or neglect.

This measure is also required for the Federal Review. The Federal Review is conducted by the U.S. Department of Health and Human Services, which is authorized by the 1994 amendments to the Social Security Act to review every State's child and family service programs in order to ensure substantial conformity with the State plan requirements in titles IV-B and IV-E of the Social Security Act. The Federal Review assesses the State's conformity in providing child protection services, foster care, adoption, family preservation and family support, and independent living services.

The Federal Review measure most related to this State measure is *Disposition of Child Abuse and Neglect Reports*. This measure is based on the disposition or finding of any child who was the subject of an investigation in a particular

report, and includes the number and percentages of reports and of children. The division recommends that the same measure for the Federal Review be used for this State measure in the future.

- *Increase the division's ability to respond to reports of harm.* By responding to all legitimate reports of harm, even reports which represent "lower levels of risk" to a child, children are safer, and families are provided an opportunity to remedy the situation sooner. The Early Intervention for Family Support or Dual Track grant program is one example of reaching at-risk children and families sooner and diverting them from state custody. Community grant programs receive referrals from the division of children and families that present "lower levels of risk". It also enables social workers have more time to investigate higher priority reports of harm.
- *Implementation of Child Advocacy Centers.* These centers help create specialized teams to investigate abuse and neglect, which targets workers time and energy on the cases that need the most time.

Measure:

The incidence of child abuse or neglect in foster care.
Sec 79(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Division's target is zero incidences of child abuse or neglect in foster care.

Review of the preliminary data indicated that the data was not reliable. The Division is continuing to analyze and collect this data.

Background and Strategies:

The Federal Review also includes this same measure. It is defined as follows: Of all children who were served in foster care during the reporting period, what percentage was the subject of substantiated or indicated (unconfirmed in Alaska) maltreatment by a foster parent or facility staff? Both the percentage and total number of children are provided. This group also includes relatives who are caring for children in state custody.

The only way to obtain this information in Alaska is to complete a file review. We are currently conducting this file review and will have information available for this measure by December 1, 2001.

- *Continue the APSIN Flag program.* This program is a collaborative, on-going effort between the Department of Public Safety and the Division of Family and Youth Services. All licensed caregivers are entered into APSIN and if there is ever a police response to the home, the division is immediately notified.
- *Provide Foster Parents and Relative CareGivers the support and information they may need.* Essential to meeting this strategy is a effective training program for caregivers. The division offers training to all licensed caregivers and tracks the amount of training each foster parent receives annually.

Measure:

The length of time in state custody before achieving adoption.
Sec 79(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is 6 months from termination of parental rights.

FY1997	17.4 months
FY1998	19.8 months
FY1999	14.5 months
FY2000	15.1 months
FY2001	12.0 months

The recommended baseline is FY1997.

Background and Strategies:

This measures the length of time in months to achieve adoption from the point in time when both parents' rights have been terminated or when they relinquish their rights to the point in time when the adoption is final.

- *Continue Project Succeed and the Adoption Placement Program (Balloon Project).* To reduce the length of time in state custody before achieving permanent placement the Department has dedicated resources and implemented initiatives including Project SUCCEED and the Balloon Project to move children waiting in the system to a permanent home. The Balloon Project workers focus on the "transition list" of children who have been in custody the longest.
- *Promote the Alaska Adoption Exchange.* The Alaska Adoption Exchange promotes earlier identification of children in the system waiting for permanent homes and potential families wanting them. The Exchange also lists potential adoptive families who are considered for placements of special needs children. This also includes children who are not legally free but have termination of parental rights planned and the Division has court approval to register them on the Exchange.
- *Provide training for adoptive parents with special needs children.* Provide training for adoptive parents of special needs children to develop the skills they need to successfully deal with the special needs of their adoptive children.
- *Implement SNAP, the Simple New Adoption Process.* SNAP, an adoption re-engineering process, will help speed up and streamline the adoption process. SNAP will simplify adoption approval, use technology to expedite the process, and create a team with the Guardian Ad Litem and the Attorney General's office to prepare for termination of parental rights.
- *Continue the Homestudy Project.* The Homestudy Project focus is on completing homestudies for children who are in custody but not yet legally free for adoption. The project prepares the family for the adoption so that when the child is legally free, the adoption can be pursued quickly.

Measure:

The average length of time in state custody before achieving reunification.
Sec 79(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is to maintain FY2001 timeframe of 9.6 months..

FY1999	9.3 months
FY2000	9.9 months
FY2001	9.6 months

Benchmark Comparisons:

The Federal Review has a related measure that is a comparison across States. The measure is defined as follows: Of all children who were reunified with their parents or caretakers at the time of discharge from foster care, what percentage was reunified in less than 12 months from the time of the latest removal from home. The division recommends that the same measure for the Federal Review be used for this State measure in the future. It is crucial that proposed actions to establish family visitation centers to maintain this timeframe or even to improve the current time frame.

Background and Strategies:

Many factors contribute to when reunification can or should occur. Workers consider progress and change on the part of the family members in remedying the situation that caused the child to be removed when considering reunification. A premature reunification can lead a child back into custody and placement outside of his or her home, so it is important that the timing is right for the family. Likewise, a delay in reunification can lead to frustration and a loss of any progress made by the parents or family members.

- *Continue Family Support Services.* The Division provides family support services to the child and to the parents to enable the safe return of the child to the family home. Family services include counseling, substance abuse treatment, mental health services, assistance to address domestic violence, visitation with family members, parenting classes, in-home services, temporary child care services, and transportation.
- *Support Child and Family Visitation Centers.* The Division is requesting funding to support family visitation centers. These centers help maintain critical links while parent and child are separated.

Measure:

The number of child-days that foster homes were found to be beyond license capacity by location.
Sec 79(b)(7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is 0 child-days.

In FY2001 only one foster home was beyond license capacity:

Anchorage: 1 foster home beyond capacity for 9 days

The recommended baseline year is FY2001.

Background and Strategies:

Licensing requirements specify no more than two children in each foster home is allowed. However, there are instances where variance or exemptions are made to this requirement. It mostly occurs when groups of siblings are placed together. Any licensed foster home with more than two children receives special variance or exemption.

There is no related measurement for the Federal Review, although, the Review will look for instances where siblings are not placed together. There should be well-documented reasons for not placing siblings together.

- *Continue Foster A Future campaign.* The "Foster A Future" media campaign was developed with emphasis on recruiting foster parents statewide, in collaboration with community agencies and tribal organizations, churches, children's conference organizers, and foster parent support groups.

Measure:

Children awaiting permanent placement for 2 years or more. (Governor's Indicator)

Alaska's Target & Progress:

The target for this measure is no child waits 2 years or more for a permanent placement.

In FY2001 there were 506 of 1,795 children (31.2 %) in custody waiting for a permanent placement 2 years or longer.

Background and Strategies:

The Federal Review has a related measure that is defined as follows: Median length of stay in foster care. The division is working on developing this data and it will be available by the end of January 2002. If the division is successful in gathering valid data, it is recommended that the federal measure be used for the State measure in the future.

- *Continue Project Succeed and the Adoption Placement Program (Balloon Project).* To reduce the length of time in state custody before achieving permanent placement the Department has dedicated resources and implemented initiatives including Project SUCCEED and the Balloon Project to move children waiting in the system to a permanent home. The Balloon Project workers focus on the "transition list" of children who have been in custody the longest.
- *Promote the Alaska Adoption Exchange.* The Alaska Adoption Exchange promotes earlier identification of children in the system waiting for permanent homes and potential families wanting them. The Exchange also lists potential adoptive families who are considered for placements of special needs children. This also includes

children who are not legally free but have termination of parental rights planned and the Division has court approval to register them on the Exchange.

- *Provide training for adoptive parents with special needs children.* Provide training for adoptive parents of special needs children to develop the skills they need to successfully deal with the special needs of their adoptive children.
- *Implement SNAP, the Simple New Adoption Process.* SNAP, an adoption re-engineering process, will help speed up and streamline the adoption process. SNAP will simplify adoption approval, use technology to expedite the process, and create a team with the Guardian Ad Litem and the Attorney General's office to prepare for termination of parental rights.
- *Continue the Homestudy Project.* The Homestudy Project focus is on completing homestudies for children who are in custody but not yet legally free for adoption. The project prepares the family for the adoption so that when the child is legally free, the adoption can be pursued quickly.
- *Continue Family Support Services.* The Division provides family support services to the child and to the parents to enable the safe return of the child to the family home. Family services include counseling, substance abuse treatment, mental health services, assistance to address domestic violence, visitation with family members, parenting classes, in-home services, temporary child care services, and transportation.
- *Support Child and Family Visitation Centers.* The Division is requesting funding to support family visitation centers. These centers help maintain critical links while parent and child are separated.

Family and Youth Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number of children in state custody longer than 18 months and 36 months.
Sec 79(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is no child waits longer than 2 years or more to leave state custody

FY2001 1,049 of 1,937 (54 percent) children were in state custody for 18 months or longer.

FY2001 501 of 1,937 (26 percent) children were in state custody for 36 months or longer.

The recommended baseline year is FY2001.

Background and Strategies:

The Federal Review has two related measures that are defined as follows: Median length of stay in foster care and Number of children in care 17 of the most recent 22 months. The division recommends that the same measure for the Federal Review be used for this State measure in the future. The division is working on developing the new data and it will be available by the end of January 2002.

- *Continue Project Succeed and the Adoption Placement Program (Balloon Project).* To reduce the length of time in state custody before achieving permanent placement the Department has dedicated resources and implemented initiatives including Project SUCCEED and the Balloon Project to move children waiting in the system to a permanent home. The Balloon Project workers focus on the "transition list" of children who have been in custody the longest.
- *Promote the Alaska Adoption Exchange.* The Alaska Adoption Exchange promotes earlier identification of children in the system waiting for permanent homes and potential families wanting them. The Exchange also lists potential adoptive families who are considered for placements of special needs children. This also includes children who are not legally free but have termination of parental rights planned and the Division has court approval to register them on the Exchange.
- *Provide training for adoptive parents with special needs children.* Provide training for adoptive parents of special needs children to provide adoptive parents with the skills they need to successfully deal with the special needs of their adoptive children.
- *Implement SNAP, the Simple New Adoption Process.* SNAP, an adoption re-engineering process, will help speed up and streamline the adoption process. SNAP will simplify adoption approval, use technology to expedite the process, and create a team with the Guardian Ad Litem and the Attorney General's office to prepare for termination of parental rights.
- *Continue the Homestudy Project.* The Homestudy Project focus is on completing homestudies for children who are in custody but not yet legally free for adoption. The project prepares the family for the adoption so that when the child is legally free, the adoption can be pursued quickly.
- *Continue Family Support Services.* The Division provides family support services to the child and to the parents to enable the safe return of the child to the family home. Family services include counseling, substance abuse treatment, mental health services, assistance to address domestic violence, visitation with family members, parenting classes, in-home services, temporary child care services, and transportation.

- *Support Child and Family Visitation Centers.* The Division is requesting funding to support family visitation centers. These centers help maintain critical links while parent and child are separated.

Measure:

The number of closed cases in which there is a reoccurrence of maltreatment.
Sec 79(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is 13 percent by FY2003. The national standard used for this measure in the Federal Review is 6 percent.

FY1999	962 of 4,147 (23.2%) closed cases had a reoccurrence of maltreatment
FY2000	1,212 of 4,592 (26.4%) closed cases had a reoccurrence of maltreatment
FY2001	999 of 4,233 (23.6%) closed cases had a reoccurrence of maltreatment

The recommended baseline year is FY1999.

Background and Strategies:

This measure is the same as one used in the Federal Review. Recurrence of Maltreatment is defined as follows: of all children who were victims of substantiated or indicated (unconfirmed in Alaska) child abuse and/or neglect during the first 6 months of the reporting period, what percentage had another substantiated or indicated report within a 6-month period?

- The Federal Review will provide more of an analysis of why so many children are being re-reported. Once the analysis is completed the division will develop action plan to achieve the national standard of 6%.

Measure:

The percentage of legitimate reports of harm that are investigated.
Sec 79(b)(8) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is 100 percent of all legitimate reports of harm will be investigated.

FY1997	73.6 percent
FY1998	77.3 percent
FY1999	78.1 percent
FY2000	88.8 percent
FY2001	90.7 percent

The recommended baseline is FY1997.

Background and Strategies:

Reports of harm are prioritized according to the immediate or potential risk of harm to the child. A priority 1 rating is the most serious and must be responded to within 24 hours from the time the Division receives the report. Priority 2 reports of harm must be responded to within 72 hours of receipt of the report. Priority 3 reports are considered low risk and must be responded to within one week of receiving the report.

Not enough staff seriously effects the Division's ability to respond to all legitimate reports of harm. More staff is needed.

- *More efficient work processes are needed.* The division is working on a new MIS system.

- *Increase the Division's ability to respond to reports of harm.* The Division will continue the Early Intervention for Family Support or Dual Track grant program. The program provides funding to a partner agency to perform intervention and follow-up work for cases that DFYS has assessed as low risk. This program will enable social workers more time to investigate higher priority reports of harm.
- *Improvements in worker and supervisor training continue.* Workers receive training prior to being assigned cases, and then receive specialized and advanced training annually. In FY2001 the Family Services Training Academy delivered 44 training session, representing 252 days of in-service training to DFYS workers. Trained workers are necessary to respond to reports of harm.
- *Implementation of Transcription Services.* Transcription Services, a telephone dictation service, allows social workers to maintain current, accurate case files without increasing the need for internal clerical support. The Division anticipates that workers using the service spend on average 7.5 hours per week less completing paperwork.

Measure:

The turnover rate of the Division of Family and Youth Services staff by region.
 Sec 79(b)(9) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for this measure is 10 percent turnover rate in all regions.

Statewide	FY1998	32.60 percent
	FY1999	32.54 percent
	FY2000	21.53 percent
	FY2001	24.84 percent
Region For FY2001	Anchorage	29.17 percent
	Southcentral	12.73 percent
	Northern	24.75 percent
	Southeast	28.26 percent

The recommended baseline year is FY1998.

Background and Strategies:

There are many reasons why staff leave their jobs. Chief among those reasons include caseload size, relationship with supervisor, and low salary. Caseload size in Anchorage office drove the increase between 2000 and 2001. Caseloads were more than double the national standard. The difficulty in recruitment delayed some hires which caused caseloads to remain high through staff vacancy periods.

In July 2001, the minimum qualifications for social workers changed, now requiring high qualifications to do the same job. The job market is very competitive, making salaries lower than usual for the type of work and qualifications needed.

- *Continue Exit Surveys to all employees who leave their jobs.* Currently all employees who leave their jobs receive a letter from the director and a survey within 30 days of leaving. The information gained from those surveys are gathered and considered for certain trends.
- *Continue to focus on improving supervisory and management skills.* New supervisors are required to attend training one day per quarter during their first year, then quarterly meetings and trainings thereafter. Training for supervisors (and managers) have included the Certified Public Manager, Level I, courses.
- *Continue to use all hiring tools available through Division of Personnel.* Currently the division is using multiple PCN listing, on-call worker program, and continuous recruitment bulletins as tools for hiring.

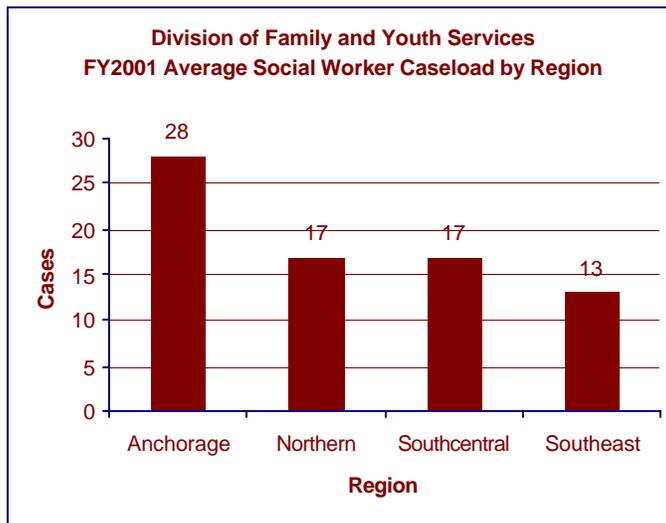
- *Continue efforts to increase salaries.* Minimum qualifications changed for all social workers through a law that was passed in 1998 (effective July 2001). Higher minimum qualifications mean more difficult recruitment. The salaries have not kept up.

Measure:

The average social worker caseload by region.
Sec 79(b)(10) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Division's target is 15 families per worker.



Background and Strategies:

National caseload standards established by the Child Welfare League were used for comparison. The Child Welfare League's national caseload standard for the Anchorage region is 15. The national standard for the Southcentral Region is 13. The national standard for the Northern Region is 14 and for the Southeast Region 14. The national statewide total is 14 cases per worker. The FY 2001 Southeast Region workload was 13 cases per employee. This represents the average for the region. Although the workload of the field offices such as Juneau, and Ketchikan exceeds the national workload standard, single employee offices has less than the national average resulting in a caseload less than the national average. These single employees offices are crucial to provide services to these communities and often their work in the community reduces the child abuse and neglect.

- *Implementation of Transcription Services.* Transcription Services is a telephone dictation service that allows social workers to maintain current, accurate case files without increasing the need for internal clerical support. The Division anticipates that workers using the service spend on average 7.5 hours per week less completing paperwork.
- *Implementation of the Relative Navigators pilot project.* This pilot project will assist the regional staff and workers in locating adult relatives of children who are in state custody, and will work with these relatives to become foster and adoptive families. The Relative Navigator position will work with the workers to provide information, resources and support to relatives.
- *Continuation of the Adoption Placement Program (Balloon Project).* The Balloon Project provided funding for an additional 14 social worker positions to focus on timely case plans and to provide services to those children that have been in the state's custody the longest.

Juvenile Justice Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of Juvenile Offenders that Re-Offend.
Sec 80(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of Juvenile Offenders during FY2001 that Re-Offended was 56%.

The target for this measure is a re-offense rate of 65%. This was the Alaska statewide average re-offense rate in FY2000.

The Division of Juvenile Justice engaged in a series of involved internal discussions on re-offense measures before establishing the criteria used to produce this performance benchmark. Setting the benchmark to trigger the re-offense count at the point of conviction or subsequent adjudication eliminated those contacts with law enforcement which were dismissed or never pursued by the prosecutor. The established benchmark also excluded minor violations such as fish and game and traffic offenses which are not necessarily always indicative of criminal behavior. The two year time frame set a stringent standard for the Division, but with this time frame as the benchmark, the Division felt the measure was a reliable indicator as to the effectiveness of the Division's efforts to positively impact the non-re-offense rates by those who went through our programs. There is no single, nationally accepted re-offense standard or definition. Jurisdictions around the country vary widely in the way they measure re-offense data. Alaska's definition and re-offense outcome measure was structured in a fashion which the Division believes strikes a balance between what we believe can be reasonably measured while assessing criteria which give the Division, the Legislature and the public a meaningful measure to assess the effectiveness of the Division's programs and services.

Background and Strategies:

This measure consists of the re-offense rates of youth who have been released from a Juvenile Justice long-term treatment facility. A recidivist is a youth who, within 24 months of release from a long-term treatment facility, has obtained either: a new juvenile institutional order or, a new juvenile adjudication or an adult conviction.

Measure:

The percent of ordered restitution and community work service that is paid or performed by the Juvenile Offender.
Sec 80(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The FY2001 statewide Division of Juvenile Justice amount of Restitution ordered was \$349,660 and the amount paid by juvenile offenders was \$306,674, or 87.7% of what was ordered.

The FY2001 statewide Division of Juvenile Justice amount of Community Work Service hours ordered was 28,926 and the amount performed by juvenile offenders was 25,616, or 88.6% of what was ordered.

For the restitution measure the benchmark is 79%.

For the community work service measure the benchmark is 83%.

Background and Strategies:

This performance measure consists of two components that provide a gauge of the Division of Juvenile Justice's effectiveness with assisting delinquent youth in being accountable to his or her victim and community for their delinquent behavior, as well as the youth providing restoration to his or her victim and community for their delinquent behavior.

This measure consists of:

-The percentage of restitution paid for cases where there was a restitution order (either by the court or the Probation Officer). This measure shall be determined at case closure. Case closures occur when a court order has been given to close a case, a court order has expired, or informal adjustment has been made by the Probation Officer.

-The percentage of community work service performed for cases where there was a community work service order (either by the court or the Probation Officer). This measure shall be determined at case closure. Case closures occur when a court order has been given to close a case, a court order has expired, or informal adjustment has been made by the Probation Officer.

Measure:

The number of escapes from Juvenile Institutions.
 Sec 80(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following table reflects the institution escapes in FY2000 & FY2001

Division of Juvenile Justice		
Institutional Escapes		
Facility	FY2000	FY2001
Bethel Youth Facility	1	0
Fairbanks Youth Facility	2	*6
Johnson Youth Center	0	0
Mat-Su Youth Facility	**NA	2
McLaughlin Youth Facility	4	0
Nome Youth Facility	0	0
Total	7	8

*Four Fairbanks residents escaped during an outing to an Alcoholics Anonymous Meeting.

**The Mat-Su Facility opened in October 2000.

The benchmark for this measure is the average number of escapes that occurred during FY1995 through FY1997: 9.

Background and Strategies:

This performance measure provides a gauge of the Division of Juvenile Justice's effectiveness in providing safety to communities.

This measure consists of the number of youth in Juvenile Justice custody who escape from a Juvenile Justice institution. An escape is defined as an unauthorized departure of a youth from a secure juvenile facility or a secure unit in a facility, or from a direct staff-supervised activity such as court escort, a transfer to another facility, or supervised community activity.

Measure:

The rate of recidivism of youth in the juvenile justice system by region and by race.
 Sec 80(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following table reflects the rate of recidivism of youth in the juvenile justice system by region and by race.

Division of Juvenile Justice			
Institutional Recidivism By Region			
FY2001			
Facility	Baseline*	%	#
Bethel Youth Facility	70%	75%	8
Fairbanks Youth Facility	65%	32%	19
Johnson Youth Center**	NA	NA	NA
McLaughlin Youth Facility	47%	59%	106

Total	65%	56%	133
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*The baseline for youth facilities was established by averaging the rates of recidivism for each facility. For McLaughlin Youth Center there is more than ten years of data available. For all of the other facilities there is less data and comparisons should be viewed with caution. Additionally there are wide variations from year to year with McLaughlin data and the overall trend is more significant than any one year of data.

The target for the facilities is to maintain or decrease recidivism from the established baseline which was established at a re-offense rate of 65% in FY 2000 for all DJJ facilities.

**The treatment unit at Johnson Youth Center opened April 1999 and did not release youth until FY2000.

Division of Juvenile Justice Institutional Recidivism By Race FY2001		
Race	%	#
Caucasian	50%	78
African American	69%	13
Native American	66%	32
Asian/Pacific Islander	40%	5
Unknown	80%	5
Total	56%	133

These percentages should be interpreted with caution as they are based on a small number of occurrences. No statistically significant differences exists in the rate of recidivism by race.

The benchmark for this measure is a re-offense rate of 65%. This was the Alaska statewide average re-offense rate in FY2000.

The Division of Juvenile Justice engaged in a series of involved internal discussions on re-offense measures before establishing the criteria used to produce this performance measure. Setting the benchmark to trigger the re-offense count at the point of conviction or subsequent adjudication eliminated those contacts with law enforcement which were dismissed or never pursued by the prosecutor. The established benchmark also excluded minor violations such as fish and game and traffic offenses which are not necessarily always indicative of criminal behavior. The two year time frame set a stringent standard for the Division, but with this time frame as the benchmark, the Division felt the measure was a reliable indicator as to the effectiveness of the Division's efforts to positively impact the non-re-offense rates by those who went through our programs. There is no single, nationally accepted re-offense standard or definition. Jurisdictions around the country vary widely in the way they measure re-offense data. Alaska's definition and re-offense outcome measure was structured in a fashion which the Division believes strikes a balance between what we believe can be reasonably measured while assessing criteria which give the Division, the Legislature and the public a meaningful measure to assess the effectiveness of the Division's programs and services.

Background and Strategies:

This measure consists of the re-offense rates of youth who have been released from a Juvenile Justice long-term treatment facility. A recidivist is a youth who, within 24 months of release from a long-term treatment facility, has obtained either: a new juvenile institutional order or, a new juvenile adjudication or an adult conviction.

Measure:

The number of juvenile offenders who are maltreated while in state custody.
Sec 80(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The following table reflects the number of juvenile offenders who were maltreated while in state custody.

Division of Juvenile Justice

Custodial Maltreatment	
Facility or Probation Region	*1st Quarter FY2002
Anchorage Region	3
Southcentral Region	0
Southeast Region	0
Northern Region	1
Bethel Youth Facility	0
Fairbanks Youth Facility	0
Johnson Youth Center	0
Mat-Su Youth Facility	0
McLaughlin Youth Center	1
Nome Youth Facility	0
Total	5

*Covering the period of July 1, 2001 through September 30, 2001.

During an average fiscal year quarter, the Division of Juvenile Justice has approximately 750 youth in custody at some point during the quarter.

Background and Strategies:

This measure consists of the number of Division of Juvenile Justice's youth who are the subject of a report to either the Division of Family Youth Services or a law enforcement agency that alleges maltreatment (i.e., neglect, physical abuse, sexual abuse, abandonment, or mental injury), where the alleged maltreatment occurred when the youth was in the legal custody of the Division of Juvenile Justice, regardless of where the child was placed. Placement could be in a youth facility, foster care home, or in a resident treatment home.

Measure:

The percent of juvenile intakes completed in 30 days or less.

Alaska's Target & Progress:

The following table reflects the percent of juvenile intakes completed in 30 days or less will increase over time.

Division of Juvenile Justice			
Percent of Referrals that Received a Response With 30 Days			
Probation Region	FY1999	FY2000	FY2001
Anchorage Region	77.0%	82.4% *	78.4% *
Southcentral Region	58.9%	66.6% *	64.5% *
Southeast Region	82.1%	83.8%	85.4% *
Northern Region	67.9%	56.2% *	70.0% *
Total	71.3%	72.3% *	74.1% *

*Indicates that these are preliminary numbers as there are a number of delinquency referrals where an intake decision had not been made as of November 1, 2001.

The benchmark for this measure is 69.9% of the juvenile intakes completed in 30 days or less.

Background and Strategies:

This performance measure provides a gauge of the Division of Juvenile Justice's effectiveness in providing swift action in response to delinquent activity. Swift responses assist the youth in being accountable to his or her victim and community for their delinquent behavior.

This measure consists of the percent of juvenile delinquency intakes where an intake disposition was determined within 30 days from the date the delinquency report was received by the Division of Juvenile Justice.

Measure:

The percent of referrals receiving an active.

Alaska's Target & Progress:

The following table reflects the percent of referrals receiving an active response will improve over time.

Division of Juvenile Justice			
Percent of Referrals that Received an Active Response			
Probation Region	FY1999	FY2000	FY2001
Anchorage Region	94.3%	94.8% *	95.4% *
Southcentral Region	93.3%	94.3% *	94.3% *
Southeast Region	94.4%	92.7%	96.3% *
Northern Region	92.9%	94.1% *	96.6% *
Total	93.7%	94.2% *	96.3% *

*Indicates that these are preliminary numbers as there are a number of delinquency referrals where an intake decision had not been made as of November 1, 2001.

The benchmark for this measure is 92% of referrals receiving an active response.

Background and Strategies:

This performance measure provides a gauge of the Division of Juvenile Justice's effectiveness in providing an active response to delinquent activity. Active responses assist the youth in being accountable to his or her victim and community for their delinquent behavior.

This measure consists of the percent of juvenile delinquency referrals that were met with an active response. Active responses include conferences with the offender and parents, referral for services, informal supervision or formal court action.

State Health Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of two-year-old children in the state who are fully immunized
Sec 81(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target by 2010 is 90% of all 2 year olds fully immunized.

The percentage of fully immunized 2-year-olds for calendar year 2000 was 77%.

69% were immunized by the end of 1996.

Background and Strategies:

In 1997, the Department launched a major initiative to increase the rate of fully immunized two-year-olds. In three years, we have jumped up 20 positions, going from 48th to 28th in national rankings. Now, over 75% of our two-year-old children have received their recommended vaccines. The Department successfully implemented the new daycare and school immunization requirements in the fall of 2001, vaccinating all school children against hepatitis A and hepatitis B and all daycare attendees against hemophilus influenza type b and chickenpox.

Measure:

The percentage of families who are qualified for the services of the infant learning program who are enrolled in the program
Sec 81(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target for the Early Intervention/Infant Learning Program (EI/ILP) is to eliminate the waitlist by July 1, 2002 and ensure that 100% of eligible or qualified children and families are enrolled in the program. In FY2001, 1737 children were enrolled in the Infant Learning Program and there were 329 children on the waitlist (point-in-time on 6/30/01) for services for a total of 2066 eligible children. During FY2001, 76% of children qualified for services received EI/ILP services during each quarter of FY2001. On 6/30/01, 329 children remained on the waitlist for EI/ILP services.

This was a new measure for FY2000, therefore historical data have not been reported. During FY2000, 1626 children were enrolled in services and 307 were on the waitlist* (point-in-time on 6/30/00) for a total of 1933 eligible children. The average quarterly percentage of eligible children enrolled in EI/ILP services was approximately 72% during each quarter of FY2000. The percentage of qualified children who were enrolled in EI/ILP during each quarter of FY2001 increased approximately 4% from 72% in FY2000 to 76% for each quarter of FY2001.

Background and Strategies:

Since FY1999, the three-year Early Intervention Enhancement and Improvement Opportunity (EIEIO) has enhanced the identification of rural children in need of EI/ILP services, increased services to enrolled children and families, and enhanced the infrastructure of the overall system in order to provide ongoing services to more children and families. A \$700.0 GF/MH increment to eliminate the waitlist* became available for FY2002 and has been disbursed to EI/ILP grantees across the state.

*Waitlist = children who have been referred for screening, evaluation and/or enrollment in EI/ILP services and who have not been enrolled within 45 days of their initial referral and are still waiting for these services. Children eligible for Part C should never be waitlisted. Waitlist data are collected and reported point-in-time each quarter and should not be compared to cumulative enrollment during a fiscal year.

Measure:

The rate of Tuberculosis cases by race and region
Sec 81(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The 2010 target is 6.8 cases per 100,000 population.

Region	FY 2000 Rate per 100,000 Population	Cases
Anchorage/Mat-Su	11.7	37
Gulf Coast	6.8	5
Interior	7.1	7
Northern	76.3	18
Southeast	4.1	3
Southwest	98.8	38
TOTAL	17.4	108

The number of tuberculosis cases by race: Race for 108 cases – 11 white; 9 black; 71 Alaska Native; 17 Asian or Pacific Islander.

1996 Alaska TB rate = 16.0/100,000 population

Background and Strategies:

Tuberculosis has been a long-standing problem in Alaska and was the cause of death for 46% of all Alaskans who died in 1946. Major efforts, which included 10% of the entire state budget in 1946, led to one of the state's most visible public health successes-major reductions in TB across the state. Now this disease is reemerging and with it the threat of treatment resistant strains of the disease. Inadequate resources to monitor and educate those most at risk have resulted in continual outbreaks. Significant new resources are needed to do the case finding, diagnostic tests and treatment follow-up required to keep the disease in check.

Measure:

The rate of child hospitalizations and fatalities related to injury
Sec 81.(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The 2010 target is 9.9 injury fatalities per 100,000 0-19 year olds.

Rate of injury fatalities for children 0-19 in 1999 were: 31.7 per 100,000.

Rate of non-fatal injury hospitalizations for Alaskan children 0-19 in 1999 were: 534.8 per 100,000.

Fatalities for children 0-19 in 1996 were: 43 per 100,000

Homicide	4.8
Suicide	9.2
Unintentional Injury	29.0

Child hospitalizations for children 0-19 related to injury in 1996 were: 499.4 per 100,000.

Intentional injuries	82.6
Unintentional Injures	416.8

Background and Strategies:

The Alaska Trauma Registry and Vital Statistics systems provide information on deaths and hospitalizations related to injury to children. The Division of Public Health has set targets for FY 2002 for reducing child hospitalizations related to injury to 74 per 100,000 due to intentional injuries and 375 per 100,000 due to unintentional injuries. The data provide very useful information for evaluating and refining child and adolescent injury prevention strategies. Efforts

geared towards putting smoke alarms in every home, having children wear bike helmets, ensuring proper and continual use of car seats and other educational campaigns have likely reduced child fatalities due to injury.

Measure:

The rate of hepatitis C cases
Sec 81(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

No 2010 targets have been established, since reporting has not been in place long enough to determine a benchmark.

The number of hepatitis C cases in 2000 is 870 case reports from Labs. These tests reflect both newly infected and those who have been infected for some time but are being tested for the first time - so the numbers cannot be used to determine current infection rates.

Reports of positive hepatitis C laboratory tests:

Number of Positive Hepatitis C Laboratory Tests Reported

Year	Number of Positive Tests	Ak Population	# positive tests/100,000 population
1996*	245	605,212	40.5
1997	570	609,655	93.5
1998	1003	617,082	162.5
1999	1196	622,000	192.3
2000	870	626,932	138.8

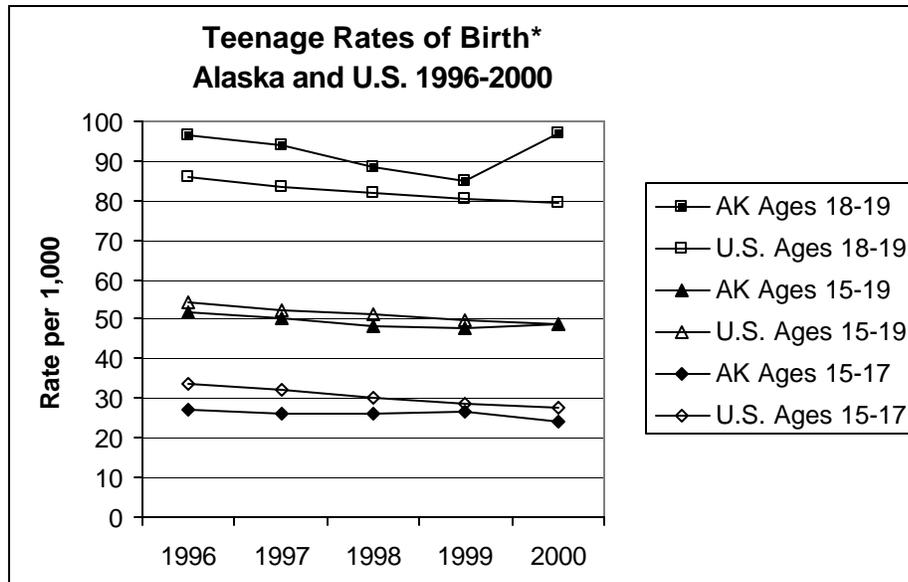
* 1996 was 1st reporting year

Measure:

The rate of unmarried and married teen births
Sec 81(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The 2010 target for births to young teens is 18 per 1,000 girls ages 15-17. This target is changed from all teens (through age 19) to just those 15-17 to reflect that many 18 and 19 year olds are married and may have planned the pregnancy.



Source: Alaska Bureau of Vital Statistics
Rates are per 1,000 females in the stated age group.

Teen Birth Rates: Alaska and U.S., 1996-2000

- From 1996 to 2000, the birth rate of Alaska females ages 15-19 declined by 5.5% (from 51.6 per 1,000 to 48.8 per 1,000). Over the same period, the U.S. birth rate of females ages 15-19 declined by 10.5% (from 54.4 per 1,000 to 48.7 per 1,000).
- The birth rate for Alaska females ages 15-17 fell by over 10 percent (from 26.9 in 1996 to 24.1 in 2000), while the rate for those ages 18-19 was essentially unchanged from 1996 to 2000. Over the same period, the U.S. birth rate for females ages 15-17 fell by 18.6% (from 33.8 to 27.5) and the rate for 18-19 year-olds fell by 7.6%.
- Although Alaska's birth rate for 15-17 year-old teens did not fall as steeply as the U.S. rate, it remained below the U.S. rate throughout the five-year period (1996-2000). On the other hand, Alaska's birth rate for those ages 18-19 was higher than the national rate throughout the same period.
- The birth rate for Alaska's 18- to 19-year-old age group had steadily declined between 1996 and 1999 (from 96.4 to 85.0). About half of the increase in the birth rate in year 2000 for this group is likely due to systemic overestimation of the population in this age group during the years between the 1990 and 2000 U.S. Census.
- The percentage of Alaskan mothers ages 15-19 that were unmarried increased from about 77 percent in 1996 to just over 79 percent in 2000. Nationally the percent of unwed teen mothers increased from about 76 percent in 1996 to just under 79 percent in 2000.

Background and Strategies:

The teen birth rate in 1998 reached the Healthy Alaskans 2000 goal of fewer than 50 per 1,000 girls aged 15-19, down from 66.2 in 1990. Activities to educate on the risks associated with unmarried and teen child bearing, together with increased access to reliable contraception, may have influenced these numbers.

Measure:

The rate of new cases of sexually transmitted diseases
Sec 81(b)(7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

1. Chlamydia: Reduce the chlamydia rate to 114 cases per 100,000 by FY 2010.

Year	Rate per 100,000
2000	413
1999	304

Based on current data, the 2001 rate will be higher than the 2000 rate.

2. Gonorrhea: Reduce the gonorrhea rate to 19 cases per 100,000 by FY 2010.

Year	Rate per 100,000
2000	58
1999	49

Based on current data, the 2001 rate will be higher than the 2000 rate.

3. HIV: Reduce the mean annual rate of new Alaska AIDS cases to fewer than 1.0 per 100,000 per year for the period from 2005-2010. The mean annual rate of new Alaska AIDS cases diagnosed from 1996-2000 was 4.4 cases per 100,000 population.

Benchmark Comparisons:

The U.S. chlamydia rate in 2000 was 257.5 cases per 100,000 population. Chlamydia rates for 2000 in Washington, Oregon, Montana and Idaho were 227.0, 214.3, 166.4, and 152.4 per 100,000, respectively.

The U.S. gonorrhea rate in 2000 was 131.6 cases per 100,000 population. Gonorrhea rates for 2000 in Washington, Oregon, Montana and Idaho were 42.0, 31.3, 6.8, and 7.8 per 100,000, respectively.

AIDS case rates for 2000 for the U.S. as a whole, Washington, and Oregon were 14.4, 8.7, and 6.1 cases per 100,000 population, respectively. Five-year mean annual AIDS case rates would be the most comparable measures for the low prevalence states of Idaho and Montana, but are not available.

Background and Strategies:

Targeted screening and increased disease investigation activities have actually increased the total numbers of STD cases diagnosed. These activities effectively identify infected individuals with no symptoms and also identify and treat exposed individuals before they develop symptoms or further transmit infection. Case numbers are expected to decline over time as these activities reduce the reservoir of infected individuals in the population.

HIV disease investigation activities work with HIV-infected persons to notify their partners of their exposure to HIV and offer them HIV counseling and testing. A small number of individuals are newly diagnosed each year and assisted to access care. Uninfected individuals who have been exposed to HIV are counseled about preventing future infection.

Measure:

Identify Rate of Hepatitis A

Alaska's Target & Progress:

There is no 2010 target for Hepatitis A .

2000 Alaska Hepatitis A Rate = 2.1 per 100,000 (13 cases)

Benchmark Comparisons:

1996 Hepatitis A Rate per 100,000 population = 8.6 per 100,000 (53 cases)

Background and Strategies:

Alaska has suffered from large and recurrent outbreaks of Hepatitis A that has resulted in thousands of cases and numerous hospitalizations over time. Aggressive control activities were not successful until the vaccine became available in the early 1990's. With use of the vaccine Hepatitis A, the disease burden has been greatly reduced. Efforts are still needed to make sure maximum immunization levels are reached and maintained.

Measure:

Identify Rate of Hepatitis B

Alaska's Target & Progress:

There is no 2010 target for Hepatitis B.

2000 Hepatitis B Rate = 2.1 per 100,000 population (13 cases)

1996 Hepatitis B Rate = 2.6 per 100,000 population

Background and Strategies:

Hepatitis B vaccine became available in the early 1980s. Prior to that time Alaska had among the highest rates in the country. Well-organized immunization efforts in the 1980s brought rates to very low levels. Unfortunately because of historically high disease rates, many persons who had Hepatitis B in the past are now suffering from associated disease like cancer of the liver and liver failure. Current immunization efforts must be maintained to keep from "turning back the clock".

Measure:

Decrease Rates of smoking by middle school students

Alaska's Target & Progress:

The 2010 target is no more than 11% of middle school students will report having smoked in the past 30 days.

In 1999, according to the YRBS data, 21% of middle school students reported smoking within the last 30 days. (Sample did not include Anchorage students)

In 1995, according to the YRBS data, 25% of middle school students reported smoking within the last 30 days. (Statewide sample)

Background and Strategies:

According to information gleaned from the Youth Risk Behavior System (YRBS), between early 1995 and early 1999 there was a 7% decrease in overall current smoking for high school youth in Alaska. During this same period of time there was a 1% decrease in smokeless tobacco use. The new active parental consent law for surveys increased significantly the burden on local school districts. The value of the YRBS data has been compromised as a result of the constraints that the new law imposes on districts and thus no valid data is available for 2000.

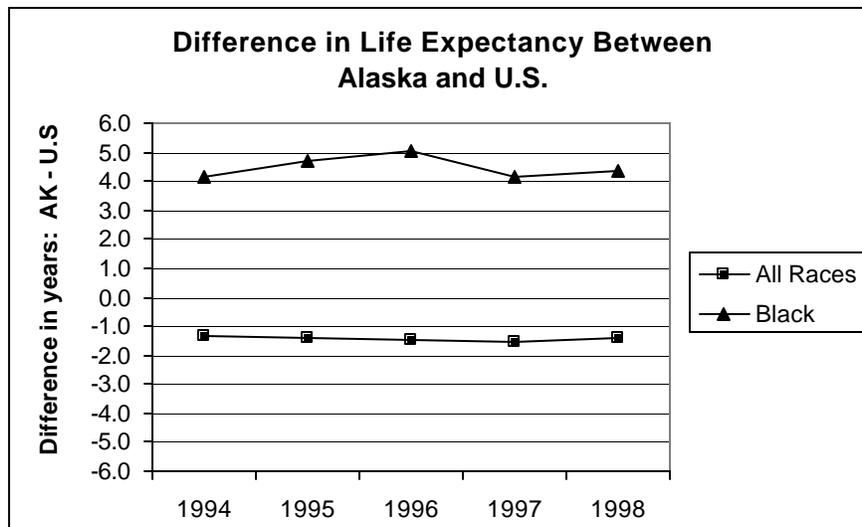
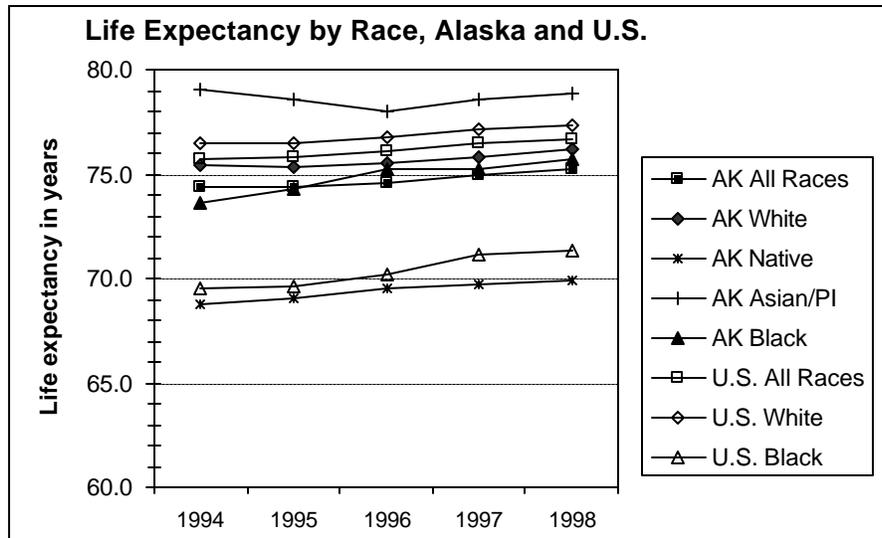
The YRBS is a survey tool administered in schools to a random sample of students in various grades. During the 1999 survey, the Anchorage School district did not participate in the survey, so the state 1995 to state 1999 comparisons listed above do not include Anchorage for 1999. Utilizing tobacco settlement dollars and other funds, in an on-going public-private partnership, the Department intends to intensify the effort to decrease smoking and use of smokeless tobacco by youth for the next several years. These efforts will include counter-marketing efforts, enforcement of laws prohibiting sales to minors etc. An increased focus will be related to the use of smokeless tobacco, since the decline in that area has been so minimal.

Measure:

Identify Life expectancy for all Alaskans by race

Alaska's Target & Progress:

The 2010 target is to eliminate disparities by bringing all races to the highest level currently documented.



Source: Alaska Bureau of Vital Statistics and National Center for Health Statistics. Data for Alaska is based on a 3-year average with the years indicated at the bottom of the chart representing the middle year of each three-year period.

Life Expectancy, Alaska and U.S.

- The life expectancy of Alaskans at birth rose by one year, from a three-year average of 74.3 years for 1993-1995 to 75.3 years for 1997-1999. At the national level, life expectancy rose by 1.2 years, from 75.5 in 1994 to 76.7 in 1998.
- Asians/Pacific Islanders had the highest life expectancy (three-year average of 78.8 years for 1997-1999), followed by Whites (76.2), Blacks (75.7), and Alaska Natives (69.9). Life expectancy in Alaska increased for all races other than Asian/Pacific Islander.
- The gap between the races with the highest life expectancy (Asian/Pacific Islanders) and the lowest life expectancy (Alaska Natives) narrowed from 10.3 years (1993-1995) to 9.0 years (1997-1999). The life expectancy gap between Alaska Whites and Alaska Natives narrowed slightly, from 6.7 years to 6.3 years.
- The life expectancy of all Alaskans at birth (based on three-year average of 1997-1999) was about 1.4 years lower than the U.S. life expectancy (in 1998), while Alaskan Blacks had a life expectancy 4.4 years higher than the U.S. life expectancy for Blacks.

For 1996: Life expectancy at birth for all Alaskans = 74.5 years

Alaska Natives = 69.3 years
White = 75.4 years

Background and Strategies:

In the last three decades, dramatic increase in life expectancy has been realized by reducing infant mortality across Alaska. Fewer deaths due to infectious disease and injury among children and youth have also contributed to improvement in life expectancy. Continuing to improve birth outcomes, injury prevention, and prevention of chronic and infectious diseases will result in continuation of the trend toward longer life expectancy for the population as a whole, and for Alaska Natives in particular.

Alcohol and Drug Abuse Services Budget Request Unit

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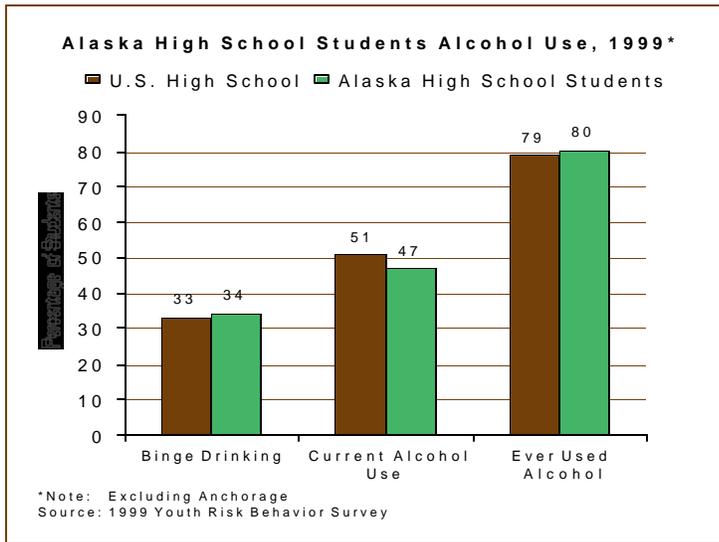
Key Performance Measures for FY2003

Measure:

The rate of binge or chronic drinking by age group.
 Sec 82(b)(1) Ch 90 SLA 2001(HB 250)

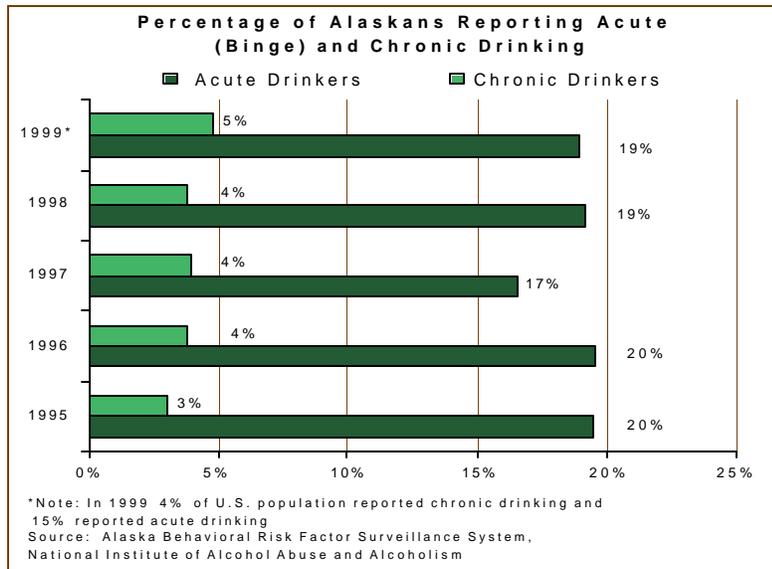
Alaska's Target & Progress:

The following charts show the drinking habits of adults (1995-1999) and youth (1999).



In 1999, according to Youth Risk Behavior Survey (YRBS) data, 46.9 % of high school students reported having had at least one drink of alcohol in the past 30 days. 34.4% reported at least one binge-drinking episode (five or more drinks in a row) in the past 30 days. (Anchorage students not included in the sample).

In 1995, according to YRBS data, 47.5% of high school students reported having had at least one drink of alcohol in the past 30 days. 31.3% reported at least one binge-drinking episode in the past 30 days. (Statewide sample)



In 1995 Alaskans reported 20% acute drinkers and 3% chronic drinkers in the Alaska Risk Behavior Factor Surveillance Survey.

Background and Strategies:

Binge drinking, for the purposes of this survey, refers to drinking five or more drinks on one occasion, at least once in the month preceding the survey. Chronic drinking refers to drinking an average of sixty or more alcoholic drinks in the month preceding the survey.

There is a high correlation between these drinking patterns and many of the negative consequences associated with alcohol abuse, particularly medical, family, and employment problems. Excessive alcohol intake is related to 4 of the 10 leading causes of death in the United States.

The impact of this measure will be those services that provide intervention and treatment services to chronic, late stage alcoholics. Early intervention services are also required to impact individuals whose disease progression has not reached the point of chronic or binge drinking.

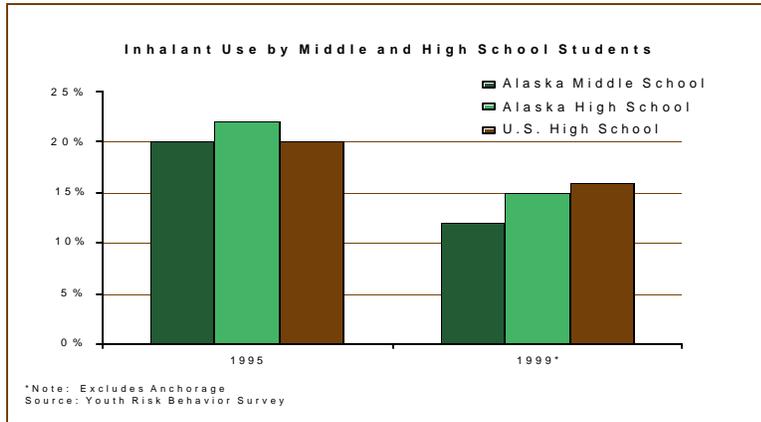
The YRBS is the survey tool that provides information on this measure for youth. The new active parental consent law for surveys increased significantly the burden on local school districts. A sufficient and reliable sample of the state's high school students could not be identified during 2001 under the active parental consent requirement (no figures are available for Anchorage). The measurement of alcohol use among high school students may not be possible in the future, until another method can be devised. Efforts to reduce youth drinking are on-going and varied.

Measure:

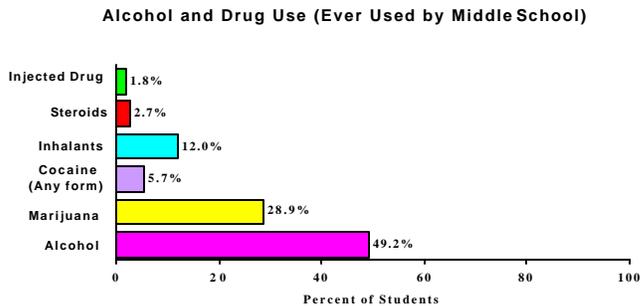
The rate of drug and inhalant abuse by age group and region.
Sec 82(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In 1995, 22% of Alaska high school students reported that they had sniffed an inhalant to get high. In 1999, this percentage had dropped to 15%. This change may be the result of Anchorage not being a part of the 1999 Youth Risk Behavior Survey and is not to be taken as an actual drop in abuse by teenagers. According to the 1999 "Monitoring the Future" study, 19.7 percent of students will have used inhalants at least once in their lifetime.



Eighty percent of the high school students who participated in the 1999 YRBS have used alcohol. Twenty-two percent have used an inhalant by the time they have reached the eighth grade. At least 49 percent of middle school students have experimented with at least one type of drug or alcohol. These numbers may be too low as Anchorage did not participate in the 1999 YRBS.



Background and Strategies:

Teenage years are so vulnerable for our children as they try their new-found worlds. Unfortunately, not all these worlds are places where we would choose to have them venture. The world of experimentation with alcohol and drugs is far too prevalent among our children. It is important that we start prevention and intervention measures while these children are in grade school so they do not become the addicts that society has to care for in adulthood.

Nationally, 29% of those who use inhalants said they started before their 10th birthday. Communities don't know that inhalants, cheap, legal and accessible products, are as popular among primary and middle school students as marijuana. Even fewer know the deadly effects the poisons in these products have on the brain and body when they are inhaled or "huffed." Inhalants can cause permanent damage to the brain, heart, kidneys and liver, and can cause death. It's like playing Russian roulette. The user can die the 1st, 10th or 100th time a product is misused as an inhalant.

The Alaskan teen usage information is collected through the Youth Risk Behavior Survey. The sample that is drawn is meant to be representative of the State and is not designed to be broken out by region. We use the sampling methodology set forth by CDC so that our data is comparable to National data. The whole sampling methodology would have to be changed and would also have to be a much larger sample if we were to have regional data, and the data would not be comparable to National data.

The local school districts have the opportunity to collect school district data and some districts have done that in the

past. Unfortunately, we don't have access to that data unless the school district releases it to us. Additionally, school districts might be a little concerned if we were to start breaking the data down by region because they (districts) might feel that they were being exposed.

STRATEGIES -

1. In partnership with the Department of Education and Early Development, local school districts, the Alaska Association of School Boards, and advocacy agencies, ADA supports age-appropriate education and skill building to prevent substance abuse by preschool and public school students.
2. Support the Alaska Native wellness (sobriety) movement and the implementation of local option laws.

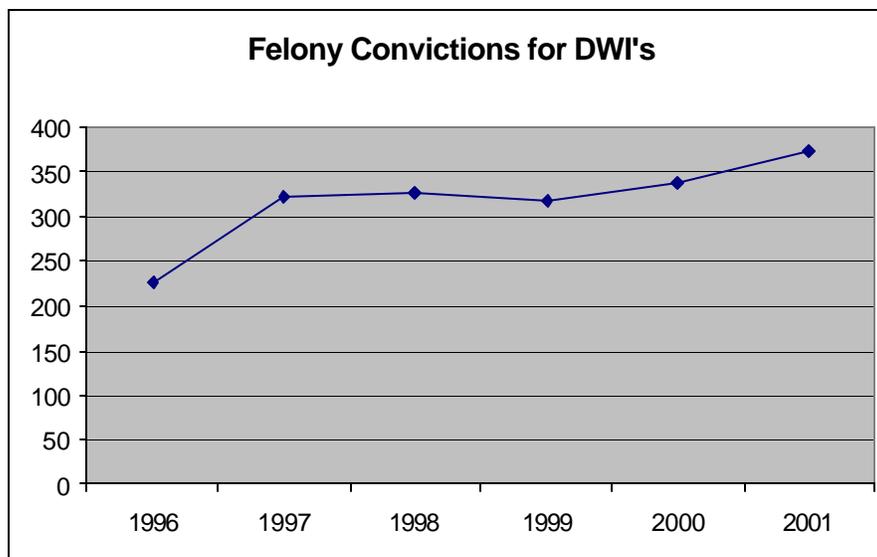
Measure:

Number of new convictions and the number of repeat convictions in state district and superior courts on charges of driving while intoxicated (DWI).

Sec 82(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Felony DWI cases have gone up since 1996, when there were 227 DWI convictions. For 1997 and 1998 convictions were 322 and 326 respectively. Convictions for 1999 were 317; for 2000, 337; and for 2001, 373.



Background and Strategies:

Driving while under the influence of alcohol (DWI) is one of the strongest indicators of the negative consequences associated with alcohol misuse. Recent DWI data shows that approximately 45 - 48 percent of all automobile accident fatalities had alcohol or drugs as the major contributing factor. Driving while under the influence of alcohol impacts lives, not only in accidents, injuries, and deaths, but also in family suffering, employment problems, and social functioning.

DWI conviction data are collected and maintained by the State of Alaska Court System for both new and repeat convictions. Felony DWI data are included as a separate conviction category in regularly published reports. Misdemeanor DWI conviction data, however, are included with other misdemeanor traffic violations. To improve the measurement of this indicator misdemeanor DWI data should be collected as a separate category.

There are many variables that have an impact on a reduction in the number of DWI convictions, including enforcement efforts and prosecutor caseloads. However, we know that reductions in DWI also correlate with successful prevention efforts, particularly in terms of public awareness of the consequences of DWI. Other strategies used by the Division

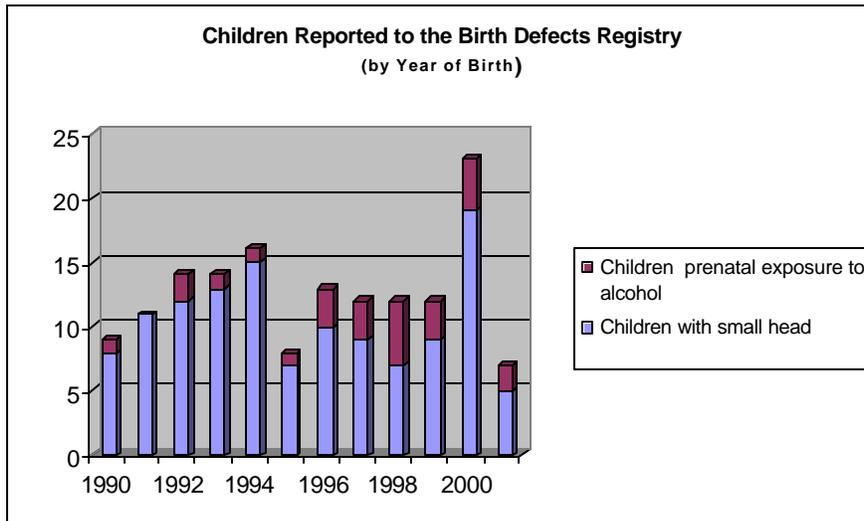
include but are not limited to: distribution of useful and effective information to targeted populations; identification of people with problems as early as possible and referral for appropriate services; improvement of interdisciplinary coordination and collaboration at local, regional and statewide levels.

Measure:

Number and rate of infants affected by prenatal exposure to alcohol by region.
 Sec 82(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In October 2001, the Fetal Alcohol Syndrome (FAS) Surveillance Project released new FAS prevalence data for Alaska. At this time, only statewide data is being released, due to the small amount of data for some regions which provides a skewed representation of the true picture. At this time, the FAS prevalence rate for the state is 1.4 per 1,000 live births and 12.6 per 1,000 live births for those at risk for some type of alcohol-related birth defect. These rates are higher than previously reported rates, but they are more accurate due to the increase in our ability to track.



Beginning in June of 2000, newly developed and trained FAS Diagnostic Teams began providing FAS diagnostic services. Currently teams are located in the communities of Bethel, Copper Center, Dillingham, Fairbanks, Anchorage, and Kenai, with three additional teams that will begin providing services in FY02 (Barrow, Kodiak and Anchorage). During FY01, 121 completed FAS diagnoses were performed in our first six communities. It is our expectation that with these increased services, we will see an increase in the number of reports to the Birth Defects Registry. We are currently analyzing the FAS Team data that has been submitted and will have regular reports as new data is provided.

Nine children, who were born in 1990, have been reported to the birth defects registry that were diagnosed as having been prenatally exposed to alcohol or with microcephally or small head.

Because so much of this data is newly tracked and we are continuing to develop the most appropriate methodologies for tracking this disability, we may need to add additional benchmark data as we make progress in better understanding the complexities of an FASD diagnosis and the diagnostic process.

Background and Strategies:

Since 1998, the DHSS Office of FAS and the FAS Surveillance Project have been working in collaboration to establish accurate and reliable data regarding the number and rate of infants affected by prenatal exposure to alcohol, statewide as well as regionally. Prior to 1996, the state had no systematic process for collecting data on children born prenatally exposed to alcohol. Prenatal exposure to alcohol became a reportable birth defect/condition in 1998 through the Alaska Birth Defects Registry (ABDR). Unlike all other birth defects that must be reported within the first year following birth, alcohol-related birth defects (ARBD) can be reported up through the age of six.

In addition to not having a system for tracking alcohol-related birth defects, until 1998 there were few options in the state for obtaining screening and diagnostic services for individuals suspected to have fetal alcohol spectrum disorders (FASD). Since 2000, the state has increased diagnostic services across the state, at the community level with the expectation that we will begin to see an increase in reporting to the Birth Defects Registry. Alaska's 5-year FAS Project has a number of planned activities and projects that will continue to increase public and community awareness about the dangers of drinking alcohol during pregnancy, increase services to individuals and families affected by FASD, and improve our state's overall efforts to prevent FASD and to improve services to families already affected by disabilities associated with prenatal alcohol exposure.

Measure:

Number of new admissions as a percentage of the total admissions to treatment programs for alcohol and drug abuse. Sec 82(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY2001, the rate of new admissions (2,020) to total admissions to treatment (5,828) was 34.66%.

In FY2000, the ratio of new admissions to the total admissions for treatment was 38.65%. 7,048 clients were admitted to substance abuse treatment as reported in the division's statewide Management Information System (MIS). Of the total admissions, 2,724 were identified as new admissions. New admission means never before admitted to the treatment system in the history of the MIS, which began in 1983.

Background and Strategies:

Alcoholism is a chronic, progressive, but treatable disease. As in all chronic diseases, relapse is a part of the disease process. A client being readmitted to treatment after a period of time in remission is not uncommon. Relapse is defined as "to regress after partial recovery from an illness."

Measure:

Length of time that alcohol or other drug treatment clients are on waiting lists before receiving services. Sec 82(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division is currently working with the grantees to provide the length of time that individual's are on a waitlist on a regular basis. As of July, 2001, the number of people on the wait-lists were:

Program	No. on Waitlist	Bed/Capacity Need
Women w/ Children	61	17
Adult Residential	143	46

The needed bed/capacity for women with children was calculated based on an average of 100 days in treatment. (365 days per year/100 days per woman for treatment = 3.65 women per bed in one year; 61 women currently on the waitlist/3.65 women per bed = 16.71 beds/year).

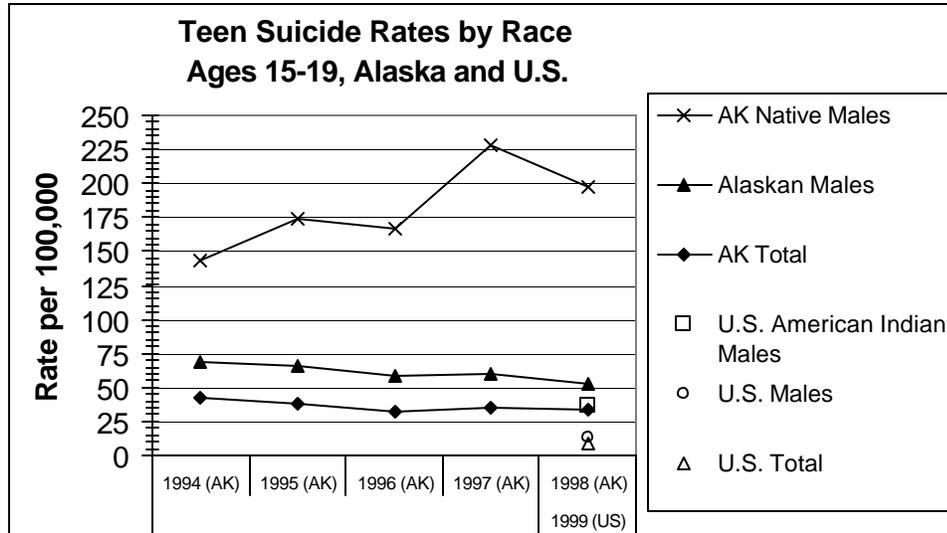
Currently the Division's wait list for adult residential programs stands at 143. In addition the DOC states that up to 120 persons per year are discharged needing dual diagnosis residential care. These persons may or may not be on the wait list. This waitlist does not distinguish between levels of care needed. Within this population there is need for short-term, long-term and dual diagnosis treatment.

Background and Strategies:

One of the most important aspects of successful treatment is that person enters the program when they are physically, mentally and emotionally ready. If they are placed on a waiting list, the chances are that they will not get the treatment they need. The result of being on a wait list is that they risk losing the motivation that triggered them to seek out a treatment program in the first place.

Measure:

Teen suicide rate (per 100,000 aged 15-19 years)

Alaska's Target & Progress:

Source: Alaska Bureau of Vital Statistics and National Center for Health Statistics.
Data for Alaska is based on a 3-year average with the years indicated at the bottom of the chart representing the middle year of each three-year period.

- ❖ The overall teen suicide rate declined in Alaska by over 23%, from a three-year average of 43.1 per 100,000 in 1993-1995 to 33.0 per 100,000 in 1997-1999. Nevertheless, Alaska's teen suicide rate for 1997-1999 was four times the national teen suicide rate for 1999.
- ❖ The male teen suicide rate in Alaska declined by 23.4%, from 68.7 in 1993-1995 to 52.6 in 1997-1999. Alaska's average suicide rate for male teens for the three-year period 1997-1999 was nearly four times the national rate of 13.9 (for 1999).
- ❖ The suicide rate of male Alaska Native teens for the period 1997-1999 was 197.5, which was 5.4 times that of the group with the highest suicide rate reported nationally in 1999 (male American Indian teens).
- ❖ The suicide rate of male Alaska Native teens climbed by 38.8% from 1993-1995 to 1997-1999. There were at least 43 suicides by Alaska Native teens in any consecutive three-year period between 1993 and 1999, resulting in suicide rates ranging from 142.6 per 100,000 (1993-1995) to 227.8 per 100,000 (1996-1998).
- ❖ For 1996 the Alaska total teen (age 15-19) suicide rate was 38.3 per 100,000 teen population.

Background and Strategies:

Teen suicide continues to be a major concern in Alaska, being nearly four times the U.S. rate of 9.5 per 100,000 (the level for Alaskans of all ages 23.7 in 1998, about twice the U.S. rate of 10.3). Numerous activities at the state and local level over the past several years have been directed specifically to identifying youth at risk and providing the individual and group education and intervention needed to help prevent/reduce teen suicides.

Community Mental Health Grants Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of mental health consumers receiving services who show improved functioning as a result of the services. Sec 83(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Given the serious nature of chronic mental illness, only limited sustained functional improvement can be expected. The focus of mental health treatment for consumers with the most severe challenge is to maintain their current level of functioning and to avoid the need for inpatient treatment. Realistically we might expect only 20% of this population to actually improve.

An example of a functional improvement is a consumer who seldom ventured out of his or her house who then begins participating in a once-a-week community activity. Another example is a consumer who was hospitalized at API three times during last year and then manages to avoid extreme psychiatric crisis for fifteen months through frequent counseling and medication.

The Division collaborated with a University of Alaska Anchorage research team to develop several surveys that mental health clinicians could use with their patients. These tools measure a mental health consumer's functional level and can be used to make a comparison across time. In a FY01 pilot study of one of these tools, 67 mental health consumers were assessed at the beginning and ending of several weeks of counseling. In 54% of these cases, people reported that they either did not change or their functioning improved, so in fact this was a very positive outcome.

Background and Strategies:

The Division's ARORA mental health data collection system has suffered from grantee connectivity and data submission compliance issues since inception. In late FY01, plans were made to limit the data required and enforce greater submission compliance. To work around the connectivity issue, a higher percentage of grantees have elected to report on paper, which is then converted to electronic data via the State's keypunch contract. During FY02, grantee quarterly advances are dependent upon timely submission of data. As grantees become accustomed to being held accountable, we anticipate obtaining 90-100% submission compliance, thus enabling us to report on the majority of mental health consumers served through the Division, rather than a very small fraction thereof.

BRU/Component: Community Developmental Disabilities Grants

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

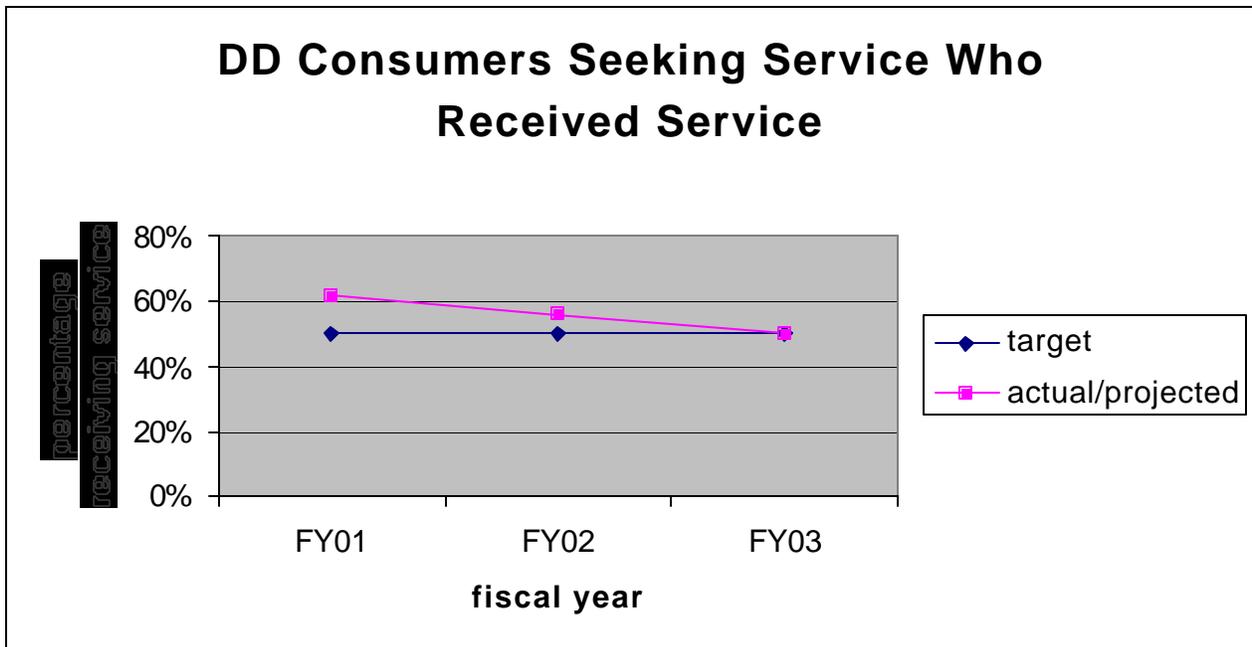
The percentage of those consumers who seek services for developmental disabilities who receive services at various levels from the division.

Sec 83(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Developmental Disabilities (DD) Program target for the percentage of those consumers who seek services for developmental disabilities who receive services at various levels from the division is 50%. If the level of appropriation is maintained at its current amount and the waitlist continues to grow at its current pace, the percentage of consumers who seek services and who will receive services through grants will decline.

To receive funds under the DD program a person must be deemed eligible and be placed on the waitlist. By cross-referencing the waitlist with current program census information submitted by DD grantees, it was determined that 62% of the people on the waitlist in FY 01 received a service or support administered by DMHDD.



The performance measure represents those individuals who remain on the list while receiving services delivered by organizations across the state that receive DD Community Grants administered by the Division. Respite care, core services, or the purchase of special medical equipment are examples the type of assistance available to avert a crisis or delay the need for long-term care.

The measure does not relate to people who are selected and removed from the list to receive more comprehensive services. The measure also does not include individuals removed from the list as a result of obtaining comprehensive services or long-term care through Home and Community Based Waivers.

In prior years this data was collected as a raw total rather than a percentage. In FY00, 2,460 consumers received service through the program's grants and waivers, representing a 26% increase in one year. In FY99, 1,953 consumers received services through the program's grants and waivers.

Benchmark Comparisons:

No known Benchmarks or comparisons exist from other states or similar programs in Alaska. Of the 1,250 individuals on the waitlist at this time, only 251 are over the age of 22. Those younger than 22 are most likely receiving services through Infant Learning Programs (ages 0 – 3) or they are enrolled in special education (ages 3 – 22). While this may lessen the need for more comprehensive services, families report the need for additional supports to care for their children having DD. Also, it may represent good planning on the part of the family so their future needs can be considered.

Background and Strategies:

The DD waitlist demographics and reasons for the growth in the waitlist are summarized in a waitlist report produced for the legislature each year on November 15. Basically, the waitlist grows as a function of improvements in medical technology and practice, population growth, and increased awareness of the benefits of DD services by families with young children. The capacity of provider organizations to deliver services to new people is limited by workforce shortages.

As the role of parents, particularly single parents, changes from being the child's primary care giver to becoming the sole source of income, the demand for paid supports to children with DD in the family expands. There are no readily-available institutional residences in Alaska for people with DD as there once were. Consequently, homes in the community must be developed before an individual can be placed with a provider. That process adds time for the person waiting for services.

Measure:

The average length of time that developmentally disabled consumers are on a waiting list before receiving full services. Sec 83(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The target level for FY 03 for the average length of time that developmentally disabled consumers are on a waiting list before receiving full services is 3.25 years.

The average length of time that DD consumers were on a waiting list in FY 01 before receiving full services was 3.5 years.

Due to differences in the way states administer DD Programs and manage waiting lists, there are no known comparisons. However, the waiting period in Alaska has been shrinking over the past 3 years. The average wait for individuals selected for comprehensive services or long-term care in FY 01 was 3.5 years, 4.5 years in FY 00 and 5.75 in FY 99. The waiting time averaged over this 3-year period is 4.58 years. Of the 256 individuals removed from the waitlist to receive comprehensive or long-term care services in FY 01, 53% had been on the list for less than 3 years.

The capacity of providers to serve new individuals, workforce shortages, family participation in planning and designing the services they receive, and available resources within the limits of appropriation are all factors that affect how long a person is on the list before they are selected for more comprehensive or long-term care.

Benchmark Comparisons:

Due to differences in the way states administer DD Programs and manage waiting lists, there are no known comparisons.

Institutions and Administration Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of programs designated by the department that are reviewed for consumer satisfaction.
Sec 83(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Division's target is to achieve and maintain at least a 50% annual review rate for agencies receiving grants through the division for direct client care.

In FY01, 41% of mental health service programs and 46% of developmental disabilities service programs were reviewed for consumer satisfaction. This contrasts with the FY99 data during which 49% of mental health programs and 34% of developmental disabilities programs were reviewed.

Background and Strategies:

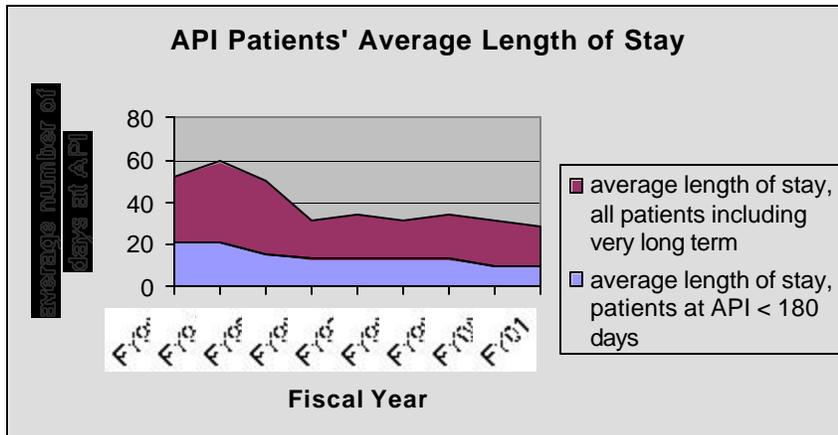
The target of reviewing 50% of the designated programs for in FY01 was not met due to the manner programs are identified for review each year. Integrated QA reviews occur in a two-year cycle. For the FY01 and 02 cycle there were a total of 44 programs selected for review. Twenty of these were selected for FY01 while 24 programs were selected for review in FY02. During FY01 one program was closed prior to the review being conducted and another was not reviewed due to their location (Aleutians) in relation to the cost associated with conducting an on-site review. This left 18 programs that were successfully reviewed. The most obvious choices for improvement are to 1) reduce the goal from 50% to a lower, more achievable goal or 2) calculate the number of programs in a manner that excludes those that weren't reviewed if a review was impossible or impractical.

Measure:

The average length of stay at the Alaska Psychiatric Institute.
Sec 83(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Significant data has been compiled on API over the past few years as a part of the evaluation of the federally-funded Community Mental Health/API Replacement Project. As a result, it has become clear that community mental health providers would prefer that API be able to retain patients experiencing chronic mental illnesses for longer periods of time, so that the patients were more adequately or fully stabilized prior to their discharge back to their community and the community mental health center (CMHC) program with which they are associated. These providers would clearly prefer an average length of stay (ALOS) of more than 10 days.



API's ALOS for FY01 was 10 days for persons at API with stays of 180 days or less. When you include all persons being treated at API, (including those with stays in excess of 180 days) the ALOS rises to 19 days. Since the number of persons at API with stays over 180 days totaled just 34, so it is clear that an ALOS of 10 days applies to the vast majority of the 1,544 patients admitted to API in FY01.

In FY01, API length of stay (LOS) data shows the following:

29% of all persons admitted were discharged from API within 1 day.
21% were discharged within two or three days
22% were discharged within four to 12 days
18% were discharged within 13 to 30 days
7% were discharged within 31 to 60 days
3% were discharged after 60 days.

Thus, 50% of all persons admitted to API were discharged within 3 days, many of whom were first-time admits with substance abuse as well as acute psychiatric concerns at the time of admission.

Another 22% were discharged within 12 days. Hospitalizations of under two weeks are viewed as inadequate for some patients with chronic mental illnesses. From a CMHC's perspective, short stays not only fail to provide sufficient treatment time but also do not allow for adequate discharge planning between API, the patient, and the community provider. The provider thinks, in such instances, that the patient is discharged before the local provider has been able to reinstate or find other services to meet the needs of their client. For example, if a patient decompensated, trashed their apartment, and then ended up at API involuntarily, it may not be possible for the provider to find other housing for the client before their discharge within 10 days, thereby requiring the client to find temporary housing at a local shelter or other short-term housing situation which and probably is not the best therapeutic result for the client.

While the State has not yet identified a specific target ALOS, given the comments of community mental health providers, it is clear that a goal of more than 10 days may be appropriate.

It is important to note, however, that it has been the long-term goal of the API Replacement Project that community hospitals develop local capacity to handle resident mental health emergencies so that, over time, API would no longer be required to perform as a psychiatric emergency room. If this were to occur, API would have the bed capacity and staff time to accept secondary and tertiary care patients whose lengths of stay would greatly exceed today's ALOS of 10 days.

Indeed, it was the goal that API accept patients from local hospitals where the patient's mental health treatment needs exceed a projected 14 to 30 days, or to accept any patient where the patient's illness was such that it exceeded local treatment capacity. This remains the long-term goal of the API Replacement Project.

At this time local capacity for hospitalization of persons experiencing a mental health crisis is increasing in certain parts of the State, specifically in Juneau and Fairbanks. Without similar local capacity in private, community hospitals in Anchorage (the major source of API admissions - 72% in FY01), we believe API's length of stay will continue near what it was in FY01.

The opening of Providence Hospital's Single Point of Entry (SPE) in April or May of 2002, as a part of its emergency department and in cooperation with DMHDD's community mental health program, may have some impact on the ability of API to have more appropriate time in which to both treat patients and assist CMHC's in better discharge planning. The SPE will accept patients within the Anchorage bowl experiencing a mental health emergency. It will be able to rapidly assess and refer patients to appropriate services within a 24-hour period. It cannot hold patients for more than 24 hours, however so quick disposition to a variety of local services is an important aspect of the plan.

The increase in local capacity outside of Anchorage and the development of the SPE in Anchorage at Providence Hospital will contribute to API's movement towards its goal of becoming a more tertiary care facility.

Benchmark Comparisons:

Good data on lengths of stay at other public psychiatric hospitals across the country does not exist. While a national database containing such data is presently under development through the auspices of the National Association of State Mental Health Program Director's Research Institute (NRI), NRI has not produced ALOS data for State psychiatric hospitals. The vast majority of public psychiatric hospitals in the nation are reporting a variety of

performance measurement data to NRI, but lengths of stay is not yet one of the performance areas that the NRI is measuring. It may be possible over the next year to seek this information from NRI. Determinations as to data reports are controlled by the mental health commissioners/directors of the 50 states, so it does take some time to get agreement on new initiatives. We know the NRI databank already has the necessary data points to calculate individual hospital average lengths of stay, so it might not be too difficult to get such information in the near future.

Finally, API's very short ALOS is highly unusual for a state psychiatric hospital. The majority of public psychiatric hospitals do not accept emergency admissions, as API does. Most state hospitals only accept admissions during the day and during the normal business week. Generally, local private or county hospitals are responsible for and operate psychiatric emergency rooms as a part of their medical/surgical hospitals or have separate psychiatric facilities in larger cities/counties. State psychiatric hospitals generally only accept very difficult, highly complex patients who require substantive hospitalizations exceeding weeks, months, and in some cases, years.

Background and Strategies:

The Community Mental Health/API Replacement Project was specifically designed to meet the long-term goal of converting API to a secondary or tertiary care facility. The project is presently entering its third year. Its strategy is to create or enhance existing community mental health services in the Anchorage area, thereby reducing admission pressure at API. This approach over time should reduce the use of API for mental health crises. By reducing the number of emergency admissions, it will provide opportunities for more individualized patient care while creating the ability to work more closely with community mental health centers and their/our patients in a treatment program maximizing a recovery approach to treatment, both inpatient at API and outpatient in the patient's/client's community and with the community provider and API working together.

The CMH Project is funding 1) the Providence SPE, 2) additional and enhanced crisis respite/treatment beds through Southcentral Counseling Center's program, and 3) enhanced detox and dual-diagnosis substance abuse treatment beds through the Salvation Army's Clitheroe Center. Further, the project has funded intensive, 24-hour care and housing for some of API's formerly most difficult-to-place persons and has developed and implemented another intensive community-based mental health service through its Recovery by Choice program. All of these programs are designed to meet the goal of reducing admissions to API to assist API in reaching its goal of becoming a more tertiary care hospital.

Mental Health Trust Boards Budget Request Unit

Contact: Janet Clarke, Director, Administrative Services

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Key Performance Measures for FY2003

Measure:

The Alaska Mental Health Board (AMHB), Advisory Board on Alcoholism and Drug Abuse (ABADA) and the Governor's Council on Disabilities and Special Education (GCDSE) will provide quarterly reviews of program monitoring processes in conjunction with their regular public meetings. This will occur as part of the quality assurance and/or monitoring effort involving the Division of Mental Health and Developmental Disabilities and the Division of Alcoholism and Drug Abuse.

Alaska's Target & Progress:

In FY 2001, at their quarterly meetings, the Boards conducted their quarterly reviews of program monitoring process.

Measure:

AMHB, ABADA and GCDSE will join the Alaska Mental Health Trust Authority and the Alaska Commission on Aging in the development and implementation of a strategic communications plan that focuses on raising public awareness about beneficiary needs and stigma reduction that supports decriminalization. AMHB, ABADA and GCDSE will provide forums and/or outreach efforts annually that educate stakeholders about priority service delivery needs of beneficiaries and other Alaskans at risk.

Alaska's Target & Progress:

In FY2001, during the Boards collaboration meeting, we identified the need for development and implementation of a strategic communications plan.

Measure:

Number of Trust funded projects and/or initiatives that focus on the needs or at least two of the four beneficiary groups for the boards and council advocate.

Alaska's Target & Progress:

In FY2001, the Boards had two Alaska Mental Health Trust Authority funded projects that focused on the needs of at least two beneficiary groups.

Administrative Services Budget Request Unit**Contact: Janet Clarke, Director**

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Key Performance Measures for FY2003**Measure:**

The cost of Administrative Services personnel as compared to the cost of the entire Department's personnel.
Sec 85(b)1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

	Includes Comm. Office DAS	Total DEPARTMENT	PERCENTAGE
FY00	\$5,207.2	\$121,253.9	4.29%
FY01	\$5,855.3	\$128,541.7	4.34%

Benchmark Comparisons:

There are no comparisons at this time.

Measure:

The percentage of grievances and complaints resolved without resort to arbitration.
Sec 85(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 2000 there were 131 cases and 98% were resolved without arbitration.
In FY 2001 there were 74 cases and 97% were resolved without arbitration.

Background and Strategies:

The number of cases declined from FY2000 to FY2001. This is partly due to the DHSS training that has been given to all supervisors.

Measure:

The average number of days taken for vendor payments.
Sec 85(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY2000 = 34 days
FY2001 = 33 days

Background and Strategies:

It is important to note that the average payment days extracted from the accounting system start with the vendor's date listed on invoice. Therefore, the report extracted from the accounting system does not accurately reflect the days it takes a department fiscal office to process a vendor invoice.

Measure:

The percentage of audit exceptions that are resolved.
Sec 85(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY2000 a total of 6 audit exceptions occurred, all of which will be resolved by 6/30/2002.

Background and Strategies:

The State Single Audits are one year behind. The data collected here will be one year later than other targets.

Measure:

The percentage of divisions within the department that meet assigned performance measures.
Sec 84(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Data not available at this time.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the Commissioner's Office.
Sec 84(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY2001, there were 126 questions and complaints logged into the Commissioner's Office Correspondence Tracking System. The average time to respond to these inquiries was 11 working days.

State of Alaska FY2003 Governor's Operating Budget

Department of Labor and Workforce Development Performance Measures

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Commissioner: Ed Flanagan

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Administrative Services Director: Remond Henderson

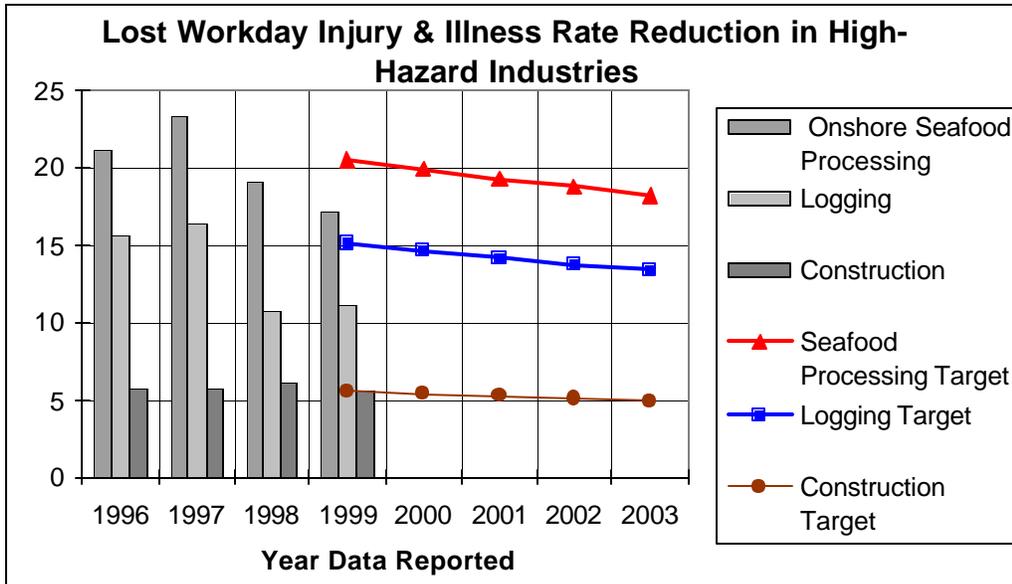
Tel: (907) 465-2720 Fax: (907) 465-2107 E-mail: Remond_Henderson@labor.state.ak.us

Governor's Key Department-wide Performance Measures for FY2003

Measure:

The number of lost workdays in high-hazard industries, including seafood processing, logging, and construction. Sec 91(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



The target is to reduce injuries and illnesses in each of three high hazard industries by 15% over five years (~3% per year) by focusing on those workplaces with the highest injuries and illnesses. Targeted industries are construction, logging, and seafood processing.

Bureau of Labor Statistics Lost Workday Injury & Illness Rates for Selected Industries

	1996	1997	1998	1999	%Change 1996-1999
All Private Sector	4.1	4.2	3.9	3.8	(7.3%)
Construction	5.7	5.7	6.1	5.6	(1.8%)
Logging	15.6	16.4	10.8	11.1	(28.8%)
Onshore Seafood Processing	21.2	23.3	19.1	17.1	(19.8%)

Bureau of Labor Statistics (BLS) statistics reflect the previous calendar-year activity, not the previous budget-year activity. Because the data is reported in December of the following year, the lag is nearly two years. Targets were derived using 1996 data (latest available at that time) reduced by 3% to set the 1999 target and applying a 3% reduction to each following year. The above injury and illness rates are per 100 full time workers and all data is based on calendar years.

Benchmark Comparisons:

We have been unsuccessful in obtaining useful comparison statistics from other states. Other states use different target industries. Even though we use the same industries as the federal government, they obtain their statistics on a different set of specific criteria, which makes a comparison invalid at this time. The targets shown are the federal grant performance measures for the department.

Background and Strategies:

The Alaska Occupational Safety & Health program is involved in on-going efforts to integrate compliance assistance with enforcement strategies in order to better direct the resources of the program toward high-hazard industries and workplaces, and toward the particular hazards and issues that cause accidents or represent recognized threats to worker safety and health. Success in this area will result in reductions in lost workdays due to job-related illness or accidents.

The department wishes to work with the legislature to revise this measure. As stated in statute this measure calls for the number of lost workdays. The department would like this to be revised to measure incidence rates. This change would align the measure with the program's federal grant performance measure. Also the department and federal government utilize rates in all other reporting and measuring functions.

Measure:

The number of registered clients who enter employment after receiving services through an Alaska Job Center.
Sec 87(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Increase to 37% the number of registered clients who entered employment after receiving service through an Alaska Job Center. For State FY2001, 36.3% of served clients have entered employment.

Benchmark Comparisons:

The benchmark was established at 31.6% by averaging the last two completed fiscal years (2000 and 2001). The percentage was lower in FY00 (28.5%) than in FY01 (34.7%), as it is economy driven. Success in reaching this target will require our adopting new and additional strategies and applying further resources to the goal.

Note: This benchmark is based on Alaska averaging because the U.S. Department of Labor did not have ES Performance Standards in prior years.

Background and Strategies:

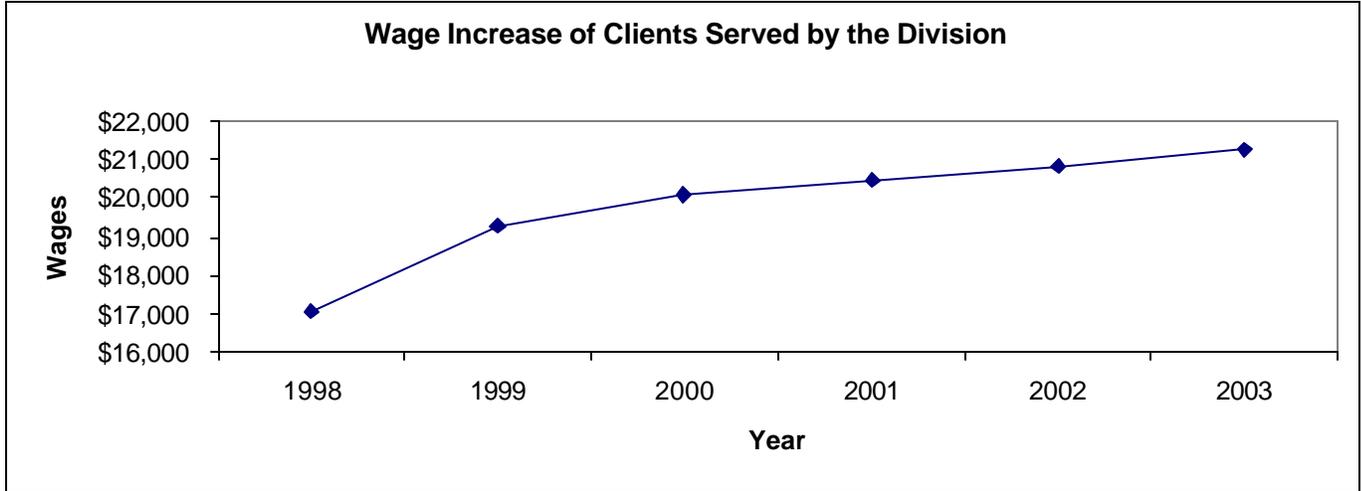
Staff-assisted service is necessary to increase the probability of a registered client entering employment. Emphasis will be placed on the following strategies:

1. Staff-assisted job search support, such as referrals, resume writing, case management, interviewing techniques and other workshops and activities that will help clients enter employment;
2. Tracking of services provided in the statewide management information system;
3. Outreach to employers and rural job seekers;
4. Marketing services to employers, job seekers, and communities.
5. Surveys to employers and job seekers to gauge their satisfaction, and continuously improve services.

Measure:

The increase in wages of clients who are served by the Vocational Rehabilitation Division.
 Sec 92(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Increase the annual wages of clients served. The average annual wage earned by Alaskans with disabilities that received services increased from \$20,084 in FY00 to \$20,425 in FY01. For FY02 and FY03 the program will work to increase the average annual wage by 2% each year. This would be to \$20,834 in FY02 and \$21,250 in FY03.

Benchmark Comparisons:

In FY98 the program established a base amount of \$17,062 for the average annual earnings of individuals with disabilities placed in the workforce.

Background and Strategies:

The program will consider that an individual has achieved an employment outcome when the following have been met:

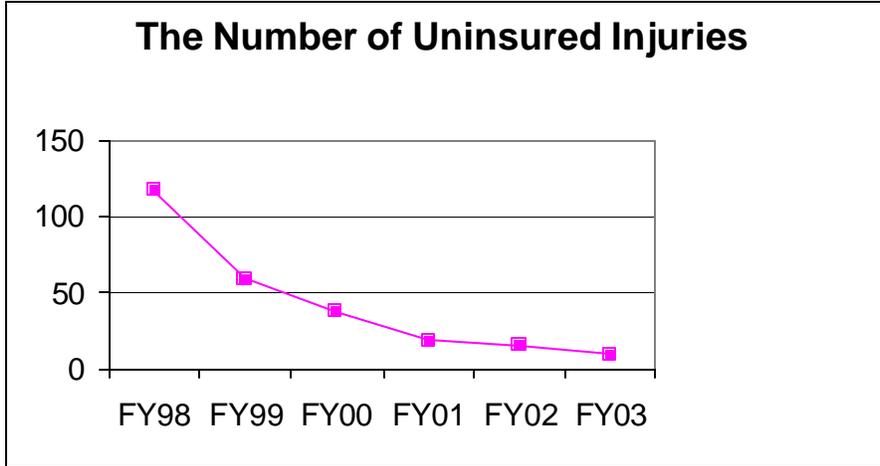
- a) The provision of services under the individual's Individual Plan for Employment (IPE) contribute to the achievement of the employment.
- b) The employment is in the most integrated setting possible and is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
- c) The individual has maintained the employment for a period of at least 90 days.

Counselors will emphasize placing clients in well paying jobs with employee benefits.

Measure:

The number of uninsured workplace injuries.
Sec 90(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Reduction of uninsured injuries

FY98 - 117

FY99 - 59

FY00 - 38

FY01 - 19

FY02 - 15 (projections)

FY03 - 10 (projections)

Benchmark Comparisons:

Since the law says that all employers must insure all their employees the benchmark for this must be zero uninsured injuries.

Background and Strategies:

Because of the rise of uninsured injuries the Division hired an investigator in FY99. The investigator performs investigations and promotes legal compliance through computer generated information inquiries, letters to uninsured employers, on site investigations, cease and desist orders, accusations before the Workers' Compensation Board, testimony before the Board which leads to stop orders and fines, and presentation of evidence and testimony in criminal prosecutions through the Department of Law. These activities have been greatly enhanced by the new computer system.

Employment Security Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number of registered clients who enter employment after receiving services through an Alaska Job Center. Sec 87(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Increase to 37% the number of registered clients who entered employment after receiving service through an Alaska Job Center. For State FY2001, 36.3% of served clients have entered employment.

Benchmark Comparisons:

The benchmark was established at 31.6% by averaging the last two completed fiscal years (2000 and 2001). The percentage was lower in FY00 (28.5%) than in FY01 (34.7%), as it is economy driven. Success in reaching this target will require our adopting new and additional strategies and applying further resources to the goal.

Note: This benchmark is based on Alaska averaging because the U.S. Department of Labor did not have ES Performance Standards in prior years.

Background and Strategies:

Staff-assisted service is necessary to increase the probability of a registered client entering employment. Emphasis will be placed on the following strategies:

1. Staff-assisted job search support, such as referrals, resume writing, case management, interviewing techniques and other workshops and activities that will help clients enter employment;
2. Tracking of services provided in the statewide management information system;
3. Outreach to employers and rural job seekers;
4. Marketing services to employers, job seekers, and communities.
5. Surveys to employers and job seekers to gauge their satisfaction, and continuously improve services.

Measure:

The timeliness of initial payments to unemployment insurance claimants. Sec 87(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Maintain or exceed the timeliness benchmark of 95% of the first payments issued within 35 days following the end of the first compensable week to unemployment insurance claimants. In FY2001, 97.2% of first payments were issued under these timeframes.

Benchmark Comparisons:

The federal performance measure is prompt payment of unemployment insurance (UI) benefits, with 95% of first payments issued within 35 days following the end of the first compensable week.

Background and Strategies:

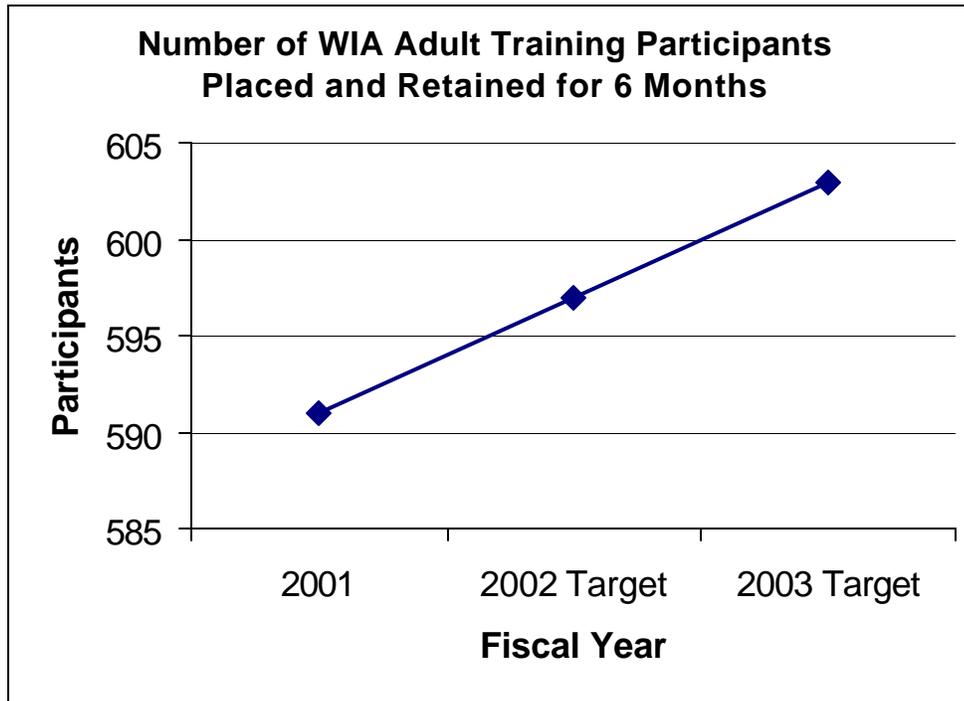
To monitor the promptness of UI benefit payments, first payment time lapse measures the number of days from the week ending date of the first compensable week in the benefit year to the date the payment is made. This includes payments made by direct deposit; mail and in-person or those used to offset prior overpayments.

Strategies planned to ensure first payment timeliness include:

- Continue development of UI Intranet to improve resources used by front line staff.
- Enhance technology to improve timeliness of data transfer for ex-service members.
- Expedite electronic out-of-state wage information requests and transfers to facilitate timely payment of benefits.

Measure:

The number of individuals who enter and retain employment at least six months after receiving training from the division.
Sec 87(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Historically, Alaska's Federal Job training program's employment and retention numbers have averaged 684 participants under the final three years of the Job Training Partnership Act, (JTPA). This is for the time period from FY98, 99 and 2000. The Workforce Investment Act (WIA) was implemented in FY2001, and our number of training participants who left the program, entered employment and were retained in that employment for at least 6 months was 591. In keeping with our federally negotiated performance standards, we propose to increase that figure by 1% in FY2002 and 1% in FY2003.

Benchmark Comparisons:

Because the Federal government does not require or negotiate performance standards expressed in raw numbers of participants, there is no national benchmark to emulate. For purposes of addressing this State standard, we propose to establish the performance from FY 2001 as the benchmark, as it fairly represents the first full year of WIA implementation. That benchmark would therefore be 591 participants who after training, become employed and retain their employment for at least 6 months. As with all of our USDOL performance standards, we are committed to continuous improvement, and will set a goal of a 1% increase each year.

Background and Strategies:

The Workforce Investment Act of 1998 requires that all States receiving Federal funds must develop measurable performance outcomes. Because of potential fluctuations in both the State and national economy, shifts in the funding levels, recisions, grant performance and carry forward, there are many variables that can affect the total number of clients served and the end results in any given year. The Federal government recognizes this, and therefore does not use this as a set performance standard.

This performance measure is based on the number of clients and was proposed by the Legislature in FY2002. Both the Division and USDOL believe that measurable performance measures should be based on percentages not numbers of clients. The Division has addressed the WIA performance measures based on percentages in section

87(b)(4) and 87(b)(5). Since this performance measure does not lend itself to useful or meaningful evaluation and we have addressed the WIA program issue with two other performance measures based on percentages, we recommend that this performance measure be deleted.

Measure:

The percentage of eligible WIA Adult Job Training participants who are placed into full-time unsubsidized jobs. Sec 87(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Increase the employment percentage goal to 66% placement into full time, unsubsidized jobs of eligible WIA Title I Adult Job Training participants. For FY02 and FY03 the employment goals for Adult WIA Title I participants will be measured against the Federal U.S. Department of Labor negotiated performance standards under the WIA. Historically, Alaska's program employment percentage has been 60.8% of WIA Title I Adult participants placed into full time unsubsidized jobs. During FY 01 Alaska achieved an overall percentage of 60% of all WIA Title I funded adults placed into full time, unsubsidized jobs.

Benchmark Comparisons:

For FY02, the target national employment percentage average of Adult WIA Title I participants placed into full time unsubsidized jobs is 65%. The USDOL performance standards are committed to continuous improvement, with a goal of a 1 % increase each year.

Background and Strategies:

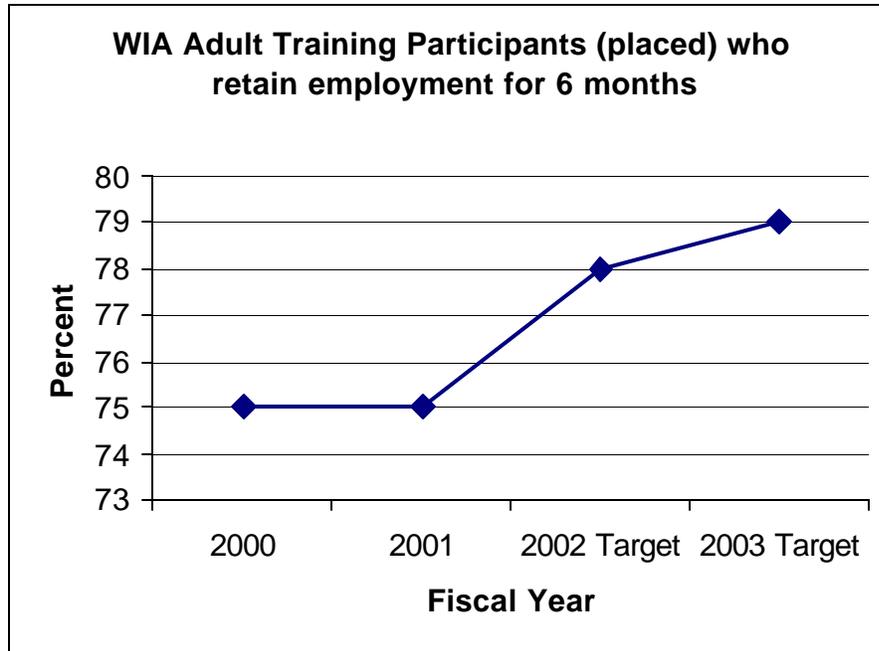
The Workforce Investment Act of 1998 requires that all States receiving Federal funds must develop measurable performance outcomes. This measure is consistent with the Federal direction and expectations.

Alaska has developed appropriate job training, placement and retention strategies under the WIA State Unified Plan, to enable staff and selected service providers to successfully serve Alaska's unemployed and underemployed workers. Since 1999, the USDOL, Employment and Training Administration requires that each state negotiate a reasonable percent of increase in employment goals for the years FY 01, 02, and 03. Each state would choose a benchmark year and the aim would be to increase the goals attained annually.

Measure:

The percentage of WIA Adult Job Training participants who retain work for at least six months.
 Sec 87(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



For FY02 and FY03, the employment goals for Adult WIA Title I participants will be measured against the Federal U.S. Department of Labor negotiated performance standards under the WIA. Historically, Alaska's program employment percentage has been 60.8% of WIA Title I Adult participants placed into full time unsubsidized jobs. Of this 60.8%, 75.5% have retained work for at least 6 months. During FY 01, Alaska achieved an overall percentage of 60% of all WIA Title I funded adults placed into full time, unsubsidized jobs, and 75% retained work for six months.

Benchmark Comparisons:

For FY02, the national employment percentage average of Adult WIA Title I participants placed into full time unsubsidized jobs is 65%. Of this 65%, 78% have retained work for at least 6 months. The USDOL performance standards are committed to continuous improvement, with a goal of a 1% increase each year. The FY03 target will be 79% of those placed into full time unsubsidized jobs will retain work for at least 6 months.

Background and Strategies:

The Workforce Investment Act of 1998 requires that all States receiving Federal funds must develop measurable performance outcomes. This performance measure is consistent with the Federal direction and expectations.

Alaska has developed appropriate job training, placement and retention strategies under the WIA State Unified Plan, to enable staff and selected service providers to successfully serve Alaska's unemployed and underemployed workers. Since 1999, the USDOL, Employment and Training Administration requires that each state negotiate a reasonable percent of increase in employment goals for the years FY 01, 02, and 03. Each state would choose a benchmark year and the aim would be to increase the goals attained annually.

Measure:

The percentage of survey respondents rating the UI services as adequate or higher.
Sec 87(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Maintain or exceed the level of customer satisfaction, with 90% of survey respondents rating overall service as adequate or better. From the two surveys conducted in FY2001, 98% of the claimants responded that overall service was adequate or better.

Benchmark Comparisons:

Currently there are no federal standards or national benchmarks to compare surveys against other states. Surveys have been and will continue to be designed to achieve statistical reliability of 95%.

Background and Strategies:

Randomly survey unemployment insurance claimants to monitor satisfaction with benefits program and services received.

Strategies planned to ensure high level of customer satisfaction include:

- Continue biannual customer satisfaction surveys to measure level of service and to explore avenues for expansion of services.
- Develop a web based customer satisfaction database. This will improve the analysis of information provided by customers to help identify opportunities for improvement.

Measure:

The number of employers who are satisfied with the public labor exchange services they received.
Sec 87(b)(7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Ensure that at least 65% of all employers who use the public labor exchange services are satisfied with the service they received. We are currently building surveys that will be implemented by 7/01/02, to comply with newly established Wagner-Peyser performance measures.

Benchmark Comparisons:

Of all employers that use the public labor exchange, 65% is the desired satisfaction level for the Wagner Peyser grant, which primarily funds the public labor exchange. This level is mandated by the Workforce Investment Act (WIA), which primarily funds training programs.

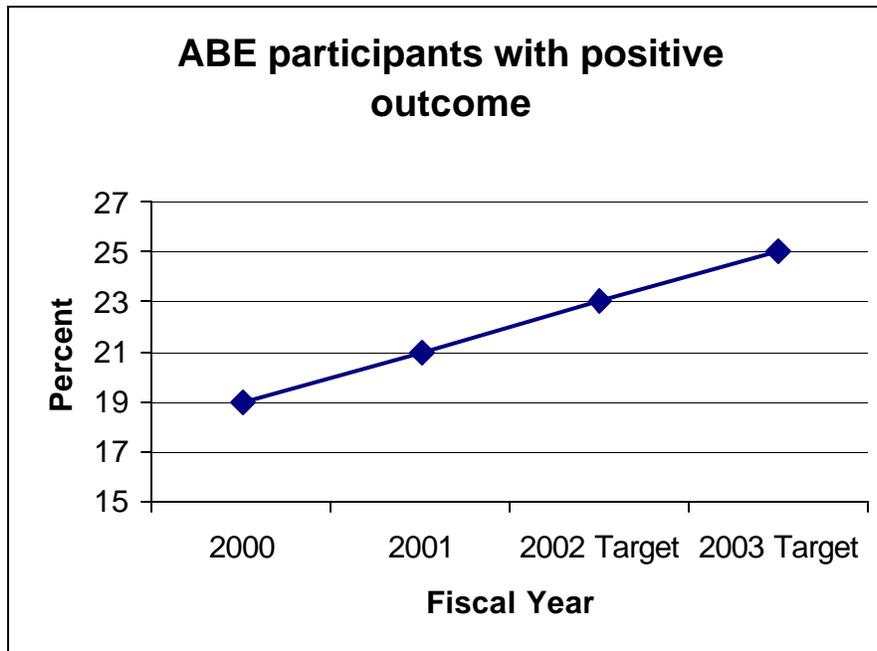
Background and Strategies:

A survey will be developed during FY02 for implementation at the start of FY03.

Measure:

Increase the percentage of Adult Basic Education students who get a GED, find or retain a job, advance to higher education/vocational training, or advance in educational levels to a combined 25%.

(Not yet addressed by Legislature)

Alaska's Target & Progress:

For FY 00, 01, and 02 the percentage of full-time Adult Basic Education clients will be measured against the FY 99 average benchmark of 19%. The goal is a 2% increase each year in each of the following positive outcomes:

- 1) Obtaining a GED;
- 2) Finding or retaining employment;
- 3) Advancing to higher education or vocational training; or
- 4) Advancing in one or more educational levels.

Benchmark Comparisons:

The FY99 average benchmark is 19%, which was derived from the statewide number of full-time Adult Education clients who achieved one of the positive outcomes. Of the total number of FY99 clients enrolled, 29% earned a GED, 10% found or retained a job, 8% advanced to higher education or vocational training, and 31% advanced two educational levels.

Background and Strategies:

Title II, Adult Education and Family Literacy of the Workforce Investment Act of 1998 requires that Adult Education programs receiving Federal funds must develop positive outcomes in the categories listed above.

Since 1998 the U.S. Department of Education, Office of Vocational and Adult Education (OVAE) requires that each state negotiate a reasonable percent of increase in measurable outcomes for the years FY 00, 01, and 02. Alaska chose FY99 as its benchmark year with the aim to increase the goals attained by 2% annually.

All local Adult Education programs in Alaska met in Anchorage twice in FY98 to develop a set of student performance standards that included the measurable outcomes. These standards were reviewed and sanctioned by the State Board of Education (ABE was located in Department of Education in FY98) and OVAE. They have since been revised to accommodate changes brought about by the Workforce Investment Act.

The goal of 25% attainment of the combined positive outcomes is again offered as a meaningful Performance Measure for the Adult Basic Education program in 2003.

Administrative Services Budget Request Unit

Contact: Remond Henderson, Director

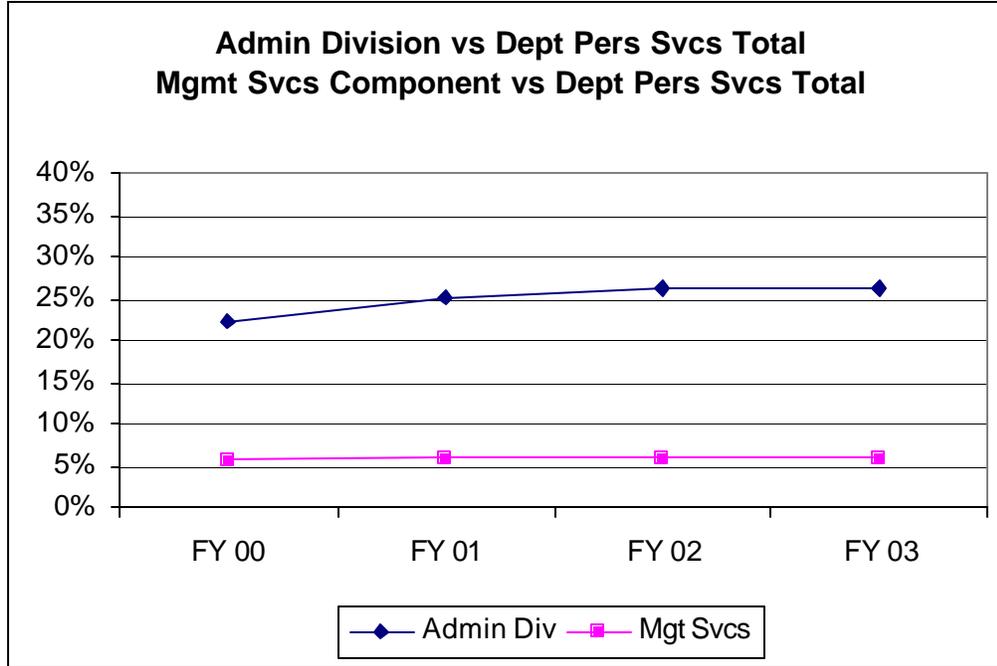
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Key Performance Measures for FY2003

Measure:

The cost of the division compared to personnel costs for the department.
 Sec 89(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



This measure, as stated in HB 250, compares the total cost of the Administrative Services Division to the total personal services cost for the department. Both the measure, as stated in HB 250, and a comparison of the total costs of the Management Services component to department personal services are shown in the above graph. The target is to maintain the current percentage while exploring ways to reduce costs in the future.

Benchmark Comparisons:

The department has not yet identified a state or federal entity of comparable size and composition for which comparative data is available.

Background and Strategies:

The department wants to work with the legislature to revise this measure to compare only the Management Services component total budget to the total personal services cost of the department. The Management Services component is one of 4 budget components that make up the division. The department wants to exclude the Labor Market Information (LMI), Data Processing (DP) and DOL State Facilities components from the comparison. The LMI component is a research agency funded primarily by federal and interagency funds that produces various information products but does not act as administrative support to the department. A portion of the DP component does support the department as a whole but the majority of activity is in direct support of federal employment programs. The DOL State Facilities funds are essentially a pass through for general fund program rent payments. The inclusion of these three components distorts the intended comparison of departmental support costs.

Measure:

The number of late penalties incurred for payroll or vendor payments.
Sec 89(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Our goal is to reduce the number of warrants in FY02 with late fees to 67 (.2% of total warrants issued). The 67 warrants is based on an assumption that we will issue 33,400 warrants in FY02. This is the same number of warrants that were issued in FY01. Our penalty rate was .3% (101) of the warrants issued in FY01. This .1% proposed improvement in the rate is a 33% reduction from FY01 to FY02. For FY03 the target will be to further reduce the number of late payments to 53, this would be an additional 20% reduction to a rate of .15%

Additionally, our dollar amount goal is to reduce the amount paid for vendor late fees by \$350.00 for a total cost of \$700.00 for FY02. The total amount paid in FY01 was \$1,063.00. This goal is a 33% reduction in cost. For FY03 our target is \$560.00, this would be a 20% reduction to the FY02 amount.

Note: In FY01 there was only one payroll penalty of \$400.00 incurred. As this was an isolated incident, payroll penalties were not taken into account when setting goals.

Benchmark Comparisons:

The department has not yet identified a state or federal entity of comparable size and composition for which comparative data is available.

Background and Strategies:

There appears to be a systemic problem in receiving billings and processing payments for one vendor. Of the above totals, 43 of the 101 late payments in FY01 and 13 of the 34 to date late payments in FY02 were to this single vendor. Our plan is to eliminate this problem by priority processing of this vendor and possibly changing the billing address so statements come directly to the department's fiscal office.

Office of the Commissioner Budget Request Unit

Contact: Ed Flanagan, Commissioner

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Key Performance Measures for FY2003

Measure:

The percentage of divisions in the department that meet assigned performance measures.
Sec 88(b)(1) Ch 90 SLA 2001(HB 250)

Background and Strategies:

The Commissioner's office monitors program performance through regular communications with division directors at weekly staff meetings.

Measure:

The number of financial audit exceptions resolved.
Sec 88(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department's goal for resolution of audit findings is to implement corrective action within one year and obtain federal final resolution within three years of the initial identification of the audit finding. No baseline data is currently available for this measure. The agency has made progress in achieving this goal and the number of audit findings have also decreased over past three years as shown below:

FY00 FEDERAL COMPLIANCE FINDINGS – AGENCY CORRECTIVE ACTION IMPLEMENTED

- Improve controls on property management - tagging and listing of property – corrected
- Distribute data processing personal services cost according to regulations – corrected

FY99 FEDERAL COMPLIANCE FINDINGS - FEDERAL FINAL DETERMINATION

- Three quarterly reports did not match state accounting system – resolved
- Unsubstantiated and questionable report data – resolved
- Incorrect revenue figures and untimely revenue billings – resolved
- Lack of follow up on subrecipient audit findings – resolved

FY98 Federal compliance findings are in the initial determination phase and are being addressed with the Federal Office of Inspector General.

Benchmark Comparisons:

This performance measure does not readily lend itself to comparison with other entities because there are no existing performance standards established, and the resolution of audit findings is related to their complexity and to the nature of the organization's business.

Background and Strategies:

Federal financial audit exceptions are initially identified by the annual compliance audit. Although corrective actions are implemented by the agency, the final resolution of these audit findings is a multi year process requiring additional agency monitoring and paperwork. Generally, the process is:

- Agency implements corrective action to initial finding, and initiates monitoring
- Reviewed and re-reported in subsequent annual audits as a continuing and/or prior year finding
- Review and Initial determination by Federal Resolution and Appeals
- Agency responds to Initial determination
- Review and Final determination by Federal Resolution and Appeals

The Federal Final determination generally occurs two to three years after the original audit, but not necessarily in chronological order. For example, a final determination for the FY99 findings was received prior to an initial determination for the FY98 findings. Although some of the findings are the same in both reports, a final determination for one year does not resolve the issue for subsequent years.

STRATEGIES

To achieve this performance measure, resolution of audit findings is coordinated and monitored by DOL's Internal Audit. In addition, Internal Audit works to limit the potential for audit findings by documenting and reviewing areas of weakness that are identified through the annual federal compliance audit process, but are not yet considered an audit finding.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.
Sec 88(b)(3) Ch 90 SLA 2001(HB 250)

Background and Strategies:

The Commissioner's office policy is 24 hour turn around on telephone calls and basic information requests if at all possible. If the inquiry is more complicated, the initial contact is still made within 24 hours and we work on resolution and stay in contact with the individual until the information is obtained and passed on to the individual. This policy does not extend to Commissioner level appeals, such as Unemployment Insurance cases, as there are standards and processes already in place.

Workers' Compensation Budget Request Unit

Contact: Paul Grossi, Director

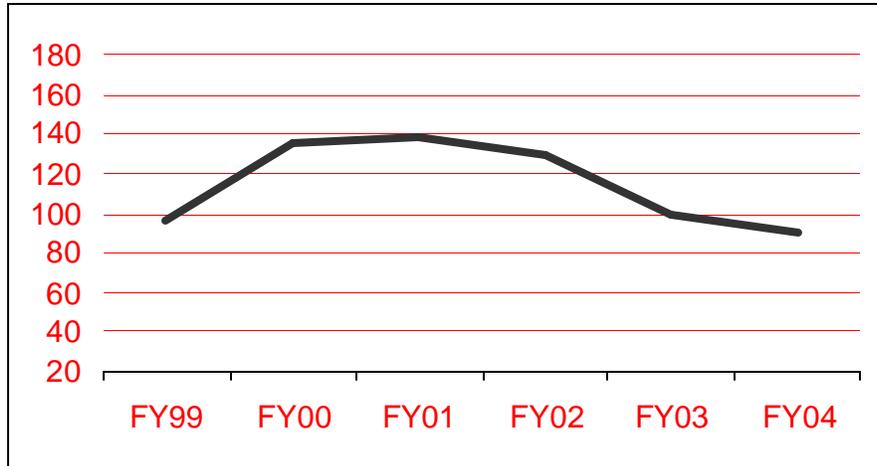
Tel: (907) 465-2790 **Fax:** (907) 465-2797 **E-mail:** Paul_Grossi@labor.state.ak.us

Key Performance Measures for FY2003

Measure:

The average time taken from a compensation hearing request until the date on which the hearing is scheduled.
Sec 90(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Reduce the time lag between the request and scheduling of a hearing.

FY99 - 95.8 days

FY00 - 135.6 days

FY01 - 137.7 days

FY02 - 130 days (projection)

FY03 - 100 days (projection)

FY04 - 90 days (projection)

The time lag has gotten worse because of two major factors: the hearing case load has been going up; and because of funding reductions, we had fewer hearing officers.

Benchmark Comparisons:

The benchmark for this measurement is 90 days. This is based on AS 23.30.110(c). This subsection of the statute provides for a hearing to be scheduled within 60 days of request if not opposed by a party. If an opposition is filed, as they are in the vast majority of cases, a prehearing must be held within 30 days to set a hearing. If the hearing is scheduled within 60 days from the prehearing, 90 days to set a hearing from the date of request is a reasonable benchmark. The division expects to be able to begin meeting the 90 day benchmark in FY04 if the current level of funding is not reduced.

Background and Strategies:

The increase in the hearing time lag was noted in FY00. There was an elimination of a hearing officer as a result of budget cuts, and at the same time there was a corresponding rise in the overall hearing caseload. The legislature granted an increment in the FY02 budget for an additional hearing officer to address the problem. The hearing officer was hired in September of 2001 and additional hearings are currently being scheduled.

The Department promulgated and the Workers' Compensation Board approved a new regulation that would require hearings to be scheduled within 60 days from prehearings to further define the legislative intent in AS 23.30.110(c).

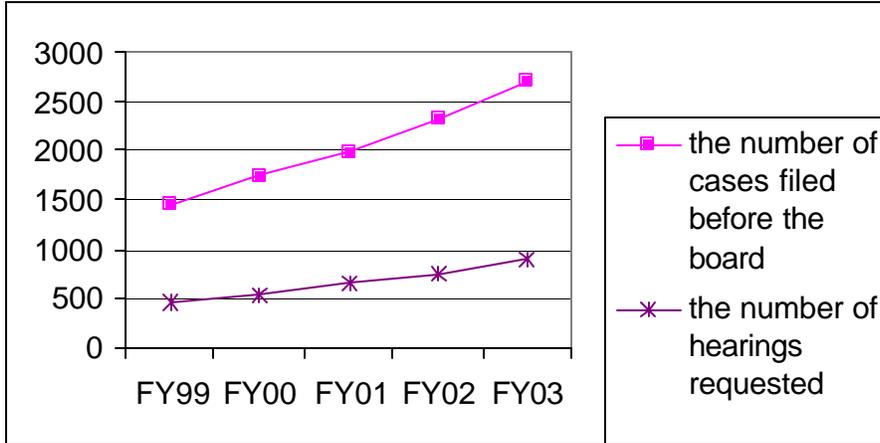
The regulation will have to be approved by the Department of Law and filed by the Lieutenant Governor to become final. The department anticipates that it will be finalized and in place by the end of fiscal year 2002.

An additional Workers' Compensation Board panel in the Anchorage venue would expedite the handling of cases to both reduce the time lag and address the backlog. The department will present this situation to the legislature.

Measure:

The number of cases filed before the Workers' Compensation Board compared to the number of requests for hearing. Sec 90(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Determine the hearing caseload

- FY99 - 1446 cases filed - 459 hearings requested
- FY00 - 1746 cases filed - 539 hearings requested
- FY01 - 1987 cases filed - 651 hearings requested
- FY02 - 2324 cases filed - 760 hearings requested (projections based on current trends)
- FY03 - 2700 cases filed - 890 hearings requested (projections based on current trends)

Benchmark Comparisons:

There is no benchmark for this measure. This measurement will help determine the hearing caseload to give better understanding to hearing time lag and backlog problems.

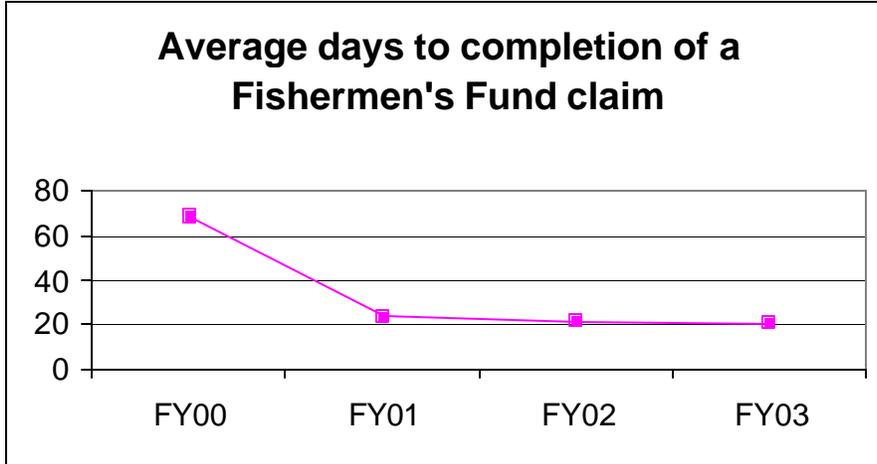
Background and Strategies:

This measurement was requested by the house legislative budget subcommittee and will track the increases in both the number of cases filed and the number of hearings. Not all cases filed reach the hearing stage as a number are settled or otherwise resolved prior to the arrival of the hearing date.

Measure:

The average time taken for completion of a Fishermen's Fund claim.
Sec 90(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Reduce the average time to process a Fishermen's Fund Claim.

- FY00 - 68.7 days
- FY01 - 23.7 days
- FY02 - 21 days (projection)
- FY03 - 20 days (projection)

Benchmark Comparisons:

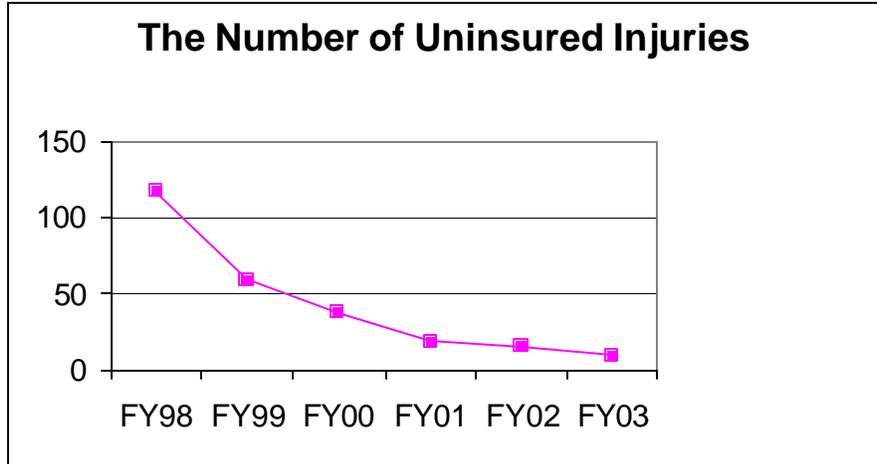
The Benchmark is 30 days. We chose this for the benchmark because the business, medical and insurance community generally accept 30-45 days as a reasonable turnaround time for the payment of bills.

Background and Strategies:

Because of complaints by fishermen and medical providers that the Fund was taking too long to pay claims, a strategy to reduce that time was needed. The agency developed a number of internal management policies to simplify the process, the forms and the requirements to create efficiencies and reduce processing time. The agency also developed a strategy of training and communicating with the providers and fishermen to aid in the filing of claims.

Measure:

The number of uninsured workplace injuries.
 Sec 90(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Reduction of uninsured injuries

FY98 - 117

FY99 - 59

FY00 - 38

FY01 - 19

FY02 - 15 (projections)

FY03 - 10 (projections)

Benchmark Comparisons:

Since the law says that all employers must insure all their employees the benchmark for this must be zero uninsured injuries.

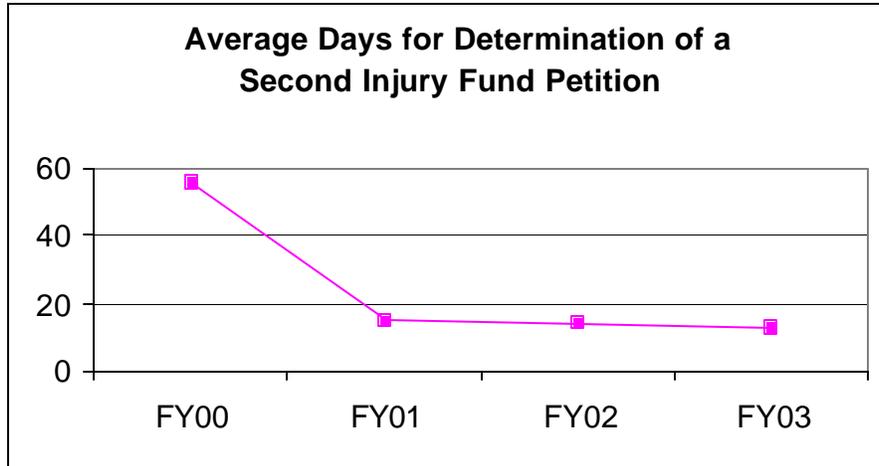
Background and Strategies:

Because of the rise of uninsured injuries the Division hired an investigator in FY99. The investigator performs investigations and promotes legal compliance through computer generated information inquiries; letters to uninsured employers; on site investigations, cease and desist orders, accusations before the Workers' Compensation Board; testimony before the Board which leads to stop orders and fines; and evidence and testimony in criminal prosecutions through the Department of Law. These activities have been greatly enhanced by the new computer system.

Measure:

The average time taken for completion of a Second Injury Fund petition.
Sec 90(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Reduce response time on a Second Injury Fund petition determination.

FY00 - 56 days

FY01 - 15 days

FY02 - 14 days (projections)

FY03 - 13 days (projections)

Benchmark Comparisons:

The benchmark is 30 days. This benchmark is based on the premise that the insurance industry and general business practices consider 30 to 45 days to process payments a reasonable time period.

Background and Strategies:

Because the reimbursement of compensation benefits to employers is the primary function of the Second Injury Fund, and because of complaints about timeliness on decisions, monitoring the determination of Petitions for coverage is an important measure. The agency accomplished reductions by focusing on prioritizing the Petitions and organizing information gathering to make determinations as soon as possible. This effort was greatly enhanced by better computer tracking of these cases with the new computer system.

Labor Standards and Safety Budget Request Unit

Contact: Richard Mastriano, Director

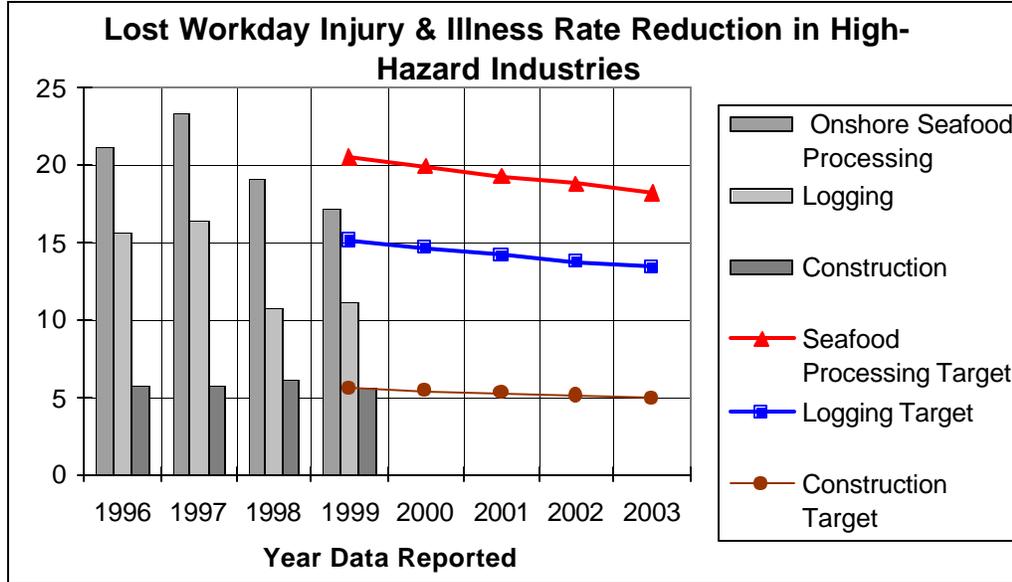
Tel: (907) 269-4904 **Fax:** (907) 269-4992 **E-mail:** Richard_Mastriano@Labor.state.ak.us

Key Performance Measures for FY2003

Measure:

The number of lost workdays in high-hazard industries, including seafood processing, logging, and construction. Sec 91(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



The target is to reduce injuries and illnesses in each of three high hazard industries by 15% over five years (~3% per year) by focusing on those workplaces with the highest injuries and illnesses. Targeted industries are construction, logging, and seafood processing.

Bureau of Labor Statistics Lost Workday Injury & Illness Rates for Selected Industries

	1996	1997	1998	1999	%Change 1996-1999
All Private Sector	4.1	4.2	3.9	3.8	(7.3%)
Construction	5.7	5.7	6.1	5.6	(1.8%)
Logging	15.6	16.4	10.8	11.1	(28.8%)
Onshore Seafood Processing	21.2	23.3	19.1	17.1	(19.8%)

Bureau of Labor Statistics (BLS) statistics reflect the previous calendar-year activity, not the previous budget-year activity. Because the data is reported in December of the following year, the lag is nearly two years. Targets were derived using 1996 data (latest available at that time) reduced by 3% to set the 1999 target and applying a 3% reduction to each following year. The above injury and illness rates are per 100 full time workers and all data is based on calendar years.

Benchmark Comparisons:

We have been unsuccessful in obtaining useful comparison statistics from other states. Other states use different target industries. Even though we use the same industries as the federal government, they obtain their statistics on a different set of specific criteria, which makes a comparison invalid at this time. The targets shown are the federal grant performance measures for the department.

Background and Strategies:

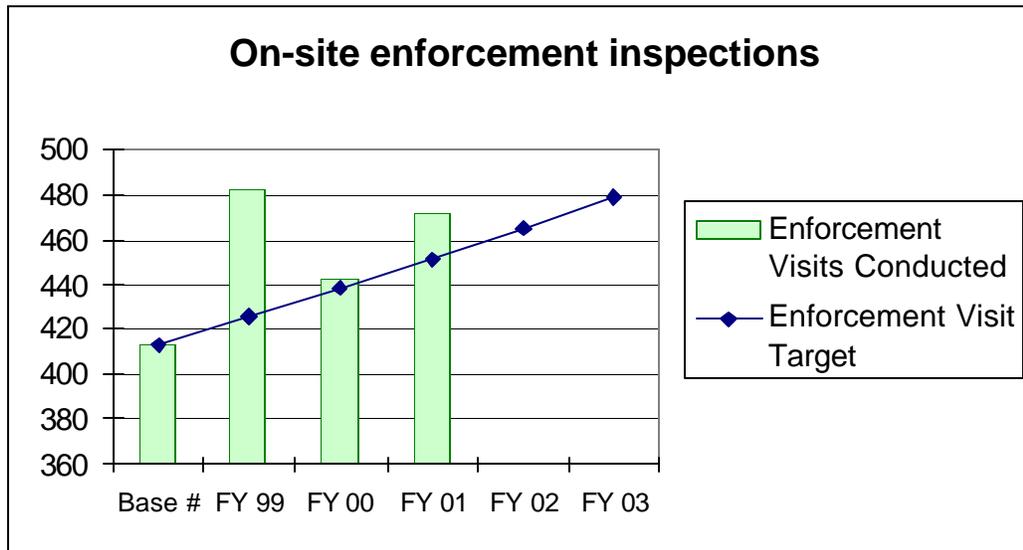
The Alaska Occupational Safety & Health program is involved in on-going efforts to integrate compliance assistance with enforcement strategies in order to better direct the resources of the program toward high-hazard industries and workplaces, and toward the particular hazards and issues that cause accidents or represent recognized threats to worker safety and health. Success in this area will result in reductions in lost workdays due to job-related illness or accidents.

The department wishes to work with the legislature to revise this measure. As stated in statute this measure calls for the number of lost workdays. The department would like this to be revised to measure incidence rates. This change would align the measure with the program's federal grant performance measure. Also the department and federal government utilize rates in all other reporting and measuring functions.

Measure:

The number of on-site enforcement inspections.
 Sec 91(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



To increase enforcement inspections by 15% over a five year period (~3% per year).

Fiscal Year	Enforcement Inspections
Base Number	413
1999	482
2000	443
2001	471

5-Year target (2003) 413 + 15% = 475

The base number is an average of fiscal year 1996, 1997, and 1998.

In 2001, there were two major fatality cases that took more than the average amount of time for the investigators. A new discrimination investigator was hired late in the year. These activities reduced the number of enforcement inspections that these three officers normally conduct.

Also in 2001, the consultation staff worked three months with an Acting Assistant Chief during the search for a permanent Assistant Chief of Consultation and Training. Comparing the first quarter activities of past fiscal years with this year's first quarter, it would appear that both sections are on course.

Benchmark Comparisons:

We have been unsuccessful in obtaining useful comparison statistics from other states. Other states use different target industries. Even though we use the same industries as the federal government, they obtain their statistics on a different set of specific criteria, making their benchmark inapplicable.

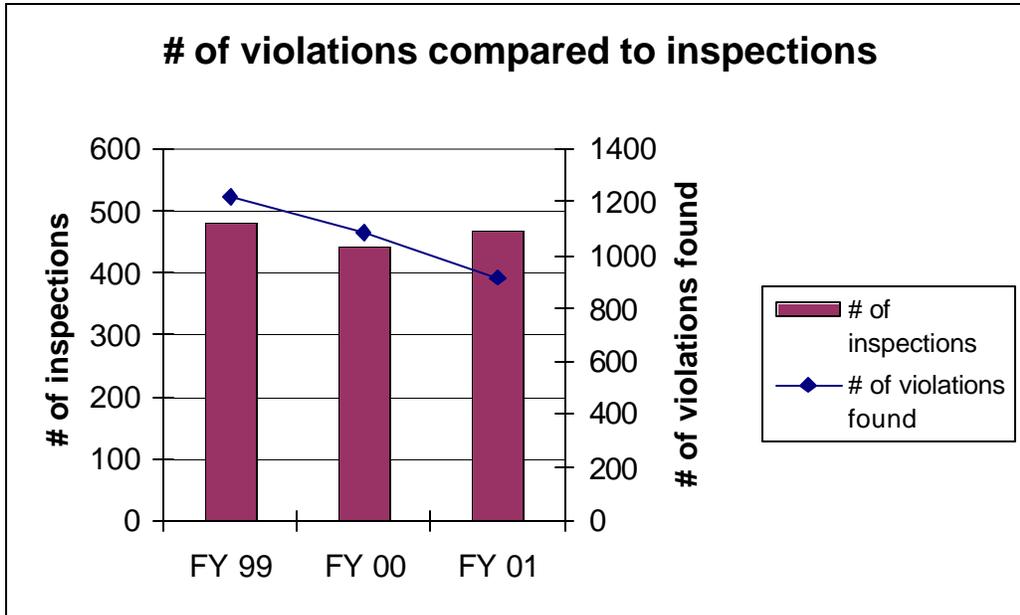
Background and Strategies:

AKOSH will continue to provide a strong enforcement presence to act as an effective deterrent for employers who fail to meet their safety and health responsibilities and as a means of leveraging the agency's resources. AKOSH voluntary and incentive programs are dependent upon the Agency maintaining an effective enforcement presence in the workplace, and AKOSH will continue to ensure that serious violators face serious consequences. At the same time, as a means to leverage enforcement and change workplace culture, the Agency will provide penalty reductions for certain employers who have established comprehensive safety and health programs.

Measure:

The percentage of violations found compared to total inspections.
 Sec 91(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Number of violations found compared to the total number of inspections

Fiscal Year	# of inspections	# of violations found
1999	482	1219
2000	443	1082
2001	471	917

Benchmark Comparisons:

There is no applicable benchmark for this percentage. Experience with this measure has shown that the percentage of violations to total number of inspections is not a useful measurement and should be revised.

Background and Strategies:

Experience has show that this measure needs to be revisited: the percentage of violations per the number of inspections conducted is not a viable measurement, as it is not within the program's control. The department believes that the performance measure should focus on the program's success rate in the correction of identified violations found during inspections. We would like to work with the legislature to revise this measure.

Measure:

The percentage of wage claims settled.
 Sec 91(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Our goal is to maintain our FY 01 wage claim closure rate of 50%. The 1st quarter of FY 02 closure rate is 24%. This

is on track to meet the goal as the closure rate starts low due to the large number of open cases carried over from the previous fiscal year. As more new cases are filed and processed the closure rate increases during the course of the year.

Benchmark Comparisons:

We have been unsuccessful in obtaining useful comparison statistics from other states. This statistic is not one that is regularly recorded by enforcement agencies. Montana, which is a comparable size, doesn't track this statistic. Wyoming, also of comparable size, lacks an effective Wage and Hour program. Oregon's percentage of cases closed for FY 01 is 79%. However, this is not a good comparison because Oregon law allows the agency's administrative decisions to be automatically entered as judgments in court. Since they don't have to try disputed cases in court, they would be expected to have a much higher closure rate, which their percentage reflects.

Background and Strategies:

One-half of the component's investigative staff is still in training, with over half of those just newly appointed to fill vacancies. The learning curve for investigators is approximately one year. We anticipate a struggle to maintain a 50% closure rate for wage claims but are striving to meet that goal. Our experienced investigators are handling maximum caseloads, but we will not sacrifice quality service in order to close cases more quickly.

Measure:

The number of boiler and pressure vessel inspections completed compared to the backlog.
Sec 91(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Our target for number of inspections is and has been constant based on 1,200 per year per full-time inspector. At current staffing levels of 3.75 full-time equivalent positions, that equals 4,500 inspections total for the program per year. Our rate of inspections has been constant for some time. Presently we are on track for this year's target.

Benchmark Comparisons:

There are no known comparable statistics in other states. The federal government does not have a boiler/pressure vessel inspection program.

Background and Strategies:

Difficulties in eliminating the backlog of overdue vessels can be attributed to several factors. Most dominant is the current number of authorized inspectors. We cannot do more, regardless of the vast improvements in number of inspections per inspector over the last three years, due to factors beyond our control, including remote locations and inclement weather for much of the year. More new vessels are coming on line than old vessels are being retired, resulting in a net increase of vessels in the inventory. The overdue vessels are not a static group we cannot get to. They are a constantly changing group due to the physical impossibility of doing any more with current resources.

In the FY 2003 budget request, the department has requested funding to support two additional pressure vessel inspectors and one administrative clerk for the program. With an additional 2,400 vessels per year being inspected, we can eliminate the majority of the backlog within three years. Given that many vessels are located in remote areas which are only visited when enough vessels are due to justify the trip, inclement weather and other uncontrollable factors make a zero backlog unrealistic. However, we could so minimize the backlog as to make it a non-issue.

Vocational Rehabilitation Budget Request Unit

Contact: Duane French, Director

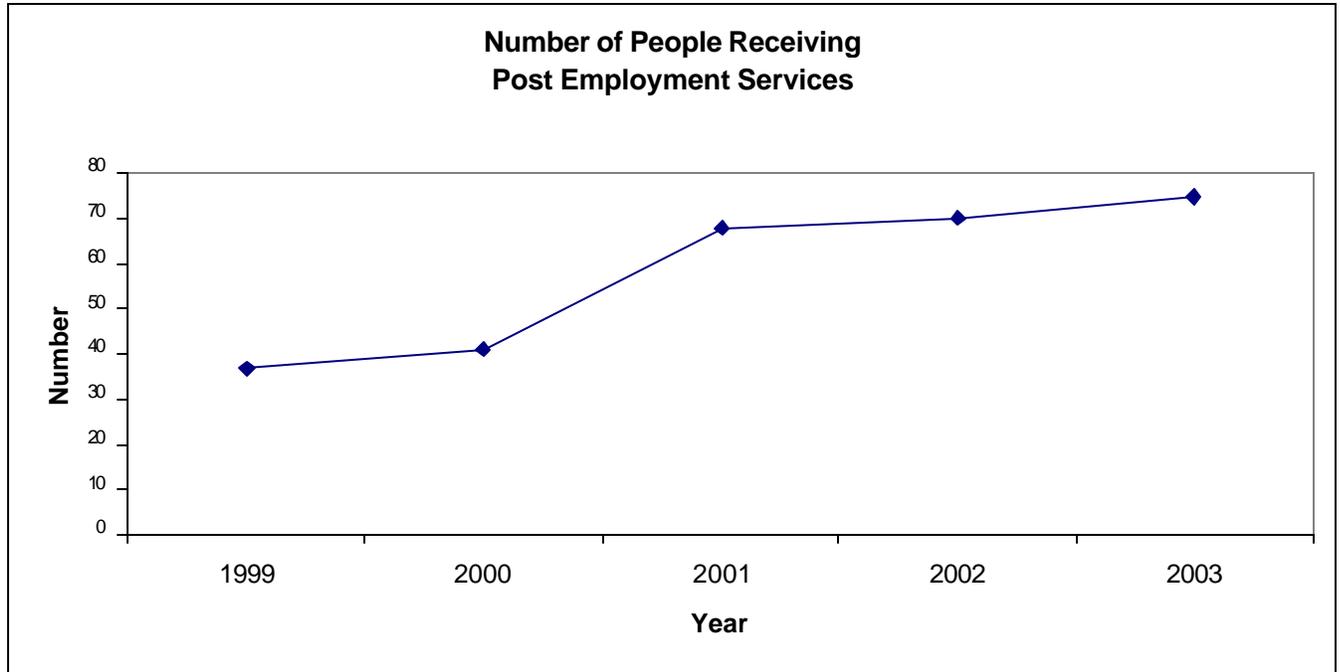
Tel: (907) 465-2814 Fax: (907) 465-2856 E-mail: Duane_French@labor.state.ak.us

Key Performance Measures for FY2003

Measure:

The number of people served in post-employment services.
Sec 92(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Provide clients post-employment services necessary to maintain, regain, or advance in employment. For state year FY01, 68 clients received post-employment services. In FY02, a target of 70 people will be provided post-employment services and 75 in FY03. In FY03 resources will be managed to provide post-employment services to all clients requiring services to maintain employment.

Benchmark Comparisons:

Post-employment services provided by other state vocational rehabilitation programs vary from state to state. Comparison between programs is not meaningful due to the nature of the services, diverse labor markets, and incomparable client populations.

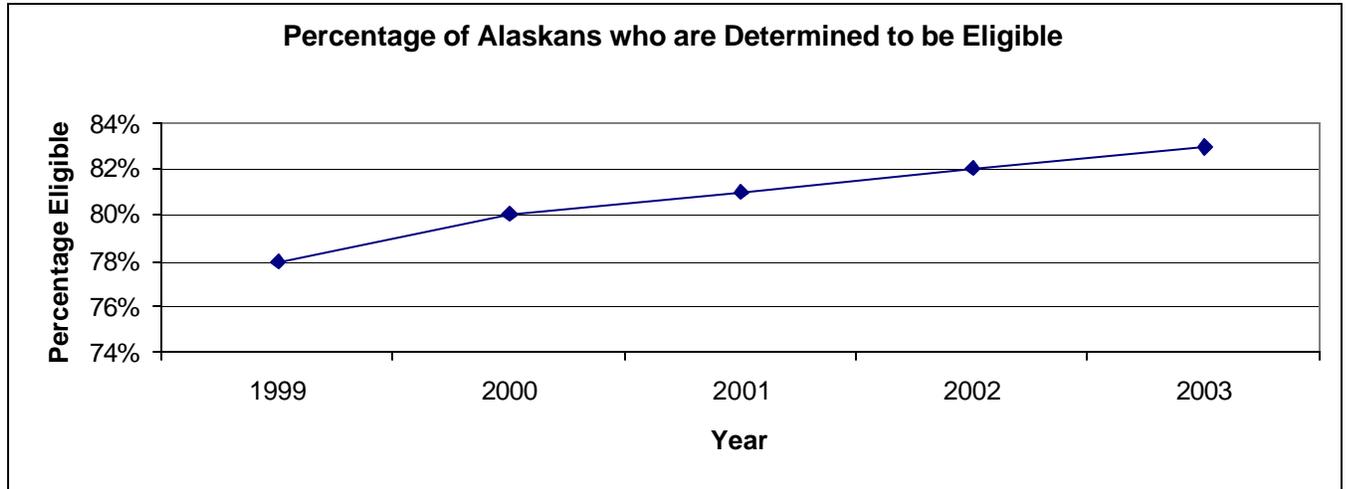
Background and Strategies:

Post-employment services are limited in scope and duration with the intention of ensuring that the employment outcome remains consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, and interests. Vocational Rehabilitation counselors determine when post-employment services are required. All clients requiring post-employment services will receive services. Vocational Rehabilitation will continue to offer training to counselors to recognize post-employment challenges and identify allowable services.

Measure:

The percentage of Alaskans who apply for services compared to the number determined eligible and served.
 Sec 92(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:



Continue to serve all eligible clients. In FY01, 79.0% of Alaskans who applied for services received services as part of their Individual Employment Plan. No client eligible for services was denied services. In FY02 the program will work to increase the percentage of Alaskans who apply and become eligible to 82% and 83% in FY03.

Benchmark Comparisons:

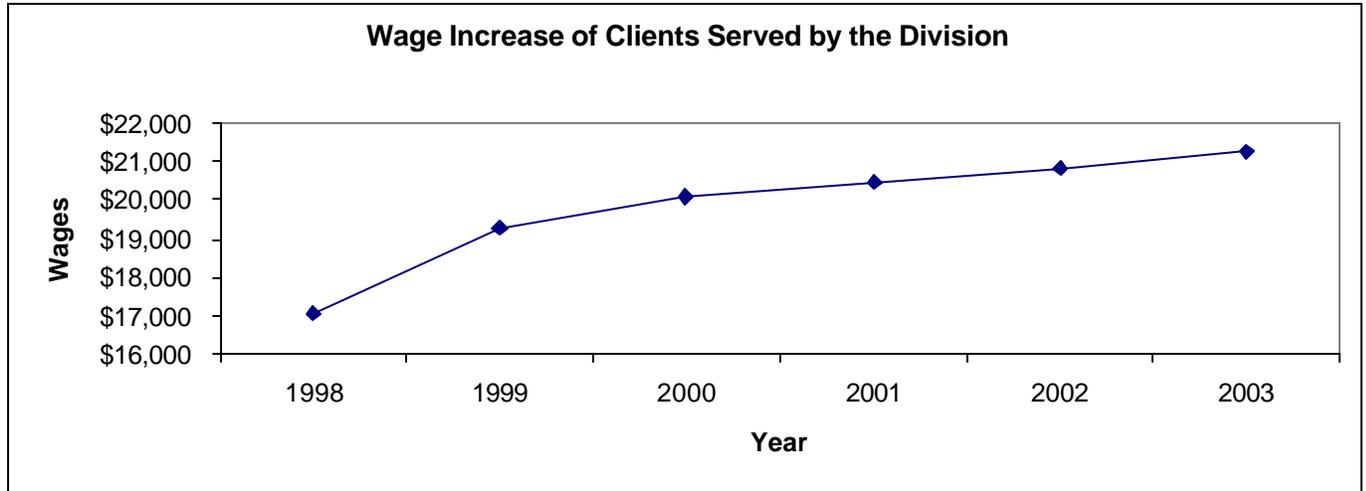
The provisions of applicant eligibility under the US Department of Education Federal (USDOE) Regulations require the following determinations: the applicant has a physical or mental impairment, the impairment constitutes or results in a substantial impediment to employment, the applicant can benefit in terms of an employment outcome from the provision of vocational rehabilitation services, and the services received will prepare the applicant to enter into, engage in, or retain gainful employment consistent with the applicant's strengths, resources, priorities, concerns, abilities, capabilities, and informed choice.

Background and Strategies:

Individuals interested in the program attend an orientation on the services provided by the program. When orientation strategies and materials are presented effectively, the number of applicants determined eligible increases. The orientation process screens individuals to determine if they need Vocational Rehabilitation services or services from other Workforce Investment programs. Vocational Rehabilitation Counselors review applications and conduct assessments for determining eligibility of services.

Measure:

The increase in wages of clients who are served by the division.
 Sec 92(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Increase the annual wages of clients served. The average annual wage earned by Alaskans with disabilities that received services increased from \$20,084 in FY00 to \$20,425 in FY01. For FY02 and FY03 the program will work to increase the average annual wage by 2% each year. This would be to \$20,834 in FY02 and \$21,250 in FY03.

Benchmark Comparisons:

In FY98 the program established a base amount of \$17,062 for the average annual earnings of individuals with disabilities placed in the workforce.

Background and Strategies:

The program will consider that an individual has achieved an employment outcome when the following have been met:

- a) The provision of services under the individual's Individual Plan for Employment (IPE) contribute to the achievement of the employment.
- b) The employment is in the most integrated setting possible and is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
- c) The individual has maintained the employment for a period of at least 90 days.

Counselors will emphasize placing clients in well paying jobs with employee benefits.

Measure:

The number of individuals who enter and retain employment for at least six months after receiving services from the division.

Sec 92(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The program currently monitors performance for federal requirements based on the percentage of individuals who enter and retain employment 90 days after receiving services from the division. In FY01 64% of the client were employed 90 days after receiving services. The division will work with other Workforce Investment Act partners in developing a process to report data on the number of individuals employed after six months of receiving services.

Benchmark Comparisons:

Data will be evaluated during FY02 and a benchmark will be established for July 1, 2002.

Background and Strategies:

Services will be delivered through partners in the Alaska Job Centers, Native organizations and other non-profit organizations.

State of Alaska FY2003 Governor's Operating Budget

Department of Law Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Percentage of other child abuse and neglect cases that are resolved within the statutory deadline of no more than 21 months of out-of-home placement;
Sec 96 (b) (7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

(2) New statutory deadlines for legal action in child abuse and neglect cases became effective on September 14, 1998; thus the department looked at 164 children's cases opened in October and November of that year as the benchmark. Of 164, 91 percent had the required legal action taken in their cases within 21 months, and in 2 percent, the required legal action took between 21 and 23 months to complete. Seven percent are still pending. This year the department looked at 116 children's cases opened in December 1998 and January 1999. Of those cases, 83 percent had the required legal action taken within 21 months of the child's entry into foster care. In 13 percent of the cases, the required legal action took more than 21 months, and 4 percent of the cases are still pending.

Background and Strategies:

With the passage of Ch. 99, SLA 98, the new state child protection law and the new federal Adoption and Safe Families Act, important changes were made as to how long children may remain in the child protection legal system, and when certain actions must occur. These new statutory changes at the state and federal level more concretely define parental responsibility and the changes move cases to conclusion faster to ensure that when reunification with the family is not in the child's best interest, the child can be made legally eligible for placement in a permanent home more quickly. The large number of cases placed on the accelerated schedules when the legislation became effective severely impacted attorney workloads.

Measure:

Monetary value of the criminal and civil judgments collected, including indigent defense costs, costs of incarceration for offenders convicted of driving while intoxicated, and other fines and costs owed to the state and the number of civil and criminal judgments satisfied in full;
Sec 96 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

	Amount Collected	Judgments Satisfied
FY 1997	\$2,278,500	Not available
FY 1998	\$2,469,900	8,569
FY 1999	\$3,111,000	10,125
FY 2000	\$2,769,600	8,805
FY 2001	\$3,993,590	15,981

In the FY 2002 Governor's budget, it was anticipated that FY 2001 collections would be unusually high. As predicted, one of the reasons for the high dollar amount and number of collections related to catching up on a backlog that had built up due to staffing vacancy. Additionally, implementation of the unit's new EXCEL database allowed the capturing of two years of minor offense fines and related court and collection costs that had previously been uncollectable because there was no way to track and match them for the PFD attachment. The unit oversees 81,565 unpaid judgments at this time.

Background and Strategies:

The function of the collections unit is to collect money owed to the state in criminal, civil, and some administrative cases. The criminal cases include the cost of imprisonment in driving while intoxicated or refusal cases, cost of appointed counsel in cases where a public defender or public advocate appointment is made to represent a defendant, and outstanding fines and bond forfeitures. While the courts can collect on fines and bond forfeitures (these cases are only transferred to the collections unit if they are overdue to the court) the cost of appointed counsel cases are

automatically transferred to the unit. Civil case collections must have a judgment in excess of \$250 entered with the court and the money collected must be free for deposit into the general fund.

There are a number of factors that affect the amount collected. The most important factor is the amount and number of judgments transferred by the courts. If a judgment is not transferred, it is unlikely the unit will receive voluntary payments and cannot seize money from a permanent fund dividend. The second factor is the number and dollar value of voluntary payments made by defendants. The only recourse the department has for nonpayment is the potential to seize the obligor's permanent fund dividend. Additional factors include the actual amount of the permanent fund dividend, the number of defendants applying for dividends; the number of defendants determined to be eligible for dividends; and other agencies or cases with statutory priority to seize dividends before our seizures are possible.

Criminal Division Budget Request Unit

Contact: Cynthia M. Cooper, Deputy Attorney General

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Key Performance Measures for FY2003

Measure:

The legislature intends to measure the success of the division in achieving its mission by considering, for each Criminal Division budget component the number of violent felony prosecutions;
Sec 94 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 1,115 FY 2001 - 1,109

Background and Strategies:

The following background is applicable to all the Criminal Division performance measures that follow:

The workload for the Criminal Division is driven by factors largely beyond its control, such as the staffing levels and policies of local police agencies, staffing levels of defense attorneys, whether municipalities control alcohol, and the policies and practices of local courts and local defense attorneys. As such, the division is able to exercise very little control over attorney caseload ratios and no control whatsoever over the volume of work coming in at any given time. Thus available quantitative information often does not show the effectiveness and competency of the work. For example, it is very difficult to draw meaningful conclusions based on conviction rates. More convictions don't necessarily mean that attorneys are doing a better job. Instead it may mean any or a combination of the following: (1) crime is up, (2) the police are conducting better investigations, (3) new laws are more effective, (4) the division is understaffed and therefore plea-bargaining more, (5) the public defender agency is understaffed and they are pleading out more of their clients.

Because Alaska is one of a very few states that handles all types of criminal offenses at the state level, useful comparative data of attorney caseload is impossible to attain. For these reasons, knowing the number of cases handled is the best measure of the division's performance.

The number of cases handled by the Criminal Division as shown in its performance measures reflects a levelling of caseload, after several years of increasing workload. With the decrease in crime reported at the national level, it is hoped that the current flattening of Alaska prosecutor caseloads will follow that trend and also go down. However, a decrease in caseloads is not at all certain. Although crime may drop overall, this will allow the police to fully investigate crimes that could not be investigated adequately before, so the overall number of cases being sent to prosecutors may not decrease at all. In addition, there have been occasions in the past when prosecutor caseload levelled off from one year to the next, only to resume its steady upward climb after a couple years. We will have to wait at least another year or two before we can have any confidence in predicting a long-term change at hand.

Measure:

Number of felony drug case prosecutions;
Sec 94 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 691 FY 2001 - 675

Measure:

Number of misdemeanor domestic violence assault prosecutions;
Sec 94 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 2,200 FY 2001 - 2,255

Measure:

Number of felony property prosecutions;
Sec 94 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 1,179 FY 2001 - 1,128

Measure:

Number of felony drunk driving prosecutions;
Sec 94 (b) (5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 235 FY 2001 - 228

Measure:

Number of misdemeanor drunk driving prosecutions;
Sec 94 (b) (6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 3,267 FY 2001 - 3,260

Measure:

Number of felony cases in which charges that were initially accepted for prosecution are later reduced; and
Sec 94 (b) (7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2001 - 1,581

Background and Strategies:

This measure was obtained using the following method of calculation method of calculation:

Of cases received in FY 2000, there were 3,749 persons whose cases were accepted for prosecution for a felony crime. Of those FY 2000 cases as of 10/23/2001, there were 3,532 felony defendants whose cases were resolved (94%). Of those cases resolved, 2,915 were convicted of some crime (83%). Of the cases that resulted in conviction, 1,581 were convicted of lesser charges than those which were accepted for prosecution (54%).

Final FY 2001 measures are not available because 20% of felony cases from that fiscal year are still outstanding.

Measure:

Number of misdemeanor cases in which charges that were initially accepted for prosecution are later reduced.
Sec 94 (b) (8) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2001 - 1,639

Background and Strategies:

This measure was obtained using the following method of calculation:

Of cases received in FY 2000, there were 17,219 persons whose cases were accepted for prosecution for a misdemeanor crime or a violation. Of those FY 2000 cases, as of 10/23/01 there were 16,586 misdemeanor defendants whose cases were resolved (96%). Of those cases resolved, 12,941 were convicted of some crime (78%). Of the cases that resulted in conviction, 1,639 were convicted of lesser charges than those which were accepted for prosecution (13%).

Final FY 2001 measures are not available because 10% of misdemeanor cases are still outstanding at this time.

Measure:

Number of new criminal cases reviewed for prosecution;
Sec 95 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 305 FY 2001 - 243

Measure:

Number of criminal cases resolved;
Sec 95 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 197 FY 2001 - 163

Background and Strategies:

In this context, "resolved" takes the same meaning as "closed".

Measure:

Number of new appeals and petitions opened;
Sec 95 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 335 FY 2001 - 315

Measure:

Number of appeals and petitions resolved;
Sec 95 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 149 FY 2001 - 148

Measure:

Average cost per criminal case reviewed;
Sec 95 (b) (5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - \$3,760 FY 2001 - \$4,490

Background and Strategies:

Although the FY 2001 overall costs of special criminal prosecutions were less than those incurred in FY 2000, the per case cost rose because overall costs were spread over a smaller number of cases as is evident when comparing the numbers of new cases reviewed in Sec 95 (b) (1).

Measure:

Average cost per appeal or petition opened.
Sec 95 (b) (6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - \$3,185 FY 2001 - \$3,598

Background and Strategies:

Per case costs for appeals and petitions opened will also vary as case numbers fluctuate.

Civil Division Budget Request Unit

Contact: Barbara J. Ritchie, Deputy Attorney General

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Key Performance Measures for FY2003

Measure:

The legislature intends to measure the success of the division in achieving its mission by considering the monetary value of disputed oil and gas taxes received by the state, whether obtained through court judgment or settlement;
Sec 96 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 1999 - \$62,032,574
 FY 2000 - \$433,079,583
 FY 2001 - \$38,470,447

Measure:

Monetary value of disputed oil and gas royalties received, whether obtained through court judgment or settlement;
Sec 96 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 1999 - \$1,500,000
 FY 2000 - \$14,500,000
 FY 2001 - \$42,018,249

Background and Strategies:

These amounts shown in Sec. 96 (b) (1) and (2), will vary from year to year depending on a number of factors including the length of audit cycles, which sometimes cover more than one year, and the number and value of disputed payments.

Measure:

Monetary value of the criminal and civil judgments collected, including indigent defense costs, costs of incarceration for offenders convicted of driving while intoxicated, and other fines and costs owed to the state and the number of civil and criminal judgments satisfied in full;
Sec 96 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

	Amount Collected	Judgments Satisfied
FY 1997	\$2,278,500	Not available
FY 1998	\$2,469,900	8,569
FY 1999	\$3,111,000	10,125
FY 2000	\$2,769,600	8,805
FY 2001	\$3,993,590	15,981

In the FY 2002 Governor's budget, it was anticipated that FY 2001 collections would be unusually high. As predicted, one of the reasons for the high dollar amount and number of collections related to catching up on a backlog that had built up due to staffing vacancy. Additionally, implementation of the unit's new EXCEL database allowed the capturing of two years of minor offense fines and related court and collection costs that had previously been uncollectable because there was no way to track and match them for the PFD attachment. The unit oversees 81,565 unpaid judgments at this time.

Background and Strategies:

The function of the collections unit is to collect money owed to the state in criminal, civil, and some administrative cases. The criminal cases include the cost of imprisonment in driving while intoxicated or refusal cases, cost of

appointed counsel in cases where a public defender or public advocate appointment is made to represent a defendant, and outstanding fines and bond forfeitures. While the courts can collect on fines and bond forfeitures (these cases are only transferred to the collections unit if they are overdue to the court) the cost of appointed counsel cases are automatically transferred to the unit. Civil case collections must have a judgment in excess of \$250 entered with the court and the money collected must be free for deposit into the general fund.

There are a number of factors that affect the amount collected. The most important factor is the amount and number of judgments transferred by the courts. If a judgment is not transferred, it is unlikely the unit will receive voluntary payments and cannot seize money from a permanent fund dividend. The second factor is the number and dollar value of voluntary payments made by defendants. The only recourse the department has for nonpayment is the potential to seize the obligor's permanent fund dividend. Additional factors include the actual amount of the permanent fund dividend, the number of defendants applying for dividends; the number of defendants determined to be eligible for dividends; and other agencies or cases with statutory priority to seize dividends before our seizures are possible.

Measure:

Number of new cases files opened, categorized by type of case, for each year for the past 10 years;
Sec 96 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

File Type	FY 1990	FY 1991	FY 1992	FY 1993	FY 1994	FY 1995	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000
Oral Advice/Aid to Agency General Litigation	1,447	1,467	1,941	1,826	1,871	1,718	1,842	1,548	1,122	948	899
Executions	62	55	57	62	61	93	98	63	68	40	41
Torts	135	123	103	127	128	147	130	134	132	127	135
Child Support Proceedings Children's Proceedings	767	695	833	1,142	1,456	2,222	1,650	1,848	918	998	1,184
Legislative Drafting	1,105	1,294	1,185	1,130	1,154	1,211	1,007	1,063	1,405	1,434	1,350
Legislative Review	65	110	87	79	51	55	79	111	61	74	86
Regulations Review	215	107	155	86	151	115	166	120	148	103	144
	131	136	125	170	173	146	134	139	168	145	171
	5,446	5,669	6,123	6,260	6,896	7,558	6,665	6,636	5,792	5,392	5,370

Background and Strategies:

Child Support Enforcement file openings decreased when a concerted effort was made to resolve concerns using the administrative hearing process. In recent years, the number of cases opened by Department of Law has once again increased, as a reflection of the growth in this area of state government.

Beginning in FY 1999, Department of Law changed the case opening procedure with respect to mental commitments. Prior to FY 1999, a file was opened for each new respondent in a mental commitment case. Because of few of the cases go to a hearing, in FY 1999, a new file was opened only if the case went to a hearing. This change would have affected General Litigation files.

Some additional factors contributing to changes in file numbers are due to reusing aid-to-agency file numbers rather than opening new files each year, and the possibility that the tendency toward mediation rather than litigation in recent years may have an effect. The count on other types of files has remained relatively steady over past years. The growth in the child protection category would not be detected by an analysis of this type, because those attorneys often use one generic file type in each office location. This reduces the administrative burden of opening many hundreds of new files each year on attorneys who are whose caseloads are higher than the benchmarks suggest.

Measure:

Number of new cases opened relating to protecting children in the state against abuse and neglect;
 Sec 96 (b) (5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 2001, 568 child protection cases representing 999 Alaskan children were opened statewide.

Background and Strategies:

This represents a 13.5 percent decrease from FY 2000, and a 16.2 percent decrease from FY 1999. While statewide statistics indicate a decrease overall, this was largely felt in southcentral Alaska. Northern Alaska had a much smaller decrease, and southeast actually had more child protection cases opened in FY2001 than in the prior year.

Measure:

Percentage of child abuse and neglect cases completed in the permanency placement backlog;
 Sec 96 (b) (6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

(1) 661 children were identified for the Balloon Project as having been in out-of-home care 15 of the prior 22 months as of November 19,1997. As of 9/15/01, 590 of these children were in permanent placements, and another 53 were legally free for adoption, completing the Department of Law's role in their placement. These children represent 98 percent of the original cases. New phases (Phases II -V) involving additional children in out-of-home care have been gradually added to the project. The five phases include more than 1,600 children, and all who were in state custody more than 24 months on April 2, 2001. As of 9/15/01, 1,167 of these children were in a permanent placement, and another 224 are legally free for adoption. These children represent 86 percent of the total project.

Background and Strategies:

See Background and Strategies discussion for Sec. 96 (b)(7).

Measure:

Percentage of other child abuse and neglect cases that are resolved within the statutory deadline of no more than 21 months of out-of-home placement;
 Sec 96 (b) (7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

(2) New statutory deadlines for legal action in child abuse and neglect cases became effective on September 14, 1998; thus the department looked at 164 children's cases opened in October and November of that year as the benchmark. Of 164, 91 percent had the required legal action taken in their cases within 21 months, and in 2 percent, the required legal action took between 21 and 23 months to complete. Seven percent are still pending. This year the department looked at 116 children's cases opened in December 1998 and January 1999. Of those cases, 83 percent had the required legal action taken within 21 months of the child's entry into foster care. In 13 percent of the cases, the required legal action took more than 21 months, and 4 percent of the cases are still pending.

The success in meeting statutory deadlines is largely driven by Law's attorney workload. According to the American Bar Association, Center for Children and the Law, a reasonable caseload for child protection attorneys is between 40 and 50 active cases. Caseload statistical data has been developed over the course of the last four years. The following average statewide child protection caseloads of Law's Human Services section are "snapshots in time" and reflect that the success of our efforts in permanency placement for Alaskan children is largely driven by staff levels that result in much more reasonable caseloads per attorney.

October 1, 1997	95.2
December 9, 1998	91.0
September 2, 1999	70.0
September 25, 2000	57.6
October 1, 2001	69.3

Background and Strategies:

With the passage of Ch. 99, SLA 98, the new state child protection law and the new federal Adoption and Safe Families Act, important changes were made as to how long children may remain in the child protection legal system, and when certain actions must occur. These new statutory changes at the state and federal level more concretely define parental responsibility and the changes move cases to conclusion faster to ensure that when reunification with the family is not in the child's best interest, the child can be made legally eligible for placement in a permanent home more quickly. The large number of cases placed on the accelerated schedules when the legislation became effective severely impacted attorney workloads.

The legislation defines the timelines for permanency hearings and termination of parental rights. As previously discussed, in order to achieve those timelines, and in order to eliminate the permanency placement backlog and provide the assistance outlined above, the per attorney caseload must be manageable. Maintenance of our existing resources for child protection is necessary in order for us to effectively manage this important responsibility. In FY 2002, for example, we had to cut half of an attorney position in the Human Services component due to a reduction in the Balloon Project funding received by DHSS. This cut has had a direct impact on the Anchorage Human Services section, resulting in an increase in the average per attorney child abuse and neglect caseload.

Measure:

Number of child support enforcement cases completed;
 Sec 96 (b) (8) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Fiscal Year	Number of Closed Files
FY 1999	688
FY 2000	1,425
FY 2001	1,328

The FY 2000 increase of more than 200% stems from two factors: first, beginning in February 1998, CSED migrated to a new computer system and the ensuing year was a transition period that resulted in far fewer files transferred to Law's child support unit; second, an additional attorney was added to the unit in November of 1999. The end of the computer system transition period at CSED and the attorney added during FY 2000 resulted in a renewed focus on processing these cases.

Background and Strategies:

The child support unit represents the Child Support Enforcement Division (CSED) in court, including paternity establishment and disestablishment, modification of child support orders, employer non-compliance actions, criminal non-support prosecutions, licensing appeals, and miscellaneous other activities related to enforcement of child support orders. In addition, the unit provides legal support in matters relating to administrative child support enforcement actions, drafts legislation and regulations, and provides general legal advice to CSED. A reimbursable services agreement from CSED funds this work in the Department of Law.

The downturn in the number of cases completed in FY 2001 is an indication of the changing nature of CSED cases. Up to the time of the implementation of welfare reform, the bulk of the workload for this unit involved custodial parents and obligors who were on public assistance. Dollars related to these disputes were small, oppositions were rarely filed, very few cases went to hearing so it was possible to close quite a large number of cases quickly. Since welfare reform, there has been a dramatic drop in the number of custodial parents receiving public assistance - which was, after all, one of the intentions of welfare reform. However, as a result dollars in dispute tend to be more significant, the cases are more complicated and frequently oppositions are filed. Before welfare reform, just 10% of the cases went to a hearing, now about 50% do.

The unit is finding that specializing provides some relief. Some paraprofessionals and attorneys just do paternity cases while others handle bankruptcies or appeals. The Governor's FY 2003 budget includes an increment for CSED to pay for the 8 attorneys positions designated to perform this work. Currently, in FY 2002, one of those positions is being held vacant because of a funding shortfall. However, full funding for all positions may not result in additional case closures in FY 2003. At this time, we have been unable to develop a strategy to remarkably increase resolving cases short of adding new staff.

Measure:

Number of collections of civil and criminal judgments overseen by the collections unit.
Sec 96 (b) (9) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 - 76,000 approximately

FY 2001 - 81,565

Administration and Support Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The legislature intends to measure the success of the office in achieving its mission by considering the cost of legal services rendered on behalf of each state agency
 Sec 97 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Civil Division

Office of the Governor	652.3
Court System	25.3
Legislature	0.8
University of Alaska	0.1
Department of Administration	2,891.0
Department of Community and Economic Development	1,572.4
Department of Corrections	69.9
Department of Education (Including Postsecondary Education)	545.6
Department of Environmental Conservation	1,184.2
Department of Fish and Game	845.1
Department of Health and Social Services	4,830.0
Department of Labor and Workforce Development	338.2
Department of Military and Veteran's Affairs	73.4
Department of Natural Resources	1,576.3
Department of Public Safety	98.2
Department of Revenue (Including AHFC and the Permanent Fund Corporation)	4,466.1
Department of Transportation	2,775.0
	21,943.9

Criminal Division

Department of Health and Social Services	710.8
Department of Public Safety	811.5
Department of Environmental Conservation	78.6
Department of Fish and Game	123.1
Department of Revenue	50.0
Department of Corrections	589.3
Legislature	26.1
Department of Administration	41.7

2,431.1

Background and Strategies:

These costs include all fund sources, both those directly appropriated to Law, and those RSA'd from the indicated client agency.

Measure:

Whether the division and offices in the department meet the performance measures set out in secs. 93 - 98 of this Act; and

Sec 97 (b) (2) Ch 90 SLA 2001(HB 250)

Measure:

Average time taken to respond to complaints and questions that have been elevated to the Office of the Attorney General.

Sec 97 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During the first four months of FY 2002, the Criminal Division responded to five inquiries. The average response time was 9.5 days, which includes weekends.

During the first four months of FY 2002, the Civil Division responded to 14 consumer protection/antitrust questions and complaints. The average response time was 6 days, which includes weekends. During the first four months of FY 2002, the Civil Division responded to 6 child support enforcement related questions and complaints. The average response time was 12.5 days, which includes weekends.

Background and Strategies:

The Criminal Division tracks written inquiries received by the Attorney General's Office in Juneau regarding pending criminal cases or cases that were declined for prosecution. The complaints are sent to the Deputy Attorney General in Anchorage. The Deputy Attorney General communicates with staff in the District Attorney Office handling the case to obtain reports, pleadings, or other relevant documents. The Deputy Attorney General often talks to the prosecutor and/or paralegal handling the matter to obtain additional information. In some cases, additional research, such as reviewing court files and contacting law enforcement agencies is necessary.

The Civil Division tracks written questions and complaints received by the Attorney General's Office in Juneau regarding consumer protection and antitrust matters, and child support enforcement issues. The question or complaint is referred to the assistant attorney general who supervises the consumer protection/antitrust unit in the Fair Business Practices section, and to the assistant attorney general who supervises the Collections and Support section, respectively, for review and preparation of a response. If the question or complaint is about a particular pending case, the supervising attorney will often consult with the attorney or paraprofessional handling the matter and will review relevant pleadings or documents. In some cases, additional research may be necessary in order to prepare a response.

Measure:

Cost of the division compared to personnel costs for the department;
Sec 98 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY 2000 Total actual cost of the Administrative Services Division	\$1,096,300
FY 2000 Total Personal Services Costs for the Department of Law	\$30,684,300
Ratio: 3.6%	

FY 2001 Total Actual Cost of the Administrative Services Division	\$1,146,900
FY 2001 Total Personal Services Costs for the Department of Law	\$31,030,600
Ratio: 3.7%	

Background and Strategies:

The Administrative Services Division of the Department of Law is highly centralized encompassing those positions associated with fiscal functions, personnel and payroll, acquisition of equipment and supplies and procurement of contractual services, mailroom services, budgeting, computer network and desktop support, and administrative management. Each individual Civil and Criminal Division office employs one to two positions, depending on the size of the office, in part to assist with administrative functions such as small procurements of office supplies, disbursements of field warrants, and completing some personnel and travel forms. Those positions are not part of the Administrative Services Division.

Measure:

Number of late penalties incurred for payroll or vendor payments;
Sec 98 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

No late penalties were incurred for payroll charges. The department incurred \$1,650 in penalties for late vendor payments.

Measure:

Number of audit exceptions.
Sec 98 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Neither the FY 2000 nor FY 1999 statewide single audits contain any audit exceptions for the Department of Law.

State of Alaska FY2003 Governor's Operating Budget

Department of Military and Veterans Affairs Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Whether the division closed out disasters within an average of 18 months.
Sec 100(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

At the present time the Division is working with FEMA to close the 1995 Southcentral Flood Disaster by December 2001 and 1996 Millers Reach Fire Disaster by April of 2002. The 2000 Central Gulf Coast Storm Disaster will be closed within an estimated 18 months. The Division of Emergency Services is simultaneously working to closeout all existing State Disasters. We anticipate closing five State Disasters by the end of SFY02.

Benchmark Comparisons:

There is no current benchmark for disaster close-outs to use as a comparison; however, the State is currently on track with this Legislative measure for the 2000 Central Gulf Coast Storm Disaster.

Background and Strategies:

Each Disaster will have a different time frame for close-out depending on the size of the disaster and the number of people and communities impacted. The overall objective is to close disasters as soon as possible so the impacted parties will have closure and any remaining funds will be returned to the Federal Government or to the Disaster Relief Fund.

Measure:

Air Guard & Army Guard - The percentage reduction in accrued deferred maintenance projects.
Sec 104(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Air Guard:

SFY 01 maintenance requirements were \$10.8 million. 20 projects totaling \$734,200 were completed during the fiscal year. In addition, \$454,485 in new projects were added to the maintenance requirements, resulting in a net reduction in deferred maintenance of 2.6%.

Army Guard:

The deferred maintenance backlog is \$21.8 million as of September 2001. With available resources, it is unlikely DMVA will achieve a 5% reduction in the backlog.

Benchmark Comparisons:

Warranty and manufacturers' guides to replace, repair, maintain and renew building components.
Reduce Deferred Maintenance Backlog by 5%.

Background and Strategies:

Air Guard:

The Air Guard Facility Maintenance Division's deferred maintenance program amounts to \$10.8 million. The combined effects of aging buildings and insufficient repair resources have caused this amount to increase yearly. We are operating much as do consumers who make only minimum payments on high-interest rate credit cards - their balance never decreases. More significantly, an adequate nexus between actual projects and funding has not been established. If a Capital Improvement Project is significant enough in size, the possibility exists that it will not be accomplished because it would use up most or all of the state funds allocated for that FY. For example, there are three projects on our current deferred maintenance list that total \$4.3 million. None of these projects can be completed, because sufficient state match does not exist. A one-time appropriation for large (in excess of \$600,000) projects would result in an immediate and dramatic reduction in the size of the deferred maintenance amount.

At Eielson 16 of the 18 structures were built since 1990. The average age of these facilities is 6.8 years. The remaining two structures are 1950's vintage; one of which was remodeled in 1998 and the other which has very little modification. The average facility age at Kulis, in contrast, is 19 years. This 12-year difference is reflected in the share of deferred maintenance at each base. 94% of ANG deferred maintenance is at Kulis.

The contractual agreement between the State of Alaska and the federal government requires the State to provide matching funds for operation and maintenance (O&M) of federal National Guard facilities. This is calculated at a rate of one state dollar to every three federal dollars. The federal government provides matching funds on the expectation that the state will match the federal contribution. All state portion funding will result in federal matching funds and any funding below a maintenance level causes deferred maintenance of these facilities to increase. Deferred maintenance results in accelerated deterioration and obsolescence of these facilities

Scheduled renewal items are those that assist the building in meeting current requirements, whether for increased personnel, updating to current standards or complying with new codes. Examples include providing more electrical outlets for current computer needs, energy upgrades, and modifications for code compliance i.e., ADA & fuel tank upgrades, GFI circuit breakers; and upgrading building insulation.

Army Guard:

The Deferred Maintenance, Replacement and Renewal list continues to grow for the Army Guard facilities. With the completion of various on-going construction projects, upgrades and new Federal Scout Armories, the deferred maintenance backlog of Army Guard Facilities is currently \$21.8 million for FY01.

Based upon our 2000 Facility Statistical report the average age of the Alaska Army Guard buildings is 30 years. The oldest buildings are Training Sites. There are 63 Training Site buildings with the average age of 34 years.

Scheduled Replacement deals with the life expectancy of a part or building. Included are the following: roofs - life expectancy 20 years, boiler - life 25 years, carpets - life 7 years. Many of these items also involve preventative maintenance to reach that specific life expectancy.

With regards to buildings, NGB regulations inform us that if a project exceeds 50% of the buildings replacement value, NGB will not fund it.

The Air and Army Guard's strategies for meeting our goal:

Performing Preventative Maintenance in accordance with manufacturers' recommendations. By doing this, DMVA is able to extend the life expectancy of various buildings, components and machinery. Preventative Maintenance reduces the possibility of costly emergency repairs or replacements.

Review the Project Inventory and Evaluation Report (PIER) and address the most damaging projects on the maintenance, renewal or replacement list. With the Alaska terrain and weather, the most costly of the maintenance projects are usually foundations, roofs and insulation. With the age of the buildings, more of these items need attention each year.

At the time it becomes more expensive to replace or renew facility components, the facility is removed from the PIER and placed on the major construction list for replacement of the total facility.

Measure:

Alaska Military Youth Academy - Percentage of cadets who receive their high school diplomas or equivalencies by completion of Phase III.

Sec 105(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Out of the 100 graduates from Class 01-1, 83.0% received their GED. Class 00-2 had 78% of its graduates receive a GED.

Benchmark Comparisons:

Nationwide average is 64.0% as reported in the National Guard Youth ChalleNGe Program Annual report, 2000.

Background and Strategies:

The primary focus of the educational portion of the Academy is to achieve educational excellence by utilizing a focused curriculum in writing skills, social studies, science, literature & arts, and mathematics. This is accomplished by using our certified military instructors, our partnership with the State certified teachers of the Alyeska Central School, and the use of our computer based learning programs.

Measure:

The change in the estimated monetary value of benefits obtained.
Sec 106(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The recovery of benefits has continually increased over the 17 years of the programs existence:

American Legion: \$ 5.8 million

VFW: \$14.0 million

DAV: \$10.0 million

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Reporting of this statistic provides important information in determining whether the state is receiving a fair return for the money allocated to this service. Each year the Grantee provides information to DMVA on the total amount of benefits provided to Alaska veterans through the VSO's. Numbers for FY 2001 will be reported at the end of the year.

BRU/Component: Disaster Planning & Control

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

Preparedness as measured by the "after-action" reports.
Sec 100(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Currently, Alaska is on track with this measure. All incidents during SFY01 and SFY02 have resulted in After Action Reports. These reports have resulted in improvements in our ability to be prepared for response activities, and in internal and external communications. Revisions to procedures and the identification of potential team members from state and federal agencies for future events have also occurred due to After-Action Reports.

Benchmark Comparisons:

Due to no other available comparison, Alaska's benchmark will be to conduct an initial after action review of all SECC activation's within one week of completion of initial response actions. Then if directed by DES management, schedule and conduct a formal review with all participants and publish a written document within 90 days covering what went well and what needs improvement.

Background and Strategies:

The Division of Emergency Services always conducts an after action review of every event that requires expansion of the State Emergency Coordination Center. For the smaller events, the review may consist of a meeting with the key participants to discuss problem areas and processes that worked well. Larger events (normally those which result in a State and/or Federal disaster) involve both an initial conference immediately following the event and a written report outlining the - what went well and what needs improvement.

Measure:

Whether the division closed out disasters within an average of 18 months.
Sec 100(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

At the present time the Division is working with FEMA to close the 1995 Southcentral Flood Disaster by December 2001 and 1996 Millers Reach Fire Disaster by April of 2002. The 2000 Central Gulf Coast Storm Disaster will be closed within an estimated 18 months. The Division of Emergency Services is simultaneously working to closeout all existing State Disasters. We anticipate closing five State Disasters by the end of SFY02.

Benchmark Comparisons:

There is no current benchmark for disaster close-outs to use as a comparison; however, the State is currently on track with this Legislative measure for the 2000 Central Gulf Coast Storm Disaster.

Background and Strategies:

Each Disaster will have a different time frame for close-out depending on the size of the disaster and the number of people and communities impacted. The overall objective is to close disasters as soon as possible so the impacted parties will have closure and any remaining funds will be returned to the Federal Government or to the Disaster Relief Fund.

Measure:

The number of persons assisted during actual events.
Sec 100(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Through a variety of methods, the Division of Emergency Services assists every citizen throughout the State. The State Emergency Operations Plan covers statewide responses and is applicable to every community, organization or group needing State assistance.

Benchmark Comparisons:

There is no comparison available for this performance measure. Direct assistance to specific individuals will vary from year to year depending on the number of disasters.

Background and Strategies:

The Division works with communities statewide to plan for and respond to many types of threats. The Division also maintains and exercises on a routine basis emergency alert systems that have the capability to reach nearly every citizen. It is very difficult to categorically state that the Division of Emergency Services only assisted those individuals who suffered from a disaster each year or received State funding assistance as a result of a disaster.

Measure:

The state funds expended during actual events.
Sec 100(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A total of \$2,795,720 was expended in State Funds during SFY01 on disasters or events requiring assistance.

In SFY01 \$1,232,809 was expended on active State Disasters; \$12,763 of State funds were expended for events occurring that were not declared disasters but for which assistance was required; \$750,149 in State funds were expended as match for federal disasters that were still active during SFY01; and finally \$800,000 was loaned to communities to purchase bulk fuel (\$759,000 has been repaid.)

Benchmark Comparisons:

There is no benchmark for this measure only a report of State dollars year to year for event responses.

Background and Strategies:

This measure will allow a comparison of State dollars expended year to year in response to events. Over time this may show benefits of local and state mitigation efforts to reduce disaster costs. However, there will always be potential higher costs during years of higher natural or man-made disasters.

Measure:

The number of lives saved or protected.
Sec 100(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

As mentioned in the "Measure: Number of persons assisted", through a variety of methods, the Division of Emergency Services assists every citizen throughout the State. The State Emergency Operations Plan covers statewide responses and is applicable to every community, organization or group needing State assistance.

Benchmark Comparisons:

There is no comparison available for this performance measure. It is difficult to determine how many lives the Division saves because the Division is not responsible for the initial emergency response phase of any event. Community level response agencies (police, fire fighters, VPSOs, mayors, city managers, etc) have the responsibility to save lives at the local level. Only when their capabilities are exceeded can the State provide assistance to the communities.

Background and Strategies:

This is a very difficult measure to quantify and report on, as the Division is not in the direct life saving process. Our mission is to work with the communities to assist them in planning and preparing for response, recovery and mitigation actions. The communities are responsible for carrying out actions to provide assistance to their community members.

Measure:

The number of updates to the State Emergency Plan.
Sec 100(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The State Emergency Operations Plan (EOP) was promulgated in 1994. Although in use and serving the people of Alaska well since then, it needs to be updated/revised to make it more consistent with current emergency management practices, lessons learned from previous State and Federal disasters, reorganization of State Departments and emerging National threats. The Division has made the revision of the State EOP a high priority and will develop a draft revised EOP in SFY02. Coordination of the draft EOP will occur in SFY03 with the appropriate State, Federal, local, private sector and volunteer agency partners.

Benchmark Comparisons:

The Federal Emergency Management Agency (FEMA) Capability Assessment for Readiness (CAR) includes detailed guidelines for State Emergency Operations Plans. Alaska is currently on track with this benchmark.

Background and Strategies:

The Division of Emergency Services will need to include lessons learned, where appropriate, from the 94 Fall Flood Disaster, the 95 South Central Storm Disaster, the 96 Miller's Reach Disaster, the Western Alaska Fisheries Disaster, the 2000 Yukon-Kuskokwim-Norton Sound Fishery Disaster, the 2000 Central Gulf Coast Storm and the 2001 Middle Yukon Flood Disaster.

Measure:

Successfully apply Alaska Emergency Management System to two actual or simulated incidents involving State and borough offices including the activation of State Interagency Incident Management Teams.

Alaska's Target & Progress:

DES used AEMS extensively during the Y2K Millennium Turnover and made revisions to the draft guidelines based on that experience. In addition during, SFY 00, AEMS procedures were used during the Cordova Avalanche and Central Gulf Coast Storm Disasters. In SFY 01, DES used AEMS again for the Middle Yukon Flood Disaster and several non-disaster incidents where DES supported other State agencies in their response efforts. Currently in SFY 02, the September 11th Terrorism Event was another significant use of AEMS principles in the State, Federal and local response efforts.

Benchmark Comparisons:

The Draft National Emergency Management Association recommendation for the exercising of state emergency management systems is twice yearly and Alaska is on track with that recommendation.

Background and Strategies:

During SFY 01, DES has revised the AEMS guidelines to reflect inputs and comments from local emergency managers and LEPCs. Further effort has gone into developing the resource ordering/logistics portions of AEMS, but much more work needs to be done.

Measure:

Develop an emergency warning system that is incorporated into the State Emergency Operations Plan with a regular schedule for testing and maintenance of the system.

Alaska's Target & Progress:

Currently Alaska does regularly scheduled testing and maintenance of the Emergency Alert System across the State of Alaska. This system can deliver alert and warning notifications for any event as needed.

Benchmark Comparisons:

The FEMA, State Capability Assessment for Readiness (CAR) identifies benchmarks recommended for all State Emergency management systems. The CAR indicates that all states should have emergency warning addressed in the State Plan with a regular schedule for testing and maintenance of the system. Alaska is currently on track with this benchmark.

Background and Strategies:

The State applies Tsunami Mitigation Funding to improve tsunami warning and preparedness for its number one warning hazard. The program offers tsunami warning signs, tsunami preparedness planning, and outreach presentations at no cost to all at-risk communities in Alaska. Tsunami run-up modeling and mapping is available for selected communities, based on funding availability. The State also collaborates with the West Coast and Alaska Tsunami Warning Center to promote the Tsunami-Ready Program, which enhances alert warning capabilities in participating communities.

Measure:

Develop deployment procedures for a Weapons of Mass Destruction (WMD) Response Team and identify State agency and local jurisdiction's response resource capabilities.

Alaska's Target & Progress:

The 103rd Civil Support Team (CST) was activated in 2001. This team will form the nucleus of Alaska's response capability to WMD events. The team is fully manned and has most of its individual team member equipment. Its major equipment shortfall is receipt of their mobile laboratory and communications vans. The 103rd CST has developed deployment procedures and is working with the major cities in Alaska on response plans.

The Alaska Department of Health and Social Services state public health laboratories and the Alaska State Police have both upgraded their WMD response capabilities in 2001. The public health laboratories obtained the in-house capability to test for the most probable biological threats. Previously, any collected threat specimens had to be flown down to the continental United States for analysis. State and city police agencies have coordinated the process for collecting biological threat specimens and transporting them to state laboratories for analysis. In most cases the Anchorage or Fairbanks fire department hazmat teams would respond to credible biological or chemical threats. These hazmat teams are on contract to the Alaska Department of Environmental Conservation to deploy to any community in Alaska.

Benchmark Comparisons:

The FEMA State Capability Assessment for Readiness (CAR) identifies benchmarks recommended for all State Emergency Management systems. The CAR indicates that all states should have deployment procedures for a WMD Response Team and have adequate resources at the State and local jurisdictions to respond to a WMD incident.

Background and Strategies:

With the increase in domestic terrorist events the federal government has encouraged State's to improve their capabilities to respond and recover from WMD events in the future. The Division of Emergency Services obtained funding for WMD individual protective equipment for first responders using grant funds from the Department of Justice State Domestic Preparedness Equipment grant program.

In 2001, Alaska developed a significant capability to respond to WMD events.

Alaska National Guard Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Military Headquarters - Whether the guard meets military efficiency and readiness ratings.
Sec 101(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Army National Guard has reported meeting the required level of readiness for each of the reporting periods since the last report to the Legislature.

Benchmark Comparisons:

The military efficiency and readiness ratings are specified by the Department of Defense.

Background and Strategies:

We report back to the Department of Defense. Although the reports are classified, the DMVA can generally report that there are no problems in this area.

Measure:

Military Headquarters - The adequacy of response time for each emergency.
Sec 101(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Alaska Air National Guard Rescue Coordination Center (RCC) serves as the coordinating agency for aviation-related search and rescue. Aircraft are available to respond from 3 locations in the state. The 210 Rescue Squadron maintains rescue-ready assets at Kulis ANG Base in Anchorage and at Eielson AFB near Fairbanks. The 68th Medical Detachment, US Army Alaska, also maintains a response asset. The rescue assets are tasked with the primary mission of support search and rescue of military aircraft in the state. Because of this federally funded mission, response time for RCC-controlled assets varies. Three response postures exist. Short response can launch within 30 minutes of notification. Medium response can launch within 1 hour and 45 minutes from notification. Long response will launch no later than 3 hours and 30 minutes from notification.

The Army National Guard responded to 51 search or medevac requests during SFY01 and last Quarter SYF00. All requests meeting minimum safety of flight envelope were flown, totaling 120 flight hours, with a launch time ranging from under 15 minutes to 2 hours depending on varied circumstances.

The 210th Rescue Squadron and the Rescue Coordination Center also participated in 289 rescue missions resulting in 100 lives saved.

Benchmark Comparisons:

This varies by incident.

Background and Strategies:

The RCC mission is federal. A side benefit to the state is the availability of the 24-hour capabilities of the RCC. National Guard and Active air assets can be used in support of state search and rescue as outlined in federal and state guidelines. Response times are designed primarily for federal missions. However, assets in short, medium, or long response postures can also launch for state missions. As long as air rescue assets respond within the appropriate window, response times are not tracked.

Measure:

Military Headquarters - The number of persons assisted during actual events.
Sec 101(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Eighteen search missions and thirty-three medevacs were requested. Sixty-four people were saved/assisted.

The 210th Rescue Squadron and the Rescue Coordination Center also participated in 289 rescue missions resulting in 100 lives saved.

Benchmark Comparisons:

This varies by incident.

Background and Strategies:

The National Guard stands by and is ready to respond to incidents when called upon. The Air Guard is prepared to perform Search & Rescue Missions in Alaska and stand by in support of our nation's defense. The Army Guard ensures that units are trained to meet the federal mission requirements to provide security, long range communication and aviation mission support.

All 613,000 Alaskans and indirectly all US citizens are covered under the umbrella of the National Guard.

Measure:

Military Headquarters - Whether the guard meets recruitment and retention goals established by the National Guard.
Sec 101(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The National Guard Bureau recruiting goal for FY00 was 300; Alaska Army National Guard production was 329.

The National Guard Bureau retention goal was a loss rate equal to or less than 18% of assigned strength. Alaska Army National Guard's loss rate was 18.4%.

Benchmark Comparisons:

The National Guard Bureau provides the targets.

Background and Strategies:

It is important for the Alaska National Guard to meet its recruitment and retention goals in order to have a viable program. One of the initiatives which has helped the Alaska National Guard is the Educational Benefits program with the state funding for the tuition credits at Univ. of Alaska. This allows guard members to meet educational requirements for promotion.

Measure:

Military Headquarters - Whether the guard acquires new missions while minimizing the cost to the state.
Sec 101(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Army National Guard fielded the 103rd Civil Support Team of 22 full-time Army and Air National Guard men and women with state of the art Weapons of Mass Destruction detection equipment at no cost to the state.

Space and missile defense facilities in Alaska are not yet fielded. However, the outlook for Alaska is positive.

Benchmark Comparisons:

No benchmark exists.

Background and Strategies:

The National Guard has worked hard to remain relevant since the end of the Cold War. Since that time, guard units

have transitioned to security missions and space and missile defense. New missions are being pursued in space surveillance and security at Clear Air Station; a role in the Alaska North American Aerospace Defense Command (NORAD) operations center; strategic airlift; and domestic preparedness against weapons of mass destruction. These new missions will bring jobs and economic activity to the state but will not required a general fund outlay for facilities operation and maintenance.

Measure:

Commissioner's Office - The percentage of divisions that meet assigned performance measures.
Sec 102(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department will meet 100% of its 33 performance measures' reporting requirements.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The department has federal performance measures and some of these are classified, but we reported against the legislative measures in each BRU.

Measure:

Commissioner's Office - The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.
Sec 102(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department tracks its correspondence, and for the 2001 calendar year-to-date the average time to respond to formal inquiries was 32 days; our target is to respond immediately and to stay within a two week time frame. Some of our responses require us to perform tasks which may take a couple of months, and given that we report the average of all responses, the average appears higher than our target.

We respond to telephone inquiries immediately.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

This is a new measure and the department did not have any formal tools to track performance, other than the Correspondence Tracking System (CTS). This CTS logs in when the correspondence is received and when formal responses were completed.

After the Board-of-Inquiry into complaints from the public in 1995 the agency established a 1-800 number for the public to call in any concerns. Initially this 1-800 was used regularly but for the past couple of years we have not received any calls on this number. Any other calls directly to the Commissioner's Office are dealt with on an expedited fashion, and most often we can satisfy the caller immediately.

Measure:

Commissioner's Office - The percentage of costs applicable to administrative services as compared to the total personnel costs for the department.
Sec 103(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 the total actual expenditures were \$27.9 million in the Operating Budget excluding the Disaster Relief Funding, of which \$1,098.0 was spent in the Administrative Services Section. Of the total \$28.0 million operating cost \$13.3 million was for personnel services cost, which means the percentage of administrative services cost as compared to the total personnel services was 8%.

Benchmark Comparisons:

There is no benchmark for this measure.

A standard way to measure the level of administrative services is its cost in relation to the department's personnel services cost. In a department like DMVA this will fluctuate because of the emergency response responsibilities and its related cost. Large emergency response projects such as Miller Reach and the Western Alaska Fisheries Disaster require a significant amount of extra work and staff, which will impact the results from year to year.

Our overall strategy is to keep our administrative services cost as low as possible and provide the best quality of service with the funding and staffing provided. The division's statistics are FY 96, 9%; FY 97, 8%; FY 98, 9%; FY 99, 7%; FY 2000, 9%, and FY2001 8%.

Measure:

Commissioner's Office - The percentage of late penalties compared to total payroll payments
Sec 103(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

There were no late penalties in FY01.

Benchmark Comparisons:

The ideal is NO late penalties for payroll, which result in high morale for the workforce.

Background and Strategies:

The single most important function the administrative services section performs is to pay the employees their paychecks timely and accurately. The union contracts require us to pay a penalty for any late paychecks. A good measure of the quality of the payroll services is the lack of late penalties for payroll.

Measure:

Commissioner's Office - The average vendor payment time.
Sec 103(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average vendor payment time for FY2001 was 20 days.

Benchmark Comparisons:

The standard for average vendor payment time is 30 days before late charges and penalties are assessed.

Background and Strategies:

The department standard is to pay vendors within 30 days after receipt of invoice.

Measure:

Commissioner's Office - The number of audit exceptions.
Sec 103(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department did not have any audit exceptions in FY01.

Benchmark Comparisons:

The ideal is NO audit exceptions.

Background and Strategies:

An independent measure of the Administrative Services functions success is a "clean" audit by Legislative Audit. The department standard is to have all accounting, payroll, and procurement actions comply with state rules and regulations and generally acceptable accounting and business practices.

Measure:

Air Guard & Army Guard - The percentage reduction in accrued deferred maintenance projects.
Sec 104(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Air Guard:

SFY 01 maintenance requirements were \$10.8 million. 20 projects totaling \$734,200 were completed during the fiscal year. In addition, \$454,485 in new projects were added to the maintenance requirements, resulting in a net reduction in deferred maintenance of 2.6%.

Army Guard:

The deferred maintenance backlog is \$21.8 million as of September 2001. With available resources, it is unlikely DMVA will achieve a 5% reduction in the backlog.

Benchmark Comparisons:

Warranty and manufacturers' guides to replace, repair, maintain and renew building components.
Reduce Deferred Maintenance Backlog by 5%.

Background and Strategies:

Air Guard:

The Air Guard Facility Maintenance Division's deferred maintenance program amounts to \$10.8 million. The combined effects of aging buildings and insufficient repair resources have caused this amount to increase yearly. We are operating much as do consumers who make only minimum payments on high-interest rate credit cards - their balance never decreases. More significantly, an adequate nexus between actual projects and funding has not been established. If a Capital Improvement Project is significant enough in size, the possibility exists that it will not be accomplished because it would use up most or all of the state funds allocated for that FY. For example, there are three projects on our current deferred maintenance list that total \$4.3 million. None of these projects can be completed, because sufficient state match does not exist. A one-time appropriation for large (in excess of \$600,000) projects would result in an immediate and dramatic reduction in the size of the deferred maintenance amount.

At Eielson 16 of the 18 structures were built since 1990. The average age of these facilities is 6.8 years. The remaining two structures are 1950's vintage; one of which was remodeled in 1998 and the other which has very little modification. The average facility age at Kulis, in contrast, is 19 years. This 12-year difference is reflected in the share of deferred maintenance at each base. 94% of ANG deferred maintenance is at Kulis.

The contractual agreement between the State of Alaska and the federal government requires the State to provide matching funds for operation and maintenance (O&M) of federal National Guard facilities. This is calculated at a rate of one state dollar to every three federal dollars. The federal government provides matching funds on the expectation that the state will match the federal contribution. All state portion funding will result in federal matching funds and any funding below a maintenance level causes deferred maintenance of these facilities to increase. Deferred maintenance results in accelerated deterioration and obsolescence of these facilities

Scheduled renewal items are those that assist the building in meeting current requirements, whether for increased personnel, updating to current standards or complying with new codes. Examples include providing more electrical outlets for current computer needs, energy upgrades, and modifications for code compliance i.e., ADA & fuel tank upgrades, GFI circuit breakers; and upgrading building insulation.

Army Guard:

The Deferred Maintenance, Replacement and Renewal list continues to grow for the Army Guard facilities. With the completion of various on-going construction projects, upgrades and new Federal Scout Armories, the deferred maintenance backlog of Army Guard Facilities is currently \$21.8 million for FY01.

Based upon our 2000 Facility Statistical report the average age of the Alaska Army Guard buildings is 30 years. The oldest buildings are Training Sites. There are 63 Training Site buildings with the average age of 34 years.

Scheduled Replacement deals with the life expectancy of a part or building. Included are the following: roofs - life expectancy 20 years, boiler - life 25 years, carpets - life 7 years. Many of these items also involve preventative maintenance to reach that specific life expectancy.

With regards to buildings, NGB regulations inform us that if a project exceeds 50% of the buildings replacement value, NGB will not fund it.

The Air and Army Guard's strategies for meeting our goal:

Performing Preventative Maintenance in accordance with manufacturers' recommendations. By doing this, DMVA is able to extend the life expectancy of various buildings, components and machinery. Preventative Maintenance

reduces the possibility of costly emergency repairs or replacements.

Review the Project Inventory and Evaluation Report (PIER) and address the most damaging projects on the maintenance, renewal or replacement list. With the Alaska terrain and weather, the most costly of the maintenance projects are usually foundations, roofs and insulation. With the age of the buildings, more of these items need attention each year.

At the time it becomes more expensive to replace or renew facility components, the facility is removed from the PIER and placed on the major construction list for replacement of the total facility.

Measure:

Air Guard & Army Guard - The change in the number of days lost due to facility-related accidents.
Sec 104(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Zero lost days due to facility related accidents.

The Alaska Air National Guard experienced no lost work due to facilities-related injuries in FY01. This is largely a result in aggressive safety programs at both ANG Wings.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The ideal is no lost days due to facility related accidents which we achieve yearly. This may warrant further definition.

Measure:

Air Guard & Army Guard - Expenditures and estimated cost savings related to energy efficiency measures applied to state and federal facilities.
Sec 104(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Army Guard: During State FY 2001 \$1,062.5 was spent on energy projects. As some of these projects are on-going, we should see a savings associated with FY03 actuals.

Air Guard:

The Air Guard's goal is to have all structures meet the federally mandated guidelines by 2005.

Kulis Air National Guard Facility implemented several energy saving programs over the last three years with documented results. The information utilized for this conclusion comes from the Defense Utility Energy Reporting System (Duers), which takes several factors into consideration including Megawatt hours used (MWH), cost, gross sq. ft., and facility population.

The numbers will show for FY00/01 an increase in MWH used, cost, population, gross sq ft, and at Kulis from previous years, however the cost to heat these facilities decreased. Cost per sq ft/person showed promising figures, but the MWH per sq ft would be the best figure to show actual energy savings. The amount of energy needed to heat a facility has drastically decreased with substantial energy savings realized. One-more factor that needs to be addressed was the price per barrel of oil. Although the price per barrel increased during this time period (FY00/01) energy savings still occurred. If the price per barrel remained at the FY 98/99 price, Kulis would have experienced 30-40 percent higher savings.

The cost per sq.ft. dropped from \$3.21 in FY98/99 to \$2.31for FY00/01

The cost per person dropped from \$5.87 in FY98/99 to \$3.83 for FY00/01

Total Megawatt Hour Usage (MWH) increased from FY98/99 to FY00/01 from 3,348 to 4,465, but because total sq.ft. increased from 355,082 to 404,555 the cost per sq.ft. for MWH changed from \$106.05 in FY98/99 to \$90.60 in FY00/01.

Benchmark Comparisons:

Army Guard: Actual Cost of Utilities from prior years compared to the national utility rate increase per year. As an example Army Guard had a 12% increase in fuel cost for FY 2001, but the national average fuel increase was 30%. Therefore Army Guard actually saved 18% in fuel cost.

Background and Strategies:

Army Guard:

As defined in the Cooperative Agreement, the Facilities and Maintenance Division is required to expend 2.5% of federal funding towards energy related projects. This amount plus special funding that FMD acquired from the National Guard came to approximately \$1,062.5 for FFY01. This increase provided a 17.4% expenditure on Energy related projects. Regarding State Armories, Logistical Facilities, Training Sites and Federal Scout Armories, we are seeing a 12% increase in overall utility cost. The rising fuel, electrical and natural gas cost easily defines the 12% increase. Some rural areas have increased cost up to 30%. The overall rising cost have been offset by the energy program. The Army Guard is currently implementing a Utility Management program that will provide more accurate data for future fiscal years.

Air Guard:

The Energy Policy Act of 1992 first established energy savings mandates for U.S. Federal agencies. Executive Order 12902 established the more aggressive mandate that by 2005, all U.S. Federal agencies must use 30 percent less energy per square foot in their buildings than they consumed in 1985. The Air Guard operates facilities at both ends of the energy-efficiency spectrum.

The average age of all ANG facilities at Eielson AFB is 11.2 years (including the two 1950's vintage buildings). The majority of structures at Eielson were built in the 1990's. Because of this, they incorporate energy-efficient design practices. New energy-savings modifications are evaluated for cost-effectiveness prior to implementation.

At Kulis ANGB, the average structure age is 19 years. All newer structures meet the same energy-efficiency design requirements as those at Eielson. Kulis has implemented several energy-savings programs, among which are the Green Light program (replacement of high-energy lamps with 34-watt bulbs and reduced-energy ballast, and Direct Digital Control (DDC) of heating, ventilating, and HVAC systems). New technology lighting has reaped savings of up to 42% in buildings similar to those at Kulis.

Winter extremes in Alaska hinder our ability to accurately interpret the effectiveness of cost-saving measures. In addition, Eielson does not purchase utilities from commercial providers. Because of this, the cost-per-unit of energy does not necessarily correlate with that experienced by Kulis.

Measure:

Air Guard & Army Guard - The cost per square foot to operate and maintain Alaska National Guard facilities during a federal fiscal year.

Sec 104(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Army Guard: It depends on the type of facility and location, but on an average \$6.64 is a statewide cost per square foot.

Air Guard:

Actual Cost:

Installation	Utility	Maintenance	Total
Kulis	\$1.45	\$3.39	\$4.84
Eielson	\$1.37(app)	\$3.80	\$5.17

Benchmark Comparisons:

Army Guard: The number of square footage per facility type as compared to the actual expenditures for that fiscal year.

Background and Strategies:

Army Guard: The cost of square foot is based upon the availability of funds. If additional funds were provided, a reduction to the Deferred Maintenance Backlog would occur, thus increasing the amount spent per square foot.

Measure:

Alaska Military Youth Academy - Percentage of cadets who receive their high school diplomas or equivalencies by completion of Phase III.

Sec 105(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Out of the 100 graduates from Class 01-1, 83.0% received their GED. Class 00-2 had 78% of its graduates receive a GED.

Benchmark Comparisons:

Nationwide average is 64.0% as reported in the National Guard Youth ChalleNGe Program Annual report, 2000.

Background and Strategies:

The primary focus of the educational portion of the Academy is to achieve educational excellence by utilizing a focused curriculum in writing skills, social studies, science, literature & arts, and mathematics. This is accomplished by using our certified military instructors, our partnership with the State certified teachers of the Alyeska Central School, and the use of our computer based learning programs.

Measure:

Alaska Military Youth Academy - Percentage of cadets increasing English comprehension a minimum of one grade level at the completion of Phase II

Sec 105(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Out of the 100 graduates from Class 01-1, 80% of the students increased their English comprehension by at least 1 year. On average, English comprehension increased by 1.5 grade levels over the period of 20 weeks.

Out of the 94 graduates from Class 00-2, 80% of the students increased their English comprehension by at least 1 year. On average, English comprehension increased by 1.8 grade levels over the period of 20 weeks.

Benchmark Comparisons:

Nationwide average is 1.4 grade levels for English as reported in the National Guard Youth ChalleNGe Program Annual report, 2000.

Background and Strategies:

Students are measured for both English and math comprehension levels upon enrollment to the Academy at the beginning of week 3, using the Test of Adult Basic Education (TABE) examination. Students are measured again at week 22 utilizing the same test. Besides a curriculum in social studies and science, the Academy specifically focuses on writing skills, literature & arts, and mathematics. Through the dedication of our certified teachers and military instructors, as well as our partnership with the State certified teachers of the Alyeska Central School, and the use of our computer based learning programs, the Academy is making significant inroads towards increasing both the English and math skills of its' graduates.

Measure:

Alaska Military Youth Academy - Percentage of cadets increasing math comprehension a minimum of one grade level at the completion of Phase II.

Sec 105(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Out of the 100 graduates from Class 01-1, 78% of the students increased their Math comprehension by at least 1 year. On average the math comprehension increased 1.5 grade levels over the period of 22 weeks.

Out of the 94 graduates from Class 00-2, 80% of the students increased their Math comprehension by at least 1 year. On average the math comprehension increased 2.1 grade levels over the period of 22 weeks.

Benchmark Comparisons:

Nationwide average is 1.7 grade levels for math as reported in the National Guard Youth ChalleNGe Program Annual report, 2000.

Background and Strategies:

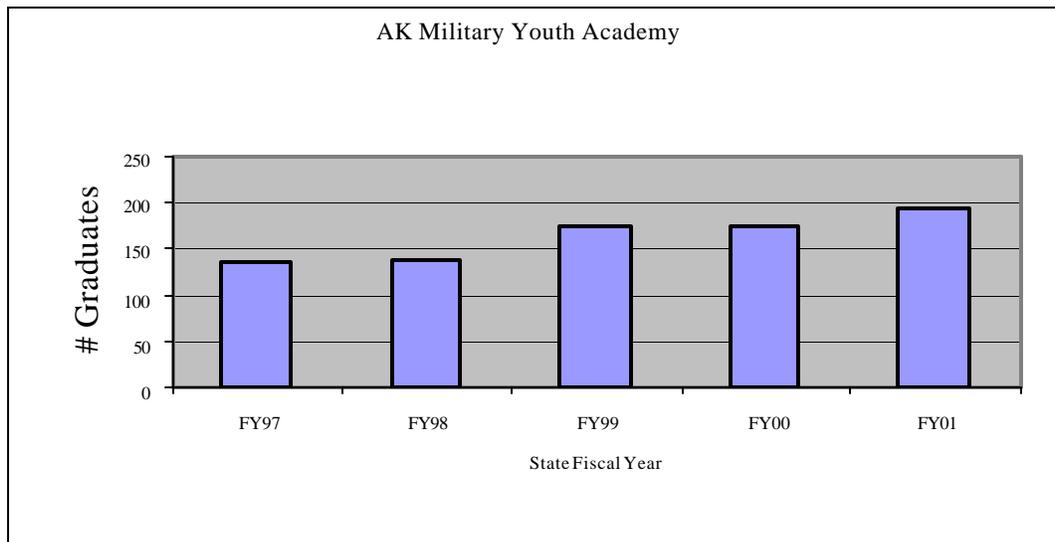
Students are measured for both English and math comprehension levels upon enrollment to the Academy at the beginning of week 3, using the Test of Adult Basic Education (TABE) examination. Students are measured again at week 22 utilizing the same test. Besides a curriculum in social studies and science, the Academy specifically focuses on writing skills, literature & arts, and mathematics. Through the dedication of our certified teachers and military instructors, as well as our partnership with the State certified teachers of the Alyeska Central School, and the use of our computer based learning programs, the Academy is making significant inroads towards increasing both the English and math skills of its' graduates.

Measure:

Alaska Military Youth Academy - Percentage of Cadets who graduate from Phase II.
 Sec 105(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The August 2001 graduation of Class 01-1 equaled the highest number of graduates in the history of the Academy, 100. 80% of the enrolled cadets graduate. Class 00-2 had 85% of its enrolled cadets graduate.



Benchmark Comparisons:

The graduation target for the Alaska ChalleNGe Program, as established by the Cooperative Funding Agreement between the National Guard Bureau and the State of Alaska, dated October 1998, establishes a target graduation of 100 students per class.

Background and Strategies:

In order to graduate 100 students we register around 150 applicants in the 2 week Pre-ChalleNGe program, and of those an estimated 110 will remain in the program and are enrolled in the 20-week residential ChalleNGe Program. The number of graduates has increased to 100 over the 7 year history of the Academy. However, in order to maintain our goal of 100 graduates per class we need to increase our enrollment in the female platoon from 23 to its' full capability of 35, and increase our retention rate over the 20-week residential phase of the program.

Measure:

Alaska Military Youth Academy - The percentage of cadets who are working or in school, including continuing education, one year after completion of Phase II.
 Sec 105(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Classes 99-3 and 00-01 have completed their 12-month post residential after care program phase and have an 83.0% and 95.0% success rate respectively. Class 00-2 graduated the residential phase March 9, 2001 and Class 01-01 graduated the residential phase August 24, 2001. Both classes are in their post residential after care program phase and success rate statistics are not yet available.

Benchmark Comparisons:

Nationwide average is 83.0% as reported in the National Guard Youth ChalleNGe Program Annual report, 2000.

Background and Strategies:

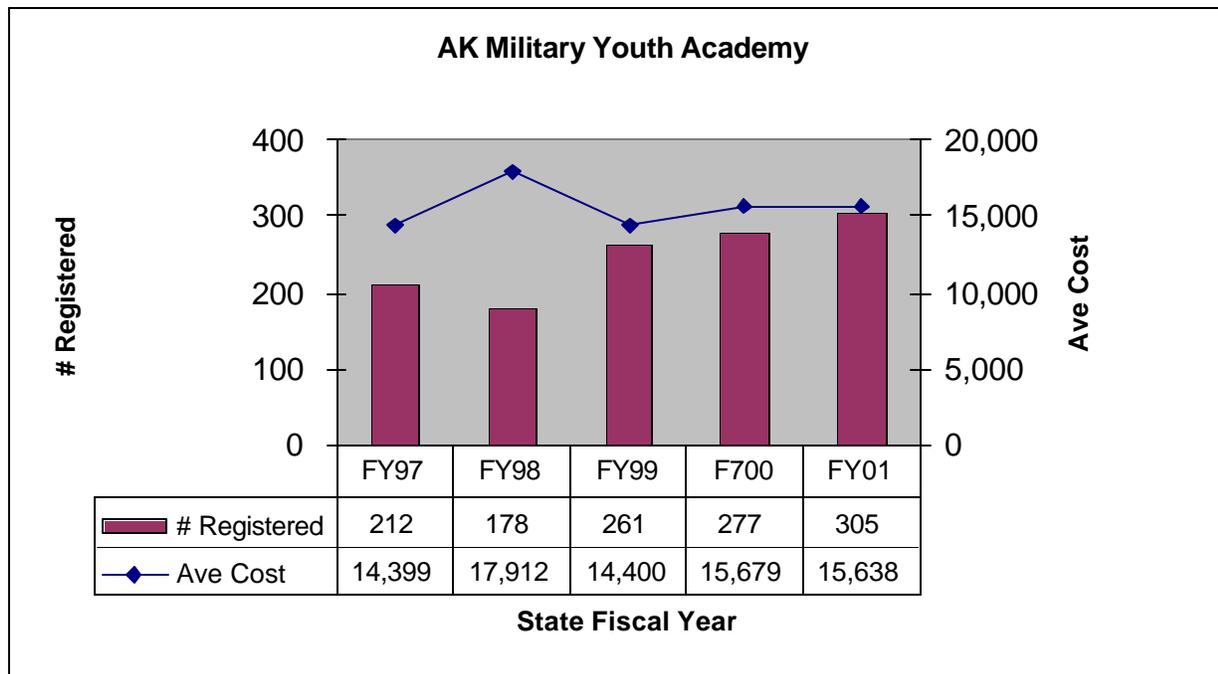
Stressing the program eight core components during the 22 week residential phase, our interactive computer learning tools, the continued partnership with Alyeska Central School, and the introduction of the Workforce Investment Act program along with the Alaska Works Partnership program have provided excellent tools and means to enhance the graduates' ability to maintain the initial success level well beyond their post residential program phase. These programs are critical to the placement of cadets into meaningful careers or employment.

Measure:

Alaska Military Youth Academy - Cost of the program per registered cadet.
 Sec 105(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

A total of 305 cadets registered during FY01 at a total cost per cadet of \$15,638.



Benchmark Comparisons:

Mt. Edgecumbe Boarding School is the only other state operated residential high school in Alaska. Mt. Edgecumbe runs on a traditional semester system and has students in-residence for about nine months out of the year. They graduate about 50 students per year and enroll approximately 200 students at the beginning of the school year. Mt. Edgecumbe's operating budget is \$4,400,800 (As reported by the Mt. Edgecumbe Registrar's office). This is an approximate cost of \$22,000 per registered student.

Background and Strategies:

When the federal funds from the Department of Defense for the base ChalleNGe grant were capped at a \$2,100,000 federal contribution, with a 60%/40% funding split, the Alaska Youth Academy knew it needed to look for other funding

sources to have a viable program in Alaska and to lower the cost per cadet. Over the past several years the strategy has been to solicit funding from various sources to supplement the base grant.

Examples of additional funding sources are:

Starting in FY2000 the AMYA qualified for Alyeska Central School contributions from the State Department of Education. The original base grant was for \$200,000 and for FY2003 it is estimated at \$385,000.

AMYA entered into an agreement with the Municipality of Anchorage to receive funding through the Workforce Investment Act (WIA) program which commenced in FY2001 at a \$300.0 funding level.

AMYA qualified for the USDA's lunch program in FY00, and for FY03 the estimated budget for this program is \$166.0.

In FY2001 the AMYA received funds totaling \$125,000 in I/A receipts from the Alaska Works Partnership Inc., Step-Up Initiative Program. This apprentice-training program will mesh with the Cooperative Work Experience Program currently in place at the Academy. Students will be able to enter a specific apprentice program while at the Academy and upon graduation, immediately continue into that career field that they have chosen. Programs that will be initiated beginning with Class 01-02 are; A+ Computer Certification, Culinary Arts, and Industrial Arts which comprise Carpentry and Electrical skills. Projected funding for FY2002 and FY2003 is expected to be \$125,000 in I/A receipts.

Funding from the State of Alaska, Department of Health and Social Services for an Alcoholism and Drug Abuse Prevention Grant totaled \$25,000 in FY01 and is projected for \$25,000 I/A for FY2002 and FY03.

Although there are new program requirements with some of these funding sources the combined effect is that we can share our fixed cost and reduce the cost per registered cadet, as with the extra funding we can take in more cadets.

Alaska National Guard Benefits Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Increase Guard members' educational level.

Alaska's Target & Progress:

Provided \$250,000 educational credits in FY 2002 from the University of Alaska and \$28,500 tuition assistance for the Guard and Naval Militia.

Benchmark Comparisons:

No benchmark exists.

Background and Strategies:

Educational benefits are a successful recruiting and retention tool. During the two years that the educational program has had access to the University credits program, 324 Guard members have attended the University (126 in FY 2001 and 198 in FY 2002). Both Army and Air National Guard members are actively pursuing educational opportunities. With the availability of the University credits program, more members in the rural areas are able to take advantage of this benefit. In FY 2002, five from Bethel, one from Ninilchik, one from Nulato, one from Hooper Bay and one member from Nome have enrolled in the program.

In addition, 132 Guard and Naval militia members received tuition assistance from the state (70 in FY 2001 and 62 in FY 2002). This program reimburses members for classes taken at institutions other than the University of Alaska.

The strategies to reach our goal of increased educational levels within the Guard are to:

Improve recruitment, retention and education levels through a partnership with the University of Alaska, full use of military education tools and distance learning capabilities.

Encourage Guard members to pursue their educational goals by providing information on military and civilian education opportunities available to Guard members.

Facilitate expansion of Junior ROTC programs into rural schools to instill awareness of and a desire for education.

BRU/Component: Veterans' Services

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

The number of contacts with persons seeking information about veterans' benefits.
Sec 106(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Contacts through phone, office walk-ins, e-mail and outreach briefings.

American Legion: 9400

VFW: 7000

DAV: 5200

State DMVA: 5000

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The main purpose of this program is to connect Alaskan Veterans with the agencies that can assist them with their benefits.

Measure:

The number of trips to assist rural veterans.
Sec 106(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

American Legion: 48 (4 per month)

VFW: 51

DAV: 80 (includes Fairbanks office)

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The grantee is required to provide services statewide. Statistics are provided to DMVA by the grantee on the number of visits to rural areas to assist rural veterans

Measure:

The change in the number of veterans served each year.
Sec 106(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Collectively there has been a significant increase. In some areas as much as 75% (Kenai Peninsula), but as low as 20% (Western Alaska). The largest increase is Southcentral Alaska (primarily the Anchorage bowl @ 43% of the veterans population base). The aging population of veterans also has to be considered.

Benchmark Comparisons:

There is no benchmark for this measure.

Measure:

The change in the estimated monetary value of benefits obtained.
Sec 106(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

State of Alaska FY2003 Governor's Operating Budget

Department of Natural Resources Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Commissioner's Office - The revenue generated by the development and sale of natural resources.
Sec 108(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 \$1.1 billion was received in total revenues.

Benchmark Comparisons:

There is no specific benchmark as we try to maximize the revenues to the state given the price of the commodity.

Background and Strategies:

The department's mission is to develop, conserve, and enhance natural resources for present and future Alaskans. This means that we try to meet the demand of the resource development in a responsible way and optimize our return in today's market but also by keeping an eye out for the future.

Measure:

Recorder's Office - The percentage of maintained daily entry and weekly verification of the on-line grantor/grantee and location indexing process for all documents accepted in the recorder's offices.
Sec 108(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Current status: During FY01 the mission and measures for the Recorder's Office were changed by the legislature to reflect the fact that it is unrealistic to achieve full input and verification functions in all offices on the same day that documents are recorded due to the number of remote office locations. Because the new measure (shown above) differs substantially from the indexing measure utilized in the prior three quarters of FY01, the following percentages are provided based only on fourth quarter compliance with the revised indexing measure.

During the fourth quarter of FY01 **the objective of daily input was performed** as follows against a target of 100%:

UCC Central 97%; Fairbanks 95%; Ketchikan 92%; Bethel 92%; Sitka 98%; Anchorage 27%; Palmer 86%; Kenai 97%; and Homer 97%;

Meeting the target were: Juneau 100%; Nome 100%; and Kodiak 100%.

During the fourth quarter of FY01 **the objective of weekly verification completion** was performed as follows against a target of 100%:

Bethel 98%; Nome 97%; and Anchorage 98%;

Meeting the target were: UCC Central 100%; Fairbanks 100%; Juneau 100%; Ketchikan 100%; Sitka 100%; Palmer 100%; Kenai 100%; Homer 100%; and Kodiak 100%.

Benchmark Comparisons:

Many recording facilities in other jurisdictions are able to meet this daily indexing goal as a result of implementing imaging technology.

Background and Strategies:

In order to provide the greatest service to the public, indexing of the public record information needs to be fully

complete at the end of each business day. Many recording facilities in other jurisdictions are able to meet this daily indexing goal as a result of implementing imaging technology. Our new indexing system implemented in 1999 allows indexing information to be made available to the public upon input (our prior system did not contain this feature). The Anchorage office has had the most difficulty meeting the daily input standard due to near record high recording volumes.

A new indexing system implemented in 1999 enabled the component to resolve the massive indexing backlogs that had accrued under the prior system while still processing incoming work at peak levels. Throughout FY00 and FY01, significant improvement occurred in meeting this performance objective. Factors preventing 100 percent compliance in all locations included near record recording volumes, staff shortages, late day recordings, lengthy legal descriptions, communication line problems, heavy customer traffic, and late mail deliveries. While the component has no control over the volume of incoming work, it will continue to strive for improvements in this area.

Measure:

The annual volume of state timber offered for in-state companies and converted to value-added products.
Sec 110(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Target:

32.5 MMBF offered for in-state companies and converted value-added products.

Progress:

From FY97 through FY01, DNR sold over 240 timber sales to more than 120 different in-state purchasers to be processed wholly or partially in-state. These sales totaled over 80 MMBF of timber (see table).

Area	Number of state timber sales to Alaskan businesses						# Different Purchasers
	FY 97	FY 98	FY 99	FY 00	FY 01	Total FY97-01	
Southern SE	17	25	14	13	6	75	36
Northern SE	1	7	1	5	13	27	15
Kenai-Kodiak	0	0	1	4	0	5	4
MatSu/SW	4	2	1	4	6	17	10
Fairbanks	21	10	10	19	21	81	46
Delta	7	7	4	10	8	36	14
Tok	0	0	1	4	2	7	6
Statewide Total	50	51	32	59	56	248	128

Note: Some purchasers bought timber from more than one area, therefore the statewide total for the number of different purchasers is less than the sum of the areas.

Benchmark Comparisons:

There is no standard for this measure.

Background and Strategies:

The DNR timber sale program focuses on supporting Alaskan jobs by making timber available for local processors. Competitive and negotiated sales are offered in sizes and locations needed by local processors throughout the state. In Southern Southeast Alaska, all offerings were sold. In most other areas, more timber was offered than was sold. Unsold timber remains available over-the-counter or is re-offered.

Some state timber is exported. Salvaged wood in spruce bark beetle areas will mostly go to export chip markets. A portion of the timber in Southern Southeast value-added sales is pulp or utility wood with no local market. The pulp and utility wood may be exported, while the higher-grade wood is processed in-state.

Measure:

The percentage of fires in full and critical protection categories that are held to less than 10 acres.
Sec 110(b)(7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Target:

Contain 90% of fires in full and critical protection categories at 10 acres or less.

Progress:

First quarter FY02 on track. In fire season 2001, 271 of 277 fires (99%) of fires in full and critical protection were kept to 10 acres or less. In fire season 2000, 236 of 241 fires (98%) reached the target.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The Division of Forestry responds to an average of 423 wildland fires annually in its protection area with the exact number and location being unknowns. The most cost-effective response requires adequate preparedness and coordination with the Division's numerous cooperators. The occurrence of wildland/urban interface fires will continue to increase as the population moves to the wooded areas of the state, climatic changes result in longer fire seasons, and serious insect/disease infestations add to the hazardous fuels problem.

Strategies include providing immediate, aggressive initial attack in coordination with cooperating local government, structure fire departments and federal agencies. This strategy includes creating and maintaining cooperative agreements to enhance initial attack response effectiveness. Additional strategies include media coverage of fires to expand public awareness of the impact of human caused fires, support of fire prevention activities, and increased public education on how to create survivable space around private property.

Measure:

Oil & Gas - The number of resident and nonresident private sector jobs in the oil and gas industry in the state.
Sec 111(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

According to the State Department of Labor, the statistics on employment in Alaska for oil and gas extraction have increased. Below are annual averages since 1998:

2001 (Jan-Aug)	11,200
2000	10,300
1999	9,400
1998	9,300

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

These figures are available at this site:

http://www.labor.state.ak.us/research/emp_ue/ak95prs.htm

Measure:

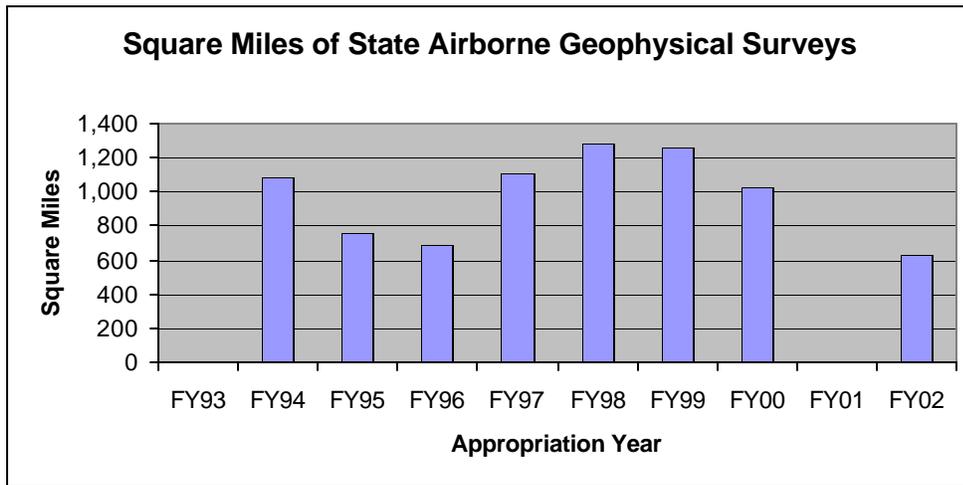
Geological Development - The number of completed geophysical/geological mineral surveys of at least 1000 square miles of Alaska land.

Sec 113(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The 1000 square mile is a challenging target given the staff size and funding available to DGGs. In FY2001, DGGs completed 1240 square miles of federally sponsored airborne geophysical surveys and 808 square miles of geological ground-truth mapping.

Because of an approximately 40 percent increase in the cost of airborne geophysical contracts, DGGs will be able to secure only 630 square miles of new airborne geophysical data on state land in 2002. DGGs is on track to release 1000 square miles of combined mineral and energy ground-truth geologic mapping in 2002.



Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

DGGs intends to maintain this performance measure unchanged for FY2003. We are pursuing complementary federal funding and cooperative agreements with federal agencies in an attempt to acquire resources needed to increase the square miles of geologic ground-truth mapping in geophysical survey tracts that can be completed in a fiscal year. The magnitude of the square miles of airborne geophysical surveys that can be completed in one year is a function of CIP appropriations. A tract of 1000 square miles is in good balance with historic funding, public expectations, and a level of commitment that is effective in catalyzing investment in Alaska's mineral industry. Costs of conducting both airborne geophysical surveys and ground-truth geologic surveys have escalated sharply in the last 18 months, in large part because of increased helicopter contract costs. In FY01 the airborne geophysical CIP appropriation was below the threshold needed to conduct a cost efficient survey. Thus no predominantly state-owned mineral tract was surveyed in FY01. DGGs was able to secure a commitment of federal funds to geophysically survey about 1240 square miles of a mixed ownership (federal - Native Corporation - state) land in southwest Alaska. Because of the ownership pattern of that land, however, we do not believe that this airborne geophysical data will have the same impact on exploration investment, as would a survey over predominantly state lands where access is more open and right of tenure is more certain.

Measure:

Parks Management - The level of deferred maintenance in state parks.

Sec 114(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

To steadily reduce the identified \$42 million in deferred maintenance and ADA upgrades in the park system.

Inventory of Deferred Maintenance in state parks:

1998 - \$35 million in deferred maintenance identified in division facility summary

2001 - \$42 million in deferred maintenance identified in division facility summary

Funding to address this Deferred Maintenance:

1996 - No funds for maintenance

1997 - \$150.0 in CIP for emergency repairs

1998 - \$200.0 in CIP for emergency repairs

1999 - \$200.0 in CIP for emergency repairs

2000 - \$200.0 in CIP for emergency repairs

2001 - \$286.0 in CIP for emergency repairs

2001 - \$168.0 in CIP for Park upgrades

2002 - \$286.0 in CIP for emergency repairs

At the current rate of funding our inventory of deferred maintenance will continue to grow.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Parks has been unable to address this growing backlog due to lack of CIP funds. For the years 1996 to 2002, Parks averaged only \$212.0 annually in the capital budget for deferred maintenance and then only for those repairs tied to health and human safety. Some facilities that are along a highway corridor can be upgraded with Federal Highway - TEA 21 funds so long as we fit the TEA 21 criteria. Campgrounds CANNOT be built or upgraded with TEA 21 funds. Parks has been successful in addressing some of its needs through this channel and will continue to do so. Facilities that involve powerboat and angler access can be fixed with our partnership with ADF&G for federal sportfish access funds for boat launch ramps.

Funds from TEA 21 and ADF&G, however, do not cover the majority of our deferred maintenance needs. Parks needs significant funds dedicated to this problem. The use of federal Land & water Conservation fund moneys can only be used for facility development if the state provides a 50% match. In addition to LWCF, Parks could address these problems through funds raised by bonds.

Management and Administration Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Commissioner's Office - The percentage of divisions that meet the assigned performance measures.
Sec 108(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department will meet 97.7% of their assigned performance measures reporting requirements. We are unable to report on the legislative measure in SLA2001, Ch90, Sec 115(b)(3) - "The percentage of total available agricultural acreage placed in production", since statistics are not available to accomplish this as written.

Although there is no official target provided by the legislature, which relates to the funding provided, the department attempts to meet all of its performance measures. Some of the measures are not readily available so we estimate them until a more formal study or report can be completed.

The Commissioner's Office has been collected data for the past few years on the divisions' performance measures and adjustments are made as needed.

Benchmark Comparisons:

The department hopes to measure up well against other departments and figure once a benchmark is established we will meet or exceed it.

Background and Strategies:

The department started the Performance Measures process several years ago and has statistical data to report on performance. There are detailed reports available to the Commissioner to see the patterns based on funding level compared to production level.

The overall outcomes are what we are most concerned with and are standing by to work with user groups, the Legislature, and the Administration to further refine our performance measures.

Measure:

Commissioner's Office - The revenue generated by the development and sale of natural resources.
Sec 108(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 \$1.1 billion was received in total revenues.

Benchmark Comparisons:

There is no specific benchmark as we try to maximize the revenues to the state given the price of the commodity.

Background and Strategies:

The department's mission is to develop, conserve, and enhance natural resources for present and future Alaskans. This means that we try to meet the demand of the resource development in a responsible way and optimize our return in today's market but also by keeping an eye out for the future.

Measure:

Commissioner's Office - The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.
Sec 108(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department tracks formal correspondence through a Correspondence Tracking System (CTS). We do not track

phone calls coming to the commissioner's office.

In FY01 it took an average of 15 days for the department to respond to items track in the CTS.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The department tries to respond to our customers as quickly as possible.

Measure:

Commissioner's Office - The average time taken to respond to appeals and reconsiderations that have been elevated from the divisions to the commissioner's office.

Sec 108(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

This is the first year we are trying to measure our performance. The average response time is 29.2 days.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The department has regulations which set the criteria for us to respond to appeals and reconsiderations, which have been elevated to the commissioner's office.

Measure:

Administrative Services - The average time taken to pay vendors.

Sec 109(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 the average vendor payment time was 24.2 days.

Benchmark Comparisons:

The standard for average vendor payment time is 30 days, before late charges and penalties are assessed.

Background and Strategies:

The strategy is for the department to pay the vendor community within 30 days, this helps both the State and the vendor community with their cash flow. Our goal is to not incur any penalty or late payment interest charges.

Measure:

Administrative Services - The number of late penalties for payroll.

Sec 109(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

We currently do not have any penalties for late payroll payments.

The goal is to have NO penalties for late payroll payments.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The most important issue for employees is to receive their paychecks on time and in the correct amount. We strive very hard to make sure all paychecks are mailed timely and that they are calculated correctly as this is good for morale and productivity.

Measure:

Administrative Services - The number of audit exceptions.
Sec 109(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Department just received a "clean" Legislative Audit Report for the department's financial audit for the general fund activity for FY00. (report #10-10000-00)

Benchmark Comparisons:

The ideal is NO audit exceptions!

Background and Strategies:

An independent measure of the Administrative Services functions' success is a "clean" audit by Legislative Audit. Our strategy is to have all accounting, payroll, and procurement actions comply with state rules and regulations and generally acceptable accounting and business practices.

Measure:

Administrative Services - The cost of administrative services as compared to the total personnel costs for the department.
Sec 109(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The total Administrative Services Component cost for DNR in FY01 was \$2.2 million, as compared to the total personnel cost for the department of \$50.7 million. Using these numbers the administrative services rate is 4.34%.

Benchmark Comparisons:

There is no benchmark as all the Administrative Service Components and Departments have different functions and requirements.

Background and Strategies:

In DNR the Administrative Service Component includes the Anchorage Revenue Accounting and Billing Unit. This Unit is responsible for collecting and accounting for the department's \$1.1 billion in revenues from all its varied operations. We deal with a broad variety of revenues, from collecting the Oil & Gas Royalties, to billing for all the land contracts and leases, to mining claim rentals, water rights, park fees etc.

The overall strategy within DNR is to keep the Administrative Services Cost as low as possible in order to maximize the funding going directly to programs delivering services to the public and the industries we serve.

Measure:

Public Services Office - Number of customers assisted in person.

Alaska's Target & Progress:

Over 25,000 customers were assisted in FY01, a 67% increase from FY00. FY02 figures are above average.

Benchmark Comparisons:

Historical data indicates an average of 15,000 customers are served in person on an annual basis.

Background and Strategies:

The Public Information Center was created several years ago by combining all the service counters from each division into one central location. This makes the public interface much more efficient for the customer and creates efficiencies for other DNR employees. The Public Information Centers take in payments, process applications, assist the customers with research, and refer people to the proper DNR contacts or other agencies.

Measure:

Public Services Office - Number of customers assisted by the PIC web pages.

Alaska's Target & Progress:

In FY01, the PIC web site received 48,000 unique visits. Web visit frequency continues to increase.

Benchmark Comparisons:

Approximately 40,000 customers are served by the PIC web pages annually. The entire DNR website received over 192,000 unique visits during FY01.

Background and Strategies:

As the public becomes more literate with computers and the Internet, DNR seeks to utilize this tool to disseminate information and to conduct business processes. With Alaska residents as disperse as they are in this big state, we must utilize current technologies to better serve our remote clientele. The Public Information Center still plays a key role in this Internet interface with the public, as people still need assistance in finding what they seek. The PIC staff will continue to make the front door pages of DNR's web pages as user friendly, informative and efficient as possible.

DNR offers many services on the Internet. Land records, plats, geologic reports, and other research tools are available. Customers can make bill payments on line for many contractual services and mining claims. Our land sale programs utilize the Internet to distribute brochures and other pertinent information. Many applications, fact sheets and other program information are available for customers. We are currently developing ways to accept applications on line to reduce paper handling and to provide a better service to customers.

Information/Data Management Budget Request Unit

Contact: Nico Bus, Administrative Services Manager

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Key Performance Measures for FY2003

Measure:

Recorder's Office - The percentage of maintained daily entry and weekly verification of the on-line grantor/grantee and location indexing process for all documents accepted in the recorder's offices.
Sec 108(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Current status: During FY01 the mission and measures for the Recorder's Office were changed by the legislature to reflect the fact that it is unrealistic to achieve full input and verification functions in all offices on the same day that documents are recorded due to the number of remote office locations. Because the new measure (shown above) differs substantially from the indexing measure utilized in the prior three quarters of FY01, the following percentages are provided based only on fourth quarter compliance with the revised indexing measure.

During the fourth quarter of FY01 **the objective of daily input was performed** as follows against a target of 100%:

UCC Central 97%; Fairbanks 95%; Ketchikan 92%; Bethel 92%; Sitka 98%; Anchorage 27%; Palmer 86%; Kenai 97%; and Homer 97%;

Meeting the target were: Juneau 100%; Nome 100%; and Kodiak 100%.

During the fourth quarter of FY01 **the objective of weekly verification completion** was performed as follows against a target of 100%:

Bethel 98%; Nome 97%; and Anchorage 98%;

Meeting the target were: UCC Central 100%; Fairbanks 100%; Juneau 100%; Ketchikan 100%; Sitka 100%; Palmer 100%; Kenai 100%; Homer 100%; and Kodiak 100%.

Benchmark Comparisons:

Many recording facilities in other jurisdictions are able to meet this daily indexing goal as a result of implementing imaging technology.

Background and Strategies:

In order to provide the greatest service to the public, indexing of the public record information needs to be fully complete at the end of each business day. Many recording facilities in other jurisdictions are able to meet this daily indexing goal as a result of implementing imaging technology. Our new indexing system implemented in 1999 allows indexing information to be made available to the public upon input (our prior system did not contain this feature). The Anchorage office has had the most difficulty meeting the daily input standard due to near record high recording volumes.

A new indexing system implemented in 1999 enabled the component to resolve the massive indexing backlogs that had accrued under the prior system while still processing incoming work at peak levels. Throughout FY00 and FY01, significant improvement occurred in meeting this performance objective. Factors preventing 100 percent compliance in all locations included near record recording volumes, staff shortages, late day recordings, lengthy legal descriptions, communication line problems, heavy customer traffic, and late mail deliveries. While the component has no control over the volume of incoming work, it will continue to strive for improvements in this area.

Measure:

Information Resource Management - The percentage of time the computer systems are unable to support the annual volume of land and recorded transactions.
Sec 108(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

System availability was at an all time high. The system was available during normal business hours 99.75 % of the time. Unscheduled outages for transaction processing resulted in less than a quarter of a percent of downtime due to internal DNR network issues. Outages resulting from issues related to the Dept. of Administration Wide Area Network were more common but outside DNR control. Overall system downtime was minimized. Scheduled downtimes for maintenance typically occur on Saturdays with little or no impact to staff.

Benchmark Comparisons:

The benchmark represents a three-year average for transactions for both LAS and the Recorders Office.

Revenue and Billing transactions are ~ 220,000

Land Administration System transactions - 100,000, of which 18,000 require status plat updates.

Transactions can be for:

Land Titles, classifications, Surveys, Land sales, leases, home sites, easements, Rights-of-Way, Municipal Entitlements, Mining Claims & leases, Oil & Gas Leases, Timber Sales, Water Rights, RS2477, receipts for a variety of programs, etc.

Background and Strategies:

Automation in high transaction environments is highly cost effective. Information Resource Management (IRM's) strategy is to reduce update cycle time by sharing information between historically isolated systems and to continue to reduce operating costs. Significant operational gains were made by linking recording, LAS, and platting systems for mining applications.

Measure:

Recorder's Office - Maintain return of original documents to the public within 30 days of recording.

Alaska's Target & Progress:

During the fourth quarter of FY01, this performance objective was met 100% of the time in Kenai, Homer, Kodiak, Juneau and Sitka. Fairbanks was in compliance 84% of the time; Ketchikan 98%; Anchorage 41%; Palmer 67%; Nome 94% and Bethel 92%. Severe staff shortages in various locations severely hampered the component's ability to maintain currency in this function.

With turnaround times frequently exceeding 2 to 3 months, the component's recording offices have one of the worst delays in the nation in returning original documents. While much of this can be attributed to mail delays and to the logistics of operating remote facilities in the largest state in the nation, the fact is that even a 30 day turnaround time is one of the worst delays in the nation.

Benchmark Comparisons:

We estimate that the national norm for returning original documents is two weeks.

Background and Strategies:

Up to a quarter million documents are returned by the component to its customers each year. A document recording transaction cannot be considered complete until the document has been returned from the recording office. Return of the document is positive proof that the recording has occurred, and serves as the source of information that is required in the case of mortgages and deeds of trust for assignment and release of the security interest in the future. More and more loans are being sold on the secondary market, and the numbers of out of state lenders are increasing. Delays in returning original documents to them can cause them considerable expense and delays in their own operations.

Technology holds the key to making improvements in meeting this performance measure. With imaging technology, the original documents could frequently be returned immediately to the customer upon recording. Absent improvements in technology, or additional staffing to handle these backlogs, the component will likely continue to accrue unmanageable backlogs in this function.

Measure:

Recorder's Office - Maintain record search completion time of 24 to 48 hours from the time of receipt of request.

Alaska's Target & Progress:

By the end of the fourth quarter of FY01, this objective was being met 100% of the time by; Palmer; Kenai; Kodiak; Homer; Bethel; Nome; Juneau; Sitka; 98% by Fairbanks; 91% by Ketchikan; 80% by Anchorage; and 59% by UCC Central.

The difficulty in meeting this objective in UCC Central and in Anchorage was due primarily to the surge in search activity that occurred at the end of FY01 just prior to implementation of the new UCC laws in July.

Benchmark Comparisons:

Completion and certification of Uniform Commercial Code search results is a statutorily required function. Searches cannot be prepared and certified until prior day indexing has been completed. A 48-hour turnaround on searches is the national standard utilized in most recording/filing offices throughout the country.

Background and Strategies:

Searches fall into a backlog status after 48 hours. Whenever indexing delays exceed that time frame, the component is unable to prepare and certify search results. With the implementation of the new indexing system in January 1999, the component was able to report considerable improvement in meeting this objective. Since searches are tied to the indexing function, failure to complete daily indexing automatically results in delays of search products. While the component has no control over the volume of incoming work, it will continue to work toward improvements in meeting this performance measure.

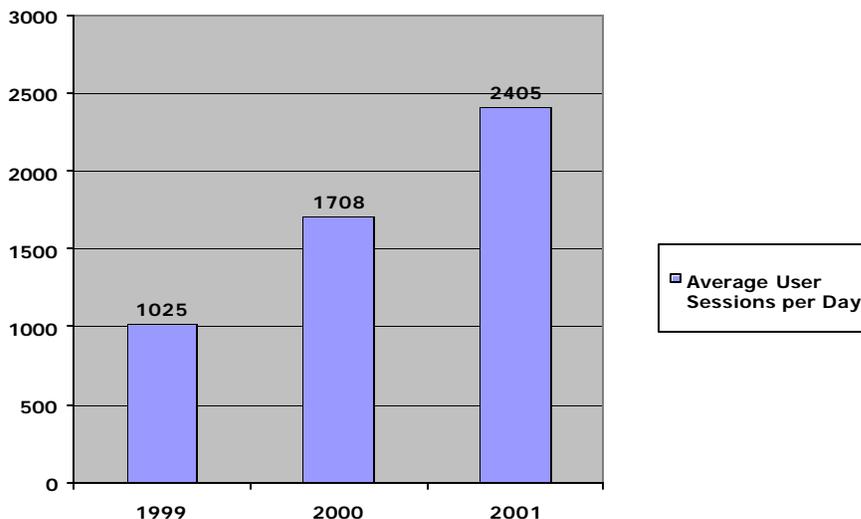
Measure:

Information Resource Management - 10% increase of public use of Department home pages on the Internet.

Alaska's Target & Progress:

Results: This goal was exceeded - growth in total web site usage jumped 40% in the past fiscal year, and more than 134% in two years time.

Growth in DNR Web Site Usage
1999-2001



Benchmark Comparisons:

FY00-01 DNR Internet Web Statistics show average daily visits have grown from 1025 in July 1999, to 1708 visits / day in July 2000, to 2405 visits per day in July 2001. Clearly more people are deriving services on-line from DNR, which saves staff time and raises the overall service level of the department.

Background and Strategies:

As Internet information systems expand we expect increased ability by the public to fulfill their information and business transaction needs by interacting directly with DNR information systems and not DNR staff. This approach will save the Department time and effort and provide convenience to our customers.

Resource Development Budget Request Unit

Contact: Nico Bus, Administrative Services Manager

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Key Performance Measures for FY2003

Measure:

EFF Non-emergency Projects - Use of emergency firefighter personnel for non-emergency hazard fuel reduction and habitat improvement projects where funding is available.

Alaska's Target & Progress:

The target is to use emergency firefighter personnel for non-emergency hazard fuel reduction and habitat improvement projects where funding is available.

EFF crews from the Mat/Su and Kenai areas, and the Tazlina Hotshot crew, were utilized during FY01 by cooperating municipal and federal agencies. There is interest by the Municipality of Anchorage and the Kenai Peninsula Borough in using them again in FY03.

Benchmark Comparisons:

No benchmark comparisons because no other states use emergency firefighters for non-emergency projects.

Background and Strategies:

Wildland fire and wildland/urban interface risks can be mitigated through projects that utilize federal, municipal, or other funding while concurrently providing employment and experience to Type II EFF crews. Forestry has used a strategy of using emergency firefighters for non-emergency hazard fuel reduction and habitat improvement projects on the Kenai Peninsula and the Municipality of Anchorage.

Use of trained and experienced village EFF crews and individual EFF for hazard fuel reduction, prescribed fire and other resource management projects supports the Governor's goal of increasing employment opportunities for Alaskans. It also improves wildlife habitat and reduces potential wildland fire threats to the citizens of Alaska, structures and other high value resources.

Utilizing EFF crews for non-emergency hazard fuel reduction and other prescribed fire projects provides opportunities for crews to work together enhancing their skills for wildland fire assignments and provides needed revenue into the rural communities of Alaska.

BRU/Component: Forest Management and Development

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Jeff J. Jahnke, State Forester

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Key Performance Measures for FY2003

Measure:

The level of compliance with AS 41.17 (Forest Resources and Practices Act).
Sec 110(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Targets

- 100% Detailed Plans of Operations (DPOs) reviewed timely (report the # reviewed timely/# due for review in this year)
- 100% compliance with FRPA best management practices based on implementation monitoring (Note: data is available for Regions I and II only)
- 100% of forest land meeting reforestation requirements

Progress

On track for review of DPOs. The most recent implementation monitoring data is for 1999 sampling in Region I (coastal Alaska). Overall compliance with best management practices was 92% for road construction and maintenance, and material and disposal sites; 85% for crossing structures; and 95% for harvesting. Data for 2001 sampling in Region I and Region II (south central Alaska) is currently being analyzed. Reforestation compliance is 100% in Region I. In Region II and Region III some lands are out of compliance, particularly in areas with low value timber and high costs of reforestation. DNR is working with landowners to achieve compliance on these lands and improve tracking of reforestation on private land.

Benchmark Comparisons:

Forest Resources and Practices Act (FRPA) continues to be certified for compliance with federal Clean Water Act and Coastal Zone Management requirements

Background and Strategies:

The FRPA supports the timber and fishing industries by protecting fish habitat and water quality, and providing one-stop shopping to the timber industry for compliance with federal clean water and coastal zone standards. Strategies include reviewing DPOs timely, increasing the ratio of inspections to DPOs received, training landowners and operators in implementation, updating riparian management standards for Interior Alaska (HB 131) and South central Alaska, expanding implementation monitoring statewide, reviewing and improving procedures for documenting reforestation in Interior Alaska, and if violations occur, working with directives and other enforcement actions to correct any problems.

Measure:

The annual volume of state timber sold as compared to the amount offered for sale.
Sec 110(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Targets

- 45.9 MMBF offered (including re-offers and over-the-counter sales). This includes 44.6 MMBF from the operating budget and 1.6 MMBF from CIP sales.
- 40.8 MMBF sold

Progress

DNR offered 32.5 MMBF for sale in FY01, and sold 7.7 MMBF. Sales were considerably below offerings in northern southeast Alaska, on the Kenai Peninsula, and in the Fairbanks area due to weak markets, especially for salvage timber in spruce beetle areas.

Benchmark Comparisons:

There is no benchmark for this measure.

The DNR timber sale program focuses on supporting Alaskan jobs by making timber available for local processors. Competitive and negotiated sales are offered in sizes and locations needed by local processors throughout the state.

Where feasible, the department also offers salvage sales of timber damaged by fire, bark beetles, or other pests. Salvage sales are designed to reduce wildfire hazards, accelerate reforestation and defray its cost, and capture economic value before the wood decays. Salvage timber may be used locally or exported. The projected volume of sales is somewhat less than the total volume of timber offered because markets are weak for salvage sales, particularly over-the-counter sales and re-offers. However, DNR wants to keep salvage timber offerings available to achieve the benefits of harvesting and reforestation where possible.

DNR projects that FY03 offerings and sales will be greater than the FY01 results. The increase reflects additional offerings in Southern Southeast Alaska, where demand exceeds supply, offering of a large value-added sale near Tok (AS 38.0.123), and significant over-the-counter offerings and re-offers of unsold timber in Northern Southeast and the Copper River areas. This increase is also supported by the FY02 increment in program receipt funding for removing barriers to value-added sales.

There is no standard performance level for this target. Sale levels depend on the sustainable harvest level in each area, timber type and condition, and markets. State sales vary by area. For example, in Southern Southeast Alaska, DNR plans to offer the full allowable cut for sale, and demand exceeds supply. In Interior Alaska, state timber offerings exceed current demand. Unsold sales continue to be available over-the-counter.

Measure:

The acreage of

- (A) state forest land with active insect infestations or diseases;
- (B) infested or diseased timber offered for sale on state land; and
- (C) infested or diseased timber sold on state land.

Sec 110(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Targets

1,421 acres of infested or diseased timber offered for sale on state land

1,218 acres of infested or diseased timber sold on state land

Progress

In FY 01, 1,853 acres of beetle-killed or infested timber was offered for sale in the Haines and Kenai areas, but only 52 acres were sold due to weak markets for salvage timber. Even at a sale price of \$1/MBF, many sales have no purchasers. DNR continues to offer salvage timber for sale. Since FY94, in the Kenai area alone, 10,892 acres of infested timber have been offered for sale, and 10,348 acres have been purchased. However, not all of the purchased timber has been harvested, and some unharvested sales have been returned to the state, were re-offered, and were not purchased.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Where feasible, the department offers salvage sales of infested or diseased timber. Salvage sales are designed to reduce wildfire hazards, accelerate reforestation and defray its cost, and capture economic value before the wood decays. Salvage timber may be used locally or exported. In recent years, weak markets for timber, especially beetle-killed timber – have been weak and many salvage sales had no bidders. Unsold offerings continue to be available over-the-counter or are re-offered.

There is no target for the acreage of infested or diseased land. The extent of infestations is largely controlled by climate and stand condition. Many infested forests are in parts of the state that have no road access or commercial markets, and are not actively managed.

The projected acreage of timber sold is somewhat less than the total acreage offered because markets are weak for salvage sales, particularly over-the-counter sales and re-offers. However, DNR wants to keep salvage timber offerings available to achieve the benefits of harvesting and reforestation where possible. For FY03, DNR is requesting that the intent of an existing timber salvage CIP for the Kenai area be changed to allow us to target salvage to reduce fire

hazards and defray reforestation costs that are a barrier for some sales. The original CIP specified that the funds be used on four large salvage sales that are not economically feasible in the current market.

There is no standard for the amount of infested or diseased timber offered or sold. Amounts offered and sold depend on the extent, location, and type of infestations and the market demand for the infested timber. Markets for infested timber are weak, reflecting both generally weak markets for Alaskan timber, especially in interior and south central Alaska, and reduced value of infested timber.

Measure:

The annual volume of state timber offered for in-state companies and converted to value-added products. Sec 110(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Target:

32.5 MMBF offered for in-state companies and converted value-added products.

Progress:

From FY97 through FY01, DNR sold over 240 timber sales to more than 120 different in-state purchasers to be processed wholly or partially in-state. These sales totaled over 80 MMBF of timber (see table).

Area	Number of state timber sales to Alaskan businesses					Total FY97-01	# Different Purchasers
	FY 97	FY 98	FY 99	FY 00	FY 01		
Southern SE	17	25	14	13	6	75	36
Northern SE	1	7	1	5	13	27	15
Kenai-Kodiak	0	0	1	4	0	5	4
MatSu/SW	4	2	1	4	6	17	10
Fairbanks	21	10	10	19	21	81	46
Delta	7	7	4	10	8	36	14
Tok	0	0	1	4	2	7	6
Statewide Total	50	51	32	59	56	248	128

Note: Some purchasers bought timber from more than one area, therefore the statewide total for the number of different purchasers is less than the sum of the areas.

Benchmark Comparisons:

There is no standard for this measure.

Background and Strategies:

The DNR timber sale program focuses on supporting Alaskan jobs by making timber available for local processors. Competitive and negotiated sales are offered in sizes and locations needed by local processors throughout the state. In Southern Southeast Alaska, all offerings were sold. In most other areas, more timber was offered than was sold. Unsold timber remains available over-the-counter or is re-offered.

Some state timber is exported. Salvaged wood in spruce bark beetle areas will mostly go to export chip markets. A portion of the timber in Southern Southeast value-added sales is pulp or utility wood with no local market. The pulp and utility wood may be exported, while the higher-grade wood is processed in-state.

Measure:

The total costs to the division per board foot sold. Sec 110(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Target:

\$20.80/MBF offered for in-state companies and converted value-added products.

Progress:

Projected costs for FY03 are slightly higher than those for FY02 due to a slight increase in the proportion of timber expected to be sold from south central where sale preparation costs/MBF are higher due to low volumes per acre. In SE small sizes don't require advertising or Forest Land Use Plans.

Benchmark Comparisons:

There is no standard for this measure.

Background and Strategies:

DNR strives for efficiency in the preparation, sale, administration, and reforestation of timber sales. Improvements in technology, such as increased use of GPS systems and links between GPS use and GIS mapping are used to increase per capita productivity over the years. To keep costs down, personnel from different area offices are combined into layout teams to prepare high priority sales, and cross-training between fire and forest management staff allows use of seasonal fire staff to assist on timber sale projects when available.

Costs per MBF sold will vary by available access, topography, timber type, sale size, reforestation needs, and market fluctuations. Annual figures on the amount of timber sold are also complex because some costs occur prior to the sale year (e.g., layout, planning, and advertising), and some costs occur after the sale year (e.g., contract administration and reforestation). In weak markets some timber offered for sale will not be purchased at the initial offering, but may be purchased over-the-counter over the next two years. For these reasons, figures on cost/MBF sold should be considered rough numbers, and changes in the number are likely to reflect changes in markets, sale size, or location rather than changes in operating efficiency. The department's emphasis on providing wood for local, value-added processors, increases some costs, because most processors are small operations, and their demand is for small sales. Small sales cost more per unit volume to offer and administer than large sales.

The projected cost/MBF is an average statewide figure. Actual cost will vary by the location, access, sale size, and volume/acre of sales that are actually purchased. This figure includes costs of sale design and road layout, mapping, cruising, appraisal, contract preparation and administration; preparation and distribution of Forest Land Use Plans, Coastal Consistency Determinations, and best interest findings; and auction costs, including advertising. It does not include overhead costs or reforestation and thinning costs, which are part of basic, long-term forest stewardship, and are not attributable to individual sales. Costs are estimated based on typical sale costs rather than by time logs for each sale.

Measure:

The number of fires that result from human actions, whether as a function of population growth or other causes. Sec 110(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Target

Reduce human caused fires in the state's protection area. In fire season 2000, 260 of the 299 fires were human-caused.

Progress

On track -- so far in FY 02, 42 fires have been reported, of which 38 are human caused.

This is a reduction of the number of human caused fires from fire season 1999 which was 302 human caused fires.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Humans cause approximately 84 percent of the wild land fires occurring each season in the Division's protection area. Strategies include maintaining an aggressive wildland fire prevention program and continued support of the survivable space and FIREWISE concepts in an effort to reduce the overall percentage of human-caused fires.

Measure:

The percentage of fires in full and critical protection categories that are held to less than 10 acres.
Sec 110(b)(7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Target:

Contain 90% of fires in full and critical protection categories at 10 acres or less.

Progress:

First quarter FY02 on track. In fire season 2001, 271 of 277 fires (99%) of fires in full and critical protection were kept to 10 acres or less. In fire season 2000, 236 of 241 fires (98%) reached the target.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The Division of Forestry responds to an average of 423 wildland fires annually in its protection area with the exact number and location being unknowns. The most cost-effective response requires adequate preparedness and coordination with the Division's numerous cooperators. The occurrence of wildland/urban interface fires will continue to increase as the population moves to the wooded areas of the state, climatic changes result in longer fire seasons, and serious insect/disease infestations add to the hazardous fuels problem.

Strategies include providing immediate, aggressive initial attack in coordination with cooperating local government, structure fire departments and federal agencies. This strategy includes creating and maintaining cooperative agreements to enhance initial attack response effectiveness. Additional strategies include media coverage of fires to expand public awareness of the impact of human caused fires, support of fire prevention activities, and increased public education on how to create survivable space around private property.

Oil and Gas Development Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Oil & Gas - Compliance with the areawide leasing plan and exploration licensing.
Sec 111(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division is 100% in compliance with this measure.

Since 1979, when the modern oil and gas leasing program began, the division has averaged 2.7 lease sales per fiscal year. In the Five-Year Oil and Gas Leasing Program to be released in January 2002, the division has scheduled four lease sales per fiscal year through FY 06. In addition, the division issued its first exploration license during FY 01, and has three license applications in progress.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The division conducted five lease sales and issued the state's first exploration license during FY 01. We have four lease sales scheduled for FY 02 and three license applications are in progress.

Measure:

Oil & Gas - The percentage of available state acreage offered for oil and gas leasing, or for exploration.
Sec 111(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

One hundred percent of available state acreage in Cook Inlet, Beaufort Sea, and the North Slope were offered for leasing in FY01. All available state land is open for exploration licensing.

During FY01 the division: 1) held five lease sales (Beaufort Sea, North Slope, North Slope Foothills, and Cook Inlet), and leased over 1.8 million acres; 2) issued the first exploration license for 318,756 acres (Copper River basin); and 3) issued four shallow natural gas leases in the vicinity of the Red Dog Mine covering 23,040 acres.

During the first half of FY02 the division leased 530,560 acres in two area wide sales (with two more scheduled for the fourth quarter) and issued shallow natural gas leases covering 1,031,680 acres.

The division is 100% in compliance with this measure.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

All available state land is made available through our leasing or licensing programs. During FY01 the division began utilizing a privately owned website (IndigoPool.com) to advertise its lease sales and solicit competing exploration license proposals.

Measure:

Oil & Gas - The revenue received for total state production of oil and gas.
Sec 111(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01, the division collected \$1.1 billion in revenues, compared to \$1.0 billion in FY00.

Benchmark Comparisons:

There is no benchmark for this measure.

The department's strategies include aggressive monitoring of oil and gas markets, thorough auditing, and periodic reopening of settlement agreements, as well as entering new settlement agreements where advantageous to the state, all for the purpose of maximizing royalty revenues.

The annual revenues received are continually updated on our website.
<http://www.dog.dnr.state.ak.us/oil/>

Measure:

Oil & Gas - The number of resident and nonresident private sector jobs in the oil and gas industry in the state.
Sec 111(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

According to the State Department of Labor, the statistics on employment in Alaska for oil and gas extraction have increased. Below are annual averages since 1998:

2001 (Jan-Aug)	11,200
2000	10,300
1999	9,400
1998	9,300

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

These figures are available at this site:

http://www.labor.state.ak.us/research/emp_ue/ak95prs.htm

Measure:

Oil & Gas - The number of new and assigned oil and gas rights, plans, and units.
Sec 111(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The division does not control the number of applications filed by industry. This past year the division has been inundated with industry applications for assignment of leases and the formation and expansion of units and participating areas. In FY01, the division processed 1356 oil and gas lease assignment requests. The division is on track to process this year's assignments. Last year the division administered 30 unit agreements containing 47 participating areas. There currently are 37 units and 50 participating areas in the state with several applications pending.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Delays in issuing leases result in losses of rental revenues to the state, delays in exploration and development projects, and possibly cancellation of exploration programs. Prompt assignment approvals are important for royalty accounting and lease administration. Prompt approvals of unit applications are important in assuring the maximum responsible exploration and development of oil and gas resources, as well as maximizing royalty revenue collection.

In FY01, the division received an increment of \$400,000 to clear the backlog in assignments and unit actions. There is no longer a backlog in assignments or units, though demands placed on staff remain high and many staff members are still working overtime to keep the workload current. Moreover, the number of assignments and unit actions expected for FY02 will exceed that for FY01, creating another backlog.

The Division of Oil and Gas strategies are to:

- 1) Issue new leases oil and gas leases three to four months after a lease sale or a shallow gas application is filed;
- 2) To promptly adjudicate lease assignments;
- 3) Keep up with the increasing numbers of unit-related applications;
- 4) Approve only those assignments of interest and unit-related actions that are in the state's best interest; and
- 5) Maximize revenue to the state.

Minerals, Land, and Water Development Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Claims, Permits & Leases - The number of leases and permits issued for public and private use of state land.
Sec 112(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Division operates 31 separate programs, most of which involve a permit, lease, or other authorization. The Division reports specific performance measures for each program on a separate report too large to include here. Detailed spreadsheets on these measures are available upon request from DNR Admin Services Manager (Nico Bus 465-2406).

Benchmark Comparisons:

No specific benchmarks are provided as each of the many different types of permits and leases are unique.

Background and Strategies:

The strategy is to provide more revenue to the state than it cost this program to operate. Put another way, the Division more than pays itself. Its operations provide a return to the general fund and deposit money into the permanent fund. (Revenues included in this calculation do not include those that occur through another department or division: i.e., taxes of any sort, oil and gas royalties, timber stumpage fees, etc.)

Measure:

Claims, Permits & Leases - The number of private-sector jobs created by the issuance of new permits for mining.
Sec 112(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The most recent year for which data is available is calendar year 2000. At that time mine employment was 3,183 private sector mining jobs.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The Division's role in creating private-sector mining jobs is to provide secure land tenure for the industry, and to maintain a high quality permitting system that is efficient for the industry, protects public resources and appropriately involves the public in decisions that affects them. One of the Division's successes last year was to decrease the processing time for new mineral locations from an unacceptable 12-week time to just two weeks. This improvement in service increases the industry's ability to rely on state information to maintain their land tenure, and create more jobs.

Measure:

Land Sales & Municipal Entitlements - The number of acres of land conveyed to municipalities compared to total municipal entitlement.
Sec 112(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 01, DNR transferred 16,677 acres to 10 municipalities. In FY 02 DNR expects to transfer at least 12,000 acres to municipalities. However, assuming a proposed increment to the municipal entitlement program is funded, during FY 03 the department expects to begin accelerating municipal entitlement transfers. If this occurs, the DNR estimates that it will transfer 60,000 acres to 12 municipalities in FY 04 and subsequent years.

Benchmark Comparisons:

There is no benchmark for this measure.

This program transfers state land to municipalities for development, disposal, revenue generation and public purposes. Tasks include: determine acreage of entitlements under AS 29.65, approve municipal selections, issue deeds to municipalities, and identify and classify land for municipal ownership.

Having a secure land base is an important economic development tool for municipalities, and not knowing the eventual land ownership patterns can frustrate development generally. At present rate of conveyance, 12,000 acres per year, DNR will not complete conveyance on the 600,000-acre backlog for approximately 50 years.

An increment is being proposed to fund a comprehensive, public process to determine what land should be reclassified and made available for borough ownership. The six boroughs with the major entitlements backlog are Aleutians East, Lake and Peninsula, Denali, Northwest Arctic, North Slope, and Yakutat. DNR would use added staff to process the borough's selections and revise land use plans to enable additional lands to be conveyed to these boroughs. The three existing municipal entitlement staff are processing higher priority parcels; the existing planning staff are assigned to priority planning projects that enable development in unplanned areas of the state. With this increment, DNR would transfer management of 60,000 acres to these boroughs beginning in FY 04. This would allow DNR to eliminate the present backlog within the decade.

Measure:

Land Sales & Municipal Entitlements - The percentage change in the number of acres of land sold and the revenue generated from land sales and leases.

Sec 112(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 02, the Division offered 2,410 subdivision lots (re-offers of parcels previously surveyed), and 297 remote recreation cabin sites. In addition, 170 subdivision lots remained available for purchase "over-the-counter" from previous years. In total FY 02 was approximately a 1000% increase from FY 01(294 parcels offered in FY01, 2710 parcels offered in FY02). In FY 03, the Division expects to offer a similar amount again: approximately 2,500 subdivision lots and 250 remote recreation cabin sites. In addition, surveyed parcels that remained unsold from FY 02 will remain available for purchase "over-the-counter" at DNR.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

This program makes land available for private ownership. Tasks include: Offer new land for sale; identify and classify additional lands for private ownership; and administer land sale contracts for lands previously offered. In FY 03, the Division expects to generate \$2.8 million from land sales, which is more than pays for the program and will provide a return to Alaskans.

Measure:

Water Development - The number of water right files processed as compared to the number of water rights applied for. Sec 112(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 01, the Division was unable to process all of the water right applications it received. Specifically, the Division received approximately 250 applications and was able to process only 100. The Division was able to process all 151 temporary water applications it received. In FY 01, the Division had a backlog of between 600 and 700 water right applications, and approximately 3,000 total actions (including amendments, transfers, extensions, etc.). As a result of the funding changes made by the 2001 legislature, the Division expects to achieve the following performance goals before the start of FY 03: process the typical water right within 60 days and the typical temporary water use permit within 20 days. Within 5 years, the Division expects to eliminate of the backlog except for instream flow applications. The Division expects to process 2-3 instream flow applications each year.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

To meet the performance goals described above, the Division will, in FY02, use the funding supplied by the 2001 legislature, to adopt streamlining regulations to allow it to conduct its water management operations more efficiently, and will promulgate new fee regulations.

Measure:

Water Development - The percentage change in the number of periodic dam safety inspections.
 Sec 112(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY 01, the Division completed 7 periodic safety inspections. It expects to complete 11 in FY 02, and 12 in FY 03. These numbers represent is a 57% increase from FY 01 to FY 02, and a 9% increase to FY 03. However, the increase does not necessarily represent an increase in efficiency. Periodic safety inspections are scheduled by statute. Thus, seven dams had their periodic safety inspection come due in FY 01, eleven in FY 02, and one more in FY 03.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Authorizations and inspections are the basic tools to insure that dams under state jurisdiction remain safe and protect downstream life and property.

Measure:

Claims, Permits & Leases - The percentage change in the number of active placer, lode, and coal mines and the number of mining locations staked and processed.
 Sec 112(b)(7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Placer mines: During the 2000 calendar year, 346 were permitted; 2001 calendar year, 301 were permitted (a 13% decrease); in calendar year 2002 we expect approximately the same number of placer mines.

In FY 00, there were 3 large (lode) mines operating in the state: Greens Creek, Red Dog, and Fort Knox. In FY 01, the Illinois Creek Gold Mine resumed operation, and the division approved permits for the True North Gold Mine, a satellite mine to Fort Knox. In FY 02, the Division may approve revisions that extend the area or life of mine plans, but it does not expect applications or approvals for new large mines. In FY 03, the Division expects to finish permitting for the Pogo Mine Project.

In FY 01, the Usibelli complex had three operating coal mines. There was no change from FY 00. In FY 03, the Division expects to finish permitting for the new Rosalie Coal Mine near Healy.

The number of new mining claims no longer accurately reflects the amount of staking activity. Since the legislature's 2000 amendments to Alaska's mining law became August 2000, miners have had the ability to stake either 40-acre or 160-acre claims. For that reason, the *number* of claims no longer accurately reflects the amount of new staking activity. New claim *acreage* is a better indicator. Acreage staked is not yet available for FY 01. The information is being compiled and should be available by the start of the legislative session.

The number of new and total claims by calendar year is listed below. The information is taken from Table 5 of the *Alaska Mineral Industry 2000* published by DNR in cooperation with the Department of Community and Economic Development.

Year	New Claims	Total Active Claims
2000	5,088	54,983
1999	11,977	56,673
1998	9,786	50,464
1997	8,671	43,968

1996	9,495	37,843
1995	4,508	31,796
1994	4,064	35,184

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

With respect to placer mines, the state expects to gain placer mines as federal mines convert to state ownership to escape increasingly complex and difficult federal rules. The Division's role in expediting that process is to maintain its current workable permitting system and to expedite the conveyance (from federal to state). With respect to large lode mines, the state recently authorized the True North Gold Mine as a satellite mine to Fort Knox. It is currently coordinating state permitting efforts for the Pogo Gold Project. With respect to coal mines, the state is permitting a new coal mine in Healy Valley and may work on a major revision to Wishbone Hill, which will make coal from the Matanuska field more likely to be mined. Finally, the increase in service for claim processing has been discussed extensively in the budget submission for the Claims, Permits and Leases component.

Measure:

Geological Development - The total value of Alaska's mineral industry.
Sec 113(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Maintaining the total value of Alaska's mineral industry at greater than \$1.0 billion dollars is an important target for Alaska. This target is expected to rise as newly discovered deposits move from initial development to full production. It is significant that in spite of three very difficult years for the worldwide mining industry, the value of Alaska's mineral industry has remained above the target. In Calendar year 2000, the annual value of Alaska's mineral industry was \$1.28 billion.

Statistics for this measure are compiled on a calendar year basis and will not be complete prior to April 15, 2002 when companies file their final income tax reports. Preliminary figures will be compiled from questionnaires and public sources by early January. Anecdotal information as of November 1, indicates that this measure will be met in FY2002.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The strength of the Alaska mining industry is the result of a working partnership involving the Administration, State Legislature, and the private sector. Many programs in DNR compliment one another to support active exploration for and development of Alaska's mineral resources. DGGs contributes to this effort by generating the fundamental geophysical and geologic data needed to effectively explore highly prospective tracts of mineral terrain. We have also shortened cycle times for getting new geologic and geophysical information into the public domain. Through cooperative programs with federal agencies we are moving massive amounts of geologic data onto the Internet where it is more readily available to catalyze Alaska mineral resource ventures. Good geologic and geophysical data combined with a welcoming business environment have been effective inducements for major capitol investment in Alaska's mineral industry. DGGs intends to continue to seek ways of effectively producing the geologic information needed to maintain this investment in Alaska.

Measure:

Geological Development - The number of acres of ground under private-sector exploration.
Sec 113(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Based upon the trend of claim data from 1993 to 1998, it was expected that by the end of calendar year 1999 there would be about 3.8 million acres of ground subject to active private -sector exploration in Alaska. This corresponds to about 1% of the state's land area. In calendar year 1999, 3,692,680 acres of ground were being held in active state

and federal mining claims and state prospecting sites. In calendar year 2000, 3,301,880 acres of ground were being held in active state and federal mining claims and state prospecting sites. In both years Mineral exploration was also occurring on an additional unknown number of acres not recorded under any form of land tenure system. Thus we believe that between 3.3 and 3.8 million acres of ground are now under active exploration.

Final numbers for this measure are compiled on a calendar year basis and will be completed in early January in order to capture all late claim filings in both the state and federal systems. Preliminary numbers suggest that the total number of active state and federal mining claims in Alaska will probably show a slight decrease for 2002 to about 3.1 million acres. This decrease reflects both world economic conditions and the lack of new airborne geophysical surveys on large state land tracts in 2001.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The growth of the mining industry in Alaska has resulted from the complementary actions of the Administration, State Legislature, and the private sector. Annual funding of airborne geophysical/geological mineral inventories of prospective mineral tracts, in combination with Alaska's mine development tax incentive and outreach from the Governor's office, has been a significant catalyzing factor. There are many remaining high mineral potential tracts throughout rural Alaska that offer the opportunity for successful mineral exploration, mine development and employment opportunity if the fundamental geological and geophysical data needed to guide exploration are generated and made available. DGGs plans to continue concentrating its mineral appraisal resources on these highly prospective areas to generate the needed data. In previous years the announcement of the pending geophysical survey has stimulated considerable new private-sector exploration activity. The CIP appropriation for airborne geophysical surveys of state lands during FY01 did not reach the threshold needed to conduct a cost effective survey. Thus no state-sponsored geophysical survey was conducted in FY01. State-sponsored airborne geophysical surveys were conducted in three areas early in FY02.

Measure:

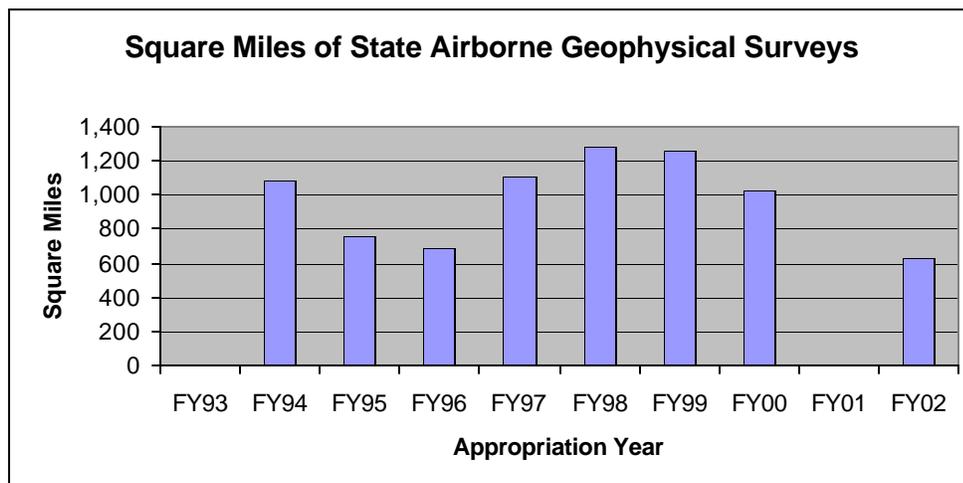
Geological Development - The number of completed geophysical/geological mineral surveys of at least 1000 square miles of Alaska land.

Sec 113(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The 1000 square mile is a challenging target given the staff size and funding available to DGGs. In FY2001, DGGs completed 1240 square miles of federally sponsored airborne geophysical surveys and 808 square miles of geological ground-truth mapping.

Because of an approximately 40 percent increase in the cost of airborne geophysical contracts, DGGs will be able to secure only 630 square miles of new airborne geophysical data on state land in 2002. DGGs is on track to release 1000 square miles of combined mineral and energy ground-truth geologic mapping in 2002.



Benchmark Comparisons:

DGGS intends to maintain this performance measure unchanged for FY2003. We are pursuing complementary federal funding and cooperative agreements with federal agencies in an attempt to acquire resources needed to increase the square miles of geologic ground-truth mapping in geophysical survey tracts that can be completed in a fiscal year. The magnitude of the square miles of airborne geophysical surveys that can be completed in one year is a function of CIP appropriations. A tract of 1000 square miles is in good balance with historic funding, public expectations, and a level of commitment that is effective in catalyzing investment in Alaska's mineral industry. Costs of conducting both airborne geophysical surveys and ground-truth geologic surveys have escalated sharply in the last 18 months, in large part because of increased helicopter contract costs. In FY01 the airborne geophysical CIP appropriation was below the threshold needed to conduct a cost efficient survey. Thus no predominantly state-owned mineral tract was surveyed in FY01. DGGS was able to secure a commitment of federal funds to geophysically survey about 1240 square miles of a mixed ownership (federal - Native Corporation - state) land in southwest Alaska. Because of the ownership pattern of that land, however, we do not believe that this airborne geophysical data will have the same impact on exploration investment, as would a survey over predominantly state lands where access is more open and right of tenure is more certain.

Measure:

Geological Development - The new acres of ground explored by the private sector for oil and gas resources. Sec 113(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

DGGS data and information generated by the division's energy resource assessment project contributed to 938,701 acres of additional ground being acquired by the private sector for focused oil or gas exploration

Because Cook Inlet oil and gas lease sales are held in May, we do not have FY02 statistics for that area. To date, northern Alaska lease sales have resulted in 1,535,400 new acres of ground being acquired for active exploration (496,760 – North Slope; 60,080 – Beaufort Sea; 978,560 – North Slope Foot Hills).

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The DGGS energy resource assessment project is focused on identifying and filling critical data gaps in the geologic framework of highly prospective areas to encourage new private sector exploration ventures and maintain a healthy oil industry in Alaska. Under the area-wide lease process initiated in 1998, companies are developing new exploration strategies and fiscal plans for all state acreage available on the North Slope, Beaufort Sea and Cook Inlet areas. The state's energy resource assessment project provides essential geologic framework information requisite for valuing their bids for competitive leases upon these lands and to guide subsequent exploration. Geologic information provided by the state for prospective petroleum exploration areas will increase in importance in the years to come if the state is successful in attracting smaller oil companies with less capital to Alaska.

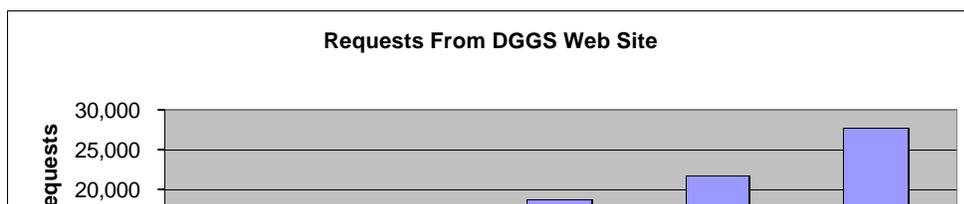
Measure:

Geological Development - The number of users requesting information on the geology of Alaska from the DGGS web site. Sec 113(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The DGGS Web site came on line during FY96. Since that time usage has risen steadily. There is an increasing demand from the users of Alaska geologic data for more DGGS data on the Internet. We expect that demand will continue to rise but we do not know what level to set as a benchmark. As an initial estimate, in mid-FY00 we forecast 20,000 Internet contacts for FY01. By the end of FY01 we had 27,731 users who sought information on the DGGS Web site.

Statistics for this measure are compiled on a fiscal-year basis. As of November 1, 2001 DGGS received 12, 634 external Internet inquiries. We expect to exceed the 27,000 inquires that we received in FY01.



The main object of the DGGs Web site is to supply geologic information collected by DGGs to the public at large, including industry, government agencies, and private citizens, as quickly and completely as is feasible. Currently one can locate, read, and download all of DGGs's maps and reports over the Internet. DGGs is now in the process of constructing a geologic database management system that will allow the public to access a wider range of fundamental data files that can be downloaded for in depth analysis. We expect that when this database management system is complete, the Web site will become a primary avenue for securing Alaska geologic resource and engineering geologic data. It is our intent that the cost of this data will be nominal or free to the public. We will continue to provide paper-based products to those that request them, but we believe that the Internet access to DGGs geologic information will have a significant positive impact in reaching Alaskans, and others, that can never be matched by conventional paper maps and reports.

Measure:

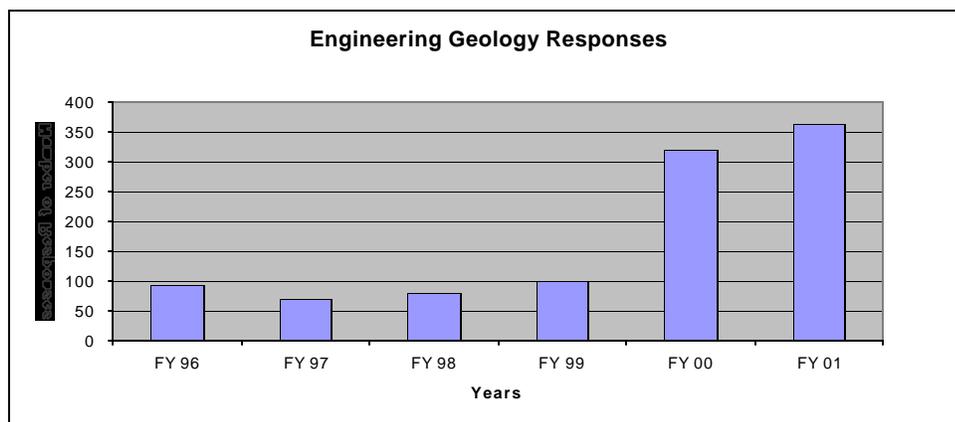
Geological Development - The number of responses made by the division to requests for information or assistance relating to engineering geology or hazards in the state.

Sec 113(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Even before DGGs began keeping records of these responses in FY96, it was clear that there was a high demand for this service, which consistently required on the order of 70-80 responses per year. This demand has been increasing and in mid FY00 we estimated that the number of requests would continue to exceed 100 per year. By the end of FY01 the actual recorded responses were 365.

This measure is compiled on a fiscal year basis and has been increasing for the past two years. We expect that it will continue to increase through FY2002. We, therefore, have no fixed target but we expect this measure to at least match the FY01 figure of 365.



Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

A significant component of the workload in DGGs' Engineering Geology section now entails providing timely responses to requests for information and technical assistance on hazards like earthquakes, landslides, and permafrost. Additionally, DGGs fields requests regarding engineering characteristics of geologic materials with regard to aggregate resources and foundation conditions. During FY01, DGGs experienced a marked increase in requests to review land use permit requests for their adequacy in addressing engineering geology and geologic hazard issues. These requests come from other DNR divisions, other state agencies like Transportation & Public Facilities, Emergency Services, and Community & Economic Development, private geotechnical consultants, local governments, schools, and individuals. Nearly all requests require research to locate the area of concern, compile applicable geologic maps and other literature, and formulate a reasoned response. Rather than viewing these requests as troublesome diversions from our scheduled project work, DGGs sees them as an indication of need for better planning and design information and as an opportunity to help reduce long-term costs of responding to and rebuilding unnecessarily from events that can be anticipated and designed for. DGGs intends to improve awareness of the needs

for engineering-geologic information and will continue to make these increasing requests a priority while at the same time not sacrificing our commitments to scheduled project work.

Measure:

The number of acres of land acquired toward the Statehood Entitlement.

Alaska's Target & Progress:

In FY 01, the state received 7,698 acres toward its statehood entitlement from BLM. For FY02, DNR expects to receive approximately 550,000 acres. This large conveyance is due to two unusual large-block conveyances: the first for an area of the Brooks Range foothills for an oil and gas lease sale, and the second for the eastern portion of the Denali Block requested for its mineral values. In FY 03, the gain in entitlement acreage is likely to be only 5,000 acres. This small amount represents the trend for DNR to request individual parcels that are needed for a specific economic development activity, rather than the large areas for more speculative resource value purposes that were conveyed in the past. With the exception of FY 02, we are now getting more parcels, but less acreage.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

In FY 03, receipt of this land will require review of approximately 400 BLM decisions to ensure that clear title is established with appropriate access, to protect public access. Many, approximately 10-20% of the BLM decisions will be challenged or changed through negotiations to ensure that the state receives clear title and appropriate access.

Parks and Recreation Management Budget Request Unit

Contact: Jim Stratton, Director

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Key Performance Measures for FY2003

Measure:

Parks Management - The percentage of park facilities open.
Sec 114(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

To keep the park facilities open 100% during the scheduled season for each unit.

Benchmark Comparisons:

There is no benchmark for this measure. Other States have budget problems which force closure of Park Units, but no State Park system is alike.

Background and Strategies:

There are 121 park units currently open to the public. Our strategy is to keep these units safe, clean, and properly maintained. We employ over 700 volunteers and 60 summer seasonal Alaska Conservation Corps staff, as well as our permanent park staff, combined with contracts with private vendors in order to make visits to Alaska State Parks a safe and enjoyable experience. To meet this goal, staff and operational support are necessary at some level at all sites.

In previous years, some actions were taken in response to tight budget situations:

In 2000, one park unit, (Little Tonsina State Recreation Site) was closed. Some units opened late, and others closed early.

In 1999, one park unit (Wolf Lake State Recreation Site) was closed. Others were opened late, and closed early.

In 1998, 1997, selected units were closed early or opened late.

In 1996 - one park unit (Moose Creek State Recreation Site) was closed.

In 1995 - two park units (Centennial Lake, Anchor River State Recreation Site) were closed.

In 2001/2002, many other state park systems in the Lower 48 are experiencing budget tightening and are closing parks. Tennessee announced 4 park closings in fall 2001. Iowa is closing portions of some of their units.

Measure:

Parks Management - The number of visits by site and type of visit.
Sec 114(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

While we can't predict the factors that influence visitation (fish runs, weather, gas prices, etc), our target is to sustain and/or increase the number of park visits each year.

In FY01 we received 4.1 million recreational visits to one or more of our 121 facilities, broken down in 3.1 million resident visits and roughly 1.0 million non-residents visits in the following areas:

State Area	Resident	Non-Resident	Total
Northern	437,980	206,737	644,717
Mat-Su/CB	720,103	252,150	972,253
Chugach	860,597	105,061	965,658
Kenai/PWS	685,711	122,050	807,761
Kodiak	155,950	36,444	192,394
Wood-Tikchik	86,413	16,055	102,468
Southeast	230,569	245,656	476,225

Total 3,177,323 984,153 4,161,476

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The number of visitors is difficult to define as many of them are repeat customers, so we measure the number of visits by site. All of this is captured in a very detailed "Cluster" booklet, which is available upon request.

Measure:

State Historic Preservation - The percentage of reported identified historic properties entered on the state inventory. Sec 114(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Targets:

Identify: 1,000 new sites reported

Document: 400 new sites entered into inventory, 350 site entries updated

Evaluate: 200 properties for historic significance

With current staff the percentage is expected to be at 65%.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Identifying, evaluating and documenting historic sites and buildings provides information on historic significance, which is used to protect sites potentially impacted by development or to identify opportunities for heritage tourism development. These activities are an integral part of the national historic preservation program the Office of History and Archaeology administers.

State Historic Preservation offices develop and maintain inventories of historic and prehistoric properties. In Alaska, this process has relied mainly on information provided by local governments and federal agencies. The information is stored in both electronic and paper formats.

Measure:

Parks Management - The amount of dollars generated from sources other than the state government for trail maintenance and site development.

Sec 114(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

To secure a continued increase in the amount of federal and private dollars available for park facility development and trail maintenance.

1999	\$728.0	Available
2000	\$857.0	Available
2001	\$946.0	Available
2002	\$1,334.0	Estimate Available

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

While we cannot control the amount of money coming to Parks from the federal government through National

Recreation Trail and Land and Water Conservation Fund grants, we can continue to educate local governments, trail clubs, and other decision makers about the importance of these programs to Alaska. We expect to see \$1,500.00 in 2003.

These figures do not include funds received from the federal highway administration through DOT or sportfish access funds through ADF&G. We regularly do millions of dollars of construction, through contracts with the private sector. During summer of 2002, we expect to have over \$15 million of projects in the works. However, these funds come into the state budget through DOT and ADF&G, so are not reflected here.

Measure:

Parks Management - The level of deferred maintenance in state parks.
Sec 114(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

To steadily reduce the identified \$42 million in deferred maintenance and ADA upgrades in the park system.

Inventory of Deferred Maintenance in state parks:

1998 - \$35 million in deferred maintenance identified in division facility summary
2001 - \$42 million in deferred maintenance identified in division facility summary

Funding to address this Deferred Maintenance:

1996 - No funds for maintenance
1997 - \$150.0 in CIP for emergency repairs
1998 - \$200.0 in CIP for emergency repairs
1999 - \$200.0 in CIP for emergency repairs
2000 - \$200.0 in CIP for emergency repairs
2001 - \$286.0 in CIP for emergency repairs
2001 - \$168.0 in CIP for Park upgrades
2002 - \$286.0 in CIP for emergency repairs

At the current rate of funding our inventory of deferred maintenance will continue to grow.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Parks has been unable to address this growing backlog due to lack of CIP funds. For the years 1996 to 2002, Parks averaged only \$212.0 annually in the capital budget for deferred maintenance and then only for those repairs tied to health and human safety. Some facilities that are along a highway corridor can be upgraded with Federal Highway - TEA 21 funds so long as we fit the TEA 21 criteria. Campgrounds CANNOT be built or upgraded with TEA 21 funds. Parks has been successful in addressing some of its needs through this channel and will continue to do so. Facilities that involve powerboat and angler access can be fixed with our partnership with ADF&G for federal sportfish access funds for boat launch ramps.

Funds from TEA 21 and ADF&G, however, do not cover the majority of our deferred maintenance needs. Parks needs significant funds dedicated to this problem. The use of federal Land & water Conservation fund moneys can only be used for facility development if the state provides a 50% match. In addition to LWCF, Parks could address these problems through funds raised by bonds.

Agricultural Development Budget Request Unit

Contact: Robert Wells, Director

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Key Performance Measures for FY2003

Measure:

Plant Material Center - The number of improved crop accessions produced by the Plant Materials Center and grown in the state.

Sec 115(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

New crop collections grown on the PMC are 52 in initial stage, 12 in the intermediate stage and 14 in the final stage. Grown at the PMC Nursery are 18 in the research stage. Potatoes – 224 varieties are maintained on PMC soil, 86 varieties are in tissue culture, 44 varieties are in greenhouse production, and 104 varieties were sold to producers. Grain – 26 varieties.

The Plant Materials Center (PMC) documents field plantings and records planting sites. We also list sales and production in the annual report. The PMC tests and develops new crops for industry. We have an extensive program in new crop development. This is the basic purpose of the PMC. By doing demonstration projects, we market commercial production. By developing revegetation specifications, we market seed produced in Alaska. We are the state's repository for Alaska developed crops.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Seed production is a viable aspect of agriculture in Alaska. This includes both seed potatoes and true seed of grass and grain. The total value of seed production has not been achieved in the state. Demand continues to grow while supply is not keeping pace. This is an endeavor where competition from other areas can be non-existent.

We have two new large-scale commercial seed growers and distributed seed to eighteen, small-scale seed producers. We are on track with the missions and measures. However, hiring and retaining agronomists is a problem. Qualified people are not applying for the posted jobs and we lost one agronomist who left for a higher paying job. If this trend continues, it will be difficult to meet the missions and measures in the future.

Measure:

Agricultural Development - The percentage of total available agricultural acreage placed in production.

Sec 115(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

We are unable to report on the legislatively designated measure since statistics are not available to accomplish this as written.

There are currently approximately 910,000 acres of land in farms as reported by the USDA, NASS Alaska Ag Statistics. The 1992 Census of Agriculture, produced every five years, showed 927,415 Alaska acres in farms in 1992, and 881,045 acres in farms in 1997. The last reported number of 910,000 acres means that we are gaining back the acres lost between 1992 and 1997.

An increase of total acreage is the goal; however, population increase and encroachment on agricultural land make this a challenge.

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

We are unable to report on the legislatively designated measure since statistics are not available to accomplish this as written. We propose the following measure: The number of acres of agricultural land in farms.

Selling new land will be critical to continued agriculture development but will be difficult due to the investment required.

Because clearing land to place in production is a multiple year process this measure is difficult to quantify. Agricultural statistics are on a one-year lagging schedule over multiple budget cycles. Our disposals should show a net increase placed in production.

Measure:

Agricultural Development - The monetary value of agricultural products grown in the state that are sold domestically or exported.

Sec 115(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

1997 - \$28,468,000
1998 - \$27,511,000
1999 - \$28,352,000
2000 - \$26,512,000
2001 -Total not available

Over a five-year to ten-year period we would like to show an average increase of 2 to 3 percent. The national averages have struggled over the last five years to show any net increase. Because Alaska agriculture is still in a development phase we hope to show small annual increases.

The split between sold domestically and exported is not a readily available number. We are working on ways to get the value broken out as requested by the legislature.

Benchmark Comparisons:

The national averages have struggled over the last five years to show any net increase. Because Alaska agriculture is still in a development phase we hope to show small annual increases.

Background and Strategies:

The statistics are always one year behind the current year. We pull the number from Alaska Cash Receipts from Farm Marketing excluding the Aquaculture industry. USDA statistics are unable to track instate or export sales. We suspect exports are in the less than 1% range of total cash receipts.

We expect increases each year but the last three reporting years show this number can quickly change due to weather conditions, marketing factors, plant or animal disease, or other factors that affect our ability to assist the industry.

Adverse weather conditions in South Central and the Interior adversely affected the 2000 growing season; thus, the monetary value fell. Weather will always play a major factor in this measure.

BRU/Component: Agriculture Revolving Loan Program Administration

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Robert Wells, Director

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Key Performance Measures for FY2003

Measure:

The loan to equity ratio in the Agricultural Revolving Loan Fund.
Sec 115(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

ARLF Loan to Equity Ratio:

September 00 - 28.9% - ratio is 1:3.46

September 01 - 27.95% - ratio is 1:3.58

The Board of Agriculture and Conservation has expressed interest in increasing the amount of funds loaned to generate additional income for the fund. We are beginning to see a slight increase in this ratio, which we hope to reverse with more loans being issued with the proceeds from sold repossessed property.

No specific target has been set as concerns for the cash flow will limit the number of loans that can be issued.

As of September 30, 2001 the numbers are:

Outstanding ARLF loans - \$7,740,395

Equity \$ 27,693,038

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Due to rapid development policies twenty years ago the Agricultural Revolving Loan Fund loaned money to borrowers who were unable to repay. A large repossessed portfolio resulted which required increased work to maintain the assets.

We continue to sell these assets at a responsible rate thus bringing them back into production. This helps maintain the fund balance through liquid assets and decreases maintenance responsibilities, allowing us to focus on lending and program enhancement.

BRU/Component: RS 2477/Navigability Assertions and Litigation Support

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Nancy Welch, Deputy Director

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Key Performance Measures for FY2003

Measure:

RS 2477 case file summaries completed.

Benchmark Comparisons:

In FY00, the division completed 2 case file summaries and responded to requests for information and further research to the Department of Fish and Game.

Background and Strategies:

Continue to conduct research and respond to public requests as information becomes available. In FY02, expect to complete two RS 2477s for report to the legislature in January 2003.

Measure:

Number of actions taken for RS 2477 assertion/litigation support.

Benchmark Comparisons:

In FY00, the division responded to 3 litigation actions, including the proposed settlement for Harrison Creek-Portage Creek litigation between the State and the Federal government.

Background and Strategies:

Continue to provide litigation support as necessary and begin one new case in federal court.

Measure:

Number of actions taken for navigability assertion/litigation support.

Benchmark Comparisons:

In FY00, the division completed 70 actions in response to litigation, assertions, and review of federal actions.

Background and Strategies:

Continue to conduct research and respond to public requests as information becomes available. In FY02, expect to complete 75 actions.

BRU/Component: Fire Suppression

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Jeff J. Jahnke, State Forester

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Key Performance Measures for FY2003

Measure:

The target is to reduce the number of wildland fires that are human caused, within the Division's protection areas.

Alaska's Target & Progress:

This target may not accurately reflect the success of fire prevention. A more accurate target may be "The number of fires that result from human actions, whether as a function of population growth or other causes."

Statistical review of data for the past 16 years is provided in the following chart.

STATE PROTECTION AREA	2000	1999	1998	1997	1996	1995	1994	1993
TOTAL FIRES	260	333	338	558	565	327	446	535
HUMAN CAUSED	247	302	322	373	511	298	373	430
% HUMAN CAUSED	95.0%	90.7%	95.3%	66.8%	90.4%	91.1%	83.6%	80.4%
STATE PROTECTION AREA	1992	1991	1990	1989	1988	1987	1986	1985
TOTAL FIRES	332	493	460	429	321	489	507	319
HUMAN CAUSED	321	363	312	410	275	453	383	278
% HUMAN CAUSED	96.7%	73.6%	67.8%	95.6%	85.7%	92.6%	75.5%	87.1%

This data shows that in low fire occurrence years, such as 1999 and 2000, the ratio as a percent between human caused and total fires is not a good indicator of prevention effectiveness. The relationship of high and low fire years is not as important as the role of lightning fires. In high fire years the total number of fires is much higher due to lightning caused fires, so the percentage of human caused fires is less. The actual number of human caused fires may not vary significantly. Thus, using a percentage is more reflective of the high or low lightning fire year (total number of fires) than the effectiveness of prevention in decreasing human caused fires. This target will be evaluated this fiscal year and will be changed as needed to more accurately reflect prevention effectiveness on human caused fires.

Benchmark Comparisons:

There are no comparable situations in other states with which to provide a benchmark.

Background and Strategies:

Wildland and wildland/urban interface fire occurrence and costs can be reduced to the extent that they can be prevented. Since a large percentage of the fires are human caused within Forestry's protection area (FY01 83%), the strategy is to target the urban areas, road system and railbelt with a fire prevention and awareness program.

The recovery of benefits has continually increased over the 17 years of the programs existence:

American Legion: \$ 5.8 million

VFW: \$14.0 million

DAV: \$10.0 million

Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

Reporting of this statistic provides important information in determining whether the state is receiving a fair return for the money allocated to this service. Each year the Grantee provides information to DMVA on the total amount of benefits provided to Alaska veterans through the VSO's. Numbers for FY 2001 will be reported at the end of the year.

Measure:

The ratio of cost to estimated value of monetary benefits obtained.

Sec 106(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Collective benefit vs. cost:

Service grant: \$540,000

Recovery in benefits: \$29 million

An average benefit obtained is \$53 for each state dollar spent.

Benchmark Comparisons:

There is no benchmark for this measure.

State of Alaska FY2003 Governor's Operating Budget

Department of Public Safety Performance Measures

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Commissioner: Glenn G. Godfrey

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Hunter contacts made by the division.
Sec 117 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

First Quarter FY2002: 7,562 hunter contacts were made by FWP.

First Quarter FY2001: 7,880 hunter contacts were made by FWP. For the full Fiscal Year, 16,772 hunter contacts were made.

Benchmark Comparisons:

There is no comparative data from other jurisdictions.

Background and Strategies:

The Division of Fish and Wildlife Protection protects Alaska's wildlife resources by deterring violations or criminal activity through a combination of uniformed patrols, investigations and educational efforts. There are many difficulties associated with resource law enforcement and the Division routinely adjusts to address these challenges in the most productive manner.

Troopers devoted to wildlife law enforcement cannot provide the level of visibility in all fisheries and hunting areas to assure that resource users comply with Fish and Game regulations. Resource user contacts is one way to track basic deterrence which depends on a clear enforcement presence.

Carefully structured regional enforcement programs heighten presence by uniformed patrols in an area one season but target another area the next. Undercover operations might be selected as an enforcement strategy in one problem area, while education might be selected to focus on another area where particularly complex regulations have recently changed.

Measure:

The number of fire prevention educational contacts made by the division.
Sec 118 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Make 15,000 contacts for fire prevention education.

First Quarter FY2002: 21,337 contacts were made. 142% of goal achieved.

First Quarter FY2001: 5,418 contacts made.

Total FY2001 Results: There were 13,419 educational contacts. This was 89.46% of our goal.

Benchmark Comparisons:

Data from other states or departments are unavailable at this time.

Background and Strategies:

We have exceeded our goal, as we are able to field a full staff to conduct inspections and participate in a greater number of public forums to educate the public.

Measure:

Homicides and the percent solved per year.
 Sec 119 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Our target is to solve 100% of homicide cases.

Within Alaska State Trooper primary jurisdiction:

- CY2000 - 9 homicides; 100% solve rate
- CY1999 - 25 homicides; 96% solve rate (or 24 cases)

The Division of Alaska State Troopers target for calendar year 2001 is to maintain the rate of homicides solved at 100%.

Benchmark Comparisons:

Calendar year 1999 is the benchmark year for the number of homicides and the percent solved per year. The national solve rate:

	<u>AST solve rate:</u>	
2000	63%	100%
1999	69%	96%

Background and Strategies:

As directed by the Finance subcommittee, the Division of Alaska State Troopers will be measuring the number of homicides by calendar year within Alaska State Trooper primary jurisdiction and calculating the solve rate. Alaska State Trooper homicide solve rate will be compared to the national average solve rate as provided by the U.S. Department of Justice, Federal Bureau of Investigation. Through the Uniform Crime Report (U.C.R.) all States report their data to the Department of Justice.

Measure:

Rapes and the percent solved per year.
 Sec 119 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Our target is to meet or exceed the national solve rate.

Within Alaska State Trooper primary jurisdiction:

- CY2000 - 146 rapes occurred with a 53% solve rate (or 78 cases)
- CY1999 - 156 rapes occurred with a 54% solve rate (or 85 cases)

Benchmark Comparisons:

Calendar year 1999 is the benchmark year for the number of rapes and the percent solved per year. The national solve rate:

	<u>AST solve rate:</u>	
2000	46.9%	53%
1999	49%	54%

Background and Strategies:

As directed by the Finance subcommittee, the Division of Alaska State Troopers will be measuring the number of rapes by calendar year within Alaska State Trooper primary jurisdiction and calculating the solve rate. Alaska State Trooper rape solve rate will be compared to the national average solve rate as provided by the U.S. Department of Justice, Federal Bureau of Investigation. Through the Uniform Crime Report (U.C.R.) all States report their data to the Department of Justice. **Rape** is defined as carnal knowledge of a female forcibly and against her will. Attempts to commit rape by force or threat of force are also included.

Fish and Wildlife Protection Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Sport fishing violations.
Sec 117 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

First Quarter FY2002: 1,002 angler violations were acted upon.

First Quarter FY2001: 1,255 angler violations were acted upon. For the full Fiscal Year, 2,729 angler violations were acted upon.

Benchmark Comparisons:

There is no comparative data from other jurisdictions.

Background and Strategies:

The Division of Fish and Wildlife Protection protects Alaska's fish and wildlife resources by deterring violations or criminal activity through a combination of uniformed patrols, investigations and educational efforts. There are many difficulties associated with resource law enforcement and the Division routinely adjusts to address these challenges in the most productive manner.

Troopers devoted to fish and wildlife law enforcement cannot provide the level of visibility in all fisheries and hunting areas to assure that resource users comply with Fish and Game regulations. Resource user contact is one way to track basic deterrence which depends on a clear enforcement presence.

Carefully structured regional enforcement programs heighten presence of uniformed patrols in an area one season but target another area the next. Undercover operations might be selected as an enforcement strategy in one problem area, while education might be selected to focus on another area where particularly complex regulations have recently changed.

Measure:

Hunter contacts made by the division.
Sec 117 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

First Quarter FY2002: 7,562 hunter contacts were made by FWP.

First Quarter FY2001: 7,880 hunter contacts were made by FWP. For the full Fiscal Year, 16,772 hunter contacts were made.

Benchmark Comparisons:

There is no comparative data from other jurisdictions.

Background and Strategies:

The Division of Fish and Wildlife Protection protects Alaska's wildlife resources by deterring violations or criminal activity through a combination of uniformed patrols, investigations and educational efforts. There are many difficulties associated with resource law enforcement and the Division routinely adjusts to address these challenges in the most productive manner.

Troopers devoted to wildlife law enforcement cannot provide the level of visibility in all fisheries and hunting areas to assure that resource users comply with Fish and Game regulations. Resource user contacts is one way to track basic deterrence which depends on a clear enforcement presence.

Carefully structured regional enforcement programs heighten presence by uniformed patrols in an area one season but target another area the next. Undercover operations might be selected as an enforcement strategy in one problem area, while education might be selected to focus on another area where particularly complex regulations have recently changed.

Fire Prevention Budget Request Unit

Contact: Gary Powell, Director

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Key Performance Measures for FY2003

Measure:

The percentage of inspected buildings found in compliance with legal standards.
Sec 118 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

30% of all scheduled inspections to be found in compliance at the time of inspection.

First Quarter FY2002: Of 242 conducted inspections, 10.33% were found to be in compliance at the time of inspection.

First Quarter FY2001: Of 158 conducted inspections, 15% were found to be in compliance at the time of inspection.

Total FY 2001 Results: Of 1,144 inspections 4.54% were found to be compliant with legal standards.

Benchmark Comparisons:

No data available on state comparisons and the private sector does not participate in this service

Background and Strategies:

Not likely to achieve, but we expect to make significant progress. We estimate this to mean the percentage of the total number of scheduled inspections conducted that have been found to have no violations at the time of inspection. This is an educational process of the public related to regularly scheduled inspections. We anticipate that the percentage of buildings found in compliance will rise as we continue to inspect on an annual basis and provide for increased fire prevention education opportunities throughout the state. The target of 30% is an ambitious goal to work toward.

Measure:

The number of fire prevention educational contacts made by the division.
Sec 118 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Make 15,000 contacts for fire prevention education.

First Quarter FY2002: 21,337 contacts were made. 142% of goal achieved.

First Quarter FY2001: 5,418 contacts made.

Total FY2001 Results: There were 13,419 educational contacts. This was 89.46% of our goal.

Benchmark Comparisons:

Data from other states or departments are unavailable at this time.

Background and Strategies:

We have exceeded our goal because we were able to participate in a greater number of public forums to educate the public.

Measure:

The average time required to conduct initial building plan reviews.
Sec 118 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

80% of all initial comment letters or permits should be to the customer within 14 calendar days after receiving the fee.

First Quarter FY2002: Average time 4.7 days. Plan review on time rate is 75%.

First Quarter FY2001: Average time 10.9 days. Plan review on time rate was 78%.

Total FY 2001 Results: Average time to conduct plan reviews was 14.5 days based on 846 plan review submittals. This was 95.6% of our goal.

Benchmark Comparisons:

Data from other states or departments is unavailable at this time.

Background and Strategies:

Building plan reviews are time critical to the overall construction process. Any unnecessary delays may result in construction project problems, so each plan review is conducted as expeditiously as possible. Hiring another Building Plan Reviewer dedicated to maintaining our target goal will assist in achieving a consistently responsive turnaround time.

Measure:

The number of priority occupancies inspected.
Sec 118 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

100 percent of 1,670 priority occupancy inspections.*

First Quarter FY2002: 242 inspections conducted for life safety compliance.

First Quarter FY2001: 158 inspections conducted for life safety compliance.

Total FY2001 Results: There were 1,144 inspections performed. This was 90% of our goal for that year.

Benchmark Comparisons:

Data from other states or departments is unavailable at this time.

Background and Strategies:

The Southcentral Region office, which conducts 2/3rds of the scheduled inspections, now has all positions filled that were earlier vacant due to promotions and resignations. We anticipate being at full staff, but not at full strength. Our newly hired deputy will be attending the Alaska Law Enforcement Academy this Spring, but training lead-time will not allow full use of this deputy until training is completed.

The term "priority occupancies" includes: assembly buildings; schools; headstart and daycare centers; TAPS facilities; jails; hospitals; respite/assisted living/residential care facilities; hotels and motels with more than 15 rooms.

*It should be noted that the number of "priority occupancies" can and does vary from year to year. This is driven by economic activity and code revisions. For example:

total for FY01 = 1,269

total for FY02 = 1,670

BRU/Component: Alaska State Trooper Detachments

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Colonel Randy Crawford, Director

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Key Performance Measures for FY2003

Measure:

Homicides and the percent solved per year.
Sec 119 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Within Alaska State Trooper primary jurisdiction:
CY2000 - 9 homicides; 100% solve rate
CY1999 - 25 homicides; 96% solve rate (or 24 cases)

The Division of Alaska State Troopers target for calendar year 2001 is to maintain the rate of homicides solved at 100%.

Benchmark Comparisons:

Calendar year 1999 is the benchmark year for the number of homicides and the percent solved per year. The national solve rate:

	<u>AST solve rate:</u>	
2000	63%	100%
1999	69%	96%

Background and Strategies:

As directed by the Finance subcommittee, the Division of Alaska State Troopers will be measuring the number of homicides by calendar year within Alaska State Trooper primary jurisdiction and calculating the solve rate. Alaska State Trooper homicide solve rate will be compared to the national average solve rate as provided by the U.S. Department of Justice, Federal Bureau of Investigation. Through the Uniform Crime Report (U.C.R.) all States report their data to the Department of Justice.

Measure:

Rapes and the percent solved per year.
Sec 119 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Within Alaska State Trooper primary jurisdiction:
CY2000 - 146 rapes occurred with a 53% solve rate (or 78 cases)
CY1999 - 156 rapes occurred with a 54% solve rate (or 85 cases)

Benchmark Comparisons:

Calendar year 1999 is the benchmark year for the number of rapes and the percent solved per year. The national solve rate:

	<u>AST solve rate:</u>	
2000	46.9%	53%
1999	49%	54%

Background and Strategies:

As directed by the Finance subcommittee, the Division of Alaska State Troopers will be measuring the number of rapes by calendar year within Alaska State Trooper primary jurisdiction and calculating the solve rate. Alaska State Trooper rape solve rate will be compared to the national average solve rate as provided by the U.S. Department of Justice, Federal Bureau of Investigation. Through the Uniform Crime Report (U.C.R.) all States report their data to the Department of Justice. **Rape** is defined as carnal knowledge of a female forcibly and against her will. Attempts to commit rape by force or threat of force are also included.

Measure:

Burglaries and the percent solved per year.
Sec 119 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In the Alaska State Trooper primary jurisdiction:
CY2000 - 1,415 burglaries occurred with a 20% solve rate (or 285 cases)
CY1999 - 1,175 burglaries occurred with a 23% solve rate (or 266 cases)

Benchmark Comparisons:

Calendar year 1999 is the benchmark year for the number of burglaries and the percent solved per year. The national solve rate: AST solve rate:

2000	13.4%	20%
1999	14.0%	23%

Background and Strategies:

As directed by the Finance subcommittee, the Division of Alaska State Troopers will be measuring the number of burglaries by calendar year within Alaska State Trooper primary jurisdiction and calculating the solve rate. Alaska State Trooper burglaries solve rate will be compared to the national average solve rate as provided by the U.S. Department of Justice, Federal Bureau of Investigation. Through the Uniform Crime Report (U.C.R.) all States report their data to the Department of Justice. **Burglary** is defined as the unlawful entry of a structure to commit a felony or theft. The use of force to gain entry is not required to classify an offense as burglary. Attempted burglaries are also reported.

Measure:

Response time to Division of Family & Youth Services (DFYS) "priority 1" reports of harm

Alaska's Target & Progress:

Respond to and initiate investigative efforts on all "Priority 1" Reports of Harm within 24 hours of AST receipt of the report.

This is a new measure. AST has established a case tracking system. Response statistics will be available next year for comparison purposes and monitoring program performance.

Background and Strategies:

Quick response time to a DFYS "Priority 1" Reports of Harm case is critical to the well being of a child. Though AST case data is currently incomplete, it is known that a number of cases receive less than adequate attention. While efforts are made to respond to those cases that pose an immediate and ongoing risk of harm, other priority 1 cases are sometimes delayed due to the unavailability of an investigator. This occurs particularly in the Fairbanks and Mat-Su areas, and on the Kenai Peninsula.

Reports of Harm are prioritized by DFYS case intake staff according to the immediate or potential risk of harm to the child. A priority 1 rating is the most serious and should ideally require a coordinated and immediate response to both protect the child and to initiate an effective investigation.

"Priority 1" represents those cases presenting the greatest degree of risk to a child and requiring an emergency response, including: immediate danger; has suffered serious physical injury due to abuse or neglect; in immediate need of medical attention; cause of death suspicious and has siblings who remain in home; disclosed sexual abuse and there is current risk/accessibility.

BRU/Component: Alaska Police Standards Council

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Irl T. Stambaugh, Executive Director

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Key Performance Measures for FY2003

Measure:

Recruit training funded.
Sec 120 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

APSC Target

Fund basic recruit training for 40 officers (25,760 hours)
Fund 10 officers (800 hours) in a re-certification academy.

FY2001: 49 officers (31,556 hours); 12 officers in re-certification (960 hours)
FY2000: 38 officers (24,472 hours); 11 officers in re-certification (880 hours)

Target has been met.

Benchmark Comparisons:

There is no comparative data from other jurisdictions.

Background and Strategies:

In 1994 the legislature established the Alaska Police Training Fund, which benefits from surcharges assessed for violations of certain traffic offenses. In 1998 the legislature expanded the list of criminal offenses and violations on which a surcharge can be levied. These legislative measures have been successful in providing additional funding needed to support statewide police and corrections basic and in-service training.

Note: In prior years comparisons were based upon six months of data (July - December). Going forward, starting with this budget submission, comparisons will be based upon full fiscal year data (July - June).

Measure:

Advanced training funded.
Sec 120 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

APSC Target

Fund 25,000 hours of in-service training

FY2001: 27,392 hours (876 officers)
FY2000: 25,126 hours (1,158 officers)

Target has been met.

Benchmark Comparisons:

There is no comparative data from other jurisdictions.

Background and Strategies:

In 1994 the legislature established the Alaska Police Training Fund, which benefits from surcharges assessed for violations of certain traffic offenses. In 1998 the legislature expanded the list of criminal offenses and violations on which a surcharge can be levied. These legislative measures have provided additional funding needed to support statewide police and corrections basic and in-service training.

Note: In prior years comparisons were based upon six months of data (July - December). Going forward, starting with this budget submission, comparisons will be based upon full fiscal year data (July - June).

BRU/Component: Violent Crimes Compensation Board

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Susan Browne, Administrator

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Key Performance Measures for FY2003

Measure:

Average time from receipt of a claim to the board's final determination.
Sec 121 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The measure was new in FY01.

		Target	Actual
FY01	Goal	90 - 150 days	70 days
FY02	Goal	90 - 150 days	

Benchmark Comparisons:

The Board will strive to process claims within 90 to 150 calendar days in accordance with the nationally recognized benchmark of the U.S. Department of Justice, Office of Justice Programs, Office for Victims of Crime recommendations for the 21st Century.

Background and Strategies:

The basic strategy is to decrease the amount of time it takes to process a claim through the various statutory and regulatory requirements connected with Board determination. The Board has delegated authority to close certain claims to the Board's Administrator and has implemented a claim review with recommendation process to expedite claim determinations.

BRU/Component: Council on Domestic Violence and Sexual Assault

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

The percentage of continuing clients.
Sec 122 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY01 case numbers

Total number of victims of domestic violence: 7,271
Total number of repeat victims of domestic violence: 3,563
Percentage: 49%

Total number of victims of sexual assault: 2,146
Total number of repeat victims of sexual assault: 500
Percentage: 23.3%

These numbers represent one full fiscal year of data. These numbers are gathered by the Council's database that was implemented on July 1, 2000. When we report to the legislature for FY03 we will be able to report two full years of data. The data represents clients served by Council funded programs.

Background and Strategies:

The national average number of times a victim of domestic violence needs to be in a shelter prior to having enough resources, safety and confidence to permanently remove the victim from the violence is 12 visits.

It is the hope of the Council that victims of domestic violence and sexual assault return to programs for continuing services as long as they are in need of help. In these case, of course, we will see repeat percentages increase.

Measure:

The percentage of the council's budget spent on prevention.
Sec 122 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Council's budget, by fiscal year, allocated specifically for prevention efforts:
FY2002 - 38%*
FY2001 - 45%
FY2000 - 42%

Background and Strategies:

The budget amount represented here is calculated by the specific projects identified each year for system change and improvement, media outreach, prevention campaigns, outreach to rural areas, and specific one-time projects that have been identified and funded by federal grants. This amount does fluctuate based on the special project funds available on a federal level each year.

*The Council applied for an additional \$1.6 million in grants for prevention this year. However it did not receive approval for the additional money. If it had been awarded, 44% of total program funding would have been directed towards prevention efforts.

Measure:

The cost of shelter per night.
Sec 122 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01, the estimated cost of a shelter night was \$69.83 per night.

In FY00, the estimated cost of a shelter night was \$68.00 per night.
The difference between the cost of FY00 and FY01 was adjusted by using the increase in the CPI of 2.7%.

Background and Strategies:

This estimate is determined by taking the costs of all direct services staff, rent, insurance, utilities and food costs and dividing this amount by the number of clients served. This is a simplistic and less than accurate method of determining costs as each shelter utilizes state funds in a different way. Based on the resources available on a local level, each program uses the state funds to balance the full costs each year. In most areas, the communities donate the shelters.

Measure:

The amount spent for and the percentage reduction in domestic violence and sexual assault compared to the amount spent for that purpose last year.
Sec 122 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Estimated prevention funds in:

FY00	\$3,919.0
FY01	\$4,411.0

Estimated prevention funds scheduled to be spent in:

FY02	\$3,769.0
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Percentage reduction in domestic violence and sexual assault cases from FY99-00 and from FY00-01.

DPS Sexual Assault cases:

FY00	+12.8%	FY01	- 27%
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DPS Domestic Violence cases:

FY00	+39.9%	FY01	+10%
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Combined DPS domestic violence and sexual assault cases:

FY00	+30.8%	FY01	+5%
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Background and Strategies:

The amount of prevention funds include all federal funds that are provided to law enforcement, prosecution, courts, corrections and victims service programs to work towards ending domestic violence and sexual assault. These numbers reflect only the known reported cases to APSIN. These numbers do not include all police departments and do not reflect consistent definitions. There is currently no statewide collection of data for these crimes. The closest statewide crime data is the Uniform Crime Reporting System, however only 30 of Alaska's police agencies consistently contribute crime data to this system. There are two key factors in considering this measure. Historically, only 10-16% of all domestic violence and sexual assault cases are ever reported to law enforcement. Secondly, when prevention efforts are increased, there are more victims reached leading to an increase in the number of police reports made and services requested. To see an actual decrease in domestic violence and sexual assault cases, based on prevention efforts, is a long-term goal.

Measure:

The incidence of reported domestic violence and sexual assault cases.
Sec 122 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The closest statewide crime data is the Uniform Crime Reporting System, however only 30 of Alaska's police agencies consistently contribute crime data to this system.

DPS reports domestic violence cases for:	FY00 2904	FY01 3208	+10%
DPS reports sexual assault cases for:	FY00 387	FY01 284	-27% .
DPS reports sexual abuse of a minor for:	FY00 611	FY01 543	-11% .

Background and Strategies:

For this measure, the data can only be drawn from cases addressed by the Alaska State Troopers. No statewide database for crime reporting exists. The closest statewide crime data is the Uniform Crime Reporting System, however only 30 of Alaska's police agencies consistently contribute crime data to this system.

Measure:

The number of homicides from domestic violence and sexual assault.
Sec 122 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

These numbers are based on calendar year not fiscal year.

CY1998 DV Related Homicides 14		
CY1999 DV Related Homicides 22;	Percent change from previous year	+ 6.6%
CY2000 DV Related Homicides 5;	Percent change from previous year	- 23.5%

Background and Strategies:

The number of homicides resulting from these crimes is not consistently identified as such. Identifying homicides as being related to sexual assault is not consistently reported within the state's law enforcement agencies. The same can be true for domestic violence as there may have been domestic violence identified in the investigation but the crime is classified as a homicide with no reference to the domestic violence.

An accurate number for homicides related to sexual assault or domestic violence cannot be established.

Statewide Support Budget Request Unit

Contact: Kenneth E. Bischoff, Administrative Services Director

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Key Performance Measures for FY2003

Measure:

The percentage of divisions that meet assigned performance measures.
Sec 123 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For FY02, the department was assigned 27 measures in Sections 117-126 of Chapter 90, SLA 2001. The department has added a new measure for FY03 within the AST Detachment BRU: Response Time to DFYS "priority 1" reports of harm.

The Department of Public Safety's target is to meet 100% of assigned performance measures.

Of the 28 measures, Public Safety met or exceeded the target for 21 (75 percent), and including this measure was short of the target for seven (25 percent).

Benchmark Comparisons:

For Benchmarks see BRU Narrative.

Some Measures have Benchmark comparatives with other jurisdictions, some do not.

Background and Strategies:

Each division director or program manager is responsible for taking appropriate management strategies to work toward achieving his or her performance measure(s). Periodic teleconferences are held by the Commissioner's Office to discuss performance measures.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.
Sec 123 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal is to respond to all written inquiries within a reasonable timeframe; not to exceed 15 calendar days.

Averaged response time for period January 2001 - September 2001: 15.5 calendar days

Response time was calculated by dividing the sum of days lapsed (680) by number of inquiries (44).

Background and Strategies:

This is a new measure. The department has instituted an electronic-based correspondence tracking system. In future years, this system will allow for historical comparisons and complete compliance with measure.

In developing this year's analysis ("number of inquiries") the department employed the following guidelines:

1. "Complaints and questions" must have been in writing;
2. only "public" inquiries were considered; and
3. "average time taken" was based upon calendar days.

Measure:

The cost per officer trained.
Sec 124 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Released December 15th
12/19/2001 3:10

FY2003 Governor
Department of Public Safety

The Academy's goal is to avoid increasing costs of attending an Alaska Law Enforcement Training (ALET) class. The cost of ALET training from 1999 through 2001 has remained constant at \$6,041 per officer.

Benchmark Comparisons:

No benchmarks available.

Background and Strategies:

Tuition is an approximation of the direct costs related to room, board and training for an ALET student. The tuition includes most direct operating costs like linen cleaning, ammunition, vehicle maintenance expenses, guest instructor travel, and off site facility rentals.

Measure:

The graduation rate.

Sec 124 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Academy's target is to maintain a 90% or higher graduation rate.

Actual graduation rates:

FY2001 95.7% (67 of 70 recruits: Fall 2000 & Spring 2001 classes)

FY2000 98.5% (66 of 68 recruits: Fall 1999 & Spring 2000 classes)

Benchmark Comparisons:

There are no national standards for Academy graduation rates. The Anchorage Police Department Academy had an 87% graduation rate averaged over their last three basic officer classes.

Background and Strategies:

According to University of Alaska Southeast requirements, the Academy counts enrollment at the end of the second week of the 14-week basis ALET course. Students arrive at the Academy from three main sources: Department of Public Safety (AST and FWP), municipal police departments, and the University of Alaska Southeast. Due to different recruitment and hiring processes, not all students are equally suited to the physical and mental stresses of Academy life. Furthermore, some students arrive with pre-existing injuries that become aggravated by physical conditioning training. Consequently, graduation figures are based on the numbers of students who graduate and were enrolled after the first two weeks.

Measure:

The percentage of officers who remain employed as law enforcement officers one year after graduating.

Sec 124 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Academy's goal is to train officers so well that they all successfully complete field training and remain employed after one year. The department began tracking this measure with the FY2000 (Fall/Spring 2000 ALET) graduates. As of September 2001, 86.4% (57 of 66 graduates) of the FY2000 ALET graduates remain employed in the field of law enforcement.

Benchmark Comparisons:

National benchmark standards are not available for this measure. The Anchorage Police Department Academy reports that 66% of the graduates of its March 2000 basic officer course are still employed with APD 16 months later.

Background and Strategies:

The Department of Public Safety began tracking this measure with the Spring 2000 ALET graduates.

The Academy attempted to contact all officers who graduated from the Spring 2000 ALET class. In some cases, they had left the state, but verification of their employment status was accomplished. The figures do not reflect college students who began the class unemployed or United States Coast Guard students who attend as basic students but who are in fact seasoned military law enforcement veterans.

There are many reasons that officers do not remain employed after a year. In some cases they decide law enforcement is not the career for them. In other cases, they are unable to engage with the public and properly do police work. Sometimes personal reasons require them to relocate to other states.

Measure:

The cost of administrative services as compared to the total personnel costs for the department.
Sec 125 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

This measure is calculated by dividing the personal services costs for the Administrative Services component by the department's total personal services costs.

$$\text{FY02: } \$56,408.4 / \$1,588.6 = 2.8\%$$

$$\text{FY01: } \$53,694.7 / \$1,551.8 = 2.9\%$$

Since this measure was first included for FY01, that year's percentage ratio is being treated as a baseline target to maintain or improve (by reducing the percentage ratio).

Benchmark Comparisons:

None. There is no comparative data from other jurisdictions.

Background and Strategies:

This is an arithmetic calculation based upon "Enacted" personal services figures from all funding sources, per each year's "short form" published by the Legislative Finance Division.

Measure:

The number of department employee grievances as compared to the total number of grievances for all state departments.
Sec 125 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

According to the Department of Administration, the Department of Public Safety received 8 grievances or 4.08% of the 196 received by all departments during the **first quarter of FY02**.

In the FY02 budget it was reported that the Department of Public Safety received 3 grievances or 2.75% of the 109 received by all departments during the **first quarter of FY01**.

Benchmark Comparisons:

None. There is no comparative data from other jurisdictions.

Background and Strategies:

While the measure states "grievances," our statewide data, as currently compiled by the Department of Administration, is based upon blended statistics which combine grievances and complaints. Both are disputes between labor union(s) and department management that have been submitted in writing on forms accepted by the State, but there are differences. Complaints do not involve contract application or interpretation; grievances can proceed to binding arbitration.

BRU/Component: Laboratory Services

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: George Taft, Director

Tel: (907) 269-5687 **Fax:** (907) 338-6614 **E-mail:** george_taft@dps.state.ak.us

Key Performance Measures for FY2003

Measure:

Average time from receipt of a case to issuance of a report.
Sec 126 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY01 average time is 99 days
FY00 average time is 57 days.

A number of factors (see Background and Strategies) in FY01 made it impossible for the Lab to meet the FY00 57 day average turnaround time from receipt of a request to issuance of a laboratory report to law enforcement.

Calculation of the average response time:

TYPE OF ANALYSIS	NUMBER OF DAYS TO ISSUE A REPORT	
	FY00	FY01
Controlled Substances	22	15
Latent Fingerprints	59	137
Toxicology	11	17
Criminalistics	99	126
Firearms/Toolmarks	61	93
Trace Evidence	37	68
Serology	49	70
DNA	153	292
Crime Scene	21	72
Average Days	57	99

Background and Strategies:

The average time from receipt of a case to issuance of a report is determined by utilizing a case access program to calculate the number of days between the date a case is received at the Scientific Crime Detection Laboratory and the date a report is written by an analyst. This task is complicated by the fact that many different types of analyses are performed at the Crime Lab, including: Controlled Substances, Fingerprints, Toxicology (blood alcohol only), Criminalistics (arson, footwear and tire track impressions, physical matching), Trace Evidence (hairs and fibers), Firearms/Toolmarks, Serology, DNA, and Crime Scenes. Once the average reporting time is calculated for each exam type, the overall average time from receipt of a case to issuance of a report can be determined.

The increased "average time," experienced in FY01, is due to the following:

- a. many old DNA cases, with no known suspect, were pulled and analyzed with the hope of finding a CODIS match;
- b. new DNA personnel spent most of the year in forensic analysis training necessary to meet required new DNA Quality Assurance Standards;
- c. the same new DNA Quality Assurance Standards required all critical "reagents" (chemicals) used in DNA testing to be verified prior to use (contamination prevention) with the forensic evidence;
- d. all sections spent some time preparing for Lab accreditation (July 2001);
- e. two criminalist positions were vacant in FY01;

- f. two latent examiners resigned during the year;
- g. accomodating DA requests to hold evidence, longer than normal, until decision is made whether to prosecute or not.

Additional resources provided to the Crime Lab in the FY02 budget should reverse the trend that was witnessed between FY00 and FY01.

Measure:

Average cost per case.

Sec 126 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY01	\$ 1,420.0
FY00	\$ 1,249.0

Average cost is calculated by dividing the program's authorized budget by the number of cases analyzed in that particular year (FY01 1,700 cases / FY00 1,684 cases)

Background and Strategies:

At the end of the fiscal year, the final authorized level of funding is known and the total number of cases that have been analyzed by the Scientific Crime Detection Laboratory is compiled. By dividing the Lab's fiscal year budget by the number of cases analyzed in that same fiscal year, the amount derived is the average cost per case. The average cost per case can vary greatly depending on the type of case, such as DNA compared to a latent fingerprint; the nature of the case, such as homicide compared to burglary; and the number of items to be analyzed per case.

State of Alaska FY2003 Governor's Operating Budget

Department of Revenue Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Child Support Enforcement Division: Total collections.

Alaska's Target & Progress:

- The division has made consistent progress in increasing its total collections.
- Fiscal 2001: \$90,902,600
- Fiscal 2000: \$85,430,700
- Fiscal 1999: \$80,940,400

Measure:

Permanent Fund Dividend Division: Number of applicants who select direct deposit, as a percentage of total applications.

Alaska's Target & Progress:

- The division continues to promote the use of direct deposit, with applicants selecting the option in greater numbers every year.
- October 2001 dividend: 75%
- October 2000 dividend: 73%
- October 1999 dividend: 69%

Measure:

Tax Division: Number of tax returns filed electronically.

Alaska's Target & Progress:

- The division started with the Motor Fuel Tax and Oil and Gas Production Tax programs in Fiscal 2001, and will continue expanding its electronic filing option to include additional tax programs.
- Fiscal 2001: 98.92% of all Oil and Gas Production Tax returns were filed electronically, and 10.19% of Motor Fuel Tax returns were delivered to the department electronically.

Measure:

Commissioner's Office: The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.

Sec 136 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The average time for a written response to dividend complaints and questions addressed to the commissioner's office was 7.7 calendar days in Fiscal 2001. This follows closely the Fiscal 2000 response time of 6.6 days.
- The average time for a written response to child support complaints and questions addressed to the commissioner's office was 11.5 calendar days in Fiscal 2001. This is consistent with the 11.23 days it took for a response in Fiscal 2000.

Measure:

Commissioner's Office: The average time taken to issue decisions in child support and Permanent Fund dividend appeals.

Sec 136 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The average time to issue a child support formal appeal decision is 20 days after the hearing.
- The average time to issue a dividend formal appeal decision is 30 days after the hearing.

Measure:

Administrative Services: The cost of administrative services as compared to total personnel costs for the department.

Sec 137 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- Fiscal 2002 - Administrative Services budget is \$1,072.4 vs. the department's personal services budget of \$49,063.9
- Fiscal 2002 - Administrative Services total budget is 2.20% of total agency personal services.
- Fiscal 2001 - Administrative Services total budget was 2.28% of total agency personal services.

Measure:

Tax Division: The percentage of taxes collected as compared to the percentage of taxes due.

Sec 135 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- Division collections: \$1,344.4
- Division assessments: \$1,355.6
- Percentage of taxes collected: 99.2%

Measure:

Child Support Enforcement Division: The number of cases where adjustment is overdue by 30 days or more.

Sec 128 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- At June 30, 2001, the number of cases where adjustments were overdue by 30 days or more was 267.

Benchmark Comparisons:

- This is a dramatic reduction from last year at the same time when the number of cases where adjustments were overdue by 30 days or more was 3,150. The backlog was more than 6,000 cases in late fall 1999.

Background and Strategies:

- Continue to reduce backlog numbers in the accounting section.

Measure:

Child Support Enforcement Division: The percentage of cases in which there are child support orders.

Sec 128 (b) (5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- At September 30, 2001, the number of cases with orders established was 78% of the division's total caseload.

Benchmark Comparisons:

- The national rate was 61%, per the 2001 Federal Office of Child Support Enforcement Preliminary Data Report.

Background and Strategies:

- The division will work to further increase its percentage of cases with child support orders by working toward improving its production standards in the case establishment section.

Measure:

Permanent Fund Dividend Division: The percentage of dividend payments sent out on time to eligible applicants.
Sec 138 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- In 2001, 95% of applicants (563,491) were paid in the October dividend distribution period vs. 93% (544,940) of eligible applicants in 2000.

Background and Strategies:

- As we gain efficiencies in reviewing cases, we will be able to increase the number of dividends sent out in October.

Measure:

Alaska Permanent Fund Corporation: The corporation's investment expenses compared to the investment expenses of other large institutional funds.

Sec 131 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Permanent Fund has four asset classes that can be evaluated: 1) domestic equities management fees; 2) non-domestic equities management fees; 3) domestic fixed-income management fees; and 4) non-domestic fixed-income management fees.
- As of June 30, 2001 the asset classes compared as follows: 1) domestic equities fees were lower than 63% of the funds surveyed; 2) non-domestic equities fees were lower than 67% of funds surveyed; 3) domestic fixed-income fees were lower than 90% of funds surveyed; and 4) non-domestic fixed-income management fees were lower than 59% of funds surveyed.

Benchmark Comparisons:

- Callan Associates Inc. 1999 Fund Sponsor Cost of Doing Business Survey.

Measure:

Alaska Housing Finance Corporation: The administrative costs per dollar of investment.
Sec 132 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- FY01: 4.77% (Operating Expenses/Mortgage Purchases)
- FY00: 5.82% (Operating Expenses/Mortgage Purchases)
- FY99: 5.21% (Operating Expenses/Mortgage Purchases)
- FY98: 7.65% (Operating Expenses/Mortgage Purchases)

Benchmark Comparisons:

- AHFC is using the prior year's total "actual" operating expenses divided by the mortgages purchased for the fiscal year as its benchmark. The total "actual" expenses include corporate, federal and CIP receipts used in all AHFC

programs.

Measure:

Alaska Housing Finance Corporation: The percentage of AHFC-owned housing compared to privately owned housing in the marketplace.

Sec 132 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- Fiscal 2001 Market Share: 48.6%
- Fiscal 2000 Market Share: 43.0%
- Fiscal 1999 Market Share: 33.0%
- Fiscal 1998 Market Share: 30.0%

Benchmark Comparisons:

- AHFC is using the prior year's "market share" for the fiscal year as its benchmark. The "market share" is calculated by dividing AHFC's loan purchases by Alaska's total mortgage loans made within the fiscal year.

BRU/Component: Child Support Enforcement

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Barbara Miklos, Director

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Key Performance Measures for FY2003

Measure:

The total operating budget of the division as compared to the total amount of collections.
Sec 128 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- FY01 cost effectiveness was \$5.04 collected for every \$1 spent in operating funds.

Benchmark Comparisons:

- Although collections increased dramatically in FY01, the cost-effectiveness ratio went down because of increased costs associated with reducing agency backlogs.

Background and Strategies:

- Automate processes to locate noncustodial parents.
- Increase information on the computer so automated enforcement actions will be taken.
- Utilize automated financial data matches.

Measure:

The percentage of current child support collected.
Sec 128 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- As of September 30, 2001, the percentage of current child support collected is 51.2%.

Benchmark Comparisons:

- Per the FFY00 Federal Office of Child Support Enforcement Preliminary Data Report, the national rate for this measure was 56%.

Background and Strategies:

- Increase contact with paying parents to assure orders are set at accurate amounts.
- Increase outreach to parents for order modifications and vacating default orders.
- Increase the number of interstate cases with direct withholding.
- Increase the number of employers reporting new hires to CSED.

Measure:

The number of child support administrative orders and order modifications that are appealed compared to the total number of new administrative orders and modifications issued during the year.
Sec 128 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The number of administrative orders and order modifications appealed in FY01 was 13%.

Benchmark Comparisons:

- Data is not normally reported, making comparisons with other states and entities difficult.

Background and Strategies:

- Maintain the quality assurance programs in establishment and modifications.

Measure:

The number of cases where adjustment is overdue by 30 days or more.
Sec 128 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- At June 30, 2001, the number of cases where adjustments were overdue by 30 days or more was 267.

Benchmark Comparisons:

- This is a dramatic reduction from last year at the same time when the number of cases where adjustments were overdue by 30 days or more was 3,150. The backlog was more than 6,000 cases in late fall 1999.

Background and Strategies:

- Continue to reduce backlog numbers in the accounting section.

Measure:

The percentage of cases in which there are child support orders.
Sec 128 (b) (5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- At September 30, 2001, the number of cases with orders established was 78.0% of total caseload.

Benchmark Comparisons:

- Per the FFY 00 (period ending September 30, 2001) Federal Office of Child Support Enforcement Preliminary Data Report, the national rate for the measure was 61%.

Background and Strategies:

- Increase the number of cases without orders that are closed appropriately.
- Maintain production standards in the establishment section.

Measure:

The number of cases with arrearages that have collections as compared to the total number of cases with arrearages.
Sec 128 (b) (6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- At September 30, 2001, the number of cases with arrears that have collections as compared to the total number of cases with arrearages was 68.5%.

Benchmark Comparisons:

- FFY00 data is not yet available. Per the FFY 99 (period ending September 30, 2001) Federal Office of Child Support Enforcement Preliminary Data Report, the national rate for the measure was 54.4%.

Background and Strategies:

- Continue arrearage collection efforts through third-party contractors.
- Maintain community outreach program.

BRU/Component: Alcohol Beverage Control Board

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Doug Griffin, Executive Director

Tel: (907) 269-0350 Fax: (907) 272-9412 E-mail: Doug_Griffin@revenue.state.ak.us

Key Performance Measures for FY2003

Measure:

The cost of providing compliance services compared to the number of licenses per year.
Sec 129 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- FY2000 - Cost of compliance services was \$290,500 for 1,825 liquor licenses (compliance costs of \$159 per license).

Measure:

The cost of certifying or providing training services compared to the number of servers trained per year.
Sec 129 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- FY 2000-Cost of certifying or providing training services was \$700 for 6,569 servers trained (\$0.11 cents per server trained).

Measure:

The percentage of noncompliant licenses compared to the number of licenses held per year.
Sec 129 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- FY2000-5.5% noncompliant licenses of 1,825 licenses.

BRU/Component: Municipal Bond Bank Authority

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: **Betty Martin, Comptroller**

Tel: (907) 465-2352 **Fax:** (907) 465-2394 **E-mail:** Betty_Martin@revenue.state.ak.us

Key Performance Measures for FY2003

Measure:

The number of capital projects financed or refinanced with bonds as compared to the total number of projects for which applications were made.

Sec 130 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Bond Bank received 14 applications in Fiscal Year 2001, 11 of which resulted in 15 projects being financed in 9 communities. The remaining three applications from FY 2001 were funded in the first six months of FY 2001. Year to date in FY 2002 the Bond Bank has issued \$23,140,000 in four series of bonds to fund seven projects.

Benchmark Comparisons:

- Perform year-to-year trend analysis.

Measure:

The par amount of bonds issued during the year and estimated savings to Alaska communities through Bond Bank sales.

Sec 130 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- In FY 2001 the Bond Bank issued bonds in a par amount of \$50,772,87. Communities are estimated to have saved \$3,856,000 through the Bond Bank participating in these financings.

Measure:

The cost of operations compared to the value of the bonds issued.

Sec 130 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- During FY2001, the Bond Bank issued \$50.7 million in bonds. Their total expenditures for the same period were \$.5 million. Cost of operations represented 1% of the total bonds issued.

BRU/Component: Permanent Fund Corporation

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Robert D. Storer, Executive Director

Tel: (907) 465-2047 Fax: (907) 586-2057 E-mail: rstorer@alaskapermfund.com

Key Performance Measures for FY2003

Measure:

The corporation's investment expenses compared to the investment expenses of other large institutional funds.
Sec 131 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Permanent Fund has four asset classes that can be evaluated: 1) domestic equities management fees; 2) non-domestic equities management fees; 3) domestic fixed-income management fees; and 4) non-domestic fixed-income management fees.
- As of June 30, 2001 the asset classes compared as follows: 1) domestic equities fees were lower than 63% of the funds surveyed; 2) non-domestic equities fees were lower than 67% of funds surveyed; domestic fixed-income fees were lower than 90% of funds surveyed; and 4) non-domestic fixed-income management fees were lower than 59% of funds surveyed.

Benchmark Comparisons:

- Callan Associates Inc. 1999 Fund Sponsor Cost of Doing Business Survey.

Background and Strategies:

- All Alaska Permanent Fund Corporation equities, non-domestic fixed-income securities and a portion of domestic fixed-income securities are managed by external professionals (both active and passive styles). The remainder of domestic fixed-income securities are managed internally. Real estate assets are also managed externally, but investment expenses are netted against income.

Measure:

The total return by asset type compared to other institutional funds.
Sec 131 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Alaska Permanent Fund has five asset classes that can be evaluated for one-year and five-year periods as of June 30, 2001. Total return by asset type compared to other institutional funds. The Permanent Fund Corporation's return will be listed first, then the median return for other institutional funds.

- 1) Domestic equities: One year, -13.1% / -5.3%; Five years, 13.1% / 14.9%
- 2) Non-domestic equities: One year, -22.9% / -23.4%; Five years, 6.0% / 6.0%
- 3) Domestic fixed-income: One year, 11.4% / 11.0%; Five years, 7.1% / 7.4%
- 4) Non-domestic fixed-income: One year, 0.8% / -6.5%; Five years, no data available
- 5) Real estate: One year, 14.3% / 10.2%, Five years, 11.9% / 10.3%

Benchmark Comparisons:

- Asset allocation adjusted rankings from the Callan Associates, Inc. Investment Measurement Service.

Background and Strategies:

- Comparing returns among similar large investment funds is a standard process.

Measure:

The inflation-adjusted rate of return over time.
Sec 131 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The board has quantified this goal to achieve a real rate of return of 4% over time.
- The Fund's total return for fiscal year 2001 was -3.3% with an inflation rate of 3.4%. The real (inflation-adjusted) rate of return was -6.7%. The annualized total return for the past five years is 9.5% with a 5-year annualized CPI rate of 2.5%. The real (inflation-adjusted) rate of return is 7.0% average for the past 5 years.

Benchmark Comparisons:

- Total Fund return less national CPI.

BRU/Component: PFC Custody and Management Fees

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Robert D. Storer, Executive Director

Tel: (907) 465-3185 Fax: (907) 586-2057 E-mail: rstorer@alaskapermfund.com

Key Performance Measures for FY2003

Measure:

The corporation's investment expenses compared to the investment expenses of other large institutional funds.
Sec 131 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Permanent Fund has four asset classes that can be evaluated: 1) domestic equities management fees; 2) non-domestic equities management fees; 3) domestic fixed-income management fees; and 4) non-domestic fixed-income management fees.
- As of June 30, 2001 the asset classes compared as follows: 1) domestic equities fees were lower than 63% of the funds surveyed; 2) non-domestic equities fees were lower than 67% of funds surveyed; domestic fixed-income fees were lower than 90% of funds surveyed; and 4) non-domestic fixed-income management fees were lower than 59% of the funds surveyed.

Benchmark Comparisons:

- Callan Associates Inc. 1999 Fund Sponsor Cost of Doing Business Survey.

Background and Strategies:

- All Alaska Permanent Fund Corporation equities, non-domestic fixed-income securities and a portion of domestic fixed-income securities are managed by external professionals (both active and passive styles). The remainder of domestic fixed-income securities are managed internally. Real estate assets are also managed externally, but investment expenses are netted against income.

Measure:

The total return by asset type compared to other institutional funds.
Sec 131 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Alaska Permanent Fund has five asset classes that can be evaluated for 1-year and 5-year periods as of June 30, 2001. The Permanent Fund Corporation's return will be listed first then the median return for other institutional funds.

- 1) Domestic equities: One year, -13.1% / -5.3%; Five years, 13.1% / 14.9%
- 2) Non-domestic equities: One year, -22.9% / -23.4%; Five years, 6.0% / 6.0%
- 3) Domestic fixed-income: One year, 11.4% / 11.0%; Five years, 7.1% / 7.4%
- 4) Non-domestic fixed-income: One year, 0.8% / -6.5%; Five years, 7.1% / 7.4%
- 5) Real estate: One year, 14.3% / 10.2%, Five years, 11.9% / 10.3%

Benchmark Comparisons:

- Asset allocation adjusted rankings from the Callan Associates, Inc. Investment Measurement Service.

Background and Strategies:

- Comparing returns among similar large investment funds is a standard process.

Measure:

The inflation-adjusted rate of return over time.
Sec 131 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The board has quantified this goal to achieve a real rate of 4% over time.
- The Fund's total return for fiscal year 2001 was -3.3% with an inflation rate of 3.4%. The real (inflation adjusted) rate of return was -6.7%. The annualized total return for the past five year is 9.5% with a 5-year annualized CPI rate of 2.5%. The real (inflation adjusted) rate of return is 7.0% average for the past 5 years.

Benchmark Comparisons:

- Total Fund return less national CPI.

BRU/Component: Alaska Housing Finance Corporation Operations

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Les Campbell, Budget Director

Tel: (907) 330-8335 **Fax:** (907) 330-8361 **E-mail:** lcampbel@ahfc.state.ak.us

Key Performance Measures for FY2003

Measure:

The administrative costs per dollar of investment.
Sec 132(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY01: 4.77% (Operating Expenses/Mortgage Purchases)
FY00: 5.82% (Operating Expenses/Mortgage Purchases)
FY99: 5.21% (Operating Expenses/Mortgage Purchases)
FY98: 7.65% (Operating Expenses/Mortgage Purchases)

Benchmark Comparisons:

AHFC is using the prior year's total "actual" operating expenses divided by the mortgages purchased for the fiscal year as its benchmark. The total "actual" expenses include corporate, federal and CIP receipts used in all AHFC programs.

Measure:

The net income of the corporation.
Sec 132(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY2001 Net Income: \$96,353,000
FY2000 Net Income: \$81,802,000
FY1999 Net Income: \$79,850,000
FY1998 Net Income: \$95,916,000

Benchmark Comparisons:

AHFC is using the prior year's "net income" for the fiscal year as its benchmark. The total "net income" includes corporate, federal and CIP income generated by all AHFC programs.

Measure:

The percentage of AHFC-owned housing compared to privately owned housing in the marketplace.
Sec 132(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY01 Market Share: 48.6%
FY00 Market Share: 43.0%
FY99 Market Share: 33.0%
FY98 Market Share: 30.0%

Benchmark Comparisons:

AHFC is using the prior year's "market share" for the fiscal year as its benchmark. The "market share" is calculated by dividing AHFC's loan purchases by Alaska's total mortgage loans made within the fiscal year.

Measure:

The public housing management assessment score.
Sec 132(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

FY2001 PHAS Score: Waiting Federal Action.
FY2000 PHAS Score: 100% (fifth year in a row).
FY1999 PHMAP Score: 100% (fourth year in a row).
FY1998 PHMAP Score: 100% (third year in a row).
FY1997 PHMAP Score: 100% (second year in a row).
FY1996 PHMAP Score: 100%

Benchmark Comparisons:

AHFC is using HUD's Public Housing Assessment System (PHAS) rating (with four indicators) as its benchmark. FY2000 is the first year of this new system. The PHAS rating system uses third party assessors with little input by the Public Housing Authorities, while the PHMAP system was calculated by the Public Housing Authorities and verified by the local HUD office.

PHAS indicators and point values are:

- *Physical Condition* 30.0 *Points Possible*
- *Financial Condition* 30.0 *Points Possible*
- *Management Operations* 30.0 *Points Possible*
- *Resident Satisfaction* 10.0 *Points Possible*

Prior to PHAS, the system was the Public Housing Management Assessment Program (PHMAP) (with eight indicators).

BRU/Component: Alaska Mental Health Trust Authority

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Jeff Jessee, Executive Director

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Key Performance Measures for FY2003

Measure:

The amount of revenue from land and cash.
Sec 139 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

	FY1996	FY1997	FY1998	FY1999	FY2000	FY2001	FY2002	FY2003
Land Revenue	1,048.0	1,412.3	2,884.0	3,397.6	3,438.9	7,651.0	4,900.0	5,900.0
Cash Revenue	24,216.8	37,656.1	41,869.5	24,606.2	27,645.1	(10,491.3)	10,226.0	23,815.0

- In FY2003, the trust projects \$15,595.6 available for funding the mental health programs: \$11,190.0 in trust investment income (APFC), \$2,200.0 in trust land income, \$600.0 interest on the Department of Revenue income accounts, \$558.2 unobligated MHTAAR from FY2002, and \$1,047.4 from lapsed MHTAAR from FY2001.

Measure:

The percentage of trust income disbursed for mental health programs.
Sec 139 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- In FY02, the trust cash investment at the Alaska Permanent Fund Corporation had an overall market loss of 3.3% which decreased the disbursement of trust income by 6.5% over the prior fiscal year for mental health programs.
- In FY02, the Trust disbursed \$16,627.1 of trust income: 60% for mental health operating, 18% mental health capital, 11% trust land operating and capital, 6% for trust authority administration and 5% for small grants and contracts.
- In FY01, the trust disbursed \$17,775.3 of trust income: 59% for mental health operating, 24% mental health capital, 10% trust land operating and capital, 5% for trust authority administration and 2% for small grants and contracts.
- In FY2001, the trust increased the disbursement of trust income by 53% over the prior fiscal year for mental health programs.

Measure:

The number of partners and the amount of money from mental health trust programs received from funding partners.
Sec 139 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- In FY02, the trust partnered with 14 different funders, federal agencies and private foundations committed \$14 million and the trust will use \$497,000 in trust income.
- In FY00, the trust partnered with 7 different funders, federal SAMHSA, Federal Transit Authority, AHFC, Fairbanks Borough and City, Petersburg, and Alaska Tribal Health Consortium.

MHTAAR	Partnering funds
Operating Projects: \$469.0 MHTAAR	\$1,141.2 PARTNERING

Capital Projects:	\$2,500.0 MHTAAR	\$7,550.0 PARTNERING
TOTAL:	\$2,969.0 MHTAAR	\$8,691.2 PARTNERING

\$2.93 match for each \$1.00 MHTAAR

Revenue Operations Budget Request Unit

Contact: Neil Slotnick, Deputy Commissioner

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Key Performance Measures for FY2003

Measure:

ASPIB: Investment returns expressed in terms of most recent five-year and one-year averages measured against performance benchmarks.

Sec 134 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Fund // FY2000 five-year actual return // FY2000 five-year benchmark return

The following returns are for the five-year period ending June 30, 2000:

- Public Employees Retirement Trust Fund // 13.43% // 13.23%
- Teachers Retirement Trust Fund // 13.61% // 13.23%
- Military Retirement Trust Fund // 10.30% // 11.17%

The following returns are for the three-year period ended June 30, 2000:

- Judicial Retirement Trust Fund // 10.51% // 11.32%

Benchmark Comparisons:

The benchmark return for each fund depends upon its asset allocation -- the mix of different asset classes that Treasury has invested it in. Each fund's individual benchmark return (as reported above) is calculated by weighting the percent of any asset class it holds by the appropriate asset class benchmark below:

- Domestic Equity - Russell 2000 Stock Index or the S&P 500 Stock Index
- International Equity - Morgan Stanley Capital International Europe, Australia and Far East Stock Index (EAFE)
- Domestic Fixed Income - Lehman Brothers Aggregate Bond Index
- International Fixed Income - Non-US Government Bond Index

Measure:

ASPIB: Administrative costs per dollar of investment.

Sec 134 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Treasury Division participated in a national Defined Benefit Pension Fund Survey regarding calendar year 2000 costs (performed by Cost Effectiveness Measurement Inc.). The universe included 250 plans from Canada and the United States, representing both public and private funds. Total United States assets represented in the survey were \$1,868 billion.
- Relevant findings of this survey include: ASPIB's 2000 total operating costs were 32 basis points compared to the US average cost of 35 basis points. The benchmark cost (which can be thought of, generally, as the average cost for a fund of ASPIB's size and asset mix) was 28 basis points.

Benchmark Comparisons:

- These results above compare to benchmarks established by Cost Effectiveness Measurement Inc. ASPIB will continue to participate in this annual survey while looking for others to participate in as well. Year-to-year trends will also be evaluated as we would expect our per dollar of investment cost to decrease as the asset size grows.

Background and Strategies:

- The results of this survey need to be interpreted cautiously. Comparing our costs to the overall average may be misleading because costs per dollar of investment is first and foremost a function of the size of the assets and

this survey had approximately one-third of the participants with plan sizes under \$2 billion and the remaining two-thirds of the participants with plan sizes over \$2 billion.

- With a benchmark cost of 28 basis points compared to an actual cost of 32 basis points, we would be considered a low-cost provider (as opposed to a high or normal cost provider). While this calculation compares like-sized funds, it does not account for differences that are caused by asset allocation and passive versus active management decisions.

Measure:

Treasury Division: Investment returns against performance benchmarks.
Sec 133 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Annual returns for the most recent fiscal year are provided below.

Fund // FY 2001 five-year actual return // FY2001 five-year benchmark return

- General Fund and Other Non-Segregated Investments (GeFONSI) // 6.34% // 6.25%
- CBRF (main account) // 7.35% // 6.50%
- Alaska Children's Trust // 11.26% // 10.54%
- Public School Trust Fund // 11.85% // 10.54%
- International Airports Revenue Fund // 6.45% // 6.09%

Fund // FY 2001 one-year actual return // FY2001 one-year benchmark return

- International Airports Construction Funds // 9.20% // 8.81%
- CBRF (subaccount) // (6.01%) // (5.57%)
- RHIF/Long-term Care Fund // (5.60%) // (7.25%)

Fund // FY 2001 three-year actual return // FY2001 three-year benchmark return

- RHIF/Major Medical Fund // 6.11% // 5.80%

Benchmark Comparisons:

The benchmark return for each fund depends upon its asset allocation -- the mix of different asset classes that Treasury has invested it in. Each fund's individual benchmark return (as reported above) is calculated by weighting the percent of any asset class they hold by the appropriate asset class benchmark below.

- For the Short-Term Fixed-Income Investment Pool – three-month US Treasury Bill
- For the Intermediate-Term Fixed-Income Investment Pool - Merrill Lynch 1- to 5-year Government Index
- For the Long-Term Fixed-Income Pool - Lehman Brothers Aggregate Index
- For the Domestic Equity Common Trust - Russell 3000 Index
- For the International Equity Common Trust - Morgan Stanley Capital International Europe, Australia and Far East Index (EAFE)

Measure:

Treasury Division: Administrative costs per dollar of investment.
Sec 133 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The Treasury Division participated in a national Defined Benefit Pension Fund Survey regarding calendar year 2000 costs (performed by Cost Effectiveness Measurement Inc.). The universe included 250 plans from Canada and the United States, representing both public and private funds. Total United States assets represented in the survey were \$1,868 billion.
- Relevant findings of this survey include: ASPIB's 2000 total operating costs were 32 basis points compared to the US average cost of 35 basis points. The benchmark cost (which can be thought of, generally, as the average cost for a fund of ASPIB's size and asset mix) was 28 basis points.

Benchmark Comparisons:

- These results above compare to benchmarks established by Cost Effectiveness Measurement Inc. ASPIB will continue to participate in this annual survey while looking for others to participate in as well. Year-to-year trends will also be evaluated as we would expect our per dollar of investment cost to decrease as the asset size grows.

Background and Strategies:

- The results of this survey need to be interpreted cautiously. Comparing our costs to the overall average may be misleading because costs per dollar of investment is first and foremost a function of the size of the assets and this survey had approximately one-third of the participants with plan sizes under \$2 billion and the remaining two-thirds of the participants with plan sizes over \$2 billion.
- With a benchmark cost of 28 basis points compared to an actual cost of 32 basis points, we would be considered a low cost provider (as opposed to a high or normal cost provider). While this calculation compares like-sized funds, it does not account for differences that are caused by asset allocation and passive versus active management decisions.

Measure:

Tax Division: The division budget as compared to the total amount collected by the division.
Sec 135 (b) (1) Ch 90 SLA 2001(HB 250)

Benchmark Comparisons:

All dollar figures in millions

- Division budget: \$6.7 million
- Division collections: \$1,344.4 million
- Cost of collections vs. total collections 0.5%

This compares very well with a "benchmark rule of thumb" of tax collection costing 1% of collected revenues.

Measure:

Tax Division: The percentage of taxes collected as compared to the percentage of taxes due.
Sec 135 (b) (2) Ch 90 SLA 2001(HB 250)

Benchmark Comparisons:

All dollar figures in millions

- Division collections: \$1,344.4
- Division assessments: \$1,355.6
- Comparison: 99.2%

Measure:

Tax Division: The time expended compared to the time budgeted and the average time taken to complete audits.
Sec 135 (b) (3) Ch 90 SLA 2001(HB 250)

Benchmark Comparisons:

- Actual audit hours 17,432
- Estimated/budgeted audit hours 19,335
- Comparison: 90.2%

Measure:

Tax Division: The amount of assessments disallowed on appeal as compared to the amount of assessments claimed.
Sec 135 (b) (4) Ch 90 SLA 2001(HB 250)

Benchmark Comparisons:

All dollar figures in millions

- Appealed tax and penalty assessments claimed \$27.20
- Disallowed tax and penalties: (\$2.50)

Note: This is negative because the State Assessment Review Board INCREASED the amount of tax in their ruling on an appealed case.

BRU/Component: ASPIB Bank Custody and Management Fees

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

See Alaska State Pension Investment Board (Component 1961) under Revenue Operations (BRU 49).
Sec Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

See Alaska State Pension Investment Board (Component 1961) under Revenue Operations (BRU 49).

Benchmark Comparisons:

See Alaska State Pension Investment Board (Component 1961) under Revenue Operations (BRU 49).

Administration and Support Budget Request Unit

Contact: Larry Persily, Deputy Commissioner, Dept. of Revenue
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Key Performance Measures for FY2003

Measure:

Commissioner's Office: The percentage of divisions that meet assigned performance measures.
Sec 136 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- All of the divisions are meeting most, if not all, of their assigned performance measures. The commissioner's office will continue tracking the measures and will work with those divisions in any areas where they come up short during the year.

Measure:

Commissioner's Office: The average time taken to respond to complaints and questions that have been elevated to the commissioner's office.
Sec 136 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The average time for a written response to dividend complaints and questions addressed to the commissioner's office was 7.7 calendar days in Fiscal 2001. This follows the Fiscal 2000 response time of 6.6 days.
- The average time for a written response to child support complaints and questions addressed to the commissioner's office was 11.5 calendar days in Fiscal 2001. This is consistent with the 11.23 days it took for a response in Fiscal 2000.

Measure:

Commissioner's Office: The average time taken to issue decisions in child support and permanent fund dividend appeals.
Sec 136 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The average time to issue a child support formal appeal decision is 20 days after the hearing.
- The average time to issue a dividend formal appeal decision is 30 days after the hearing.

Measure:

Commissioner's Office: The number of decisions sustained as compared to all decisions appealed to the commissioner's office.
Sec 136 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The hearing officer section overturns or amends about 8 percent of the dividend and child support decisions appealed to formal hearing.

Measure:

Administrative Services: The percentage of employee grievances that are overturned by a hearing officer from the Department of Administration or by an arbitrator.
Sec 137 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- A log is being maintained to track the number of grievances overturned by an arbitrator. Thus far in FY 2002, two grievances have been filed. Neither has been overturned.

Measure:

Administrative Services: The percentage of employee complaints and grievances filed at the department level that are resolved at that level.
Sec 137 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- A log is being kept on grievance filings and their outcome. Thus far in FY 2002, two have been filed and neither has been resolved.

Measure:

Administrative Services: The cost of administrative services as compared to total personnel costs for the department.
Sec 137 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- Total FY2002 Admin. Services Budget \$1,072.4
- Total FY2002 Dept. Personal Service \$49,063.9

- For FY 2002, the Administrative Services total budget is 2.20% of total agency personal services.
- For FY 2001, the Administrative Services total budget was 2.28% of total agency personal services.

Measure:

Administrative Services: The number and amount of late penalties assessed for payroll or vendor payment.
Sec 137 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- A copy of penalty pay documents will be kept on file with notation if penalty pay was issued. No late penalties for payroll have been assessed in FY 2002.

- An AKSAS report will be maintained for late penalties for vendor payments. No penalties have been assessed for late vendor payments in FY 2002.

Measure:

Administrative Services: The number of audit exceptions resolved for the department.
Sec 137 (b) (5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- A log is being maintained to track the number of audit exceptions or findings resolved for the department.

- For FY 2001, the department had 7 exceptions/findings and all 7 were resolved. Thus far in FY 2002 the due date for responding to any findings has not been reached.

BRU/Component: Permanent Fund Dividend

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Nanci A. Jones, Director

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Key Performance Measures for FY2003

Measure:

The percentage of dividend payments sent out on time to eligible applicants.

Sec 138 (b) (1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- In 2001, 95% of applicants (563,491) were paid in the October dividend distribution period vs. 93% (544,940) all eligible in 2000. As we gain efficiencies in processing applications, we expect to increase the percentage to 97% in 2002.

Background and Strategies:

- As we gain efficiencies in processing cases held in review, we will be able to increase the number of dividends sent out in the initial distribution.

Measure:

The average time taken to process dividend applications.

Sec 138 (b) (2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The normal processing year begins with the application period in January until we get every application on the mainframe system. The ideal time is five months, to ensure adequate time for review before the distribution period in October. In 2000 we had all applications on the system by mid-April. In 2001 we took slightly longer and had all applications on the system by mid-May.

Background and Strategies:

- The delay in processing for 2001 was due in part to the decrease in the number of temporary employees who stayed through the entire processing season. With the increased use of technology, we hope to replace the need for temporary workers by offering electronic filing.

Measure:

The average time taken to resolve informal appeals.

Sec 138 (b) (3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The statutory time limit to complete an appeal from the time it is filed with the division is one year. The division is striving to further reduce the aging of appeal inventory to a period not to exceed six months. In FY 02, our case inventory did exceed six months old 58% of the time, vs. 25% of the time in FY 01.

Background and Strategies:

- Vacancies and an increase in the number of appeals received resulted in an increase in the number of appeals older than six months in inventory. We have hired temporary help to alleviate the backlog in inventories.

Measure:

The average number of applications in review at the time of the dividend calculation.

Sec 138 (b) (4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- The division continues to experience a large volume of applications that require a higher level of examination to determine an applicant's eligibility. In 2001 there were 12,727 applications in review at payment time vs. 8,116 in 2000.

Background and Strategies:

- The division will continue to analyze the criteria that determines whether or not an application needs the higher level evaluation process. In addition, personnel from other units within the division are being cross-trained in order to help with this level of review.

Measure:

The number of application denials upheld on appeal.

Sec 138 (b) (5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- In 2001, 1,480 denials were upheld out of 2,064 cases closed. This amounts to an uphold rate of 71.7%.

Background and Strategies:

- Denials are overturned for several reasons. The highest number of denials that are overturned are the result of an error made either on the part of the applicant or within the division when the application was processed. Because of the need to correct any errors, the uphold rate will never be 100%.

Measure:

The cost to administer the program compared to the number of applications processed.

Sec 138 (b) (6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

- In 2001 the cost per application processed was \$8.04 vs. \$8.08 in 2000.

Background and Strategies:

- The cost to administer the program for 2001 was \$4,974.2 and the number of applications processed was 618,065. In 2000, the cost was \$4,979.7 and the total applications were 616,608. The cost to administer the program has been relatively consistent between fiscal years. Increases result from capital appropriations.

**State of Alaska
FY2003 Governor's Operating Budget**

**Department of Transportation/Public Facilities
Performance Measures**

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Commissioner: Joe Perkins

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Administrative Services Director: Nancy Slagle

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Governor's Key Department-wide Performance Measures for FY2003

Measure:

Design and Engineering Services - The percentage of federal highway funds obligated in the previous federal fiscal year. Sec 144(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

100% of federal highway funds were obligated. The Division's performance placed the Department in a position to receive an additional \$ 2.2 million in funding from the Federal Highway Administration compared to an additional \$1.5 million in FY2000. The additional funds were available because other states were not as well prepared and were unable to obligate their full allocation of federal-aid.

Benchmark Comparisons:

All states attempt to achieve 100%.

Background and Strategies:

The Division strives to obligate all federal funds that are available to the state for highway projects. The staff continue to work diligently on that front, reporting regularly on their projects to the Division management, and through a computerized management reporting system, to ensure that projects are delivered on time.

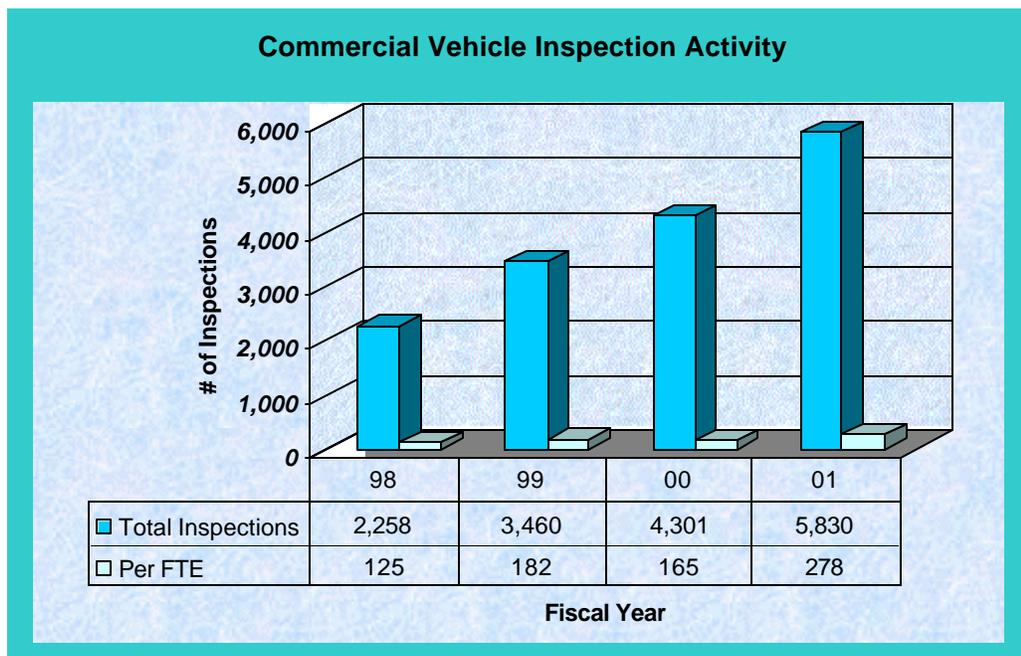
Measure:

Measurement Standards and Commercial Vehicle Safety - Commercial vehicle safety inspections per full-time equivalent employee of the division.

Sec 148(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001 actual performance was 278 inspections per full-time-equivalent employee of the division compared to 165 per full-time-equivalent employee in FY00. The Division completed 5,830 inspections during FY2001.



Benchmark Comparisons:

To date, there is no established national standard for this performance measure, although the Department's goal is to reach 8,000 – 10,000 inspections per year.

Background and Strategies:

The division anticipates further efficiencies through streamlining the inspection process by implementing electronic inspection reporting at the field level. Two laptops were deployed in September to test this new electronic reporting system and five more were deployed throughout the fiscal year. In addition nine out of the ten fixed weigh stations are now testing this new electronic inspection reporting system. During FY01 six employees were trained in motorcoach safety inspection, five in compliance review, five in hazardous materials, three in motor carrier safety grants management and five on the Safetynet program.

Measure:

The percentage of highway and airport lane miles per full-time-equivalent employee compared to the average of member states of the Western Association of State Highway and Transportation Officials
Sec 149(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Northern Region Maintenance and Operations, Highways and Aviation maintains highway and airport lane miles with 42.2 lane miles per full time equivalent position. Southeast Region averages 35.3 highway and airport lane miles per full time equivalent. And, Central Region M&O maintains highway and airport lane miles with an average of 37.0 lane-miles per FTE position.

Benchmark Comparisons:

Fifteen states average 29.3 lane miles per full time equivalent position (Data Source: OKDOT Survey, 1999 & 2001 results from 15 WASHTO States) as follows:

Arizona	29.89	
California	10.33	(1999)
Colorado	15.98	(1999)
Hawaii	8.86	(1999)
Idaho	29.50	
Montana	35.25	
Nevada	33.30	
New Mexico	30.39	
North Dakota	46.55	(1999)
Oklahoma	39.30	
Oregon	16.77	
South Dakota	42.86	
Texas	40.61	
Utah	41.59	
Washington	18.49	(1999) Average 29.31

Background and Strategies:

At the current levels of lane miles per full-time equivalent, the Department is not able to provide an adequate level of service. There is a long list of "deferred maintenance" work – jobs that have not been completed due to lack of personnel and other resources. Staff are required to concentrate on critical needs, such as snow removal, rock slides, flooding, and erosion of roadbeds, and are able to devote less attention to preventive maintenance, such as crack sealing, ditching, and brush cutting. Work on priority maintenance items is scheduled when time and resources permit, and federal funds are used to improve the transportation infrastructure to minimize future maintenance needs.

The Department plans to implement an Alaskan maintenance management system that will establish specific maintenance criteria (roadway surface, drainage, snow & ice control, traffic services, etc.) with defined service levels and associated cost to identify to the public and legislature meaningful performance measures. Use of the maintenance management system will identify specific maintenance areas (e.g., guardrail repair, brush cutting, etc.)

lacking in necessary resources. To reduce the average lane miles per employee, lane miles could be eliminated from state highway and aviation systems by transferring to communities, or new fund sources could be developed such as FHWA making more maintenance items eligible under the federal aid highway program.

Measure:

Whether the department maintains the pavement condition index (PCI) at 70 for runways and 60 for taxiways and aprons at every applicable rural airport 99 percent of the time.

Sec 150(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Out of those runways, aprons and taxiways inspected, 48% in Central Region, 51% in Northern Region and 96% in Southeast Region have exceeded the pavement condition index identified in this measure. The actual PCI by airport is extremely variable depending upon where the airport is and when it was last upgraded. For example, the Skagway airport has recently been reconstructed and, as the paved areas are all new, PCI scores would be at or near 100. On the other hand, Yakutat has a PCI of 50 and will not be surveyed until a major reconstruction project is completed. That project will begin in 2002. All State and Municipal airports in the Northern Region have current surveys. Rehabilitation paving has taken place on the airports in Nome and Gambell since the last survey. This percentage does not reflect that work.

Benchmark Comparisons:

PCI 70 for runways; PCI 60 for taxiways and aprons, based on FAA standards.

Background and Strategies:

The PCI is a quantitative indicator of overall pavement condition that, as part of a pavement management system, helps us to determine maintenance and rehabilitation needs at airports. It also helps us to determine priorities when scheduling major pavement projects. However, a PCI score is only part of the story. The Department's goal is to maintain airports' required operational capability through effective staffing, equipment, maintenance, and management practices that ensure our airports are safe and open for business whether they have new pavement or are due for rehabilitation.

These inspections note deficiencies for a broad range of inspection criteria and differ each year depending on FAA focus. Other areas that should be monitored are the existence of repeat discrepancies and attaining 100% correction of deficient areas that do not require a CIP project.

Measure:

Alaska Marine Highway System - The revenue per rider mile divided by the operational costs per rider mile.

Sec 151(B)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The ratio of revenue per rider mile to cost per rider mile for FY 01 was .48. This was obtained by dividing the revenue per rider mile of \$.64 by the cost per rider mile that was \$1.34. Rising fuel costs have increased operational costs significantly since FY99. In fact, fuel prices jumped 47% between FY99 and FY00. This problem was compounded when the price per gallon climbed an additional 30% between FY00 and FY01. This drove the cost per rider mile up 9.5% and pushed the ratio of revenue per rider mile down 6.5%.

Benchmark Comparisons:

The Washington State Ferry System reports a ratio of .60. The British Columbia Ferry Corporation reports a ratio of .81. Their cost per rider mile is about the same as the Alaska Marine Highway System. However, their revenue per mile is much higher since they adjust their tariffs to reflect increased expenditures.

Background and Strategies:

The Alaska Marine Highway System is on par when compared to the other ferry systems. The exception is the AMHS has lower revenue per rider mile when compared to the British Columbia system. Along these lines, the AMHS implemented a tariff increase effective May 1, 2001. However, the potential revenue from this increase was offset by three factors. First, the highest revenue producing vessel Columbia, could not be returned to service in FY01 as planned. Second, the Malaspina had to be rerouted from the North Lynn Canal (NLC) to cover for the Columbia. This caused a revenue reduction in NLC. Third, the Malaspina has a much smaller car deck capacity and fewer staterooms than the Columbia and consequently could not capture the full financial benefit from the most lucrative route.

This performance measure is influenced by several variables, i.e. seasonal demand, service routes, number of voyages per week between ports and the fluctuation in fuel prices.

Measure:

Alaska Marine Highway System - The total ridership, including passengers and vehicles, compared to the five-year ridership average.

Sec 151(B)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The AMHS established a goal to increase ridership by 3% per year. The five-year passenger average for FY96 to FY00 is 359,169 and the vehicle average is 102,097. In FY01, ridership was 339,290 and vehicles totaled 97,596. This represents a passenger decrease of 5.5% and a vehicle decrease of 4.4%. In each case, the decrease is attributable to reduced operating weeks and the Columbia being off line for the summer because of fire damage.

Benchmark Comparisons:

There is no good benchmark for this performance measure. The BC Ferries and Washington State Ferries carry substantially more passengers and vehicles because both are short haul and commuter type systems.

Background and Strategies:

The Alaska Marine Highway System brought a ninth vessel on line and introduced cross Gulf service in FY99. This measure is a ridership comparison with a nine vs. eight-vessel fleet. A marketing manager was hired in FY 01 to increase ridership. Many marketing efforts are being undertaken to promote Marine Highway ridership. Unfortunately, there are events beyond the Department's control that can and have resulted in ridership reductions (e.g., blockades, strikes, fires, etc.).

Measure:

The total construction cost of the annual highway and aviation programs should be within 5% of the contract bid amount.

Alaska's Target & Progress:

Out of a representative random sample of 105 projects completed in FY01, the total percentage change from contract bid to completion was approximately 6.1%. This is an improvement over FY00, which was 7%. Central Region Construction and CIP Support reported for FY01 an aggregate percentage change from contract bid to final contract of 2.4%.

Benchmark Comparisons:

No benchmark is known. A review of other states will be conducted to determine if similar information is collected and used for management purposes.

Background and Strategies:

Currently, the department is working on over 441 active construction projects that span several construction seasons. Significant to the cost of urban projects are traffic maintenance costs necessary for a project to have a minimal impact on the travelling public, heavy public input during the construction of a project, and safety, pedestrian, and environmental considerations. Scope changes during construction are rare, and are undertaken only where there is a

substantial advantage to the public, the potential of a significant lost opportunity, a safety consideration and/or a major environmental issue.

Contracts allow specific relief for changed conditions that could not be foreseen, forces of nature, and/or unusually severe weather. Due to these factors, specific projects will occasionally have cost overruns. To decrease contract overruns, some combination of the following is necessary: improve estimating quantities in bid documents, make more field changes that reduce quantities and costs, make fewer field changes that increase quantities or cost, or decline performing extra work requested by others (e.g., local governments, other agencies).

It is also important to note that because large-dollar projects generally take longer to build and usually have more significant environmental and community impacts than the majority of federal-aid highway projects, they have greater potential to experience substantial cost increases and lengthy construction delays. The Public Facilities Branch typically provides design and construction administration services for other state client agencies. During the course of construction these client agencies may direct additional work be performed, making the stated performance measure out of the control of Department personnel.

Administration and Support Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of divisions that reach assigned performance measures.
Sec 141(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

All divisions are tracking legislatively assigned performance measures contained in Chapter 90, SLA 2001. In those instances where goals have been established, the department is working towards reaching those goals though many can not be accomplished within a single year. Where not established, data is being collected to determine appropriate goals.

Benchmark Comparisons:

None.

Background and Strategies:

Knowing how well an organization is functioning is vital to good management. Performance measures are needed to tell whether we are getting the results we desire from our programs. They must tell us how effective and efficient we are or indicate where improvement is needed. The Department is gathering data for the performance measures noted in the FY01 legislation. Setting Department goals can be difficult, but with a few years of performance measure tracking and additional benchmark identification, goal setting should be easier.

Measure:

The percentage of state national highway system lane miles of road that meet standards of the American Association of State Highway Transportation Officials.
Sec 141(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

After 5 years of a concerted effort to modernize the National Highway System (NHS) routes within Alaska, there are 1,487 miles (73%) of the NHS that meet national standards and 552 miles (27%) [including much of the Dalton Highway] which do not meet these standards. Significant progress has been made on the Sterling, Seward, Glenn and other major highways in recent years to improve our highway systems for citizens and commerce while adding to safety.

Benchmark Comparisons:

Nearly all NHS routes nationally meet minimum geometric standards, except for capacity, pavement condition and bridge condition. Until recently, Alaska's NHS routes were far behind other states in meeting basic geometric standards of highway width, shoulder width, curvature and grade. The recent focus on NHS routes nationally, including the provision of new federal monies, has paralleled Alaska's recent strong push to bring our most important highways up to minimum geometric standards. The department continues to push for both bringing substandard sections of the NHS up to minimums, and addressing critical capacity shortfalls on NHS routes in urban areas.

Background and Strategies:

Projects for reconstruction of substandard NHS roads are programmed in the Statewide Transportation Plan for completion in 10 - 12 years, depending upon federal and state funding received.

Measure:

The average time taken to respond to complaints and questions that have been elevated to the commissioner's office. Sec 141(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The average time taken by the Commissioner's Office in responding to questions or complaints in writing or email is generally 3 weeks. This office does not currently track questions or complaints that are received by telephone. It is our intent to reduce response time to written requests. Collection of more data will be needed before a specific goal can be established.

Benchmark Comparisons:

We are not aware of any.

Background and Strategies:

The Commissioner's Office receives numerous requests daily and strives to respond in a short period of time. However, limited resources have prevented the Commissioner's Office from filling all authorized positions, which undoubtedly impacts the ability to respond quickly to requests. As a result, either a regional or headquarters division office researches most inquiries or complaints. The amount of time spent on a complaint or question depends on the complexity of the issue, the workloads of those designated to respond and the availability of information (e.g., it is difficult to get information from a project manager who is working at a remote site).

Measure:

The percentage of protests and claims appealed to the commissioner that courts overturned during the fiscal year. Sec 142(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Department's goal is to render construction related appeal decisions that are fair and legally sound. Few DOT&PF adjudicating decisions should ever need to be appealed to the courts, and for those that are, none should be overturned by appellate court proceedings. Construction related appeals adjudicated by the Department's administrative hearing process average 4 to 6 per year. In FY2001, there were 6 appeals filed with the DOT&PF Appeals Officer. None of the 6 decisions were appealed to the courts.

There were 4 DOT&PF construction related appeals that were carried forward from prior years in Superior Court. Of these, in FY2001:

- one was settled in favor of the State;
- another was moved by the Appellant into Supreme Court (where it now resides) after a Superior Court ruling was made favorable to the State;
- the last two are still active in Superior Court.

We anticipate that the performance stated above will continue in future years. Very few DOT&PF protests and claim decisions will be appealed to the courts due to our efforts stated under "Background and Strategies". If the Departments appeal decisions are challenged in the courts, we do not expect that any will be overturned.

Benchmark Comparisons:

There are no established national standards or information from which to gauge this performance measure.

Background and Strategies:

From 1992 through July of 2001, there were 56 construction related appeals that were directed to formal hearing. This number does not include those appeals that received a direct decision by the Commissioner as none of those decisions since 1992 have been taken on to court.

Of the 56 appeals decided at hearings:

- 27 were claims,
- 25 were protests, and
- 4 were in the lease category.

- 11 of these appeals were settled before hearings started.
- 41 were heard or, in some instances, partially heard (i.e. settlement was reached during the hearing process, thus stopping the appeal).
- Four are currently before hearing officers for administrative adjudication recommendations.

And, of these 56 appeals, 12 were appealed to the courts where:

- one was remanded for settlement;
- the State prevailed on 8 (i.e. the original administrative decision of the Department was upheld) and
- 3 currently reside in the courts (2 in Superior, one in Supreme).

The Department's strategy has been to actively listen to contractors and work directly with them and with construction industry representatives (i.e. the Associated General Contractors of Alaska, construction Labor Unions, Alaska Professional and Design Council, etc.) on claims adjudication procedures. These efforts coordinate and review recommended changes to procurement, contracting, and claim settlement practices and, based on findings, are incorporated into the departmental processes with the goal of reducing the number of contractual disputes.

Measure:

Whether the department fully implements the maintenance management system statewide by June 30, 2003.
Sec 149(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department is in final negotiations with a consultant to acquire software and consulting services for implementation of the Maintenance Management System. The contract will be signed by December 2001

Benchmark Comparisons:

No benchmark has been established.

Background and Strategies:

The department has determined that a Maintenance Management System (MMS) will be an effective tool to better manage the state's transportation assets. The system will allow managers to better plan and program expenditures, monitor budget performance and better track major cost items, such as snowstorms, floods and federal preventative maintenance efforts. It is envisioned that the MMS will be implemented in a phased multi-year approach. Initial work will focus on establishing a maintenance feature inventory using standard units of measure, automation of deferred maintenance needs assessment, and establishment of a maintenance quality assurance program. These precursors will provide immediate useful information and tools. Implementation of a traditional MMS will follow.

BRU/Component: Equal Employment and Civil Rights

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

Contact: Mark O'Brien, Chief Contracts Officer

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Key Performance Measures for FY2003

Measure:

The percentage of required compliance reviews for responsiveness to disadvantaged business enterprise and on-the-job training contract requirements completed.

Sec 141(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

14 reviews have been initiated of which 14 have been completed in FY2001. In FY2000, 13 were initiated and completed.

Benchmark Comparisons:

Equal Employment and Civil Rights is annually tasked by the Federal Highway Administration (FHWA) with completing 10 contract compliance reviews.

Background and Strategies:

The ADOT&PF Required Federal Contract Provisions form 25D55 stipulates the need for prime contractors working on USDOT-assisted projects to develop, disseminate and implement equal employment opportunity provisions for the prime contractor workforce and to pass this requirement on to its subcontractors. These requirements are based on federal regulations.

Annually, the Equal Employment and Civil Rights office reviews 10 prime contractors who cumulatively have the highest dollar values of contractors working on USDOT-assisted projects or those who have not previously been reviewed. The review consists of reviewing employment policies and strategies of the prime contractor and its subcontractors to ensure the employees are aware of the contractor's EEO policy and where to file complaints if there is a violation of those policies. Certified payrolls are reviewed to verify prime contractor payment reports made to the Equal Employment and Civil Rights office. When this office receives discrimination complaints, these are investigated in conjunction with a compliance review.

Contract compliance also includes reviewing a prime contractor's compliance with 49 CFR Part 26, as implemented through the department's federally approved DBE Program. This is to ensure the prime contractor provides DBE firms with the opportunities it has committed to as a condition of its contract with the department.

In accordance with 32 CFR Part 230.111, OJT requirements on FHWA projects are also reviewed during a prime contractor's contract compliance review. Larger FHWA assisted projects have OJT training goals assigned to the prime contractor to meet and ensure training opportunities are made available to minority and female applicants.

BRU/Component: Internal Review

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

The percentage of requested engineering firm audits and desk reviews completed in the previous fiscal year.
Sec 141(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Our target is to complete all audit requests in a timely manner and have no outstanding requests at year end. During fiscal year 2001 Internal Review received requests for and completed 51 engineering firm audits or desk reviews. Therefore, Internal Review is on track in addressing this performance measure as all audits requested have been completed.

Benchmark Comparisons:

There is no benchmark for the number of this type of audit to be performed by other states or departments.

Background and Strategies:

Audits of engineering firms are required to document accounting systems and overhead and salary rates to be used in negotiating professional services contracts with the Department and insure that federal eligibility requirements are met. These audits are generally requested by management during the negotiation process. If audits are not performed on a timely basis it will slow or hinder the approval of contracts which are essential for ongoing project work. Internal Review's strategy is to give these audit requests high priority to insure audit information is provided to management and staff negotiators as quickly as possible after the request for audit is received

Administrative Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Maintain the average time for payment to vendors at 29 days or less
Sec 142(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Over the past three years the department has maintained an average of 24 days to pay vendors. Through the first quarter of FY02 the department is continuing to maintain a 24 day average for processing invoices.

Benchmark Comparisons:

A.S. 37.05.285 states, "Payment for purchases of goods or services provided a state agency shall be made by a required date that is 30 days after receipt of a proper billing for the amount of the payment due, if a date on which payment is due is not established by contract and if the billing contains or is accompanied by documents required by the contract or purchase order."

Background and Strategies:

During FY01, the department processed an average of 11,712 invoices at \$6,014 per invoice each month. Over that time period the department processed payments within 24 days. The complexities of the invoices being processed vary from basic monthly maintenance contracts to construction related progress payments. The ability to make payments on contracts require appropriate sign-offs by project engineers and managers indicating satisfactory completion of tasks. Additionally, invoices must be approved regarding adequate budgetary authority. Payment delays can be caused by the many hand-offs that occur receiving approvals, mail time between offices, errors in the invoice, errors in account coding, and inadequate funding levels.

The number of administrative staff continues to stay static or be reduced and the volume of accounting activity is increasing due to larger federal programs. Because of this, the department is constantly looking for methods to improve the processing of payments. Peer groups continue to meet to identify areas of improvement such as utility payments.

Recently the department has implemented the use of purchasing cards (P-Card). This allows the purchase of small dollar supply items with a credit card. This reduces the number of warrants issued since only a single warrant is needed for the credit card company. In FY01 5,600 invoices were paid using P-Card. Credit cards are also used for travel related expenditures.

Also, within the past few months the department has begun paying construction contractors through electronic deposit (EDI). So far there are 25 vendors signed up to receive payments through EDI and 48 payments have been processed in the past month using EDI.

Measure:

The percentage reduction in payroll calculation errors.
Sec 142(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Division began tracking the extent of payroll calculation error rates and their causes in January 2001. Prior to that we had no information on the level of errors or what was driving rejection of payroll batches. Data is still not adequate to determine what our target should be. The incomplete data currently shows the Department error rate at 1.9% based on errors per number of payroll warrants issued. Of that rate, 1.26% is related to avoidable errors. It is evident in this short data collection period that the prevalent area of errors is in data entry.

Benchmark Comparisons:

We are not aware of any state comparisons that are available.

Background and Strategies:

The department has anywhere from 2,700 to 3,200 employees at any given time. These employees are covered by eight different bargaining units, including three marine unions. The complexities involved with calculating payroll are increased even more depending on such factors as which vessel an employee is located and their working status. Time constraints, shortage of staff due to budget reductions, illness or vacations, changing union agreements, and general staff turnover contribute to a potentially high error rate.

The department is always looking at methods to improve the delivery of services. The division, in collaboration with the Department of Administration, Division of Finance, is analyzing payroll processes in an effort to streamline payroll processing and reduce error rates. Meetings to discuss development of an electronic timesheet are moving forward. Streamlining payroll processes will take time and resources to implement.

Regional Support Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

How long it takes to process a purchase request before the order is placed.
Sec 142(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Department converted to an automated purchasing program in January 2001. Information for this measure is incomplete and only represents estimated activity of small procurements under \$50,000. A full year of data will be available next year. Since January, Northern Region has identified an average of 2.91 days and Central Region has estimated an average of 7.66 days to process a purchase request. Southeast Region information is being reviewed.

Benchmark Comparisons:

There currently is no known benchmark established for government or private industry.

Background and Strategies:

The amount of time it takes to process a purchase order varies widely due to their complexity and required methods of procurement based on the dollar value of the items. The statutory factors that impact performance measures when procuring commodities and services for the State of Alaska include:

- "Reasonable and adequate" competition is required at \$5,000 or less. This involves contacting one or more vendors as appropriate under the circumstances.
- At least three verbal quotations are required between \$5,000 and \$25,000; however, there is clearly a preference to obtain written quotes for purposes of clarity and conformance to specifications.
- The written Request for Quotation (RFQ) process is required between \$25,000 and \$50,000. The RFQ includes issuance of the State's standard terms and conditions and written bid responses from vendors.
- The formal Invitation to Bid (ITB) process is required at \$50,000 and above which includes formulating specifications, advertising the State's requirements in at least 3 publications, allowing 21 days for bid circulation and a 10 day protest period prior to award of a contract.

Generally, procurement processing time increases with the monetary value and/or complexity of the particular item being purchased. Consequently, it is difficult to accurately measure and set performance standards with regard to procurement. Additionally, Alaska's geographic remoteness affects communication, approval processes, and delivery issues because of inclement weather conditions, vessels that are underway, and changing crews.

The Department procurement offices are collecting data using Buyspeed procurement software. The Department of Transportation established Buyspeed as the standard software for procurement for all regions. The data being collected will be evaluated and may be compared to other industry standards.

The implementation of Buyspeed allows for more efficient processing of stock requests and tracking subsequent purchases. The implementation of this system has reduced the amount of time it takes for a faxed or mailed copy of a requisition to be received. Additionally, duplicate data entry is eliminated which will further reduce the average number of days to issue a Purchase Order. Further efficiencies in processing stock request will be obtained with monitoring of problem orders and addressing individual issues. Refinements are being made to the system to break out timeframes for purchases at the various dollar levels and to develop appropriate tracking and reporting methods.

Planning Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number and dollar value of projects that are constructed as a percentage of the value of projects in the needs list and the number proposed.

Sec 143(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Regularly around \$500 million is constructed or 6.6% of an approximate \$7.5 billion needs list. The target is to increase the percentage of the needs list constructed.

In addition to the Federal-Aid program allocation, we requested and received an additional \$80 million in Federal Highway funds in federal fiscal year 2001. \$50 million to construct an interchange at the Glen Highway and Parks Highway intersection and \$30 million for bridge and roadway upgrades on the Dalton Highway.

Benchmark Comparisons:

No other State relies as heavily on federal funds to meet transportation needs within the state.

Background and Strategies:

This is a measure of Alaska's ability to satisfy transportation needs as defined by the state, borough, and local communities. Improvement of our ability to construct a larger fraction of the current need will be dependent upon identification of additional state or federal transportation funding. The Department will continue to apply for extra discretionary funding from the federal government and the Alaska congressional delegation. Along with updating the needs list on an ongoing basis, this is the only strategy available to the Department at this time.

Measure:

The percentage of required federal planning, programming, and data collection tasks completed and accepted by the United States Department of Transportation on a federal fiscal year basis.

Sec 143(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Department is in compliance and has no record of ever causing the state to lose federal funds due to a failure to meet planning, programming or other transportation data collection requirements. The target is to remain in compliance.

Benchmark Comparisons:

All state Departments of Transportation using Federal Highway funds must fulfill planning, programming and data collection requirements or risk losing these vital transportation funds.

Background and Strategies:

Statewide Planning annually reports a wide variety of condition and performance data about the public road network in Alaska to the US DOT. These federally mandated and funded efforts identify such data as length of the highway network by functional class, ownership, lane count, pavement type, servicability and roughness. Traffic volumes are reported as daily traffic count, annual traffic count, and further categorized by 13 different vehicle classifications. The Division also reports accidents by type, fatalities, minor or major injury, location and contributing factors. Geographic coordinates of the highway system are reported for national mapping purposes. They also report such information as quantity and source of all public monies used in maintaining, reconstructing or constructing public highways.

Measure:

The number of motor vehicle crashes during the fiscal year at which serious injury or fatality occurred.
 Sec 143(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The Alaska Highway Safety Office is charged with reducing injuries and saving lives on Alaska's highways. In 1999, there were 79 fatal motor vehicle crashes in the state. That figure rose to 103 in 2000. The increase is partially due to a greater number of passengers in each vehicle. Serious injuries aren't measurable at this time due to the lack of data.

Benchmark Comparisons:

1.6 is the national average for fatal accidents per 100 million miles traveled in the year 2000. Alaska's average is higher at 2.2.

Fatality rate per 100 million miles traveled

Year	National Average	Alaska
2000	1.6	2.2
1999	1.6	1.7
1998	1.6	1.6
1997	1.6	1.8
1996	1.7	2.0
1995	1.8	2.1
1994	1.7	2.0

Background and Strategies:

The Alaska Highway Safety Office coordinates highway safety programming focused on public outreach and education; enforcement; promotion of new safety technology; integration of public health strategies; collaboration with safety and private sector organizations; and cooperation with state and local governments.

Historically, the most frequently cited behavioral contributors to fatal and serious injury crashes in Alaska are impaired driving, unsafe speed, and failure to heed traffic control devices. In 1998 this trend was continued with the occurrence of 71 fatal and 346 serious injury crashes. In order to reduce these numbers, the agency approaches the issue through statewide outreach programs and federally funded highway safety grant projects. Motor vehicle laws which contribute to reducing the number of serious injury or fatal motor vehicle crashes in Alaska, such as blood alcohol content, and the number of troopers employed to enforce these laws are beyond the control of this program.

Measure:

The percentage of airports that have a Federal Aviation Administration approved airport layout plan.
 Sec 150(b)(7) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Northern Region has 90% of their airport layout plans approved (93 of 104). Central Region has 72% of their airport layout plans approved (79 of 109). Southeast Region has airport layout plans for all their airports. The target is 100% in 12 years. Prior reporting included airports that were not within regional boundaries and local sponsor airports that are not DOT&PF maintained.

Region	Total Airports with ALP	Needed to Reach 100%
Northern	93 of 104 airports	11 Airports
Central	79 of 109 airports	30 Airports
Southeast	All airports have an ALP	100% Complete

Benchmark Comparisons:

None that is known.

Background and Strategies:

Airport layout plans (ALPs) are the drawings that depict existing conditions and the ultimate development that is planned at an airport; they are a graphic equivalent of the master plan. As such, ALPs also require regular updates, and we endeavor to bring them up to date as needed to reflect changes in existing conditions. We do so by raising the issue of ALP status at our semiannual Aviation Project Evaluation Board meetings with reminders of target goals and requests for compliance accordingly. Updated ALPs are required for AIP grants and grant closeouts.

Design and Engineering Services Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of federal highway funds obligated in the previous federal fiscal year.
Sec 144(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

100% of federal highway funds were obligated. The Division's target is to obligate 100% each year. The Division's performance in FY2001 placed the Department in a position to receive an additional \$ 2.2 million in funding from the Federal Highway Administration, compared to an additional \$1.5 million in FY2000. The additional funds were available because other states were not as well prepared and were unable to obligate their full allocation of federal-aid. Staff was increased in FY2000 to help meet our obligations. We are ready for the challenges ahead in FY2003.

Benchmark Comparisons:

All states attempt to achieve 100%.

Background and Strategies:

The Division strives to obligate all federal funds that are available to the state for highway projects. The staff continue to work diligently on that front, reporting regularly on their projects to the Division management, and through a computerized management reporting system.

Measure:

The percentage of projects in the capital budget that have been bid in the year programmed.
Sec 144(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

On track. Ideally, we would like to achieve 100%. However a goal of 100% shouldn't drive the Department to condemn property, limit public input or shorten the review of a sensitive environmental issue.

Benchmark Comparisons:

None

Background and Strategies:

We work cooperatively with the contracting community to balance the number of projects being bid at one time so that the contractor's estimating staff is not overwhelmed. In return we receive more competitive bids that reflect a better understanding of the work. The Division strives to complete designs and bid all projects that are part of the capital budget each year. Staff regularly report on their projects to the Division management, and maintain a computerized management reporting system.

Measure:

The percentage of total project costs spent on project development.
Sec 144(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

For FY2000, the Division reported 14% of total project costs spent on project development. For FY2001, we are at 14.39%. The increase is due to the increase in federal funds and the inherent lag of construction expenditures occurring in the years following development expenditures.

Benchmark Comparisons:

There are no comparable benchmarks. A lower percentage is always desirable. Responding to public comments, environmental concerns and permitting requirements will always drive the percentage up. Our goal is achieving the right balance. Setting a number would be an oversimplification.

Background and Strategies:

The Division is developing management reporting tools to aid in its efforts to control project development costs. We have also instituted additional program codes to more carefully track right of way and utilities expenditures. We will use the available management tools to track our costs, and improve our performance.

Measure:

The percentage difference between final project estimates and construction bids.
Sec 144(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

On track. Ideally estimates would accurately predict bids. However, we use those same estimates for developing the STIP and the capital budget. Within the total program, project costs increase during construction. Appropriations need to reflect the anticipated total cost so that a project is funded through completion. Our estimates, therefore, reflect total cost and are higher than bids.

Benchmark Comparisons:

There are no comparable benchmarks.

Background and Strategies:

The Division has a consultant under contract using federal research funds, constructing a bid analysis and estimate program. The program is 50% complete and should be finalized this summer. We will use this tool to improve our final project estimates by using historic information to prepare our estimates.

Measure:

Whether the department is successful in requiring private contractors performing design and engineering services for the state to report on the same measures.
Sec 144(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Work performed under contract is already included in the results of our other measures.

Benchmark Comparisons:

None

Measure:

The percentage of the design and engineering work of the division that was performed by private contractors.
Sec 144(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

We estimate that there is greater than 50% of the design and engineering work performed by private contractors.

Benchmark Comparisons:

The Transportation Research Board Report #277 on the outsourcing of Department of Transportation design work recommends that the optimal program is a balance of one-half in-house and one-half consultant designs.

Background and Strategies:

Retaining the in-house ability to perform the core functions of project delivery position the department to respond to needs rapidly and is necessary to effectively manage consultants performing these same functions. The Division intends to maintain current staff levels, and contract out as necessary to complete the work programmed in the capital budget and obligate all federal highway and airport funds available.

Measure:

The transfer of state-owned ports and harbors to local control.
Sec 146(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Chapter 61, SLA 01 authorized funding to transfer Ketchikan Bar Harbor South, Pelican Harbor, and partial funding for the transfer of Sitka facilities. As of December 2001, Pelican Harbor and Sitka have transferred, and Ketchikan is expected to transfer soon (pending assembly action). To date, 22 facilities (including SLA 01 activity) have been transferred with 31 more candidates ready and awaiting adequate funding.

Benchmark Comparisons:

None

Background and Strategies:

The Statewide Harbors Engineer works with local communities to ensure the smooth transition of port and harbor transfers to local control. He actively follows the capital budget as it makes its way through the legislature, to ensure that he is prepared to take immediate steps once the budget passes and is signed by the Governor.

Measure:

Whether the department completes the environmental impact statement phase on the Ketchikan Airport Access by December 31, 2001.
Sec 150(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Work on the draft environmental document continues. Choosing a preferred alternative has been difficult. After meeting with the Northwest Cruise Ship Association, the less expensive low level bridge now appears to have significant economic impacts on businesses. The larger tour ships would not be able to traverse Tongass Narrows and a change in routing would equate to less berthing and consumer spending time in Ketchikan. A secondary issue is where to place a high level bridge. The FAA has been non-committal about the impacts of a high bridge near the airport and residents of Pennock Island and cruise line officials do not care for the Pennock site. These issues, along with a period of non-commitment from local elected officials facing a government consolidation move, has delayed the issuance of a preferred alternative. The best estimate to deliver a preferred alternative now appears to be in the spring of 2002.

Benchmark Comparisons:

None

Background and Strategies:

This project is under contract with a private firm. The Division staff overseeing the contractor's work meet regularly with the contractor to ensure that the project remains on track.

Construction and CIP Support Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Percentage of the total construction costs that were spent on contract administration.
Sec 145(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of contract administration costs for closed projects during FY01 were as follows:

	Highways	Aviation
Central Region	14.6%	11.0%
Northern Region	14.7%	25.7%
Southeast Region	12.5%	27.8%

Southeast Region's Aviation percentage only reflects 3 closed out projects, one of which was a consultant administered project. That causes the number to be high. The overall percentage for that region is below 15%, because many more highway projects were closed than aviation projects.

Benchmark Comparisons:

There is no established benchmark at this time. However, up until recently the FHWA had a benchmark of 15%, which has been considered an industry standard.

Background and Strategies:

This measure can only be accurately determined after the project is closed and all project charges are accounted for. The Department closed out 105 projects during FY01. Historically, contract administration costs run at about 14.5%. The high percentage recorded in FY01 is caused by closed projects not representing the typical size and complexity of projects normally closed out in a year.

This measure is always a challenge because of the remoteness of most of the projects (increasing travel and transportation costs), and because the requirements of the federal funding agencies and the expectations of the traveling public tend to increase over time. All of these factors drive administrative costs up. This measure will change from year to year based on the type and size of projects completed. Small urban projects may require the same level of oversight, i.e. staff, as large rural projects. Projects that consist primarily of asphalt paving are typically completed in a short time resulting in low engineering costs compared to the contract value. The need to supplement regional staff with consultants will have a direct impact on future construction engineering costs.

In FY02, a Statewide task force of members from DOT&PF in conjunction with FHWA and FAA developed a method to streamline the closeout process of federal projects. This should further reduce contract administration costs. We are also continuing the effort to reduce our contract administration costs by utilizing staff as efficiently as possible, for example using one construction engineer to manage multiple small projects, thus reducing the engineering costs for each individual project.

Measure:

Percentage of the total construction costs that were spent on change orders.
Sec 145(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The percentage of change order costs for closed projects during FY01 were as follows:

	<u>Highways</u>	<u>Aviation</u>
Central Region	5.7%	5.6%
Northern Region	6.3%	7.0%

Southeast Region 5.8% 5.0%

Benchmark Comparisons:

There is no established benchmark at this time. However, past internal policy was to keep total contract adjustments, including change orders and quantity overruns, at less than 10%.

Background and Strategies:

This measure can only be accurately determined after the project is closed and all project charges are accounted for. Historically, total contract adjustments, including change orders and quantity overruns, run at about 5.4%.

This measure is always a challenge because: 1) efforts to reduce design costs inevitably result in an increase in construction change order costs and quantity overruns; 2) local governments, utilities, and maintenance forces often don't recognize needed enhancements or utility adjustments until the projects are underway; and 3) upper management sometimes isn't aware of opportunities for enhancements until the projects are under construction. All of these factors are beyond the control of this construction program.

Measure:

The number of miles of gravel roads that are surfaced with chip seal, hot mix, or high float asphalt for the first time, reported regionally.

Sec 149(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of lane miles of gravel road surfaced with chip seal, hot mix or high float asphalt for the first time during FY01 is as follows:

	by Highways & Aviation	by Construction	Total (lane miles)
Central Region	32	40	72
Northern Region	8	236.4	244.4
Southeast Region	5	10	15
TOTAL	45	286.4	331.4

Benchmark Comparisons:

We are unaware of any specific benchmark at this time. Number of miles of roads that are surfaced is dependent upon amount of funds budgeted through the STIP.

Background and Strategies:

The Road Paving Program established in State Fiscal Year 99 implements the Administration's goal of reducing maintenance costs and improving the quality of life for Alaskans by hard surfacing state owned/maintained Non National Highway System (NHS) gravel roads, as well as those NHS roads also identified under the Statewide Transportation Improvement Program (STIP). The scope of this work represents limited shoulder work, drainage and other work related to preserving the road structure. This is an extremely important program and will provide great benefit to many Alaskans. The Department of Transportation and Public Facilities also benefits directly from this program through reduced maintenance costs. Roads are selected for this program based on cost, condition of the roads, and traffic levels.

Measure:

The total construction cost of the annual highway and aviation programs should be within 5% of the contract bid amount.

Alaska's Target & Progress:

Out of a representative random sample of 105 projects completed in FY01, the total percentage change from contract bid to completion was approximately 6.1%. This is an improvement over FY00, which was 7%. Central Region Construction and CIP Support reported for FY01 an aggregate percentage change from contract bid to final contract of 2.4%.

Benchmark Comparisons:

No benchmark is known. A review of other states will be conducted to determine if similar information is collected and used for management purposes.

Background and Strategies:

Currently, the department is working on over 441 active construction projects that span several construction seasons. Significant to the cost of urban projects are traffic maintenance costs necessary for a project to have a minimal impact on the travelling public, heavy public input during the construction of a project, and safety, pedestrian, and environmental considerations. Scope changes during construction are rare, and are undertaken only where there is a substantial advantage to the public, the potential of a significant lost opportunity, a safety consideration and/or a major environmental issue.

Contracts allow specific relief for changed conditions that could not be foreseen, forces of nature, and/or unusually severe weather. Due to these factors, specific projects will occasionally have cost overruns. To decrease contract overruns, some combination of the following is necessary: improve estimating quantities in bid documents, make more field changes that reduce quantities and costs, make fewer field changes that increase quantities or cost, or decline performing extra work requested by others (e.g., local governments, other agencies).

It is also important to note that because large-dollar projects generally take longer to build and usually have more significant environmental and community impacts than the majority of federal-aid highway projects, they have greater potential to experience substantial cost increases and lengthy construction delays. The Public Facilities Branch typically provides design and construction administration services for other state client agencies. During the course of construction these client agencies may direct additional work be performed, making the stated performance measure out of the control of Department personnel.

Statewide Facility Maintenance and Operations Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Whether the net value of facilities deferred maintenance increases or decreases annually.
Sec 146(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The only funding the Department receives for deferred maintenance is an annual Facilities Deferred Maintenance capital project. For FY02, a total of \$800,000 was appropriated for all the state-owned facilities the Department is responsible for maintaining. Those funds will be used for repairing the following:

- Kodiak Court building elevator
- Tudor Road Complex in Anchorage roof and electrical system
- Sitka Court House roof replacement
- Generators, incinerators, insulation and fencing at maintenance facilities at Montana Creek, Livengood, Ambler, Coldfoot, Trimms and Delta.

The current project list of accumulated deferred maintenance is \$55.4 million (not including ADA compliance needs). The accumulated deferred maintenance backlog has increased substantially in the past year due largely to three maintenance facilities being condemned, resulting in the identification of substantial deferred maintenance costs. The current goal is to reduce the percentage at which deferred maintenance accumulates during the current year.

Benchmark Comparisons:

No benchmark has yet been established.

Background and Strategies:

Deferred Maintenance funds are very important in maintaining state buildings. Lack of capital funding and fewer available operating resources for vital preventive and routine maintenance has resulted in accelerated deterioration of public facilities. Renewal and replacement of obsolescent systems in facilities is grossly inadequate to meet current needs and reduce the accumulated deferred maintenance backlog.

Measure:

The percentage of facility mechanical systems that pass safety inspections each year.
Sec 146(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

95% of mechanical systems have passed safety inspections during the past year. Most pass inspection the first time without any repairs. The Department immediately corrects most deficiencies found during an inspection. The remaining 5% deficiencies require significant improvements to be code compliant. These items are added to the deferred maintenance backlog until capital funding is available. The following equipment or systems require safety inspection: Security and surveillance equipment; fire alarm panels; sprinklers; boilers; compressor tanks; elevators; cranes and lifts, boilers, back flow preventers and air conditioner systems. These inspections are performed either by in-house staff, contractors, or the Department of Labor.

Benchmark Comparisons:

Safety is of the highest priority and the state requires that all mechanical systems pass safety inspections.

Background and Strategies:

These systems are under the jurisdiction of the Department of Labor and Workforce Development, Division of Labor Standards and Safety, Mechanical Inspection. Currently, some boilers are serviced with in-house personnel, although the recent trend has been towards contracting for this work, due to the specialized skills needed. Elevator servicing and repairs has always been contracted, since the skilled craftsmen are not available through Local #71 and large private firms have the in-depth support needed for that service.

The Department has never had boilers or elevators "red-tagged" or taken out of service after an inspection; however, it is common for the inspector to note deficiencies, which we address by the abatement date.

Measure:

The percentage of rural airport leases that are renewed or newly leased at the fair market value during the fiscal year.
Sec 146(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

With the continued delay in adopting new Title 17 regulations, we are unable to increase rural airport lease rates to bring them closer to fair market rent.

Benchmark Comparisons:

No benchmark data has been identified for this measure.

Background and Strategies:

Title 17 AAC 40 regulates the rents that can be charged for lease of rural airport properties. The performance measure is not likely to be achieved because fair market rents are established by, among other procedures, periodic market surveys, the results of which are incorporated into Title 17 through periodic updates. If a market survey shows rent is being charged that is above fair market, the commissioner, under 17 AAC 40.340(a), approves reducing the rent charged at these airports to the fair market rent. However, for increases to fair market rent, Title 17 must be updated to reflect the upward percentage the department intends to charge. In most cases, rent increases will be made incrementally so as to allow lessees a gradual increase in their rents until fair market is reached. Until the new Title 17 regulations are adopted, rural airport lease rates can not be brought closer to fair market rent.

State Equipment Fleet Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Whether 80 percent of the fleet wet rentals are returned to the division as scheduled for preventive maintenance on or before June 30 of the fiscal year.

Sec 147(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

State Equipment Fleet (SEF) is performing and tracking preventive maintenance activities. At the end of June 2001 the PM compliance was 80 percent, the objective for that fiscal year. As of October 2001, the regions are experiencing from 78 percent to 95 percent compliance with preventive maintenance schedules. The statewide average is 85 percent.

Benchmark Comparisons:

In *Benchmarking for Quality in Public Service Fleets*, published by the NAFA Foundation and the National Association of Fleet Administrators (1993) the median PM compliance for 90 police and sedan fleets was 96 percent. In the same study the comparable figure for 74 light truck fleets was 98 percent. Melding the two would give a target PM compliance of 97 percent for SEF. Starting with FY2002, the Department will annually increase its compliance objective from the original 80 percent until it reaches the 97 percent level in FY2005.

Background and Strategies:

PM compliance is the most important and most difficult task in fleet management. Regularly scheduled service and inspection of vehicles and equipment is the cornerstone of fleet safety, operating integrity, and low maintenance costs. The main components of a preventive maintenance program are regular, pre-determined inspections that include lubrication and service. Adherence to the schedules will help extend machine service life, improve availability and reliability, and reduce major component repair and replacement expenses.

The SEF foremen and superintendents are provided frequent updates of those vehicles that are due or overdue for preventive maintenance.

Barriers to reaching or surpassing this measure include:

- The failure of the user agency to appreciate the value of preventive maintenance and therefore fail to bring the vehicle in for its inspection when requested by SEF;
- The inability of the user agency to bring the vehicle in if it is being used during the State's limited construction season. This can be alleviated by scheduling preventive maintenance at the end of the construction season or during the winter months when the vehicle is not in use; and
- In FY2001 1,000 attachments (plows, snow wings, etc.) were added to the PM schedule. In FY2003 up to 650 DOT&PF vehicles will be converted from dry to wet increasing the number of PM vehicles. These increases will make it difficult to meet the 90 percent goal for FY2003.

All vehicle-operating departments need to have PM compliance as one of their performance measures.

Measure:

The average down time for light duty, actively used equipment in urban areas.

Sec 147(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

State Equipment Fleet is tracking downtime for light duty vehicles in urban areas. SEF Headquarters developed a computer program to accomplish this. In FY2001 statewide average downtime for light duty, urban vehicles was 7.3 percent. The regional range was from 5.8 to 11.3 percent. For the first three months of FY2002 the downtime rate was 4.4 percent with the three regions ranging from 1.2 to 5.2 percent.

Benchmark Comparisons:

In the 1993 NAFA Foundation study the median downtime rate for 68 sedan and police and 42 light truck fleets was 2 percent.

Background and Strategies:

SEF is responsible for the overall management of the state's vehicle and equipment resources. It is a service organization providing equipment support services to all state agencies. Equipment can not perform its function when it is down for any reason. Fleets must manage this parameter. PM compliance, staffing levels, parts availability, and adequate staff training can affect downtime of a vehicle. Education of staff is essential to assure that data entry for opening and closing dates of work orders are consistent throughout SEF.

Some of the improvement in this measure between FY2001 and FY2002 can be attributed to more accurate coding of the opening and closing dates of the work orders.

The continued increase in PM compliance will help reduce downtime.

Measure:

Number of locations of the state equipment fleet whose rates are equal to or less than the rental rates published in industry guide books.

Sec 147(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

SEF has completed the comparison of the FY2002 rental rates with the current Rental Rate Blue Book for Construction Equipment published by Primedia Directories. A total of 1,478 vehicles in 162 regional rate classes were included in the study. The types of vehicles were light duty, medium and heavy trucks, heavy equipment, support equipment, trailers, and attachments. SEF rates were lower than those in the Blue Book except for two instances. The SEF rates ranged from 5 percent to 107 percent of the Blue Book rates. The weighted, statewide average for all SEF rates in the study was 34 percent of Blue Book. In FY2001 it was 39 percent.

Benchmark Comparisons:

SEF rates should be lower than published rates.

Background and Strategies:

Service and rate competitiveness is central to the measurement of SEF's performance. If SEF service or rates are not competitive, the customer agency should be allowed to seek alternative and documented solutions elsewhere.

SEF should make a more concerted effort to bill its customers for damage. Billable costs are not included in the SEF operating rates.

Measurement Standards & Comm Vehicle Enforcement Budget Request Unit

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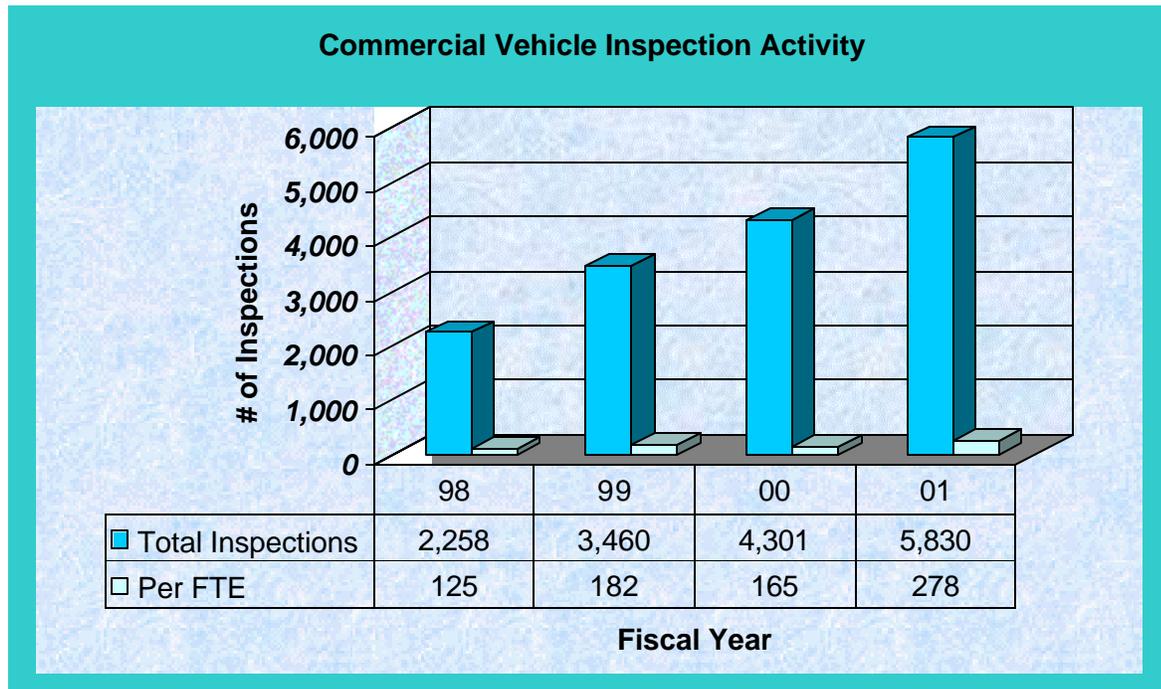
Key Performance Measures for FY2003

Measure:

Safety inspections per full-time equivalent employee of the division.
Sec 148(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001 actual performance was 278 inspections per full-time-equivalent employee of the division compared to 165 per full-time-equivalent employee in FY00. The Division completed 5,830 inspections during FY2001.



Benchmark Comparisons:

To date, there is no established national standard for this performance measure, although, the Department's goal is to reach 8,000 - 10,000 inspections per year.

Background and Strategies:

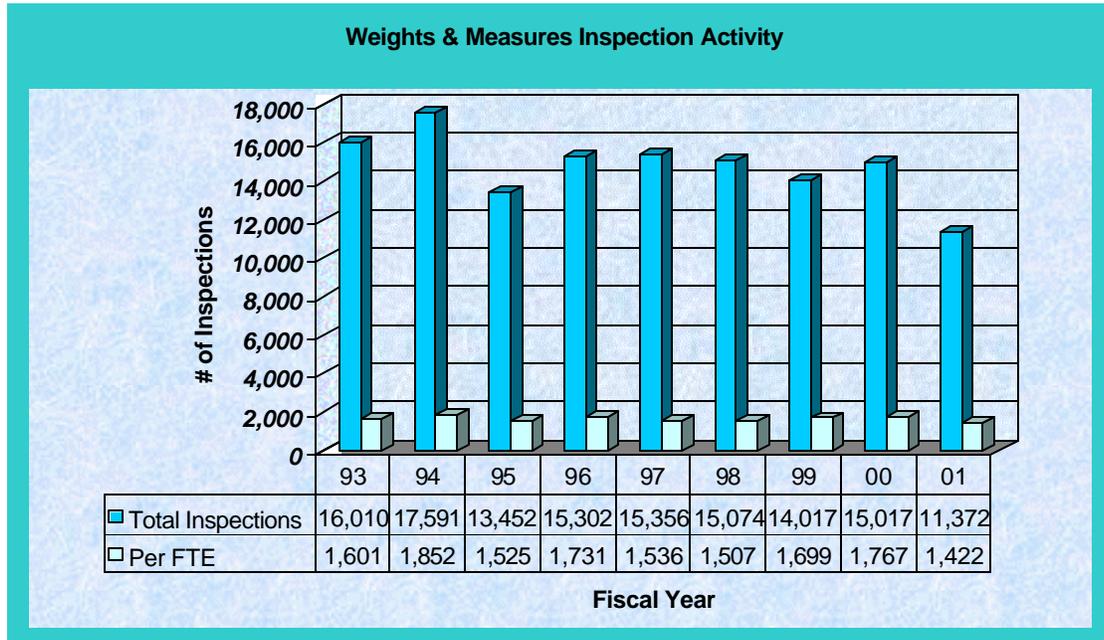
The division anticipates further efficiencies through streamlining the inspection process by implementing electronic inspection reporting at the field level. Two laptops were deployed in September to test this new electronic reporting system and five more were deployed throughout the fiscal year. In addition nine out of the ten fixed weigh stations are now testing this new electronic inspection reporting system. During FY01 six employees were trained in motorcoach safety inspection, five in compliance review, five in hazardous materials, three in motor carrier safety grants management and five on the Safetynet program.

Measure:

Weighing and measuring device inspections conducted per full-time equivalent employee of the division.
 Sec 148(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

During FY2001, there were a total of 11,372 weighing and measuring devices inspected for a total of 1,422 inspection conducted per full-time-equivalent employee of the division compared to 1,767 inspections conducted per full-time-equivalent employee in FY00.



Benchmark Comparisons:

To date, there is no established national standard for this performance measure. Although, the Department's goal is to maintain a level of 16,000 inspections per year based upon a 0% vacancy factor.

Background and Strategies:

The predominant factor influencing this measure is the number of available inspection hours. We expect to enhance our productivity by utilizing a new Weights & Measures software program, reducing the need for redundant data entry. This productivity enhancement should enable us to achieve 1,600 inspections per full-time-equivalent employee of the division.

Highways and Aviation Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The number of miles of gravel roads that are surfaced with chip seal, hot mix, or high float asphalt for the first time, reported regionally.

Sec 149(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The number of lane miles of gravel road surfaced with chip seal, hot mix or high float asphalt for the first time during FY01 is as follows:

	by Highways & Aviation	by Construction	Total (lane miles)
Central Region	32	40	72
Northern Region	8	236.4	244.4
Southeast Region	5	10	15
TOTAL	45	286.4	331.4

Benchmark Comparisons:

We are unaware of any specific benchmark at this time. The number of miles of roads that are surfaced is dependent upon amount of funds budgeted through the Statewide Transportation Improvement Program (STIP).

Background and Strategies:

The Road Paving Program established in FY99 implements the Administration's goal of reducing maintenance costs and improving the quality of life for Alaskans by hard surfacing state owned/maintained Non National Highway System (NHS) gravel roads, as well as those NHS roads also identified under the STIP. The scope of this work represents limited shoulder work, drainage and other work related to preserving the road structure. This is an extremely important program and will provide great benefit to many Alaskans. The Department of Transportation and Public Facilities also benefits directly from this program through reduced maintenance costs. Roads are selected for this program based on cost, condition of the roads, and traffic levels.

Measure:

The percentage of highway and airport lane miles per full-time-equivalent employee compared to the average of member states of the Western Association of State Highway and Transportation Officials.

Sec 149(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Northern Region Maintenance and Operations, Highways and Aviation maintains highway and airport lane miles with 42.2 lane miles per full time equivalent position. Southeast Region averages 35.3 highway and airport lane miles per full time equivalent. And, Central Region M&O maintains highway and airport lane miles with an average of 37.0 lane-miles per FTE position.

Benchmark Comparisons:

Fifteen states average 29.3 lane miles per full time equivalent position (Data Source: OKDOT Survey, 1999 & 2001 results from 15 WASHTO States) as follows:

Arizona	29.89	
California	10.33	(1999)
Colorado	15.98	(1999)
Hawaii	8.86	(1999)
Idaho	29.50	
Montana	35.25	

Nevada	33.30	
New Mexico	30.39	
North Dakota	46.55	(1999)
Oklahoma	39.30	
Oregon	16.77	
South Dakota	42.86	
Texas	40.61	
Utah	41.59	
Washington	18.49	(1999) Average 29.31

Background and Strategies:

At the current levels of lane miles per full-time equivalent, the Department is not able to provide an adequate level of service. There is a long list of “deferred maintenance” work – jobs that have not been completed due to lack of personnel and other resources. Staff are required to concentrate on critical needs, such as snow removal, rock slides, flooding, and erosion of roadbeds, and are able to devote less attention to preventive maintenance, such as crack sealing, ditching, and brush cutting. Work on priority maintenance items is scheduled when time and resources permit, and federal funds are used to improve the transportation infrastructure to minimize future maintenance needs.

The Department plans to implement an Alaskan maintenance management system that will establish specific maintenance criteria (roadway surface, drainage, snow & ice control, traffic services, etc.) with defined service levels and associated cost to identify to the public and legislature meaningful performance measures. Use of the maintenance management system will identify specific maintenance areas (e.g., guardrail repair, brush cutting, etc.) lacking in necessary resources. To reduce the average lane miles per employee, lane miles could be eliminated from state highway and aviation systems by transferring to communities, develop new funding sources, or encourage FHWA to make eligible more maintenance items under the federal aid highway program.

Measure:

The number of miles of road maintenance for which responsibility is transferred to local governments.
 Sec 149(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 35.2 miles of road maintenance was transferred to local governments. Transferred road responsibilities include Fairbanks Trainor Gate Road, Nome City Streets, Kotzebue 3rd Avenue, Haines Porcupine Road, Juneau Point Louise Spur and 2 miles of the Glacier Highway, and in the Matanuska Susitna Borough West Matanuska Spur, Jensen Road, Church Street, 4-Mile Road, Willow Creek Parkway, Collier Road, Schelin Spur, Edgerton Park Road, Cottle Loop, Lakeview Circle, Rue Road, Crystal Lake Road, Deshka Landing Road and Willow Station Road.

Benchmark Comparisons:

No benchmark has yet been established.

Background and Strategies:

The transfer of road maintenance responsibility to local governments is negotiated between Planning, M&O and the local community. In exchange for a capital project benefiting the community, the community agrees to accept responsibility for maintaining an equivalent section of road. This is a win-win situation for the State and the community, allowing the use of federal funds to construct a project that benefits the community while reducing M&O general fund costs and responsibilities. The department is working with communities to identify roads that can be transferred to municipality control.

Measure:

Whether the department maintains the pavement condition index (PCI) at 70 for runways and 60 for taxiways and aprons at every applicable rural airport 99 percent of the time.
 Sec 150(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Out of those runways, aprons and taxiways inspected, 48% in Central Region, 51% in Northern Region and 96% in Southeast Region have exceeded the pavement condition index identified in this measure. The actual PCI by airport is

extremely variable depending upon where the airport is and when it was last upgraded. For example, the Skagway airport has recently been reconstructed and, as the paved areas are all new, PCI scores would be at or near 100. On the other hand, Yakutat has a PCI of 50 and will not be surveyed until a major reconstruction project is completed. That project will begin in 2002. All State and Municipal airports in the Northern Region have current surveys. Rehabilitation paving has taken place on the airports in Nome and Gambell since the last survey. This percentage does not reflect that work.

Benchmark Comparisons:

PCI 70 for runways; PCI 60 for taxiways and aprons.

Background and Strategies:

The PCI is a quantitative indicator of overall pavement condition that, as part of a pavement management system, helps us to determine maintenance and rehabilitation needs at airports. It also helps us to determine priorities when scheduling major pavement projects. However, a PCI score is only part of the story. The Department's goal is to maintain airports' required operational capability through effective staffing, equipment, maintenance, and management practices that ensure our airports are safe and open for business whether they have new pavement or are due for rehabilitation.

Measure:

The percentage of private maintenance contracts at non-certified airports compared to total number of non-certified airports

Sec 150(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

70% of the Department's non-certificated airports are maintained under contract. The Department has 191 non-certificated airports. Of those, the maintenance and operations of 134 of them are contracted to private firms or individuals and the remainder are maintained by the Department.

Benchmark Comparisons:

No benchmark has yet been established.

Background and Strategies:

The current strategy is to adequately maintain all airports as cost effectively as possible. Most of the non-certified airports that are not maintained with private contractors are located next to highways. Consequently, the highway crews maintain these airports. They have all the necessary equipment and local knowledge of the airport's needs. Economy is gained by maintaining the highways and airports with existing employees and equipment. Costs to maintain airports are generally considerably higher at those not serviced by a road system. Maintenance costs will continue to be kept down through competitively bid contracts where it is cost effective to do so.

Measure:

Whether the department maintains the 100 percent pass level of annual federal airport certification inspections for response and safety standards set out in federal aviation regulations.

Sec 150(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

100% of airports passed certification inspection. Compliance is mandatory and issues are corrected when noted.

Benchmark Comparisons:

There is no established standard or quantitative measure for FAA certification inspections. We attempt to provide the safest, most efficient service to airlines and the traveling public and ensure compliance with all appropriate regulations.

Background and Strategies:

The FAA, to ensure safe and standard airfield operations and compliance with its FAR 139 certification requirements, inspects the certificated airports at least annually. These inspections cover a broad range of areas including Airport Rescue and Firefighting (ARFF), safety, lighting, markings, runway incursions (interference with aircraft during takeoff and landing) and a number of other operating standards.

The Department's goal is to improve compliance with the FAA's FAR 139 program. This can be achieved by the proper identification of deficiencies by maintenance, operations, and safety personnel. Inspections note deficiencies for a broad range of inspection criteria and differ each year depending on FAA focus. Compliance with FAR Part 139 is achieved through adequate training and supervision of airport personnel, and implementation of effective management practices by the Regional Maintenance and Operations staff. The Regional Airport Safety and Compliance Officer is always available to help airport managers with compliance issues and ensures, through regular communication and visits, that any problems are resolved quickly.

Ted Stevens Anchorage International Airport Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Whether the department maintains the 100 percent pass level of annual federal airport certification inspections for response and safety standards set out in federal aviation regulations.

Sec 150(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

AIA received no major discrepancies and two minor problems were noted and corrected. Historically, AIA receives approximately 50 annual discrepancies and FIA receives less than three, including numerous minor deviations from FAA standards.

Benchmark Comparisons:

There is no established standard or quantitative measure for the FAA certification inspections. AIA attempts to provide the safest, most efficient service to airlines and the traveling public.

Background and Strategies:

The International Airports are inspected at least annually by the FAA to ensure safe and standard airfield operations and compliance with its FAR 139-certification requirements. These inspections cover a broad range of areas including Airport Rescue and Fire fighting (ARFF), safety, lighting, markings, runway incursions (interference with aircraft during takeoff and landing) and a number of other operating standards.

The Airports goal is to improve compliance with FAA's FAR 139 program. This can be achieved by the proper identification of deficiencies by maintenance, operations, and safety personnel. This information, in turn, must be detailed into a maintenance management program with all maintenance and training actions completed prior to annual inspections by the FAA.

These inspections note deficiencies for a broad range of inspection criteria and differ each year depending on FAA focus. Other areas that should be monitored are the existence of repeat discrepancies and attaining 100% correction of deficient areas that do not require a CIP project.

Measure:

The annual increase or decrease, expressed as a percentage, in cargo landings at the international airports measured on a three-year rolling average.

Sec 150(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The department set a goal of a 5% annual increase in cargo growth over the three-year rolling average. The Ted Stevens Anchorage International Airport continues to experience a growing cargo business that is vital to the State of Alaska economy. Total Cargo landings for FY99 were #33,932; FY00 was #38,144 and FY01 is #39,790. FY 99 cargo landings remained constant over FY 98 due to the Asian economic crisis. We saw the landings bottom out and begin to increase in February 1999. FY 00 cargo landings vs. FY 99 landings showed a growth rate of 12.7%. 3 year rolling average for Anchorage showed a growth rate of 6.9%.

Benchmark Comparisons:

There are limited established or quantitative measures for evaluating cargo growth against other airports. Boeing World Air Cargo Forecast estimated overall growth in the air cargo industry to average 6.4% over the next 10 years. The International Air Transport Association which originally projected slightly lower growth rates, is updating their five-year projections in light of the September 11 attacks.

Background and Strategies:

Cargo growth at Anchorage continues to track upward with the world demand for air cargo. Alaska's unique position has made AIA a key player in the international cargo industry. Anchorage has historically been a transit stop between markets generally due to lack of range of the aircraft. We do not know what airlines might route more flights here depending upon the situation in the Middle East.

As the world air cargo market continues to expand and the range of the aircraft grows, the key strategy for Anchorage remains to convert existing transit stops to value-added stops. With the advent of two more of our international carriers beginning transfer operations recently, 57% of our international carriers now provide some value-added service while on the ground, either in terms of transloading or enplaning and deplaning freight. This strategy of anchoring these airlines allows us to retain our current level of business, work to expand the services offered by our current carriers and continually attract new carriers to the ever-growing marketplace.

The international airports have some strategic advantages as an international cargo stopover based simply on geographic location. However, air carriers make decisions on such stops based on a number of reasons, some of which are within the airport's control, and others which are not. The high level of international cargo activity at both the Anchorage and Fairbanks international airports results in a fairly low landing fee by industry standards. However, a reliable source of reasonably priced fuel is an equally important factor. Fortunately, that condition also exists at both Anchorage and Fairbanks and has resulted in continuing to attract and retain international cargo activity.

Measure:

Whether the department completes the Gateway Alaska Terminal Redevelopment Project by September 1, 2004.
Sec 150(b)(6) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Gateway Alaska Terminal Redevelopment Project is anticipated to be completed by September 1, 2004 at this time.

Benchmark Comparisons:

none

Background and Strategies:

The Gateway Alaska Terminal Redevelopment Project is dedicated to completing the project as planned.

Fairbanks International Airport Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Whether the department maintains the 100 percent pass level of annual federal airport certification inspections for response and safety standards set out in federal aviation regulations
Sec 150(b)(4) Ch 90 SLA 2001(hb250)

Alaska's Target & Progress:

Historically, FIA receives less than three noted discrepancies during the annual airport certification inspection. These inspections note deficiencies for a broad range of inspection criteria that differ each year depending on FAA focus. During the 2000 certification inspection, no actual discrepancies were noted. The Certification Inspector did recommend five areas for review including, for example, the driver's training program, updating the non-standard signage on the general aviation side of the airport, and revising the certification manual to include the bird management program. Changes have been made, and the update to the manual is in progress. FIA does not expect that these topics will need to be addressed again in the 2001 inspection.

Benchmark Comparisons:

There are no established standards or quantitative measures for evaluating FAA certification inspections.

Background and Strategies:

Both airports attempt to provide the safest, most efficient service to airlines and the traveling public. The International Airports are inspected at least annually by the FAA to ensure safe and standard airfield operations and compliance with its FAR 139-certification requirements. These inspections cover a broad range of areas including Airport Rescue and Fire fighting (ARFF), safety, lighting, markings, runway incursions (interference with aircraft during takeoff and landing) and other operating standards.

The Airports' goal is to continually improve compliance with FAA's FAR 139 program. This can be achieved by the proper identification of deficiencies by maintenance, operations, and safety personnel. Any instances of repeat discrepancies require special attention and it is our goal to attain 100% correction of deficient areas that do not require a CIP project.

Measure:

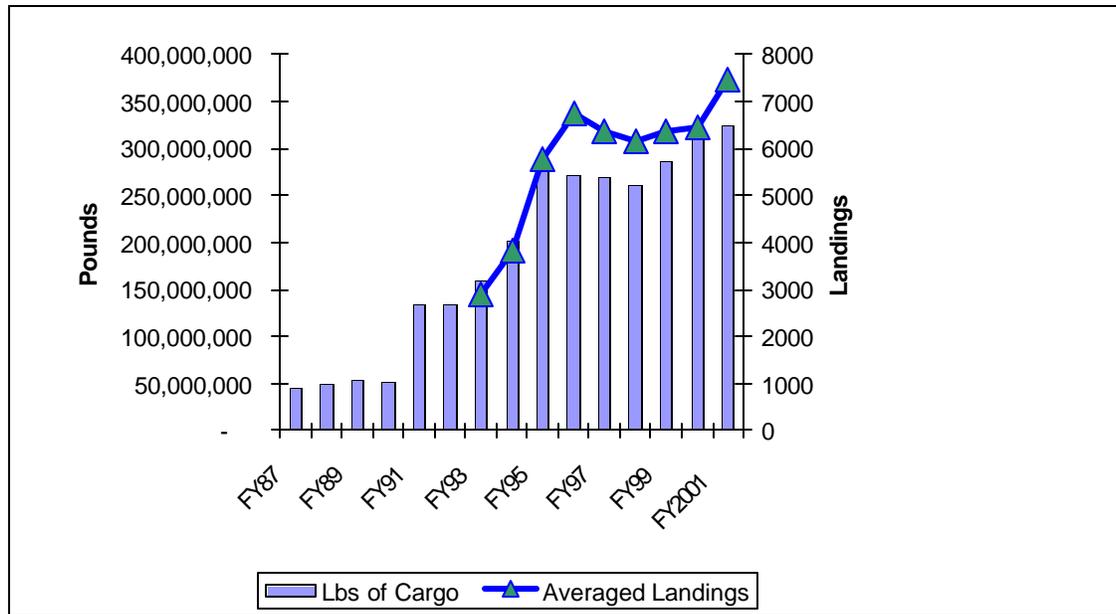
The annual increase or decrease, expressed as a percentage, in cargo landings at the international airports measured on a three-year rolling average.

Sec 150(b)(5) Ch 90 SLA 2001(HB250)

Alaska's Target & Progress:

Cargo landings have been tracked since FY93. Over these years, Fairbanks International Airport has achieved a three-year rolling average of about 12% annual growth, due mostly to large jumps in the early years. For the last four years growth has averaged around 2%. At the same time, however, growth in pounds of cargo throughput has increased about 5% per year.

In FY2001 international cargo landing fees accounted for half of total landing fees collected at FIA. International routes can be very volatile and are subject to changing economic and political conditions worldwide. For example, Air France added four more flights per week for October, 2001 because of conditions in Tashkent, Uzbekistan. We were also informed that Lufthansa might route more flights here depending upon the situation in the Middle East.



Benchmark Comparisons:

There are limited established or quantitative measures for evaluating cargo growth against other airports. Boeing World Air Cargo Forecast estimates overall growth in the air cargo industry to average 6.4% over the next 10 years. The International Air Transport Association, which originally projected slightly lower growth rates, is updating their five-year projections in light of the September 11 attacks.

Background and Strategies:

The international airports have some strategic advantages as an international cargo stop over based simply on geographic location. However, air carriers make decisions on such stops based on a number of reasons, some of which are within the airport's control, and others that are not. The high level of international cargo activity at both the Anchorage and Fairbanks International Airports results in a fairly low landing fee by industry standards. However a reliable source of reasonably priced fuel is an equally important factor. Fortunately, that condition also exists at both Anchorage and Fairbanks and continues to attract and retain international cargo activity.

The Fairbanks business community continues to vigorously support FIA in its efforts to attract and keep cargo carriers because these operations have a considerable positive economic impact on the community.

Marine Highway System Budget Request Unit

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Key Performance Measures for FY2003

Measure:

The percentage of times that vessels depart on time.
Sec 151(b)(1) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The AMHS goal is to consistently exceed the nationwide on-time airline departure benchmark of 75.1. This goal was achieved in FY01 with a 79% on-time departure rate by comparison to 77% in FY00.

Benchmark Comparisons:

The benchmark used for this performance measure is the on-time departure data from the airline industry. Nationwide the on-time departure benchmark is 75.1%. This varies by airline and airport.

Background and Strategies:

Numerous events can cause delays in ferry departure times, especially weather and tides. An additional relevant factor is the time it takes to load/unload large and/or low slung vehicles (RV's trucks w/trailers, heavy equipment) during busy periods. Most of these factors are out of the control of AMHS. Nevertheless, making schedule modifications in the event of continual and systematic delays are within the Department's control.

Our strategy is to review our performance by vessel and route for FY 01 to insure that our schedule is more realistic by accommodating for tidal delays and loading restrictions. While departing on time is important to our customers, safety concerns will not be compromised.

Measure:

The revenue per rider mile divided by the operational costs per rider mile.
Sec 151(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The ratio of revenue per rider mile to cost per rider mile for FY 01 was .48. This was obtained by dividing the revenue per rider mile of \$.64 by the cost per rider mile that was \$1.34. Rising fuel costs have increased operational costs significantly since FY99. In fact, fuel prices jumped 47% between FY99 and FY00. This problem was compounded when the price per gallon climbed an additional 30% between FY00 and FY01. This drove the cost per rider mile up 9.5% and pushed the ratio of revenue per rider mile down 6.5%.

Benchmark Comparisons:

The Washington State Ferry System reports a ratio of .60. The British Columbia Ferry Corporation reports a ratio of .81. Their cost per rider mile is about the same as the Alaska Marine Highway System. However, their revenue per mile is much higher since they adjust their tariffs to reflect increased expenditures.

Background and Strategies:

The Alaska Marine Highway System is on par when compared to the other ferry systems. The exception is the AMHS has lower revenue per rider mile when compared to the British Columbia system. Along these lines, the AMHS implemented a tariff increase effective May 1, 2001. However, the potential revenue from this increase was offset by three factors. First, the highest revenue producing vessel Columbia, could not be returned to service in FY01 as planned. Second, the Malaspina had to be rerouted from the North Lynn Canal (NLC) to cover for the Columbia. This caused a revenue reduction in NLC. Third, the Malaspina has a much smaller car deck capacity and fewer staterooms than the Columbia and consequently could not capture the full financial benefit from the most lucrative route.

This performance measure is influenced by several variables, i.e. seasonal demand, service routes, number of voyages per week between ports and the fluctuation in fuel prices.

Measure:

The total ridership, including passengers and vehicles, compared to the five-year ridership average.
Sec 151(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The AMHS established a goal to increase ridership by 3% per year. The five-year passenger average for FY96 to FY00 is 359,169 and the vehicle average is 102,097. In FY01, ridership was 339,290 and vehicles totaled 97,596. This represents a passenger decrease of 5.5% and a vehicle decrease of 4.4%. In each case, the decrease is attributable to reduced operating weeks and the Columbia being off line for the summer because of fire damage.

Benchmark Comparisons:

There is no good benchmark for this performance measure. The BC Ferries and Washington State Ferries carry substantially more passengers and vehicles because both are short haul and commuter type systems.

Background and Strategies:

The Alaska Marine Highway System brought a ninth vessel on line and introduced cross Gulf service in FY99. This measure is a ridership comparison with a nine vs. eight-vessel fleet. A marketing manager was hired in FY 01 to increase ridership. Many marketing efforts are being undertaken to promote Marine Highway ridership. Unfortunately, there are events beyond the Department's control that can and have resulted in ridership reductions (e.g., blockades, strikes, fires, etc.).

Measure:

The average onboard revenue per passenger, including cabin occupancy, food, beverage, and other sources of revenue.
Sec 151(b)(4) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The AMHS goal is to increase onboard revenue by 5% from the three-year per passenger average of \$21.49, calculated from FY97 to FY99. In FY00, the sales per passenger were \$20.89 and in FY01, sales were \$21.19. This goal has been hampered by the Columbia fire, which occurred on June 6, 2000. The fire caused an immediate reduction in long haul capacity. Consequently, people took shorter trips on average for the remainder of FY00 and FY01. Shorter trips are tantamount to less onboard sales per passenger.

Benchmark Comparisons:

It is difficult to find a benchmark in other ferry systems as passengers spend much less time on the ships, hence spend less per person than on the AMHS.

Background and Strategies:

A marketing and tariff study was conducted by the McDowell Group in FY00 by surveying 3,500 customers. The purpose of the study was to find a way to improve the AMHS's revenue earning capability. This study identified the reasons people chose the AMHS to travel to and from Alaska and what they liked and disliked aboard the vessels. One area of recommended improvement was in food services, which had a 50% approval rating. The AMHS will focus on improving quality control, menu selection and food preparation during FY02. Our goal is to increase customer satisfaction in the food service area by 5% per year. Increasing customer satisfaction will be a meaningful adjunct toward increasing onboard revenues.

Measure:

The percentage of persons served who are satisfied customers.
Sec 151(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

An independent analysis of onboard comment cards was performed by a marketing class under the supervision of the marketing professor at the University of Alaska, Fairbanks. The percentage of customers who rated overall customer service very good to excellent increased from 75% to 83%. Our goal is to continue to increase the percentage of very satisfied customers annually, since this category represents those AMHS customers who feel service is very good to excellent.

Benchmark Comparisons:

Unfortunately, there is no good benchmark for this performance measure. The AMHS passenger ships are long haul and unique in North America. The BC Ferries and Washington State Ferries are short haul and commuter type systems.

Background and Strategies:

The AMHS experience is viewed as unique to Alaska travelers. The recent McDowell study is the first comprehensive look at the AMHS customer base in the 37-year history of the Marine highway System. Moreover, the study will serve as a baseline from which future measures can be made. A study of this nature could be repeated every few years. Additionally, the AMHS will continue working with the University of Alaska who is compiling annual survey data to evaluate customer service and customer satisfaction. Meanwhile, the AMHS has clearly shortened call waiting times, provided training for the reservation staff, completed stateroom renovations and is providing onboard cook skills training in FY02. This strategy is directly tied to our goal to increase the level of very satisfied customers in FY02 and FY03.

State of Alaska FY2003 Governor's Operating Budget

University of Alaska Performance Measures

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Governor's Key Department-wide Performance Measures for FY2003**Measure:**

The number and percentage of total Alaska high school graduates who attend the University of Alaska.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Within 3 years (fall 2003) enroll 26% of Alaska's high school graduates.

Of recent high school graduates fall 2001, 23% attended UA as first-time freshmen.

Benchmark Comparisons:

Several sources report projections on high school graduates with widely varying estimates. The projected number of Alaska high school graduates for the class of 2003 using WICHE is 7,261; at 26% of the high school graduates attending UA this equates to 1888 recent high graduates attending in fall 2003. Using another source (NCES Projections of Education Statistics to 2011), an estimated 1,940 students would attend UA in fall 2003. Nationally, the percentage of high school graduates who attend college soon after graduation has declined from 67% in 1996 to 63.3% for fall 2000 (Opportunity, May 2001). Forty-five percent of recent high school graduates enroll at public institutions in their home state. The University of Alaska expects to enroll 40% within six more years (fall 2007) nearly 3000 recent high school graduates.

Background and Strategies:

Recruitment efforts are important to increasing the number of full-time freshmen. A major part of recruitment is the breadth of programs available, the faculty quality, and services provided. UA is pursuing program expansions, faculty recruitments, enhanced student service and student recruitment efforts to attract this sector of traditional-aged students to curb Alaska's brain drain. The UA Scholars program has proved very successful with 371 new students enrolled and 829 total for the Fall 2001. UA has also increased the number of UA Foundation Scholarships by 28% in the last two years from \$5.5 million in awards to \$6.5M in awards. However, state policy can have a significant positive effect on this measure by funding the UA Scholars program. Nationally, 7% of state appropriations go to higher education grant programs. Currently, Alaska is the only state that does not provide need-or merit-based student aid. Providing need-or merit-based aid for in-state attendance would also help to keep Alaska students in-state. The table below shows the percentage of recent high school graduates who attend UA has increased from 18% in 1997 to 23% in fall 2001.

Strategy: Attracting and Retaining Alaska's Students (ongoing initiative)
UA Scholars Program

Number of Recent Alaska High School Graduates who attend UA as First-time Freshmen by Year

Year	AK HS Graduates	UA FTF who are Recent AK HS Graduates (Fall Semester)	% of AK HS Grads who are UA FTF
1997	6,175	1,097	18%
1998	6,496	1,360	21%
1999	6,826	1,486	22%
2000	6,668	1,498	22%
2001	6,812	1,558	23%

Measure:

The number and percentage of total Alaska high school graduates who attend the University of Alaska as Alaska Scholars.

Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Increase the percentage of eligible UA Scholars who choose to attend UA to 50% within three years (fall 2003).

Benchmark Comparisons:

In Fall 2001, 371 (41%) of the 897 eligible UA Scholars attended the University of Alaska.

In Fall 1999, 33% (270) of the 811 eligible UA Scholars attended the University of Alaska.

Background and Strategies:

This program is designed specifically to increase the number, quality, and percentage of Alaska high school graduates attending UA. The UA Scholars Program offers a four year \$11,000 scholarship to the top 10 percent of the graduates from qualified Alaska high schools each year. Students are designated by their high school based on their academic standing at the end of their junior year.

To use the Award, the Scholar must enroll at a UA campus within 16 months of high school graduation. This means the Scholar may take time off after graduation to work, travel, or even try a school outside before enrolling at the University of Alaska. Once enrolled, the Scholar will receive \$1375 per semester for eight semesters provided that the Scholar remains in good standing.

The percent of eligible scholars attending the University of Alaska has increased since the start-up of the program in 1999 from 33% to 41% (see table below). The WICHE projection of the number of high school graduates in the class of 2003 is 7,261. The goal of enrolling 50% of eligible UA scholars is lofty and using WICHE's projection of graduates, the number of UA scholars enrolling would be as high as 470 by the Fall of 2003. UA is enrolling almost four times as many top 10% students than prior to the UA Scholars Program. In 1998 it was estimated that a maximum of 14% of high school graduates in the top 10% attended UA prior to the program, or about 100 students, compared to the 2001 actual achievement of 371.

Number of Eligible UA Scholars and the Attendance Rate by Fall Term

Fall Term	Number Eligible	Number Attended	Percent Attended
1999	811	270	33%
2000	875	343	39%
2001	897	371	41%
2003 *	* 958	* 470	* 50%
* Goal			

Strategy: Attracting and Retaining Alaska's Students
UA Scholars Program

Measure:

The number and percentage of total Alaska high school graduates who stay in Alaska one year, five years, and 10 years after graduation from the University.

Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Retention of UA baccalaureate degree graduates in Alaska at 79% residency for one year after graduation and 69% residency five years after graduation.

For UA baccalaureate graduates from 1990 to 1999 the average residency one year after graduation is 79% and 68% residency five years after graduation.
 78% of 1999 graduates reside in-state one year after graduation.
 65% of 1995 graduates reside in-state five-years after graduation

Benchmark Comparisons:

For UA baccalaureate graduates from 1990 to 1998 the average residency one year after graduation is 79% and 69% residency five years after graduation.

Background and Strategies:

The University of Alaska and the Alaska Department of Labor have tracked the University's baccalaureate degree recipients from fiscal year 1990 to 2000 in a joint study. The study did not distinguish between those degree recipients who were Alaska high school graduates and high school graduates from outside of Alaska; this parameter will be added next year. Of all the degree recipients currently residing in Alaska in 2000, 87% were employed. The university not only fosters learning and research, but contributes to diversifying Alaska's economy by contributing to an educated and trained workforce.

The availability of positions in the degree recipient's chosen profession will, in part, determine the continued residency in Alaska. The most recent five-year residency figure, however, is of concern as it represents the largest negative change in residency of graduates observed to date; from 68% of the 1994 class residing in Alaska to 65% for the class of 1995. Availability of various occupations is necessary to retain these trained graduates. This is a significant state policy issue and essential for economic diversification. In addition to aligning program offerings with high demand job areas, UA is investing external funding to study and present economic policy options that may help expand the availability of more diverse, well-paying occupations within the state.

The table below shows the percentage of baccalaureate degree recipients from the University of Alaska who resided in Alaska one, five, and ten years after graduating based on their Alaska permanent fund dividend status. On average, 79% of baccalaureate degree recipients resided in Alaska one year after graduation (1992-1999 graduating classes) and 68% resided in Alaska five years after graduation (1990-1995 graduating classes). Note, the actions UA and the state are taking today will favorably impact the five-year residency of the students who start between fall 1999 and fall 2002 and become part of the graduating class of spring 2007. Measuring the five-year residency impact in 2012 will best evaluate our success in this area. This demonstrates why action must start today.

Percent of Baccalaureate Degree Recipients who are Alaska Residents by Graduation Year, and Length of Residency

Graduation Year	% Residency 1 year later	% Residency 5 years later	% Residency 10 years later
1990		69%	63%
1991		69%	
1992	80%	70%	
1993	82%	68%	
1994	82%	68%	
1995	80%	65%	
1996	77%		
1997	77%		
1998	78%		
1999	78%		

Strategy: Attracting and Retaining Alaska's Students
 Meeting Alaska's Employment Needs
 Preparing for Alaska's Economic Success

Measure:

The percentage of students graduating with degrees in teacher education, health careers, process technology, transportation and logistics, information technology and other high-demand job areas
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Using FY00 as the base, increase graduates by 5% over the next two years and 10% over the next 4 years in the job areas specified.

The University awarded 1,377 degrees in FY01 in high-demand job areas. Given the enrollment drop between 1994 and 1999, it is unlikely to meet the 5% goal by FY02. With enrollment on the rebound, especially in many of these programs, it is very aggressive but possible to reach the 10% target by FY04.

Benchmark Comparisons:

FY2000 - 1,530 University of Alaska degrees were conferred for high-demand job areas as defined by the Alaska Department of Labor.

Background and Strategies:

There is a lag between enrollment and completion as the programs require from two to four years to complete; therefore, enrollment in the specified programs must increase from fall 2000 before an increase in graduation from two year programs can be measured. The table below shows the number of degrees awarded in ADOL high-demand and specified occupational areas as well as enrollment. Between FY00 and FY01, enrollment increased by at least 10% in 6 programs and by at least 5% in 11 of the high demand programs. Preliminary Fall 2001 enrollment data shows positive trends in engineering, business services, early childhood development and information technology. An area of short-term success is in the early childhood development program (education assoc/cert level) where preliminary fall 2001 enrollment shows a 20% increase across the system. As final enrollment figures become available, this will be updated. The FY01 enrollment increases will begin impacting the number of graduates in FY03 through FY06.

Number of Degrees Awarded in each Fiscal Year and Fall Headcount by Job Area and Degree Level

Job Area and Degree Level	Enrollment* FY00-FY01	Degrees Awarded (FY)			
		1998	1999	2000	2001
Air Transportation					
Assoc/Cert	Down 5 - 10%	48	44	46	43
Business Services					
Assoc/Cert	Down 5 - 10%	108	100	107	144
Baccalaureate	Down > 10%	13	7	13	17
Masters	Up 0 - 5%	9	17	22	18
Engineering					
Assoc/Cert	Up 5 - 10%	35	47	11	27
Baccalaureate	Down 5 - 10%	104	75	75	59
Masters	Down > 10%	20	21	28	14
Finance, Insurance, and Real Estate					
Baccalaureate	Down 5 - 10%	80	82	103	95
Health					
Assoc/Cert	Up > 10%	221	176	198	191
Baccalaureate	Up 0 - 5%	124	122	123	105
Masters	Down 5 - 10%	62	55	44	40

Job Area and Degree Level	Enrollment* FY00-FY01	Degrees Awarded (FY)			
		1998	1999	2000	2001
Information Technology					
Assoc/Cert	Up 5 - 10%	82	71	92	66
Baccalaureate	Up 5 - 9.9%	44	30	44	56
Masters	Up > 10%	10	2	5	7
Management					
Baccalaureate	Down 0 - 5%	118	93	116	112
Masters	Up > 10%	54	73	49	50
Natural Resources					
Assoc/Cert	Down > 10%	1	4	1	1
Baccalaureate	Up 5 - 10%	57	55	45	37
Doctoral	Up 5 - 10%	2	1	3	2
Masters	Down > 10%	43	27	37	22
Process Technology *					
Assoc/Cert	Up > 10%	19	19	16	14
Teacher Education					
Assoc/Cert	Up > 10%	23	26	22	22
Baccalaureate	Down > 10%	231	199	158	131
Masters	Up > 10%	121	160	172	104
Total		1,629	1,506	1,530	1,377

* In addition to the process technology program students, students enrolled in power plant, industrial technology and petroleum technology are included in this category.

Strategy: Attracting and Retaining Alaska's Students
Meeting Alaska's Employment Needs
Preparing for Alaska's Economic Success

Measure:

The number of University of Alaska graduates, by community of origin and by community of current employment, who are new teachers.

Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Maintain current employment rate through 2003 and then increase the percentage of UA graduates filling teaching vacancies each year in the state by 5% per year. By 2010, place over 50% of the teachers needed each year in Alaska.

FY00 information reported by the Alaska Teachers Placement (ATP), shows 9% of vacancies in FY01 were filled by new UA graduates compared to 12%. In 1999, ATP reported that new graduates and UA alumni filled 32% of vacancies. There is not comparable information for 2000 for UA alumni placement. However, maintaining the employment rate of 32% over the next four years is not likely given the 5th year teacher program just started in FY01 and the overhaul of the baccalaureate education programs has just been accomplished this year (FY02). The baccalaureate education program enrollment is still decreasing from its elimination in 1999 with the first increase anticipated in fall 2002. The BLA and BAS enrollment in content degree areas for advancement after graduation into the 5th year teacher program is currently 230; however, not all of these students will pursue education. Beyond the yet modest education program enrollments, there is also a lack of interest of many qualified individuals to remain in the teacher profession and a lack of interest on the part of new graduates to become teachers due to pay and other working conditions.

Benchmark Comparisons:

In 1999, UA new graduates 12% of total vacancies.

In 1999, UA new graduates and Alumni filled 32% of total vacancies.

Background and Strategies:

Alaska Teacher Placement tracks the supply and demand as well as employment of teachers and administrators for Alaska school districts. This measure addresses the teacher section of the data while the next measure addresses the administrative portion (principals and superintendents).

The table below shows the total number of teaching vacancies by region and the percentage of the vacancies that were filled by UA graduates. New UA graduates are first-year teachers. In FY01 the 5th year teacher education program was first funded and in FY02 funding was invested for the redefined and more responsive baccalaureate teacher education program. Additional funding is requested in FY03 to fully fund the baccalaureate program request of FY02. The baccalaureate program enrollment is still declining with the first increase expected in the Fall 2002. UA's participation in the Alaska Center for Excellence in Schools will address both education and professional issues to improve performance in this area.

Number of Teacher Vacancies and Percent of UA Graduate Hires by Region

Region	1999		2000	
	Total Vacancies	% New UA Graduates	Total Vacancies	% New UA Graduates
Interior	227	7%	134	6%
Northwest	172	6%	171	6%
Southcentral	592	16%	359	11%
Southeast	170	11%	112	13%
Southwest	255	10%	289	9%
Total	1416	12%	1,065	9%

Strategy: Meeting Alaska's Employment Needs
Preparing for Alaska's Economic Success

Measure:

The number of University of Alaska graduates, by community of origin and by community of current employment, who are new principals or new superintendents.

Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: In the next three years (by 2003) place over 50% of the administrative (principal and superintendents) vacancies in Alaska school districts.

In 2000, 42% of administrative vacancies were filled by UA graduates. Reaching 50% is an aggressive goal; however, the strong enrollment increases shown in the preliminary figures this fall in the education leadership program is a positive indicator.

Benchmark Comparisons:

Using Alaska Teacher Placement (ATP) statistics 38% of the 1999 administrative (principal and superintendent) vacancies were filled with UA graduates and alumni.

Total Administrative Vacancies and Percent filled by UA Graduates

	Total Vacancies	% UA Graduates
1999	98	38%
2000	64	42%

Strategy: Meeting Alaska's Employment Needs
Preparing for Alaska's Economic Success

Background and Strategies:

Alaska Teacher Placement statistics track the supply and demand as well as employment of teachers and administrators in Alaska school districts. Administrators data includes both principals and superintendents so the portions of the measure for principals and superintendents have been combined in this analysis.

Using Alaska Teacher Placement (ATP) statistics the number of administrative vacancies filled with UA graduates and alumni has increased from 38% in 1999 to 42% in 2000 as shown in the table. Enrollment in the education leadership program has increased this fall in part due to initiative investment in FY01.

Measure:

The number and percentage of total credit hours and courses offered by distance delivery.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Increase the number of credit hours and courses offered by distance delivery by 10% over the next three years (from Fall 2000).

Preliminary Fall 2001 information indicates there are 697 distance education courses available through the University's 15 campuses, a significant increase over last fall. Improved reporting capability overstates the growth in courses indicating more than a 50% increase, but it is likely a true increase of 20%.

Benchmark Comparisons:

Distance Education Courses Offered and Credit Hours Produced

		# of Distance Ed Courses Offered	% of MAU Total Courses Offered	Distance Ed Student Credit Hours	% of MAU Total Student Credit Hours
Fall 97	UA Anchorage	52	1.82%	3,233	2.52%
	UA Fairbanks	205	11.95%	6,441	8.73%
	UA Southeast	77	10.49%	2,445	10.34%
	UA Systemwide	334	6.30%	12,119	5.37%
Fall 98	UA Anchorage	60	2.07%	2,810	2.16%
	UA Fairbanks	195	11.22%	6,806	10.17%
	UA Southeast	84	11.54%	2,454	11.05%
	UA Systemwide	339	6.32%	12,070	5.50%
Fall 99	UA Anchorage	87	3.21%	4,008	3.12%
	UA Fairbanks	225	13.71%	7,136	10.73%
	UA Southeast	132	18.28%	4,226	19.34%

	UA Systemwide	444	8.75%	15,370	7.08%
Fall 00	UA Anchorage	68	2.56%	3,962	3.04%
	UA Fairbanks	248	14.57%	7,301	10.81%
	UA Southeast	131	17.56%	3,159	14.70%
	UA Systemwide	447	8.75%	14,422	6.58%

*Does not include yearlong correspondence students at the Center for Distance Education.

Background and Strategies:

The University of Alaska system has made significant progress in building capacity to serve students at a distance. A standardized course management system (BlackBoard) has been deployed throughout the system. Such standardization makes it possible to target faculty training and development efforts, facilitate cross-MAU instruction, and assist students in transitioning from one MAU distance course to another without having to learn a new electronic learning environment. Moreover, the University of Alaska has implemented a system-wide set of instructional tools (Adobe Acrobat, Macromedia, Fireworks, etc.) that faculty can incorporate within their electronic learning environment. This "faculty toolbox," along with a standardized course management system, was funded partially through the FY02 state appropriation increment.

In FY01 faculty development resources were allocated to assist faculty in the integration of technology and appropriate instructional strategies so that the University can increase the number of courses and programs delivered at a distance. New courses were developed in a number of areas including library science, rural development, and business administration. The priority in distance education is to transition from individual course offerings to full program/degree programs where appropriate and applicable. An example of such a model is the MA in Education Technology offered through the University of Alaska Southeast (UAS), the BA in Early Childhood Development cooperatively offered through both UAS and the University of Alaska Fairbanks, and the Micro Support Specialist AAS cooperatively offered by all three MAU's.

FY02 efforts include the development, deployment, and maintenance of the University of Alaska Distributed Education Gateway (www.online.alaska.edu). The Gateway provides a one-stop service center that enables students to identify and locate available course offerings from any campus within the University system. Prior to this service, students often contacted a number of campuses in search of a particular course or courses. The University will also integrate into the Gateway its online student services so that students may select distance education courses and register for them completely online. The University is allocating considerable time and effort toward enhancing UA's ability to share and sequence courses and programs between campuses.

Distance education is defined as any academic course whereby the instructor can provide education to students in different physical locations through any number of teaching strategies and technologies. The primary means of distance delivery are audioconference, correspondence, telecourses, and satellite telecasts. The University is also expanding the number of courses available via the Internet, CD-ROM, and/or video/audio tape. Distance education is administered at UAF by the Center for Distance Education and Independent Learning, and at UAA by Academic Technology Services. At UAS distance education is fully integrated within the University and administered through the office of the Dean of Instruction. The table in the Benchmark Comparisons section shows the number of courses that were offered at each MAU with a total for the UA System and the number of student credit hours produced, as well as the percentage of all courses and credit hours at the University of Alaska from fall 1997 to fall 2000.

Strategy: Meeting Alaska's Employment Needs

Measure:

The cost per credit hour delivered by distance delivery.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

In FY01 nearly \$6.0 million of expenditures could be directly associated with the infrastructure, program support, student services, and faculty salaries used to offer courses via distance. Based on the student credit hours in

distance courses, that equates to \$165 per student credit hour. For on-site instruction that figure varies from a low of \$90 per credit hour to as much as \$300 for specialized graduate programs. Due to the number of variables and various methods being developed around the country, the university is still working on arriving at a viable, consistent method. Once a method is accepted an appropriate target will be developed.

Benchmark Comparisons:

This costing method is just now emerging. Many universities are struggling with the same cost identification issues. In many cases the line between distance and on-site instruction cost is blurred as they are often conducted simultaneously. The method used above likely will change as industry standards are accepted and adopted.

Background and Strategies:

Distance education is a rapidly growing sector in higher education. Here in Alaska, distance education is especially useful as UA tries to make higher education available across the state's varied locations. It is also used to share specialized faculty among different campuses. The activities mentioned in the distance delivery credit hour measure above emphasize the effort UA is taking to expand distance-delivered program offerings in an efficient manner.

In assessing the cost of distance education, the University of Alaska has employed a cost analysis model developed by Western Cooperative for Educational Telecommunications (WCET) and National Center for Education Management Systems (NCHEMS).

Measure:

The pre-training wage as compared to the post-training wage for vocational education graduates.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Maintain average salary increases of 15% for vocational education students after training.

For students who took vocational classes in 1999:

Wages increased by 20% after attendance over pre-training earnings:
\$6,489 per quarter vs. \$5,427 per quarter.

(Employment and wage information from the DOL for 2000 students will be available in January 2002.)

Benchmark Comparisons:

The university participates in an annual statewide vocational education outcome study by the Alaska Department of Labor published in January of each year. The study began in 1998.

Background and Strategies:

The University participates in an annual statewide vocational education outcome study produced by the Alaska Department of Labor and published each January. The second report (2000) was extended to contain pre- and post-training earnings information.

This report can be accessed at: <http://www.alaska.edu/oir/voced.html>. For the second report the University provided a list of over 5,900 students who participated in vocational education in FY99 and did not return in FY00. During the third and fourth quarters after exiting a vocational program, 70.3% of the participants were employed and the average quarterly earnings after training exceeded pre-training earnings by 20%. This compares favorably with the 15% increase observed for FY98 students, which is the benchmark for the goal above. Vocational education students' average quarterly earnings rose from \$5,427 in months 7 to 12 of the fiscal year prior to enrollment to \$6,489 per quarter in months 7 to 12 after exiting the program.

Strategy: Meeting Alaska's Employment Needs

Measure:

The amount of research grants in arctic biology, climate change, resource development, fisheries and ocean science, logistics, geosciences, and atmospheric sciences.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Increase research grant funding commitments brought into the university in areas important to Alaska.

In FY02 UA anticipates a 10% increase in funding commitments of new grants awarded.

Benchmark Comparisons:

In FY01, there were 173 new grants awarded with total committed funding of \$45.3 million in the areas of arctic biology, climate change, resource development, fisheries and ocean science, logistics, geosciences, and atmospheric sciences.

Background and Strategies:

UA conducts research in several areas important to the state. In Alaska, unlike other states, the University carries out the bulk of Research and Development (R&D) activity. In other states, industry carries out 71% of the R&D effort while universities do 13%. In Alaska, 52% of the state's R&D effort is carried out by UA. However, Alaska conducts very little R&D. Only 0.5% of Alaska's gross state product is invested in research compared to 2.5% for other states. Two reasons that may explain why Alaska is dependent on UA to support R&D are the lack of a mature manufacturing industry base and some industry R&D efforts are largely conducted out-of-state (oil and tourism, for example). Regardless of the reason, Alaska must invest strongly in R&D for future economic development and UA is the engine to fuel state R&D. Fortunately, UA leverages every \$1 of state funded research with \$4 of external funding. This is a significant return of state investment for research and provides a much greater R&D impact for the state.

The university has developed a database of research activity that will provide a consistent listing for comparison purposes from year to year. Many grants are multi-year awards; the table below shows the number of new grants and award amounts from FY99 to FY01 in the areas targeted in the measure. The number of new grant-funded research projects has increased by 9% from fiscal year 1999 to 2001 and the amount increased by 64% during this same time period. In total, there are 850 active grant-funded research projects for a total award commitment (multi-year) of \$366 million. In FY01, on new and existing awards, there was \$70 million dollars of grant-funded research performed. New research being conducted at the University ranges from projects like the Studies of Immune Function in Steller Sea Lions, Modeling Terrestrial Ecosystems, Mendenhall Glacier Dynamics, and the Effect of Herring Egg Distribution and Ecology on Year-class Strength and Adult Distribution.

**Number and Amount of New Organized Research
Projects by Research Category
Fiscal Year 1999 – 2001**

Category	New Awards	Award Amt. (x\$1000)
Areas of Significant Importance to Alaska		
Resource Development	33	1,980.0
Biological Sciences & Arctic Health	46	14,279.0
Environmental Sciences	6	825.0
Geosciences	18	5,423.0
Marine & Ocean Sciences	57	8,556.0
Atmospheric Sciences	12	5,261.0
EPSCoR	<u>1</u>	<u>9,000.0</u>
Areas of Significant Importance - Subtotal	173	45,324.0
Additional Research Areas	<u>181</u>	<u>32,566.0</u>

Total 2001	354	77,890.0
Total 2000	286	56,263.0
Total 1999	325	47,598.0
% Change FY99-FY01	9%	64%

Strategy: Preparing for Alaska's Economic Success

Measure:

The number of graduate students whose education is funded by research grants.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Increase the number of grant-funded graduate students by 10% over the next two years.

189 graduate students were employed in fall 2001.

Benchmark Comparisons:

Based on the University's federal reporting date, 164 graduate students were employed on grant-funded research in fall 1998, 192 in fall 1999, and 183 in fall 2000. Using the last three-year average (180), a 10 percent increase would result in 200 graduate students employed with research funding in fall 2002.

Background and Strategies:

At the University of Alaska during fall 2001 there were 189 graduate students funded through 118 research grants. The enrollment of graduate students increased by 9.5% from fall 1998 to fall 2001. Of the graduate students, the number of first-time master's students increased during the same time period by 13.2%.

Number of Graduate Students Funded on Research Grants

	Fall Semester			
	1998	1999	2000	2001
Number of Graduate Students	164	192	183	189
Percent of Total Graduate Students	13%	15%	14%	14%

Measure:

The occurrences of applied research benefiting the state's economy.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Increase the number of applied research projects specifically benefiting the economy of Alaska.

Due to the number of variables and various methods being developed around the country, the university is still working on arriving at a viable, consistent method. Once a method is accepted an appropriate target will be developed.

Benchmark Comparisons:

Establishing an appropriate benchmark for this measure will take additional time. There were 306 applied research projects reported as benefiting Alaska's economy. Next year an additional definition of economic benefit that includes patents, business start-up, and product development will be added. Projects under this more direct definition will help refine and categorize the applied research projects reported as benefiting Alaska's economy.

Background and Strategies:

Performance in this area is challenging to measure but of critical importance to the University and to the economic development and diversification of the state. Demonstration of progress on this performance measure is shown in the form of a selected listing of specific projects with their corresponding contribution to the state. There were a total of 306 projects reported with potential economic benefit to Alaska during the last three years. Additionally, the state's funding match and the National Science Foundation award to UA for the Experimental Program to Stimulate Competitive Research (EPSCoR) is enhancing UA's capacity in areas of applied research focused on Alaska's needs. The following table outlines a few of the applied research projects benefiting the state's economy.

Selected Applied Research Projects Benefiting Alaska's Economy

Project Title, Status, and School	Contribution to the State
<p>UA Anchorage Tourism and Recreation in Southcentral Alaska: Patterns and prospects Funded by USDA/USFS Complete CBPP, ISER</p>	<p>Examines the continuing prospects for growth in what was Alaska's fastest-growing basic industry (as measured by jobs created) in the 1990s.</p>
<p>Planning and Operating Small Fish-Processing Plants in Villages Complete CBPP, ISER</p>	<p>Details the complexities involved for small villages attempting to start small fish-processing plants; many coastal communities are considering such plants as a means of creating jobs and income.</p>
<p>Telemaintenance for Utility Services in Rural Alaska Villages Funded by AT&T Foundation Active CBPP, ISER</p>	<p>Costs of operating and maintaining Alaska's small rural utilities are very high; this project will assess whether telecommunications can sometimes be used to help local residents diagnose problems, reducing the need for utilities to fly people and equipment into villages.</p>
<p>Virtual Enterprise Manufacturing Funded by Small Business Innovation Research Engineering Company Active CBPP, SBDC</p>	<p>Qualified 42 Alaska companies to participate in the manufacturing of aging weapon systems for the Department of Defense, such as tank wheel sprockets, engine helicopter mounts, etc.</p>
UA Fairbanks	
<p>Utilizing Alaska's by-catch: Developing processes for textured, cooked minces for food service application Funded by USDA/CREES Active</p>	<p>Complete utilization of catch is not only economically desirable, but is becoming a legal requirement. This project is exploring value-added products using Alaska fish by-catch.</p>
<p>School of Fisheries and Ocean Sciences/Fishery Industrial Technology Center</p>	
<p>Horticultural Plant Production in Alaska Completed</p>	<p>This research is used to identify hardy perennials, disease resistant annual flowers and high quality vegetables for home and commercial use. The cosmos/photoperiod study will lengthen the commercial production season for producers of field-grown cut flowers.</p>
<p>School of Agriculture and Land Resources Management/Agricultural and Forestry Experiment Station</p>	
<p>Tree Species Growth & Yield and Site Productivity for the Alaska Northern Forest</p>	<p>Forest growth and yield data, essential for sustainable management of the forest resource, are being collected. The new data coupled with initial stocking are becoming available to assist managers to make better decisions regarding initial silvicultural treatments to obtain adequate regeneration. With this data, Alaska Forest Refinery, Inc. is pursuing finances to construct a wood refinery in the Tok area, where unemployment is chronic. The major product is ethanol to meet the biofuel demand.</p>
<p>Active</p>	
<p>School of Agriculture and Land Resources Management/Agricultural and Forestry Experiment Station</p>	
<p>Center for Nanosensor Technology (CNT) Funded by U.S. Department of Defense Microelectronic Activity Active College Science Engineering and Mathematics (CSEM)</p>	<p>Develop technology that creates several high paying professional jobs and attracts industry to Alaska. The sensors will be used for monitoring human health and the environment within the state.</p>

Project Title, Status, and School	Contribution to the State
UA Southeast	
Effects of Total Dissolved Solids on Salmonids Funded by North Coast, Inc. Active Natural Sciences and JCSFOS	Research funded by ASTF to help ADF&G and ADEC to set regulations for the levels of total dissolved solids that can be discharged by industry into state waters. Research is investigating the effects of dissolved salts on the short- and long-term effects on developing salmonids.
Rapid Assessment of Floating Kelps in Alaska Proposed Natural Sciences	Research funded by NASA to develop a mapping technique for floating kelps in SE Alaska. Results will allow ADF&G to manage the kelp resources for commercial harvest.
Regulation of molting in the snow crab Active Natural Sciences	Research funded by ADF&G to determine whether male crabs that are morphometrically and reproductively mature can be induced to molt. Information will be used to develop harvesting guidelines for snow crab
Diving behavior of sea otters in southeastern Alaska Current Natural Sciences	This study is analyzing data on the foraging ecology of sea otters. The data will help predict and assess impacts of sea otters on shellfish populations in Alaska.

Measure:

The quality of research as measured by annual citation and significant publications in referred journals. Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Maintain the number and quality of publications by UA faculty.

In 2000, 415 publications were tabulated in two major indexes and, since 1999, units within the University reported a total of 856.

Benchmark Comparisons:

The university is currently working on a benchmark.

Background and Strategies:

There are two ways in which to display the number of publications produced by UA faculty; one is by searching databases of publication indexes and the other a list of the number of faculty publishing and the journals in which they are publishing.

The table below shows the result of searches done on two major indexes for journal publications of University of Alaska faculty and research staff in 1999 and 2000. The Institute for Scientific Information (ISI) index includes scholarly publications in the social sciences, sciences and the arts and humanities. The number of publications has increased by 3% in Cambridge Scientific Abstracts (CSA) and by 20% in ISI from 1999 to 2000.

Number of Publications by Index and Year of Publication

Index	1999	2000
Cambridge Scientific Abstracts (CSA)		
Aquatic Sciences and Fisheries Abstracts (ASFA)	44	36
Biological Sciences	52	61
Environmental Sciences and Pollution Management	45	53
MEDLINE	25	31
Oceanic Abstracts	29	23
Plant Science	10	13
TOXLINE	5	

Total CSA	210	217
Institute for Scientific Information (ISI) Total	346	415

The table below shows a summarization from the units that 260 faculty per year published 856 journal articles since 1999 in at least 90 different publications including Nature, Zoology, Critical Care Nurse, Journal of Cold Regions Engineering, ARCTIC, and Teacher Education and Practice. Some of the publications included books or chapters for books.

Number of Published Faculty and Number of Publications by MAU and School/College Since 1999

	School/College	Number of Publications
UAA	CBPP	6
	CBPP / ISER	11
	Center for Alcohol & Addiction Studies	2
	Center for Human Development	2
	Education	13
	Engineering	13
	Justice Center	7
	School of Nursing	4
	School of Social Work	6
	UAA Total	64
UAF	College of Liberal Arts	91
	College of Science, Engineering & Mathematics	0
	Geophysical Institute	194
	Institute of Arctic Biology	110
	Institute of Northern Engineering	56
	International Arctic Research Center	46
	Library	2
	Museum	22
	School of Agriculture and Land Resources Mgt	71
	School of Fisheries and Ocean Sciences	149
	School of Management	21
School of Mineral Engineering	10	
UAF Total	772	
UAS	Govt.	4
	History	4
	Public Admin.	2
	Sociology	2
	Other	8
UAS Total	20	
UA Total	856	

Measure:

The graduation and retention rate of full-time-equivalent students in degree programs.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

This data addresses the graduation rate portion of this measure.

Goal: Starting with the 1999-2000 first-time freshmen class, increase six-year graduation rates (by 2006) for baccalaureate degree-seeking first-time freshmen to 30%.

The six-year graduation rate for the class of 1994 is 21.2%.

Benchmark Comparisons:

The latest information available for six-year graduation rates are for the class of 1993 showing 26% of the first-time freshmen graduated within six years.

Background and Strategies:

The participation in the Consortium for Student Retention Data Exchange (CSRDE), a national survey which tracks the retention of first-time full-time baccalaureate degree-seeking freshmen from fall to fall, also tracks the graduation rate of those students. Retention rates drive the graduation rates and UA is closely monitoring retention. Improved programs that were put in place during the last three years will affect the six-year graduation rate for the 1999 cohort with the results available in summer 2006. The most recent rates available from CSRDE show a six-year graduation rate for the cohort of first-time full-time baccalaureate degree-seeking freshmen that started fall 1994 at UA is 21.2% compared to the 33.1% average graduation rate at 92 less selective institutions (indicating open admissions and high part-time enrollment). Students note that program availability is a primary reason for changing institutions. In the last three years UA has invested significantly in expanding program breadth and having adequate upper-division course offerings. These actions coupled with the effort of retaining students will impact this measure positively.

Year	Headcount	Six-Year Graduation Rate	CSRDE Less Selective
			Six-Year Graduation Rate
1993-94	846	26.5%	33.6%
1994-95	903	21.2%	33.1%

UA anticipates a graduation rate of 30% with the 1999-00 class. By 2006 there will be 302 graduates from this cohort compared to 191 from the 1994-95 cohort.

Measure:

The graduation and retention rate of full-time-equivalent students in degree programs.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

This data addresses the retention portion of this measure.

Goal: Over three years (from 2000), increase retention rate for baccalaureate degree-seeking first-time freshmen to 71%.

UA system wide retention rate of first-time full-time baccalaureate degree-seeking freshmen in 2000-2001 is 67.8%.

Benchmark Comparisons:

The University participates in the Consortium for Student Retention Data Exchange (CSRDE), a national survey which tracks the retention of first-time full-time baccalaureate degree seeking freshmen from fall to fall. In the most recent CSRDE survey (May 2001) 92 institutions described as less selective (indicating open admissions and high part-time enrollment) had an average retention rate for the 1993 - 1999 cohorts from the first year to second of 68.7%. Other studies have shown lower retention rates, but for a less well-defined group of students. For example, in the August 2001 Opportunity, the average persistence rate to the second year for freshmen who began in fall 1999 was 60.6% for 152 four-year institutions with an open admissions policy.

Background and Strategies:

A National Center for Education Statistics report (August 2001) found that the strongest predictor of degree attainment, and thus retention, was the academic preparation from high school. Nationally, in general, the retention rate to the second year has been decreasing. The table below shows the retention rate for UA as well as the CSRDE less selective institutions from 1993 through 2001. UAS exceeded the 71% goal this fall by retaining nearly 72% of first-time full-time baccalaureate degree seeking students from fall 2000 to fall 2001 compared to 59% from fall 1999 to fall 2000. In addition the number of students enrolled in this well-defined cohort has increased by 33% from 1993 to 2000.

UA Retention Rate of First-time full-time, Baccalaureate Degree-Seeking Freshmen:

Year	Headcount	Percent Retained to 2nd Year	CSRDE Less Selective Retention Rate to 2nd Year
1993-94	846	66.4%	68.2%
1994-95	903	62.9%	67.1%
1995-96	827	67.0%	67.9%
1996-97	913	67.8%	69.0%
1997-98	871	64.8%	70.2%
1998-99	1,015	62.9%	69.5%
1999-00	1,008	67.6%	68.7%
2000-01	1,127	67.8%	
% Change 93 - 01	33%		
% Change 98 - 01	11%		

** Data for 1993 - 1998 may differ from previously reported numbers as that information was updated using consistent methodologies with current definitions.

Strategy: Attracting and Retaining Alaska's Students

Measure:

The comparative scores of students who take professional examinations.
Sec 152 Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Goal: Meet or exceed the appropriate national average on scoring or pass rates for students who take professional exams, shown on the table in the Background and Strategies section.

Benchmark Comparisons:

For programs requiring exit or professional exams, the benchmark is appropriate national or state scores and/or pass rates.

Background and Strategies:

The university is in the process of identifying and collecting the scores and pass rates of students on the professional exams administered. This is not a single measure, but rather a listing of programs that administer professional exams and the resultant scores or pass rates as appropriate. The table below lists the name of the test, the number of students who were administered the test, the average score and/or pass rate at UA, as well as the national comparison when it was available. Out of the 34 tests results reported, 17 have national comparisons and 16 of 17 programs show results above national average. For 7 of the 17 tests without a national comparison, UA students completed with a 100% pass rate. In general, UA students meet or exceed the national scores and pass rates.

Number of Students Taking Professional Exams by MAU and School, Exam Type, and Pass Rates (Both UA and National)

MAU/School	Examination Type	Test Date	UA Students Tested	UA Pass Rate	National Pass Rate
UAA-CBPP	CPA	November 1999	13	23% ¹	14% ²
UAA-CBPP	CPA	May & Nov. 2000	20	25%	17%
UAA, CHESW	RN Licensure BS Nursing	Summer 2001	22	100% ³	86%
UAA, CHESW	RN Licensure AAS Nursing	Summer 2001	24	96%	86%
UAA, CHESW	RN Licensure BS Nursing	Summer 2000	23	87%	86%
UAA, CHESW	RN Licensure AAS Nursing	Summer 2000	17	88% ⁴	86%
UAA, CHESW	RN Licensure BS Nursing	Winter 1999	25	96%	86% ⁵
UAA CTC	ASCP-MLT	January 2000	15	93%	NA
UAA CTC	CDA-Dental Assisting	August 1999	15	86%	NA
UAA CTC	National CMA-Medical Assisting Exam	January 2001	1	100%	NA
UAA CTC	Certificate in Medical Assisting	June 2001	8	NA	NA
UAA CTC	National Dental Hygiene Exam	April 2001	12	92%	91%
UAA CTC	Regional Boards-Clinical	May 2001	12	92%	91%
UAA CTC	Regional Boards-Anesthesia	May 2001	12	100%	80%
UAA CTC	Registered Dietician Exam	Open Testing	28	100%	NA
UAA CTC	National Restaurant Association	Spring 2001	30-40	95%	85%
UAA CTC	Massage Therapy	August 2000	9	100%	NA
UAA CTC	Pharmacy Technician	AY 2001	5	100%	NA
UAA CTC	Certified Nursing Assistant	October 2000	32	66%	NA
UAA CTC	ABE GED Testing	AY 2000	621	81%	69%
UAF, CLA	ACAT - Social Work	April 2000	14	68%	NA
UAF, CLA	ACAT - Social Work	April 2001	15	59%	NA
UAF, CSEM	FE - Civil Engineering	April 2000	11	65%	NA
UAF, CSEM	FE - Civil Engineering	April 2001	11	89%	74%
UAF, CSEM	FE - Electrical Engineering	April 2000	5	100%	NA
UAF, CSEM	FE - Electrical Engineering	April 2001	1	100%	80%
UAF, CSEM	FE - Mechanical Engineering	April 2000	10	100%	NA
UAF, CSEM	FE - Mechanical Engineering	April 2001	4	100%	84%
UAF, SME	FE - Fundamentals of Engineering	April 2000	7	43%	77%
UAF, SME	FE - Fundamentals of Engineering	April 2001	12	50%	NA
UAS	National Cert. Exam for Health Info. Mgmt.	2000	5	80%	~ 67%
UAS	National Cert. Exam for Health Info. Mgmt.	2001	3	100%	
UAS	Nursing Aide Registry (CNA)		11	91%	NA
UAS	CISCO Certified Academy Institute (CCAI)		1	100%	NA
UAS	Water and Wastewater Operator Cert.			83% ⁶	64% ⁷

1 This number represents the percent of individuals from UA taking the CPA exam for the first time who passed all four sections of the test in one sitting.

2 This number represents the national percentage of individuals taking the CPA exam for the first time who passed all four sections in one sitting.

3 2001 Pass rate to date = 98%; 2000 Pass rate overall = 88%

4 Four of the five who were initially unsuccessful have since passed the exam; the fifth has not yet re-attempted the exam.

5 2000 Pass rate; Winter 1999 graduates actually took the exam in 2000.

6 UA average since 1998.

7 Pass rate at state level.

Measure:

Over the next three years, increase enrollments by 5%.

Alaska's Target & Progress:

Preliminary Fall 2001 enrollment figures indicate an increase of 3.2% in FTE over Fall 2000 and 4.5% over Fall 1999.

Fall Semester

- Student FTE 1999: 14,784
- Student FTE 2000: 14,939
- Student Headcount 1999: 30,249
- Student Headcount 2000: 30,480

(Fall 2000 reflects the current status, as Fall 2001 final fall semester data will not be available until Jan. 2002).

Benchmark Comparisons:

Student FTE Fall Semester 1997: 14,784
Student FTE Fall Semester 1998: 14,939

Headcount Fall Semester 1997: 31,184
Headcount Fall Semester 1998: 31,106

Background and Strategies:

The University, as the provider of community college and university higher education mission for the state, serves both traditional and non-traditional aged students. Traditional students make up 35% of student headcount and are focused more on baccalaureate programs. Non-traditional age students make up 65% of UA's student headcount and are more focused on graduate instruction, associate degrees, and other professional development.

The University is increasing the student population by expanding degree program offerings in areas targeted as most important to the economy of the state, including information technology, nursing, education, finance, e-commerce, and wildlife. Currently, UA offers less than half of the degree programs of other western states with smaller populations. In the last year, however, with the investment of initiative funding, the Board of Regents has approved 28 new degree programs, while eliminating 5 programs for a net increase of 23 degree programs. Having the appropriate breadth of relevant degree programs in the state is key to increasing the student headcount. Another area UA is pursuing to increase the number of students is enhanced student services in recruitment, retention, financial aid, advising, and standard electronic student services.

UA has budgeted for a 5% percent increase in enrollment in FY03. Enrollment increases contribute to tuition, which in turn helps fund programs, salary maintenance, and fixed cost increases. Continued program growth and base investment is necessary to reach this enrollment target.

BRU/Component: Budget Reductions/Additions - Systemwide

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

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Key Performance Measures for FY2003

Measure:

- See individual component sections -
Sec Ch 90 SLA 2001(HB 250)

Measure:

- See individual component sections -
Sec Ch 90 SLA 2001(HB 250)

Measure:

- See individual component sections -
Sec Ch 90 SLA 2001(HB 250)

Statewide Programs and Services Budget Request Unit

Contact: Pat Pitney, Director of Budget and Institutional Research

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Key Performance Measures for FY2003

Measure:

See Department Measures

Sec Ch 90 SLA 2001(HB 250)

University of Alaska Anchorage Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Increase degrees awarded at the UAA BRU

Alaska's Target & Progress:

	% Inc/Dec over prior year
ANC - FY98 - 1,717 degrees awarded	5.64%
ANC - FY99 - 1,659 degrees awarded	(3.38%)
ANC - FY00 - 1,503 degrees awarded	(9.40%)

Measure:

Increase degrees awarded at the Anchorage Campus

Alaska's Target & Progress:

ANC - FY98 - 1,533 degrees awarded
ANC - FY99 - 1,457 degrees awarded
ANC - FY00 - 1,339 degrees awarded

Measure:

Increase degrees awarded at Kenai Peninsula College.

Alaska's Target & Progress:

KPC - FY98 - 66 degrees awarded
KPC - FY99 - 76 degrees awarded
KPC - FY00 - 45 degrees awarded

Measure:

Increase degrees awarded at Kodiak College.

Alaska's Target & Progress:

KOC - FY98 - 17 degrees awarded
KOC - FY99 - 21 degrees awarded
KOC - FY00 - 20 degrees awarded

Measure:

Increase degrees awarded at Mat-Su College.

Alaska's Target & Progress:

MSC - FY98 - 80 degrees awarded
MSC - FY99 - 92 degrees awarded
MSC - FY00 - 75 degrees awarded

Measure:

Increase degrees awarded at PWSCC

Alaska's Target & Progress:

PWSCC - FY98 - 21 degrees awarded
PWSCC - FY99 - 13 degrees awarded
PWSCC - FY00 - 24 degrees awarded

Measure:

Increase UAA BRU student headcount by 3%.

Alaska's Target & Progress:

	% Inc/Dec over prior year
UAA - Fall 1998 headcount was 19,063 (including Military).	5.98%
UAA - Fall 1999 headcount was 18,339 (including Military).	(3.80%)
UAA - Fall 2000 headcount was 18,268 (including Military).	(0.39%)

Measure:

Increase Anchorage Campus student headcount by 3%.

Alaska's Target & Progress:

ANC - Fall 1998 headcount was 13,907 (including Military).
ANC - Fall 1999 headcount was 13,456 (including Military).
ANC - Fall 2000 headcount was 13,263 (including Military).

Measure:

Increase Kenai Campus student headcount by 3%

Alaska's Target & Progress:

KPC - Fall 1998 headcount was 1,619
KPC - Fall 1999 headcount was 1,453
KPC - Fall 2000 headcount was 1,559

Measure:

Increase Kodiak College student headcount by 3%.

Alaska's Target & Progress:

KOC - Fall 1998 headcount was 665
KOC - Fall 1999 headcount was 677
KOC - Fall 2000 headcount was 757

Measure:

Increase Mat-Su Campus student headcount by 3%.

Alaska's Target & Progress:

MSC - Fall 1998 headcount was 1,236
MSC - Fall 1999 headcount was 1,448
MSC - Fall 2000 headcount was 1,515

Measure:

Increase Prince William Sound student headcount by 3%.

Alaska's Target & Progress:

PWSCC - Fall 1998 headcount was 1,926
PWSCC - Fall 1999 headcount was 1,552
PWSCC - Fall 2000 headcount was 1,459

Measure:

Increase UAA BRU credit hour production by 3%.

Alaska's Target & Progress:

	% Inc/Dec over prior year
UAA - Fall 1998 credit hour production was 130,313	1.59%
UAA - Fall 1999 credit hour production was 128,645	(1.28%)
UAA - Fall 2000 credit hour production was 130,211	1.22%

Measure:

Increase Anchorage Campus credit hour production by 3%.

Alaska's Target & Progress:

ANC - Fall 1998 credit hour production was 106,129 (includes military)
ANC - Fall 1999 credit hour production was 105,577 (includes military)
ANC - Fall 2000 credit hour production was 105,699 (includes military)

Measure:

Increase Kenai Campus credit hour production by 3%.

Alaska's Target & Progress:

KPC - Fall 1998 credit hour production was 9,027
KPC - Fall 1999 credit hour production was 7,943
KPC - Fall 2000 credit hour production was 8,602

Measure:

Increase Kodiak College credit hour production by 3%.

Alaska's Target & Progress:

KOC - Fall 1998 credit hour production was 2,385
KOC - Fall 1999 credit hour production was 2,168
KOC - Fall 2000 credit hour production was 2,909

Measure:

Increase Mat-Su College credit hour production by 3%.

Alaska's Target & Progress:

MSC - Fall 1998 credit hour production was 8,289
MSC - Fall 1999 credit hour production was 8,853
MSC - Fall 2000 credit hour production was 9,102

Measure:

Increase Prince William Sound credit hour production by 3%.

Alaska's Target & Progress:

PWSCC - Fall 1998 credit hour production was 4,484
PWSCC - Fall 1999 credit hour production was 4,104
PWSCC - Fall 2000 credit hour production was 3,899

Measure:

Increase non-general fund revenues for UAA BRU.

Alaska's Target & Progress:

UAA - FY99 NGF revenues as % of total MAU expenditures - 55.3% \$74,238.1
UAA - FY00 NGF revenues as % of total MAU expenditures - 55.1% \$76,016.9
UAA - FY01 NGF revenues as % of total MAU expenditures - 44.4% \$84,465.0

Measure:

Increase non-general fund revenues at the Anchorage Campus.

Alaska's Target & Progress:

ANC - FY99 NGF revenues as % of total expenditures - 56.91% \$66,739.9
ANC - FY00 NGF revenues as % of total expenditures - 57.31% \$68,479.7
ANC - FY01 NGF revenues as % of total expenditures - 56.84% \$76,221.9

Measure:

Increase non-general fund revenues at Kenai Peninsula College.

Alaska's Target & Progress:

KPC - FY99 NGF revenues as % of total expenditures - 42.6% \$2,489.4
KPC - FY00 NGF revenues as % of total expenditures - 41.8% \$2,527.3
KPC - FY01 NGF revenues as % of total expenditures - 40.99% \$2,473.4

Measure:

Increase non-general fund revenues at Kodiak College

Alaska's Target & Progress:

KOC - FY99 NGF revenues as % of total expenditures - 25.98% \$599.3
KOC - FY00 NGF revenues as % of total expenditures - 21.99% \$452.8
KOC - FY01 NGF revenues as % of total expenditures - 29.08% \$760.3

Measure:

Increase non-general fund revenues at Mat-Su College.

Alaska's Target & Progress:

MSC - FY99 NGF revenues as % of total expenditures - 44.36% \$1,934.9
MSC - FY00 NGF revenues as % of total expenditures - 48.21% \$2,331.1
MSC - FY01 NGF revenues as % of total expenditures - 49.12% \$2,497.6

Measure:

Increase non-general fund revenues at PWSCC

Alaska's Target & Progress:

PWSCC - FY99 NGF revenues as % of total expenditures - 61.37% \$2,474.6
PWSCC - FY00 NGF revenues as % of total expenditures - 58.57% \$2,226.0
PWSCC - FY01 NGF revenues as % of total expenditures - 60.45% \$2,511.8

University of Alaska Fairbanks Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Increase UAF BRU headcount by 3%

Alaska's Target & Progress:

	% Inc/Dec over prior year
UAF - Fall 1998 headcount was 10,364	15.01%
UAF - Fall 1999 headcount was 10,436	0.69%
UAF - Fall 2000 headcount was 10,764	3.14%

Measure:

Increase Bristol Bay Campus headcount by 3%

Alaska's Target & Progress:

BB - Fall 1998 headcount was 475
BB - Fall 1999 headcount was 589
BB - Fall 2000 headcount was 531

Measure:

Increase Chukchi Campus headcount by 3%

Alaska's Target & Progress:

CC - Fall 1998 headcount was 169
CC - Fall 1999 headcount was 249
CC - Fall 2000 headcount was 216

Measure:

Increase Fairbanks Campus headcount by 3%

Alaska's Target & Progress:

FC - Fall 1998 headcount was 5,110
FC - Fall 1999 headcount was 4,957
FC - Fall 2000 headcount was 4,938

Measure:

Increase Interior-Aleutians Campus headcount by 3%

Alaska's Target & Progress:

IC - Fall 1998 headcount was 689
IC - Fall 1999 headcount was 627
IC - Fall 2000 headcount was 676

Measure:

Increase Kuskokwim Campus headcount by 3%

Alaska's Target & Progress:

KU - Fall 1998 headcount was 366
KU - Fall 1999 headcount was 334
KU - Fall 1999 headcount was 335

Measure:

Increase Northwest Campus headcount by 3%

Alaska's Target & Progress:

NW - Fall 1998 headcount was 291
NW - Fall 1999 headcount was 360
NW - Fall 2000 headcount was 523

Measure:

Increase Rural College headcount by 3%

Alaska's Target & Progress:

RC - Fall 1998 headcount was 731
RC - Fall 1999 headcount was 721
RC - Fall 2000 headcount was 819

Measure:

Increase Tanana Valley Campus headcount by 3%

Alaska's Target & Progress:

TV - Fall 1998 headcount was 2,533
TV - Fall 1999 headcount was 2,601
TV - Fall 2000 headcount was 2,726

Measure:

Increase UAF credit hour production by 3%.

Alaska's Target & Progress:

	% Inc/Dec over prior year
UAF - Fall 1998 credit hour production was 66,950	(9.29%)
UAF - Fall 1999 credit hour production was 66,487	(0.69%)
UAF - Fall 2000 credit hour production was 67,569	1.63%

Measure:

Increase Bristol Bay credit hour production by 3%.

Alaska's Target & Progress:

BB - Fall 1998 credit hour production was 1,074
BB - Fall 1999 credit hour production was 1,398
BB - Fall 2000 credit hour production was 1,231

Measure:

Increase Chukchi Campus credit hour production by 3%.

Alaska's Target & Progress:

CC - Fall 1998 credit hour production was 559
CC - Fall 1999 credit hour production was 700
CC - Fall 2000 credit hour production was 790

Measure:

Increase Fairbanks Campus credit hour production by 3%.

Alaska's Target & Progress:

FC - Fall 1998 credit hour production was 46,298
FC - Fall 1999 credit hour production was 44,564
FC - Fall 2000 credit hour production was 44,212

Measure:

Increase Interior-Aleutians Campus credit hour production by 3%.

Alaska's Target & Progress:

IC - Fall 1998 credit hour production was 1,497
IC - Fall 1999 credit hour production was 1,985
IC - Fall 2000 credit hour production was 2,115

Measure:

Increase Kuskokwim Campus credit hour production by 3%.

Alaska's Target & Progress:

KU - Fall 1998 credit hour production was 1,629
KU - Fall 1999 credit hour production was 1,344
KU - Fall 2000 credit hour production was 1,762

Measure:

Increase Northwest Campus credit hour production by 3%.

Alaska's Target & Progress:

NW - Fall 1998 credit hour production was 752
NW - Fall 1999 credit hour production was 1,089
NW - Fall 2000 credit hour production was 1,367

Measure:

Increase Rural College credit hour production by 3%.

Alaska's Target & Progress:

RC - Fall 1998 credit hour production was 2,618
RC - Fall 1999 credit hour production was 2,506
RC - Fall 2000 credit hour production was 2,808

Measure:

Increase Tanana Valley Campus credit hour production by 3%.

Alaska's Target & Progress:

TV - Fall 1998 credit hour production was 12,523
TV - Fall 1999 credit hour production was 13,205
TV - Fall 2000 credit hour production was 13,284

Measure:

Increase UAF degrees awarded.

Alaska's Target & Progress:

	% Inc/Dec over prior year
UAF - FY98 - 753 degrees awarded	0.69%
UAF - FY99 - 641 degrees awarded	(13.89%)
UAF - FY00 - 634 degrees awarded	3.98%

Measure:

Increase UAF non-general fund revenues.

Alaska's Target & Progress:

UAF - FY99 NGF revenues as % of total BRU expenditures - 61.6% \$129,533.1
UAF - FY00 NGF revenues as % of total BRU expenditures - 62.5% \$137,882.0
UAF - FY01 NGF revenues as % of total BRU expenditures - 64.9% \$166,298.0

Measure:

Increase Cooperative Extension Service non-general fund revenues.

Alaska's Target & Progress:

CES - FY99 NGF revenues as % of total expenditures - 49.8% \$2,762.6
CES - FY00 NGF revenues as % of total expenditures - 48.0% \$2,532.5
CES - FY01 NGF revenues as % of total expenditures - 41.4% \$2,085.4

Measure:

Increase Bristol Bay Campus non-general fund revenues.

Alaska's Target & Progress:

BB - FY99 NGF revenues as % of total expenditures - 42.6% \$357.7
BB - FY00 NGF revenues as % of total expenditures - 28.3% \$342.6
BB - FY01 NGF revenues as % of total expenditures - 30.0% \$362.0

Measure:

Increase Chukchi Campus non-general fund revenues.

Alaska's Target & Progress:

CC - FY99 NGF revenues as % of total expenditures - 8.7% \$ 54.5
CC - FY00 NGF revenues as % of total expenditures - 9.6% \$ 60.4
CC - FY01 NGF revenues as % of total expenditures -17.2% \$119.6

Measure:

Increase Fairbanks Campus non-general fund revenues.

Alaska's Target & Progress:

FC - FY99 NGF revenues as % of total expenditures - 52.9% \$61,868.0
FC - FY00 NGF revenues as % of total expenditures - 52.3% \$66,696.3
FC - FY01 NGF revenues as % of total expenditures - 54.6% \$76,821.5

Measure:

Increase Fairbanks Organized Research non-general fund revenues.

Alaska's Target & Progress:

FOR - FY99 NGF revenues as % of total expenditures - 84.30% \$58,158.5
FOR - FY00 NGF revenues as % of total expenditures - 82.17% \$61,990.7
FOR - FY01 NGF revenues as % of total expenditures - 86.9% \$79,444.1

Measure:

Increase Interior-Aleutians Campus non-general fund revenues.

Alaska's Target & Progress:

IC - FY99 NGF revenues as % of total expenditures - 55.9% \$1,131.4
IC - FY00 NGF revenues as % of total expenditures - 47.7% \$ 971.6
IC - FY01 NGF revenues as % of total expenditures - 46.2% \$ 932.5

Measure:

Increase Kuskokwim Campus non-general fund revenues.

Alaska's Target & Progress:

KU - FY99 NGF revenues as % of total expenditures - 38.1% \$1,150.4
KU - FY00 NGF revenues as % of total expenditures - 40.0% \$1,152.4
KU - FY01 NGF revenues as % of total expenditures - 39.9% \$1,291.8

Measure:

Increase Northwest Campus non-general fund revenues.

Alaska's Target & Progress:

NW - FY99 NGF revenues as % of total expenditures - 14.5% \$199.1
NW - FY00 NGF revenues as % of total expenditures - 15.3% \$233.2
NW - FY01 NGF revenues as % of total expenditures - 25.8% \$440.0

Measure:

Increase Rural College non-general fund revenues.

Alaska's Target & Progress:

RC - FY99 NGF revenues as % of total expenditures - 41.2% \$1,403.3
RC - FY00 NGF revenues as % of total expenditures - 43.3% \$1,494.9
RC - FY01 NGF revenues as % of total expenditures - 39.8% \$1,843.5

Measure:

Increase Tanana Valley Campus non-general fund revenues.

Alaska's Target & Progress:

TV - FY99 NGF revenues as % of total expenditures - 54.3% \$2,447.6
TV - FY00 NGF revenues as % of total expenditures - 50.3% \$2,407.4
TV - FY01 NGF revenues as % of total expenditures - 53.7% \$2,957.6

University of Alaska Southeast Budget Request Unit

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Key Performance Measures for FY2003

Measure:

Increase UAS Student Headcount by 3.2% by FY2003.

Alaska's Target & Progress:

UAS - Headcount for Fall 1998 was 4,337.

UAS - Headcount for Fall 1999 was 4,162.

UAS - Headcount for Fall 2000 was 4,330.

Benchmark Comparisons:

No institutions with comparable number and structure of campuses were found.

Measure:

Increase Juneau Student Headcount by 5.0% by FY2003.

Alaska's Target & Progress:

JC - Headcount for Fall 1998 was 2,604.

JC - Headcount for Fall 1999 was 2,515.

JC - Headcount for Fall 2000 was 2,754.

Benchmark Comparisons:

No institutions of comparable size and mission were found

Measure:

Increase Ketchikan Student Headcount by 3.0% by FY2003.

Alaska's Target & Progress:

KE - Student Headcount for Fall 1998 was 576.

KE - Student Headcount for Fall 1999 was 549.

KE - Student Headcount for Fall 2000 was 465.

Benchmark Comparisons:

No institutions of comparable size and mission were found.

Measure:

Increase Sitka Student Headcount by 3.0% by FY2003.

Alaska's Target & Progress:

SC - Student Headcount for Fall 1998 was 1,315.

SC - Student Headcount for Fall 1999 was 1,251.

SC - Student Headcount for Fall 2000 was 1,265.

Benchmark Comparisons:

No institutions of comparable size and mission were found.

Measure:

Increase UAS Student Credit Hours by 3.0% by FY2003.

Alaska's Target & Progress:

UAS - Student Credit Hours for Fall 1998 was 22,205.

UAS - Student Credit Hours for Fall 1999 was 21,851.
UAS - Student Credit Hours for Fall 2000 was 21,486.

Benchmark Comparisons:

No institutions with comparable number and structure of campuses were found

Measure:

Increase Juneau Student Credit Hours by 3.0% by FY2003.

Alaska's Target & Progress:

JC - Student Credit Hours for Fall 1998 was 15,105.
JC - Student Credit Hours for Fall 1999 was 15,038.
JC - Student Credit Hours for Fall 2000 was 15,398.

Benchmark Comparisons:

No institutions of comparable size and mission were found.

Measure:

Increase Ketchikan Student Credit Hours by 3.0% by FY2003.

Alaska's Target & Progress:

KE - Student Credit Hours for Fall 1998 was 2,330.
KE - Student Credit Hours for Fall 1999 was 2,414.
KE - Student Credit Hours for Fall 2000 was 2,017.

Benchmark Comparisons:

None available at this time.

Measure:

Increase Sitka Student Credit Hours by 3.0% by FY2003.

Alaska's Target & Progress:

SC - Student credit Hours for Fall 1998 was 4,771.
SC - Student credit Hours for Fall 1999 was 4,400.
SC - Student credit Hours for Fall 2000 was 4,071.

Benchmark Comparisons:

None available at this time.

Measure:

Increase UAS Certificates and Degrees Awarded by 10.0% by FY2003.

Alaska's Target & Progress:

UAS - Total Certificates and Degrees awarded in FY1998 was 204.
UAS - Total Certificates and Degrees awarded in FY1999 was 214.
UAS - Total Certificates and Degrees awarded in FY2000 was 259.

Benchmark Comparisons:

No institutions with comparable number and structure of campuses were found.

Measure:

Increase Juneau Certificates and Degrees Awarded by 10.0% by FY2003.

Alaska's Target & Progress:

JC - Total Certificates and Degrees awarded in FY1998 was 152.
JC - Total Certificates and Degrees awarded in FY1999 was 181.
JC - Total Certificates and Degrees awarded in FY2000 was 227.

Benchmark Comparisons:

No institutions of comparable size and mission were found.

Measure:

Increase Ketchikan Certificates and Degrees Awarded by 10.0% by FY2003.

Alaska's Target & Progress:

KC - Total Certificates and Degrees awarded in FY1998 was 28.
KE - Total Certificates and Degrees awarded in FY1999 was 4.
KE - Total Certificates and Degrees awarded in FY1998 was 14.

Benchmark Comparisons:

None available at this time.

Measure:

Increase Sitka Certificates and Degrees Awarded by 10.0% by FY2003.

Alaska's Target & Progress:

SC - Total Certificates and Degrees awarded in FY1998 was 24.
SC - Total Certificates and Degrees awarded in FY1999 was 29.
SC - Total Certificates and Degrees awarded in FY2000 was 18.

Benchmark Comparisons:

None available at this time.

Measure:

Increase UAS percentage of expenditures from non general fund sources by 5.0% by FY2003.

Alaska's Target & Progress:

UAS - % of total expenditures funded from non general funds in FY1999 was 44.78%. \$11,187.3
UAS - % of total expenditures funded from non general funds in FY2000 was 44.34%. \$11,361.5
UAS - % of total expenditures funded from non general funds in FY2001 was 45.28%. \$13,305.0

Benchmark Comparisons:

No institutions of comparable size and mission were found.

Measure:

Increase Juneau percentage of expenditures from non general fund sources by 5.0% by FY2003.

Alaska's Target & Progress:

JC - % of total expenditures funded from non general funds in FY1999 was 42.63%. \$7,607.0
JC - % of total expenditures funded from non general funds in FY2000 was 42.10%. \$7,854.5
JC - % of total expenditures funded from non general funds in FY2001 was 41.75%. \$9,001.1

Benchmark Comparisons:

No institutions of comparable size and mission were found.

Measure:

Increase Ketchikan percentage of expenditures from non general fund sources by 3.0% by FY2003.

Alaska's Target & Progress:

KE - % of total expenditures funded from non general funds in FY1999 was 42.58%. \$1,089.1
KE - % of total expenditures funded from non general funds in FY2000 was 41.31%. \$1,040.6
KE - % of total expenditures funded from non general funds in FY2001 was 38.35%. \$1,024.1

Benchmark Comparisons:

None available at this time.

Measure:

Increase Sitka percentage of expenditures from non general fund sources by 5.0% by FY2003.

Alaska's Target & Progress:

SC - % of total expenditures funded from non general funds in FY1999 was 58.32%. \$2,491.2

SC - % of total expenditures funded from non general funds in FY2000 was 57.98%. \$2,466.4

SC - % of total expenditures funded from non general funds in FY2001 was 63.64%. \$3,279.8

Benchmark Comparisons:

None available at this time.