
STATE OF OREGON
Department of Administrative Services

STATE CONTROLLER'S DIVISION

PERFORMANCE MEASURE REPORT

QUARTER 1 RESULTS

(July - September, 2011)

FISCAL YEAR 2011-12
(July 2011 – June 2012)

State Controller's Division

Performance Measure Tracking FY12 (Q1)

ADMIN

Administration

OSPS

Oregon Statewide Payroll Services

SARS

Statewide Accounting & Reporting Services

SFMS

Statewide Financial Management Services

SCS

Shared Client Services

Biennium Year 11-13

FY Quarter 1: 07/01/11 – 09/30/11

FY Quarter 2: 10/01/11 – 12/31/11

FY Quarter 3: 01/01/12 – 03/31/12

FY Quarter 4: 04/01/12 – 06/30/12

FY Quarter 5: 07/01/12 – 09/30/12

FY Quarter 6: 10/01/12 – 12/31/12

FY Quarter 7: 01/01/13 – 03/31/13

FY Quarter 8: 04/01/13 – 06/30/13

Administration Performance Measures

Objective 1 – Percent of Customers Satisfied with SCD's Services – Reported Annually

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|-------------------------------|-------|-------|-------|-------|------------|
| Objective 1 Target | N/A | N/A | N/A | N/A | N/A |
| Results ^(a) | N/A | N/A | N/A | N/A | N/A |

(a) Comment: Overall results are based on the DAS **Annual** Customer Survey, an average of top scores for SCD. For details, see link to [Customer Service Survey Results for 2010](#). No survey was conducted in this fiscal year.

| DAS PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|--|---------------|-------|-------|-------|-------|------------|
| PM 1-1 Percentage of customers rating SCD overall timeliness as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |
| PM 1-2 Percentage of customers rating SCD overall accuracy as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |
| PM 1-3 Percentage of customers rating SCD overall helpfulness as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |
| PM 1-4 Percentage of customers rating SCD overall expertise as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |
| PM 1-5 Percentage of customers rating SCD's overall availability of information as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |
| PM 1-6 Percentage of customers rating SCD's overall services as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |
| PM 1-7 Percentage of customers rating SCD overall service options as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |
| PM 1-8 Percentage of customers rating SCD's treatment of customers as good or excellent from the annual <i>DAS Customer Survey (avg)</i> | 80% | N/A | N/A | N/A | N/A | N/A |

Administration, continued

Objective 2 – SCD Employee Satisfaction

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|--------------------|-------|------------|
| Objective 2 Target | N/A | N/A | 80% | N/A | N/A |
| Results | N/A | N/A | 87% ^(b) | N/A | N/A |

(a) Overall results are based on the [DAS Annual Employee Survey: My Voice Matters](#).

(b) Results of DAS [Employee Engagement Survey](#). (c) SCD also collects and monitors **quarterly** SCD Performance Indicators in support of employee satisfaction. These are PM 2-1 through PM 2-6, listed below.

| SCD PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---|------------------------|-------|--------------------|-------|-------|-------------|
| PM 2-1 Percent of employees completing at least 5 hrs. of training per quarter (Goal=20 hours per year per employee). | 25% | 14% | N/A ^(c) | 30% | 56% | 37% |
| PM 2-2 Percent performance reviews completed on time | 95% | 100% | 100% | 100% | 100% | 100% |
| PM 2-3 Percent of positions with no turnover (retention of employees) | 85% | 91% | 98% | 96% | 94% | 94% |
| PM 2-4 Number of section email updates completed (communication) | 70% | 60% | 73% | 50% | 80% | 50% |
| PM 2-5 Number of division management meetings completed (communication) | 90% | 100% | 100% | 100% | 83% | 67% |
| PM 2-6 Administrative cost per SCD employee | Not >\$3,000 | Met | Met | Met | Met | Met |
| PM 2-7 Percentage of SCD employees rating SCD overall as good or excellent in the 2010 DAS Employee Survey: My Voice Matters . ^(a) | 80% | N/A | N/A | 87% | N/A | N/A |
| PM 2-8 Employee Safety: Annual number of SAIF claims per 50 FTE ^(b) | 0 | 0 | 0 | 0 | 0 | 0 |

(a) Annual reporting from the DAS Employee Survey.

(b) This data is provided by DAS Employee Services.

(c) Due to transition to different system of recording (iLearn) this information is not available at this time.

Objective 3 – Division Payments Processed Efficiently

Payments processed for the division.

| New | QTR 7 | QTR 8 | QTR 1 |
|-------------------------------|-------|-------|------------|
| Objective 3 Target | 100 | 100 | 100 |
| Results ^(a) | 80 | 133 | 95 |

(a) Results from daily Admin invoice log

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 |
|--|------------------|-----------|-----------|------------------|
| PM 3-1 Number of invoice payments processed per quarter | 100 | 80 | 133 | 95 |
| PM 3-2 Number of outstanding invoices 30 days or older per quarter | 0 | 6 | 2 | 2 |
| PM 3-3 Dollar value of invoices per quarter | \$450,000 | \$490,290 | \$618,363 | \$517,042 |
| PM 3-4 Hours required to process invoices per quarter ^(b) | 40 | 59 | 75 hrs | 54 hrs |
| PM 3-5 Percent of .5 FTE to process payments per quarter | 25% | 26% | 34% | 23% |

(b) Includes research of discrepancies, coding, tracking and signing

Objective 4 – Essential Web Communications Provided

Provide essential web updates – important resources and communication link to state agencies. Our goal is to provide a 2-3 day turnaround for web requests.

| (New) | QTR 7 | QTR 8 | QTR 1 |
|-------------------------------|--------|--------|---------------|
| Objective 4 Target | 3 days | 3 days | 3 days |
| Results ^(a) | Met | Met | Met |

(a) Results from monthly Admin web log

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 7 | QTR 8 | QTR 1 |
|--|------------|-------|-------|-----------|
| PM 4-1 Number of essential web page updates received (b) | 25 | 20 | 21 | 57 |
| PM 4-2 Number of web pages updated within 3 days | 27 | 20 | 21 | 57 |
| PM 4-3 percent of time to process all web updates (.5 FTE) | 10% | 8% | 8% | 8% |

(b) New pages with major design work not included

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Oregon Statewide Payroll Services Performance Measures

Objective 1 – Cost Per Paycheck

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|-------|-------|-------------|
| Objective 1 Target | 3.54 | 3.54 | 3.54 | 3.54 | 2.89 |
| Results | 3.54 | 3.54 | 3.54 | 3.54 | 2.89 |

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---|---------------|--------|--------|--------|--------|-----------------|
| PM 1-1 Number of payments processed per payroll FTE | 23,518 | 21,558 | 21,064 | 20,952 | 20,807 | 25,011 |
| PM 1-2 Percent of ACH paychecks | 76% | 86% | 87% | 88% | 86% | 86% |
| PM 1-3 Number of manual checks produced | 3,327 | 3,335 | 3,393 | 3,051 | 3,231 | 5598 (a) |
| PM 1-4 Percent of manual checks printed within 24 hours | 100% | 100% | 100% | 100% | 100% | 100% |

(a) Spike due to seasonal and emergency workers and several arbitration/grievance settlements.

Objective 2 – Percentage of W-2 Corrections Printed

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|-------|-------|---------------|
| Objective 2 Target | <1% | <1% | <1% | <1% | <1% |
| Results | <1% | <1% | <1% | <1% | <1% |

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---|------------|-------|-------|---------|-------|---------------|
| PM 2-1 Number of months in reporting period IRS penalty was not incurred | 3 | 3 | 3 | 3 | 3 | 3 |
| PM 2-2 Number of training hours provided by payroll staff | 100 | 164 | 193 | 59 | 183 | 86 (a) |
| PM 2-3 Number of checks cashed early | 9 | 13 | 20 | 21 | 6 | 12 |
| PM 2-4 Number of days beyond Nov. 1 year-end closing procedures are published | 0 | N/A | 0 | N/A | N/A | N/A |
| PM 2-5 Number of days after payday that funds were released for bond purchase | 3 | 0 | 0 | N/A (b) | N/A | N/A |

(a) Decrease due to cancelled trainings

(b) Includes Payroll Fundamentals Class

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Statewide Accounting & Reporting Services Performance Measures

Objective 1 – Years out of last 5 a Clean Audit Opinion was Received on the State's CAFR

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|------------------------|-------|-------|------------|
| Objective 1 Target | N/A | 5 years ^(a) | N/A | N/A | N/A |
| Results | N/A | 5 years ^(a) | N/A | N/A | N/A |

(a) Reported annually in QTR 2 & QTR 6.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|--|--------------------|-------|-------|-------|-------|------------|
| PM 1-1 Percentage of agencies earning Gold Star Certificate award ^(a) | 90% | N/A | 94% | N/A | N/A | N/A |
| PM 1-2 Number of days from June 30 to publish Comprehensive Annual Financial Report (CAFR) ^(a) | 185 ^(c) | N/A | 182 | N/A | N/A | N/A |
| PM 1-3 Number of years out of last 5 GFOA Certificate of Achievement for Excellence in Financial Reporting awarded to State Controller's Division ^(b) | 5 | 5 | N/A | N/A | N/A | 5 |

(a) Reported annually in QTR 2 and QTR 6.

(b) Reported annually in QTR 1 and QTR 5

(c) Average time for states to prepare **FY 2009 CAFR = 206 days x 90% = 185**

Objective 2 – Percentage of Agencies Earning Gold Star Certificate

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|-------|-------|------------|
| Objective 2 Target | N/A | 90% | N/A | N/A | N/A |
| Results | N/A | 94% | N/A | N/A | N/A |

(a) Reported annually in QTR 2 and 6.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|--|---------------------|--------------------|-------|--------------------|----------------------|--------------------------|
| PM 2-1 Percentage of agencies completing CAFR disclosure forms by due date ^(a) | 90% | 97% | N/A | N/A | N/A | 100% |
| PM 2-2 Percentage of agencies disclosing no violations of legal or contractual provisions ^(a) | 100% | N/A | 100% | N/A | N/A | 100% |
| PM 2-3 Training hours provided for agency accountants | 400 annually | 220 ^(e) | N/A | 377 ^(f) | 2,052 ^(g) | 146^(h) |
| PM 2-4 Percentage of planned policy changes in the Oregon Accounting Manual made during the fiscal year ^(a) | 90% | N/A | N/A | N/A | 75% | N/A |
| PM 2-5 Number of pages of formal documents created or revised and published for agencies' use (Starting QTR 7) | NEW | - | - | 112 | 428 | 7 |

(a) Reported annually (b) Accounting for Capital Assets – 104 hrs; OMB's New Compliance Supplement for Circular A-133 Audits – 98hrs; State Travel Card & Policy Update – 18 hrs. (f) Subrecipient vs. Vendor – 77 hrs; GASB 60 – 44hrs; DataMart & Hyperion – 172hrs; Data Mining & Predictive Analytics – 84hrs. (g) Governmental Accounting Statewide Training – 1,218 hrs; GASB 54 – 180 hrs; OMB Circular A-133 – 52.5 hrs; DataMart /Hyperion – 344 hrs; Year-End Close Training – 242.5hrs; State Travel Card & Policy Update – 15hrs. (h) GASB Review-2011 – 58 hrs; DataMart & Hyperion – 88 hrs.

Objective 3 – Percentage of Federal Reporting Deadlines Met by Agencies and by SARS

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|-------------------------------|-------|------------------------|-------|-------|------------|
| Objective 3 Target | N/A | 100% | 100% | 100% | N/A |
| Results ^(a) | N/A | Not met ^(b) | 100% | 100% | N/A |

(a) Reported quarterly, except for Qtr 1 & 5. (b) See below.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---|---------------|-------|------------------------|-------|-------|--------------------------|
| PM 3-1 Annual CMIA (cash management agreement) in place by July 1 ^(a) | Met | N/A | N/A | N/A | Met | N/A^(c) |
| PM 3-2 CMIA annual report submitted by December 31 ^(a) | Met | N/A | Met | N/A | N/A | N/A |
| PM 3-3 Annual Schedule of Expenditures of Federal Awards submitted by March 31 ^(a) | Met | N/A | N/A | Met | N/A | N/A |
| PM 3-4 Annual Arbitrage Certifications submitted by agencies by October 31 ^(a) | Met | N/A | Met | N/A | N/A | N/A |
| PM 3-5 Annual A-87 Statewide Cost Allocation Plan submitted by December 31 ^(a) | Met | N/A | Not met ^(b) | Met | N/A | N/A |

(a) Reported annually.

(b) Extension until 1/31/2011 obtained due to one state agency did not submit data in a timely manner.

(c) Annual CMIA completed early during AY11 - Qtr 8

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Statewide Financial Management Services Performance Measures

Objective 1 – Outstanding G/Fund Bank Reconciliation Items Over 60 Days from Last Reconciliation

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|------------------------------|-------|-------|-------|-------|-------|
| Objective 1 Target | 5 | 5 | 5 | 5 | 5 |
| Results^(a) | 234 | 265 | 337 | 297 | 201 |

(a) OBJ 1, Qtr 3, 4, 6 & 7 - One agency has 99% of the outstanding items. They are experiencing problems with their subsystem. Qtr 5, 8 & 9 outstanding items all one agency.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---|-------------|---------|----------------------|-------------|-------------|--------------------|
| PM 1-1 Number of warrants issued ^(a) | 135,000 | 130,660 | 124,546 | 122,951 | 127,728 | 120,254 |
| PM 1-2 Number of payments made via direct deposit | 15,000 | 17,235 | 17,467 | 18,383 | 21,354 | 20,604 |
| PM 1-3 Dollar amount of warrants issued | 450,000,000 | | (New) | 450,964,025 | 457,920,626 | 451,921,529 |
| PM 1-4 Dollar amount of payments made via direct deposit | 750,000,000 | | (New) | 742,609,976 | 765,585,126 | 742,573,249 |
| PM 1-5 Number of direct deposit forms received | 400 | | (New) | 737 | 802 | 667 |
| PM 1-6 Number of vendors signed up for direct deposit (net gain) | 200 | 240 | 301 | 491 | 651 | 540 |
| PM 1-7 Number of vendors activated | 5,000 | | (New) | 4,426 | 4,717 | 4,729 |
| PM 1-8 Number of vendor changes processed | 3,000 | | (New) | 2,726 | 2,869 | 3,061 |
| PM 1-9 Number of forged warrants unresolved during reporting period | 2 | 4 | 4 | 5 | 4 | 3 |
| PM 1-10 Number of warrant stop payments processed | 60 | | (New) | 91 | 143 | 266 |
| PM 1-11 Number of batches remaining unresolved at month end close | 40 | 343 | 444 | 493 | 398 | 255 ^(b) |
| PM 1-12 No. of agencies with unresolved batches at month end close | 15 | 5 | 11 | 8 | 11 | 11 |
| PM 1-13 Number of agency support analyst contacts | 2,000 | | (New) | 2,570 | 2,907 | 4152 |
| PM 1-14 Percentage of warrants expired vs. issued (annual) | .50% | N/A | 1.38% ^(c) | N/A | N/A | N/A |

(a) PM1-1 Warrants/ACH are budgeted at 150,000 per quarter.

(b) PM1-5 One agency has 91% of these batches. They are experiencing problems with their subsystem.

(c) PM1-7 There were a large number of jury duty warrants that are under the due diligence requirement.

Objective 2 – Service Maintenance Requests (SMRs) Completed During Reporting Period

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|-------|-------|-----------|
| Objective 2 Target | 30 | 30 | 30 | 30 | 30 |
| Results | 31 | 27 | 20 | 24 | 22 |

(a) Comment: PM2 New work request target reduced due to SFMA program support reduction of 1 FTE.

| PERFORMANCE INDICATORS & RESULTS | TARGET ^(a) | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR |
|--|-----------------------|--------------------|--------------------|-------------------|--------------------|--------------------------|
| PM 2-1 Total number of hours for SFMS to finalize SMRs completed during reporting period | 300 | 833 ^(c) | 262 ^(d) | 95 ^(d) | 240 ^(e) | 83 ^(e) |
| PM 2-2 Total number of outstanding SMRs | 15 | 13 | 13 | 23 | 18 | 13 |
| PM 2-3 Total number of SMRs received during reporting period ^(b) | N/A | 29 | 27 | 30 | 23 | 28 |
| PM 2-4 Percent of quality assurances on system changes performed by negotiated time | 100% | | (New) | 100% | 100% | 100% |
| PM 2-5 Percent of quality assurances on system changes not missing meaningful defects which subsequently show up in Production | 100% | | (New) | 100% | 100% | 100% |

(a) PM 2-1 / 2-2 updated for AY11 biennium expectations. Previous biennium target for 2-1 was 200 hours and 2-2 was 30 outstanding SMRs.

(b) PM 2-3 used to quantify system change workload only.

(c) Hours include finalization of one project that was worked on during the previous 3 quarters – Vendor number algorithm to replace SSN use in SFMA.

(d) QTR 6 hours do not include 2 large SMRs overlapping quarters. Hours will be reported in quarter SMRs are completed – GASB54, 3% W/H.

(e) Vacant Accountant 3 position duties only partially covered by temporary staff.

Objective 3 – Number of Training Hours Provided to Agency Accountants

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|-------|-------|---------------------------|
| Objective 3 Target | 300 | 300 | 300 | 300 | 300 |
| Results | 313 | 505 | 454 | 843 | 234 ^(a) |

(a) Comment: OBJ 3, QTR 1 – Training demand was down due to fiscal year end, enrollment down because of decreased classes due to temporary lack of training facility.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---|-----------|-------|--------------------|-------|-------|------------|
| PM 3-1 Number of pages of formal documents published for agency use | 80 | 76 | 247 ^(b) | 1 | 176 | 623 |
| PM 3-2 Number of training events offered by SFMS | 7 | (New) | 9 ^(c) | 8 | 14 | 7 |

(a) PM 3-1 We have several documents in the review process at this time.

(b) New seminar-style training documents created this quarter.

(c) PM 3-2 One additional SFMA training cancelled/no agency participants.

Objective 4 – Percentage of 1099-Misc Forms Issued vs. Notice 972CG Errors (% of 1099's that are not a match with the IRS)

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|-------------------------------|---------------------|-------|-------|-------|------------|
| Objective 4 Target | 2% | N/A | N/A | N/A | N/A |
| Results ^(a) | 1.2% ^(b) | N/A | N/A | N/A | N/A |

(a) Reported annually. (b) QTR 1 – It's desirable to be under the target %.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|--|--------------|---------------------|---------------------|---------------------|---------------------|---------------------------|
| PM 4-1 Number of 1099-MISC issued | 7,000 | | (New) | 7,098 | N/A | N/A |
| PM 4-2 Percentage of W-9s sent to vendors vs. W-9s received back | 95% | 116% ^(a) | 141% ^(a) | 140% ^(a) | 164% ^(a) | 149%^(a) |

(a) QTR 3 – This includes a large number of W-9's that were sent to SFMS that were not originally sent out by SFMS.

Objective 5 – Number of SFMA Inbound Interfaces in Production (SFMA System testing required due to new activity from agencies)

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|-------------------------------|-------|-------|-------|-------|-----------|
| Objective 5 Target | 90 | 90 | 90 | 90 | 90 |
| Results ^(a) | 77 | 78 | 79 | 80 | 81 |

a) Often a new interface(s) is created to replace one or more existing interfaces which may result in an overall net decrease to the number of agency subsystem SFMA inbound interfaces.

| (PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|--|----------|-------|-------|-------|--------|------------|
| PM 5-1 Number of new production interfaces migrated in reporting period | 1 | 0 | 1 | 1 | 1 | 2 |
| PM 5-2 Total count of interfaces in Acceptance test status at end of reporting period | 2 | 0 | 3 | 2 | 6 | 4 |
| PM 5-3 Number of existing interfaces removed and/or replaced by new production interface (# 5-1) | 1 | 1 | 1 | 0 | 2 | 1 |
| PM 5-4 Number of interface-related emails for testing and production related assistance. | 250 | (New) | 296 | 243 | N/A(b) | 417 |

(a) PM 5-3 8 obsolete interfaces identified and removed / 1 existing replaced.

(b) Vacant Accountant 3 position duties only partially covered by temporary staff.

Objective 6 – Percentage of SPOTS card transactions reviewed vs. count fraudulent activities identified

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|-------|-------|--------------|
| Objective 6 Target | (New) | .001% | .001% | .001% | .001% |
| Results | (New) | .015% | .014% | .030% | .028% |

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|--|---------------|-------|--------|--------|--------|---------------|
| PM 6-1 Number of SPOTS transactions reviewed | 45,000 | (New) | 45,365 | 51,020 | 52,546 | 49,476 |
| PM 6-2 Number of fraudulent transactions identified and reported | <10 | (New) | 7 | 7 | 16 | 14 |

Shared Client Services Performance Measures

Objective 1 – Percentage of Accountants Receiving Gold Star Certification

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|-------------------------------|-------|-------|-------|-------|------------|
| Objective 1 Target | N/A | 100% | N/A | N/A | N/A |
| Results ^(a) | N/A | 100% | N/A | N/A | N/A |

(a) Overall services reported annually.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---|-------------|-------|-------|-------|-------|-------------|
| PM 1-1 Percent of agencies receiving Gold Star Certification | 100% | N/A | 100% | N/A | N/A | N/A |
| PM 1-2 Percentage of CAFR submissions requiring no further action | 100% | 100% | N/A | N/A | N/A | 100% |
| PM 1-3 Percent of ORBITS/PICS transmittals submitted to and accepted by BAM by deadline | 100% | 100% | 100% | 100% | N/A | N/A |
| PM 1-4 Percent of agency allotment plans returned within 2 weeks | 100% | 100% | 100% | 100% | 100% | 100% |

Objective 2 – Percent of Client Agencies "Satisfied" or "Highly Satisfied" with SCS Services

| | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|---------------------------|-------|-------|-------|-------|------------|
| Objective 2 Target | N/A | N/A | 90% | N/A | N/A |
| Results | N/A | N/A | 100% | N/A | N/A |

(a) Reported biennially. Based on results on in-house SCS survey.

| PERFORMANCE INDICATORS & RESULTS | TARGET | QTR 5 | QTR 6 | QTR 7 | QTR 8 | QTR 1 |
|--|-------------|-------|-------|-------|-------|-------------|
| PM 2-1 Average number of days agency invoices are processed | 5 | 2.77 | 2.56 | 2.21 | 2.54 | 2.71 |
| PM 2-2 Percent of agency reports distributed within two working days | 100% | 100% | 100% | 100% | 100% | 100% |
| PM 2-3 Number of agencies requesting duplicate reports | 0 | 0 | 0 | 0 | 0 | 0 |

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