

Performance Measures

Measure	Target	Description	Report Outs																																																																										
Percent of Budgets Submitted to OFM On Time Annual Measure	100%	Budget submittals are one of the most important documents that an agency prepares. In order to ensure a timely submittal, SAFS will adequately coordinate with client agencies ahead of the deadline.	Sept 2013 100% Supplemental Budgets	Sept 2014 100%* 15-17 Biennial Budgets <small>*Does not include capital budget submitted a day late due to the customer's last minute changes.</small>	Sept 2015 100%* Supplemental FY16 <small>*DES submitted all available supplementals on time. This number does not include two supplementals submitted late on customer's behalf. One was due to a customer's last minute information submission and another customer's direct request and approval from OFM to submit their decision package late due to unforeseen circumstances.</small>	Sept 2016 <i>(New)</i> 100% 17-19 Biennial Budgets	Oct 2016 <i>(New)</i> 100% Supplemental FY17																																																																						
Percent of Allotments Submitted to OFM On Time Annual Measure	100%	Budget allotments are an agency's expenditure plan for its biennial funding. SAFS will adequately coordinate with client agencies ahead of the deadline.	July 2015 100% Supplemental FY15	August 2015 100% 15-17 Budgets	July 2016 100% Supplemental FY16	July 2017 TBD Supplemental FY17	August 2017 TBD 17-19 Budgets																																																																						
Customer Satisfaction Annual Measure	90% Overall Satisfaction	Measuring customer satisfaction is an important means to determining whether or not the reports provided by analysts are useful to an agency. If reports are not useful and quarterly meetings are unproductive, an agency will not be satisfied. While an annual survey will be conducted, quarterly client meetings are an excellent opportunity for course corrections if an agency is unhappy with its service.	<p>DES surveys our small agencies annually on customer service satisfaction (January 2016 and February 2017). <i>(New)</i></p> <p>2016 Responses to Survey Questions with the Answer Usually, Almost Always or Always</p> <table border="1"> <thead> <tr> <th></th> <th>Accounts Payable</th> <th>Payroll</th> <th>Budget</th> <th>Revenue Management</th> </tr> </thead> <tbody> <tr> <td>Communicates clearly, consistently, and effectively.</td> <td>91%</td> <td>94%</td> <td>97%</td> <td>90%</td> </tr> <tr> <td>Responsive and handles problems quickly and completely by listening, resolving the issue, and supplying the follow-up.</td> <td>93%</td> <td>98%</td> <td>96%</td> <td>93%</td> </tr> <tr> <td>Courteous, has our agency's interest in mind, and consistently provides quality customer service.</td> <td>93%</td> <td>95%</td> <td>96%</td> <td>94%</td> </tr> <tr> <td>Complete tasks and inquiries accurately and timely.</td> <td>91%</td> <td>91%</td> <td>96%</td> <td>94%</td> </tr> <tr> <td>Professional and knowledgeable, provides me with expertise in areas I need, and researches things they are unfamiliar with.</td> <td>91%</td> <td>95%</td> <td>92%</td> <td>94%</td> </tr> <tr> <td>Makes a positive contribution and meets our agency's business needs.</td> <td>93%</td> <td>92%</td> <td>96%</td> <td>94%</td> </tr> </tbody> </table> <p>2017 Responses to Survey Questions with the Answer Usually, Almost Always or Always</p> <table border="1"> <thead> <tr> <th></th> <th>Accounts Payable</th> <th>Payroll</th> <th>Budget</th> <th>Revenue Management</th> </tr> </thead> <tbody> <tr> <td>Communicates clearly, consistently, and effectively.</td> <td>95%</td> <td>91%</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>Responsive and handles problems quickly and completely by listening, resolving the issue, and supplying the follow-up.</td> <td>100%</td> <td>95%</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>Courteous, has our agency's interest in mind, and consistently provides quality customer service.</td> <td>100%</td> <td>95%</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>Complete tasks and inquiries accurately and timely.</td> <td>100%</td> <td>90%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Professional and knowledgeable, provides me with expertise in areas I need, and researches things they are unfamiliar with.</td> <td>95%</td> <td>90%</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>Makes a positive contribution and meets our agency's business needs.</td> <td>100%</td> <td>95%</td> <td>95%</td> <td>100%</td> </tr> </tbody> </table>						Accounts Payable	Payroll	Budget	Revenue Management	Communicates clearly, consistently, and effectively.	91%	94%	97%	90%	Responsive and handles problems quickly and completely by listening, resolving the issue, and supplying the follow-up.	93%	98%	96%	93%	Courteous, has our agency's interest in mind, and consistently provides quality customer service.	93%	95%	96%	94%	Complete tasks and inquiries accurately and timely.	91%	91%	96%	94%	Professional and knowledgeable, provides me with expertise in areas I need, and researches things they are unfamiliar with.	91%	95%	92%	94%	Makes a positive contribution and meets our agency's business needs.	93%	92%	96%	94%		Accounts Payable	Payroll	Budget	Revenue Management	Communicates clearly, consistently, and effectively.	95%	91%	94%	100%	Responsive and handles problems quickly and completely by listening, resolving the issue, and supplying the follow-up.	100%	95%	94%	100%	Courteous, has our agency's interest in mind, and consistently provides quality customer service.	100%	95%	94%	100%	Complete tasks and inquiries accurately and timely.	100%	90%	100%	100%	Professional and knowledgeable, provides me with expertise in areas I need, and researches things they are unfamiliar with.	95%	90%	94%	100%	Makes a positive contribution and meets our agency's business needs.	100%	95%	95%	100%
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Percent of Invoices paid on time when received within seven days of the due date Quarterly Measure	95%	While the overall goal is to pay invoices on time, timely payment is affected by both timeliness of receipt by SAFS and timely processing by SAFS. This measure focuses on SAFS performance by separating out the portion of the process that is not controlled by SAFS.	Jan - Mar 2016 99.5%	April - June 2016 99.5%	July - Sept 2016 <i>(New)</i> 99.5%	Oct - Dec 2016 <i>(New)</i> 99.6%	Jan - Mar 2017 <i>(New)</i> 99.6%																																																																						
Percent of Invoices Processed On-Time Quarterly Measure	95%	Paying vendor invoices on time requires timely submittal by agencies and prompt processing by SAFS accounts payable. The target set by SAAM is for invoices to be paid within 30 days of the invoice date.	Jan - Mar 2016 89.2%* <small>*This measure is below target due to the late arrival of invoices to DES. 17.7% of invoices arrived less than seven days from the due date and 8.4% arrived after the due date.</small>	April - June 2016 91.1%* <small>*This measure is below target due to the late arrival of invoices to DES. 14.7% of invoices arrived less than seven days from the due date and 6.0% arrived after the due date.</small>	July - Sept 2016 <i>(New)</i> 86.5%* <small>*This measure is below target due to the late arrival of invoices to DES. 20.2% of invoices arrived less than seven days from the due date and 9.4% arrived after the due date.</small>	Oct - Dec 2016 <i>(New)</i> 90.8%* <small>*This measure is below target due to the late arrival of invoices to DES. 16.3% of invoices arrived less than seven days from the due date and 6.3% arrived after the due date.</small>	Jan - Mar 2017 <i>(New)</i> 92.0%* <small>*This measure is below target due to the late arrival of invoices to DES. 15.9% of invoices arrived less than seven days from the due date and 5.5% arrived after the due date.</small>																																																																						