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**State of Alaska
FY2003 Governor's Operating Budget**

**Department of Military and Veterans Affairs
Performance Measures**

1/15/01

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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 require 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.

Background and Strategies:

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 \$2.31 for 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:

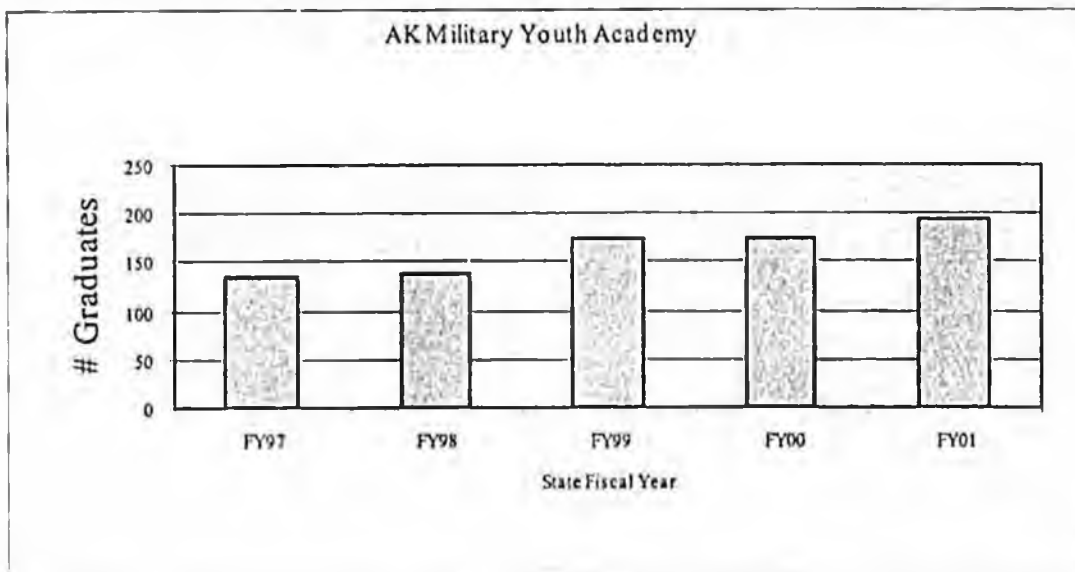
Students are measured for both English and math comprehension levels upon enrollment to the Academy at the beginning of week 3, using the Test of Adult Basic Education (TABE) examination. Students are measured again at week 22 utilizing the same test. Besides a curriculum in social studies and science, 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:

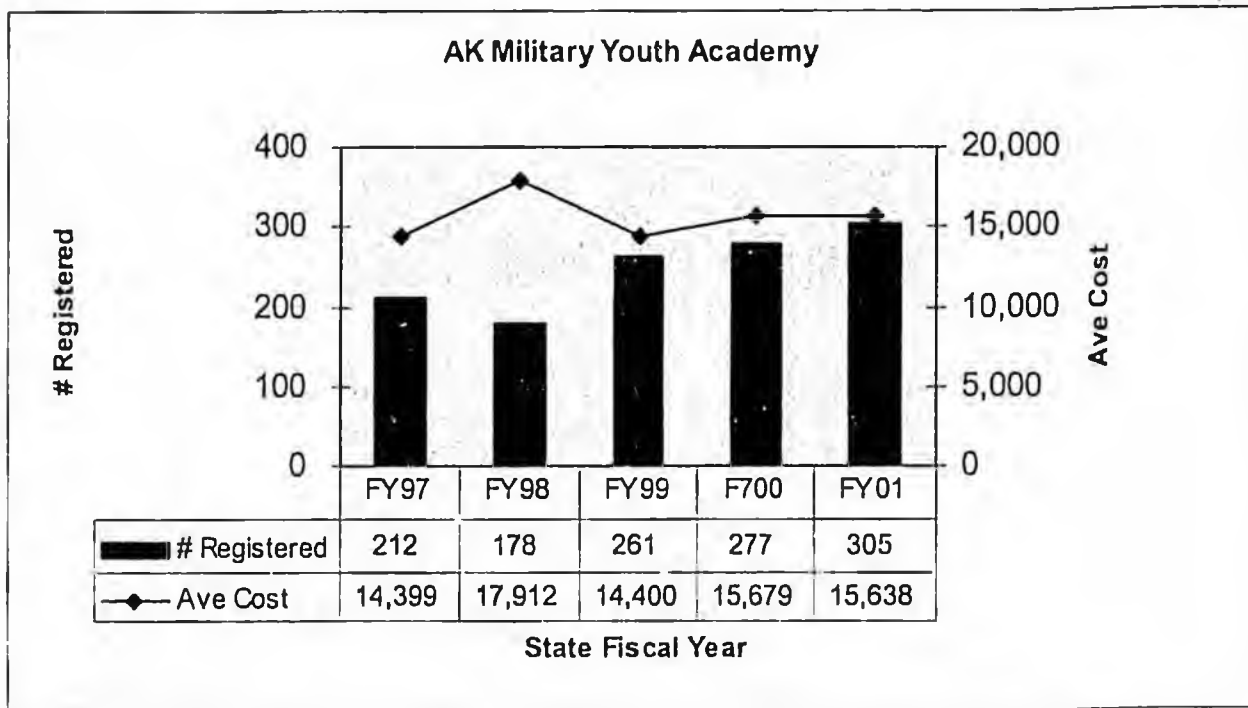
Stressing the program eight core components during the 22 week residential phase, our interactive computer learning tools, the continued partnership with Alyeska Central School, and the introduction of the Workforce Investment Act program along with the Alaska Works Partnership program have provided 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

Contact: Carol Carroll, Administrative Services Director

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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.)

Contact: Laddie Shaw, Special Assistant

Tel: (907) 428-6068 Fax: (907) 428-6019 E-mail: Laddie_shaw@ak-prepared.com

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:

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 Administration
Performance Measures**

1/15/01

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Commissioner: Jim Duncan

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Administrative Services Director: Dan Spencer

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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.

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.

Office of the Commissioner

Contact: Dan Spencer, Director, Division of Administrative Services
Tel: (907) 465-5655 Fax: (907) 465-2194 E-mail: Dan_Spencer@admin.state.ak.us

Sec 4 Ch 90 SLA 2001(HB 250)

Measure:

Percentage of divisions within the department that reach the assigned performance measures.

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.

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.

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.

Background and Strategies:

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

Office of Tax Appeals

Contact: Shelley Higgins, Administrative Law Judge

Tel: (907) 465-1886 Fax: (907) 465-2280 E-mail: Shelley_Higgins@admin.state.ak.us

Sec 5 Ch 90 SLA 2001 (HB 250)

Measure:

The average cost for each appeal.

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.

Background and Strategies:

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

Measure:

The average time for each appeal.

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.)

Background and Strategies:

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

Administrative Services

Contact: Dan Spencer, Director

Tel: (907) 465-5655 Fax: (907) 465-2194 E-mail: Dan_Spencer@admin.state.ak.us

Sec 6 Ch 90 SLA 2001(HB 250)

Measure:

The cost of Administrative Services divided by the total personnel costs for the department.

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.

Measure:

The number of departmental employee grievances divided by all state department grievances.

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.

Measure:

The number of late payments for total payroll and vendor payments per year.

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.

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.

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.

Background and Strategies:

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

Division of Finance

Contact: Kim Garnero, Director

Tel: (907) 465-3435 Fax: (907) 465-2169 E-mail: Kim_Garnero@admin.state.ak.us

Sec 7 Ch 90 SLA 2001(HB 250)

Measure:

The change in the amount and percentages of penalty pay for the state's central payroll.

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

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.

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.

Alaska's Target & Progress:

The Comprehensive Annual Financial Report is completed by December 15.

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.

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%

Background and Strategies:

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

Division of Personnel

Contact: Sharon Barton, Director

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Sec 8 Ch 90 SLA 2001(HB 250)

Measure:

The percentage of grievance arbitrations won.

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.

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.

Alaska's Target & Progress:

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

Measure:

The down time in the availability of Workplace Alaska

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.

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.

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.

Background and Strategies:

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

Division of General Services

Contact: Chris Parce, Director

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Sec 9 Ch 90 SLA 2001(HB 250)

Measure:

The number of violations of procurement codes.

Alaska's Target & Progress:

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

Background and Strategies:

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

Measure:

The money saved through the use of master contracts.

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.

Background and Strategies:

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

Measure:

The cost per square foot of leased space.

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.

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 length of time taken to procure leased space.

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.

Background and Strategies:

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

Division of Retirement and Benefits

Contact: Guy Bell, Director

Tel: (907) 465-4471 Fax: (907) 465-3086 E-mail: Dan_Spencer@admin.state.ak.us

Sec 10 Ch 90 SLA 2001(HB 250)

Measure:

The length of time taken to process appointments to retirement.

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.

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.

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.

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.

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.

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.

Information Technology Group

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Sec 11 Ch 90 SLA 2001(HB 250)

Measure:

Down time for the mainframe computer

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.

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

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	Est.
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	

Location	Outage Type	Cause/resolution	Date	Total Outage
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
June 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

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

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

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- 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)

Background and Strategies:

ITG will continue to work to support necessary online services.

Public Communications Services

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Sec 12 Ch 90 SLA 2001(HB 250)

Measure:

The number of communities without public radio service.

Alaska's Target & Progress:

The number of communities without public radio is approximately 111.

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.

Alaska's Target & Progress:

The number of communities without public television is approximately 276.

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.

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 Arbitr.

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.

Measure:

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

Alaska's Target & Progress:

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

Risk Management

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Sec 13 Ch 90 SLA 2001(HB 250)

Measure:

The average cost of workers' compensation claims.

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.

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.

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.

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.

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.

Background and Strategies:

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

Alaska Longevity Programs

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Sec 14 Ch 90 SLA 2001(HB 250)

Measure:

The change in the average number of vacancies in the Alaska Pioneers' Homes measured by month by (A) level of care; and (B) Pioneer Home.

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 living	5	4	8
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.

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 number of incidents in Alaska Pioneers' Homes resulting in resident injury as compared to the national average for similar facilities.

Alaska's Target & Progress:

In January 2000, the Division of Alaska Longevity Programs began research on available computerized tracking systems that 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 that 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.

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.

Measure:

The percentage of longevity bonus payments issued as scheduled.

Alaska's Target & Progress:

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

Background and Strategies:

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

Division of Senior Services

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Sec 15 Ch 90 SLA 2001(HB 250)

Measure:

The total number of licensed assisted living homes.

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.

Background and Strategies:

The Division of Senior Services 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.

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.

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.

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.

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.

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.)

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.

Measure:

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

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

Background and Strategies:

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

Alaska Oil and Gas Conservation Commission

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Sec 16 Ch 90 SLA 2001(HB 250)

Measure:

The average time the commission takes to process permits

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.

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.

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.

Background and Strategies:

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

Measure:

The number of independent reservoir evaluations.

Alaska's Target & Progress:

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).

Background and Strategies:

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

Office of Public Advocacy

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Sec 17 Ch 90 SLA 2001(HB 250)

Measure:

The number of children provided permanent placement.

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.

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.

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.

Measure:

The number of pleadings for which extensions are requested as compared to the total number filed.

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.

Public Defender

Contact: Barbara Brink, Director

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Sec 18 Ch 90 SLA 2001(HB 250)

Measure:

The number of defense cases successfully completed within the Alaska Court System time standards.

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.

Measure:

The number of pleadings for which extensions are requested as compared to the total number filed.

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.

Measure:

The number of requests for continuance of hearings or trials filed by the agency.

Alaska's Target & Progress:

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

Alaska Public Offices Commission

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Sec 19 Ch 90 SLA 2001(HB 250)

Measure:

The average length of time taken for complaint resolution.

Alaska's Target & Progress:

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

Background and Strategies:

The average length of time taken for complaint resolution depends on a multitude of factors. The complexity of a complaint and the 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.

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.

Measure:

The average length of time taken to disseminate reports.

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.

Background and Strategies:

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

Motor Vehicles

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Sec 20 Ch 90 SLA 2001(HB 250)

Measure:

The number of complaints compared to the number of transactions.

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.

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.

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.

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.

Background and Strategies:

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

Measure:

The average cost of each transaction.

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

Background and Strategies:

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

Measure:

The percentage of transactions by private partners.

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%)

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 Natural Resources Performance Measures

1/15/01

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Management and Administration Budget Request Unit

Contact: Nico Bus, Administrative Services Manager
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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

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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.

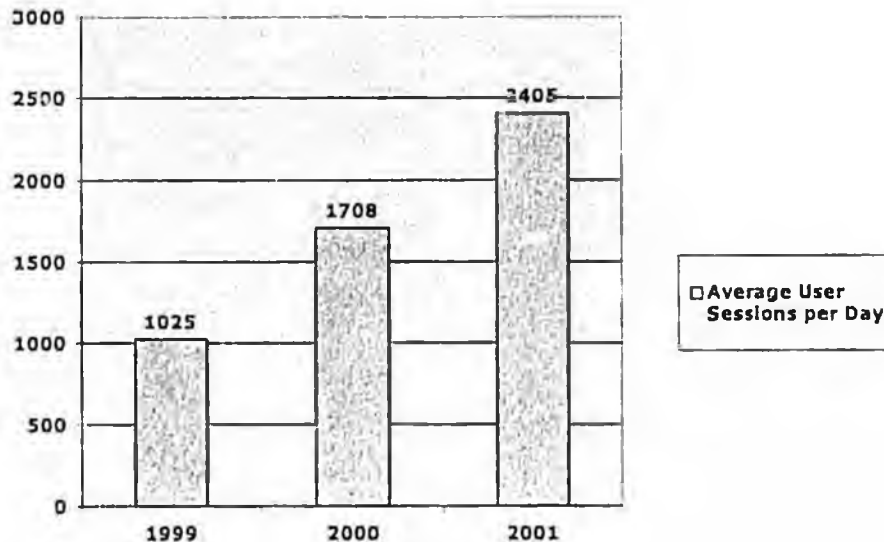
Measure:

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

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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.

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.

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).

Number of state timber sales to Alaskan businesses							
Area	FY 97	FY 98	FY 99	FY 00	FY 01	Total FY97-01	# Different Purchasers
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

Contact: Nico Bus, Administrative Services Manager
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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.

Background and Strategies:

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.labcr.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

Contact: Nico Bus, Administrative Services Manager

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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.

Background and Strategies:

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 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.

<i>Year</i>	<i>New Claims</i>	<i>Total Active Claims</i>
2000	5,088	54,983
1999	11,977	56,673
1998	9,786	50,164
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)(?) 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.

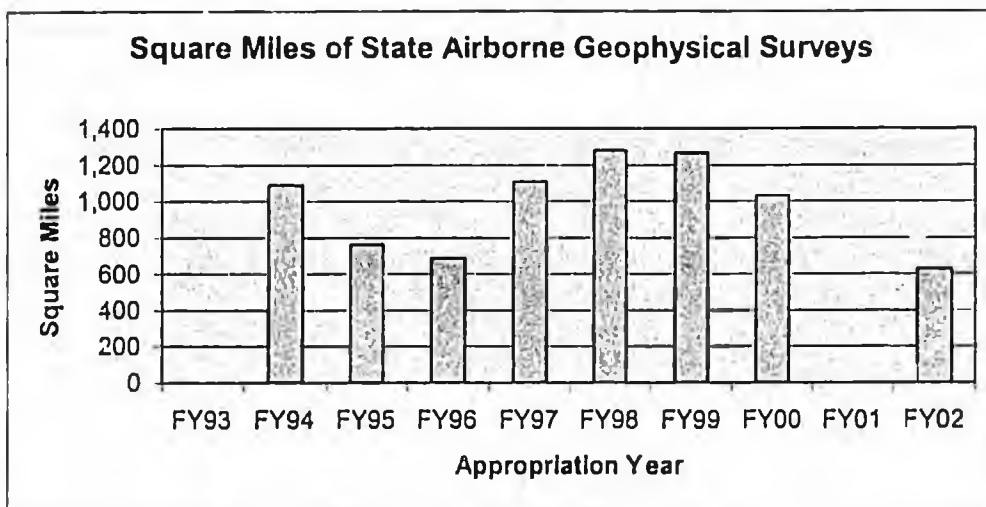
Measure:

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:**

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:

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:

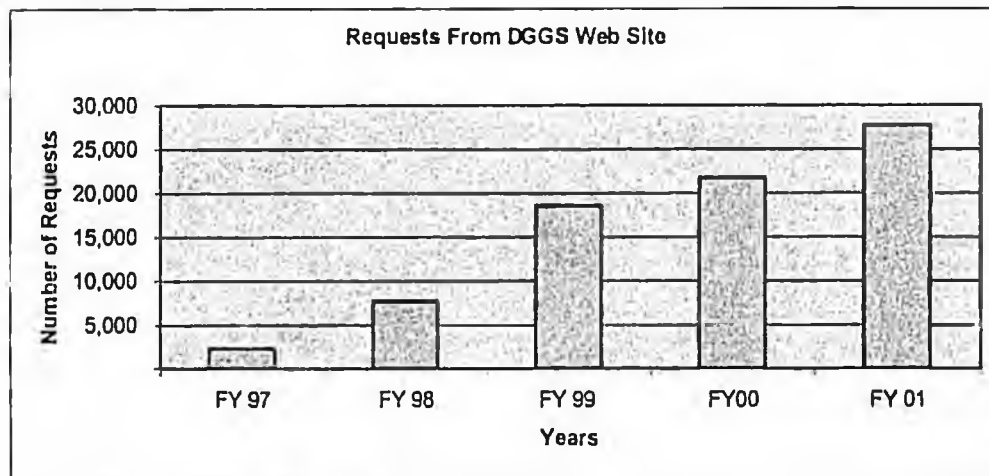
Geological Development - The number of users requesting information on the geology of Alaska from the DGGGS web site.

Sec 113(b)(5) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

The DGGGS 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 DGGGS 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 DGGGS Web site.

Statistics for this measure are compiled on a fiscal-year basis. As of November 1, 2001 DGGGS received 12,634 external Internet inquiries. We expect to exceed the 27,000 inquiries that we received in FY01.



Benchmark Comparisons:

There is no benchmark for this measure.

Background and Strategies:

The main object of the DGGGS Web site is to supply geologic information collected by DGGGS 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 DGGGS's maps and reports over the Internet. DGGGS 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 DGGGS 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:

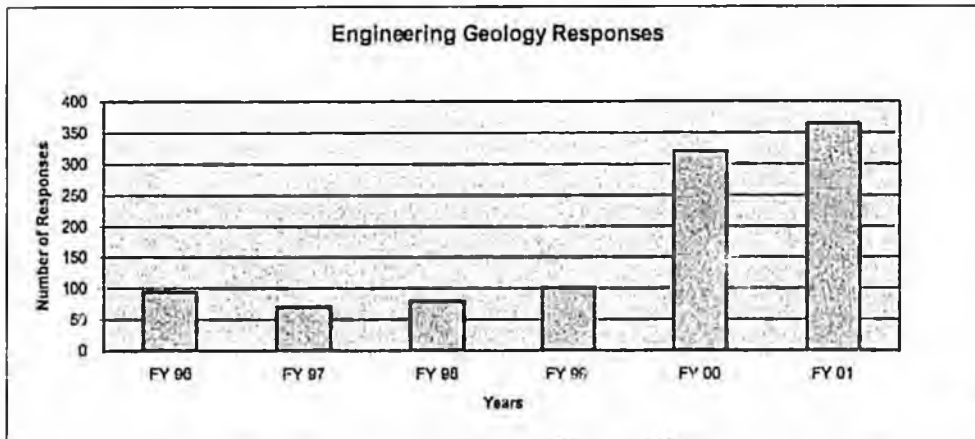
Geological Development - The number of responses made by the division to requests for information or assistance relating to engineering geology or hazards in the state.

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

Tel: (907) 269-8700 Fax: (907) 269-8907 E-mail: Jim-Stratton@dnr.state.ak.us

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

Tel: (907) 761-3867 Fax: (907) 745-7112 E-mail: Robert_Wells@dnr.state.ak.us

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

Tel: (907) 761-3866 Fax: (907) 745-7112 E-mail: Robert_Wells@dnr.state.ak.us

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

Tel: (907) 269-8501 Fax: (907) 269-8904 E-mail: nancywe@dnr.state.ak.us

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

Tel: (907) 269-8474 Fax: (907) 269-8931 E-mail: JJahnke@dnr.state.ak.us

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:

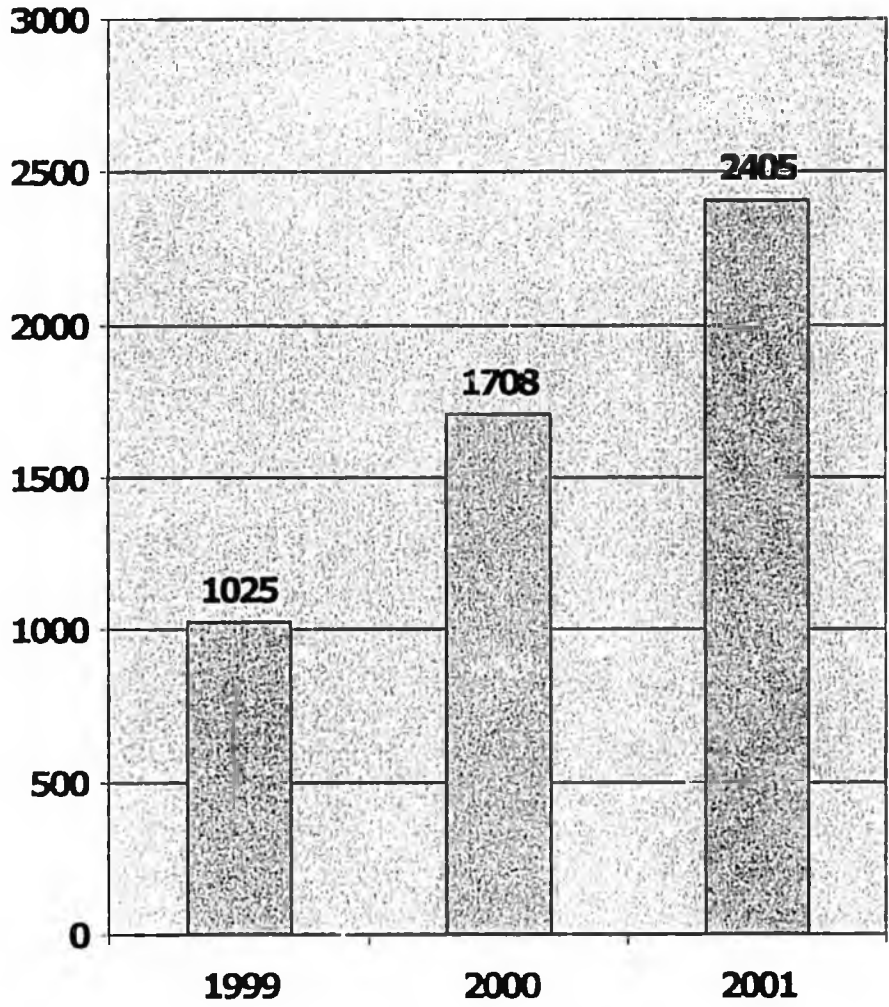
There are no comparable situations in other states with which to provide a benchmark.

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.

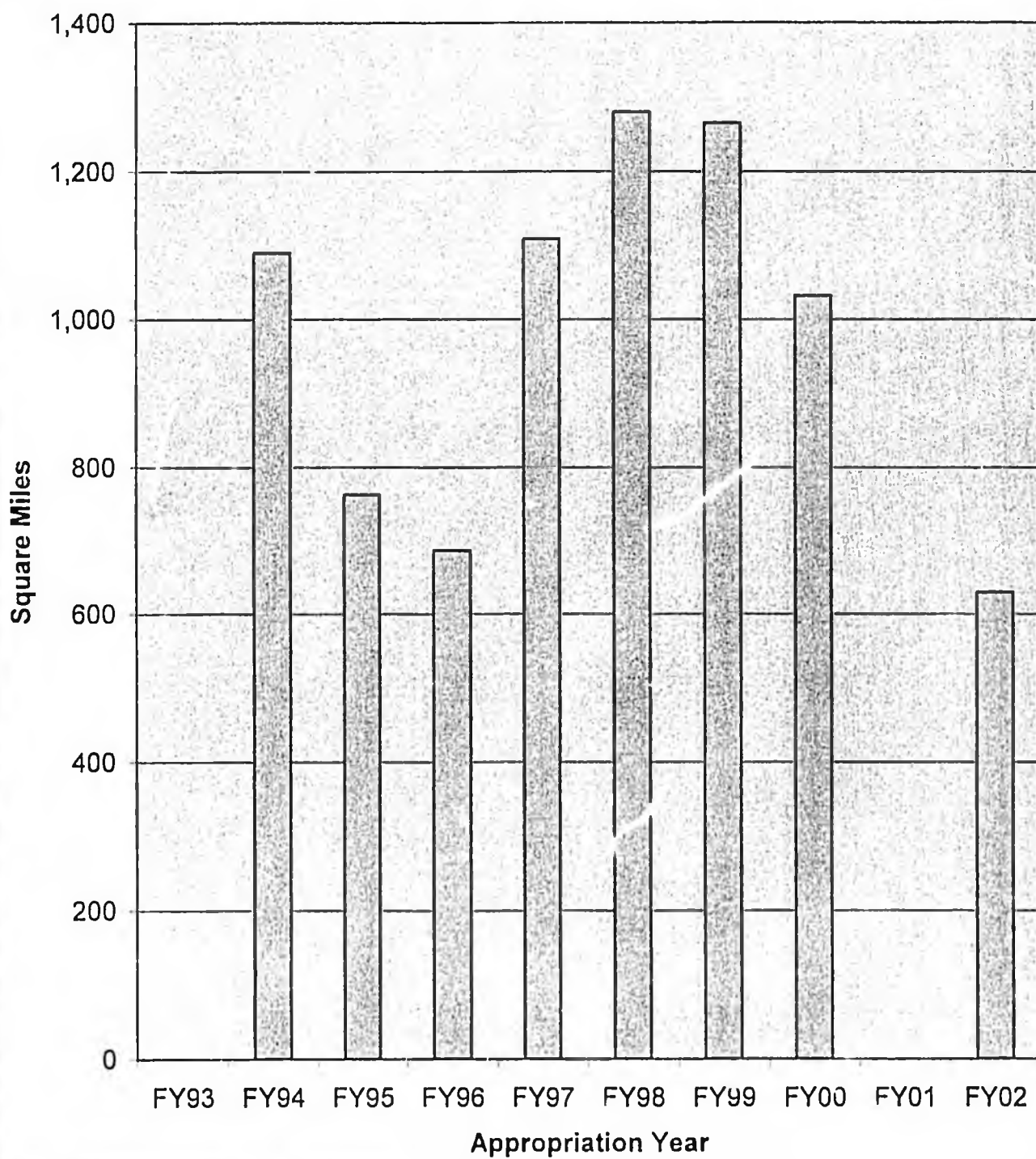
NATURAL RESOURCES

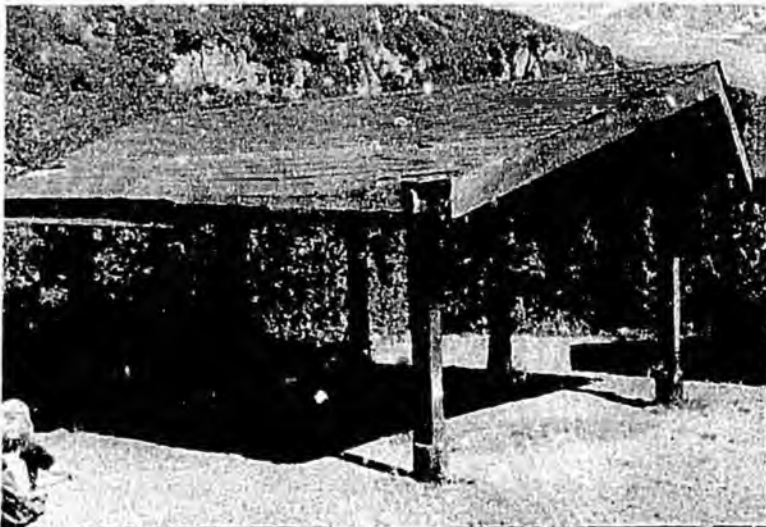
**Growth in DNR Web Site Usage
1999-2001**

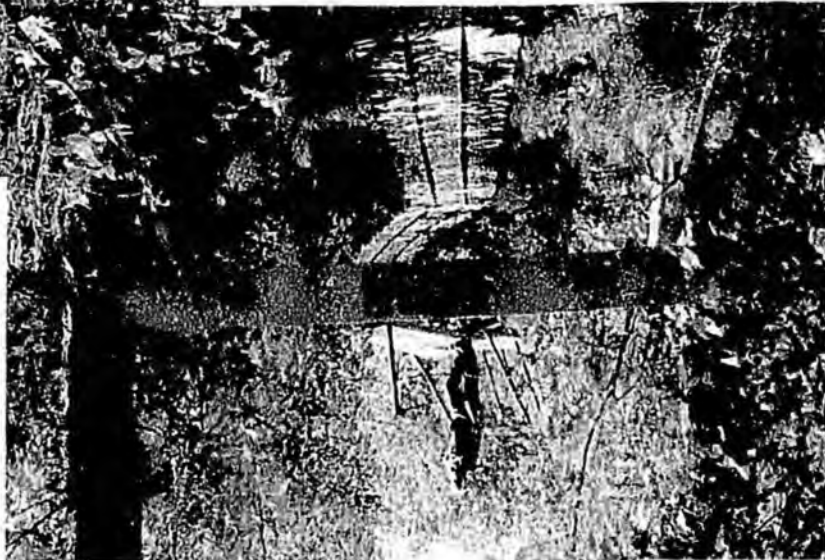
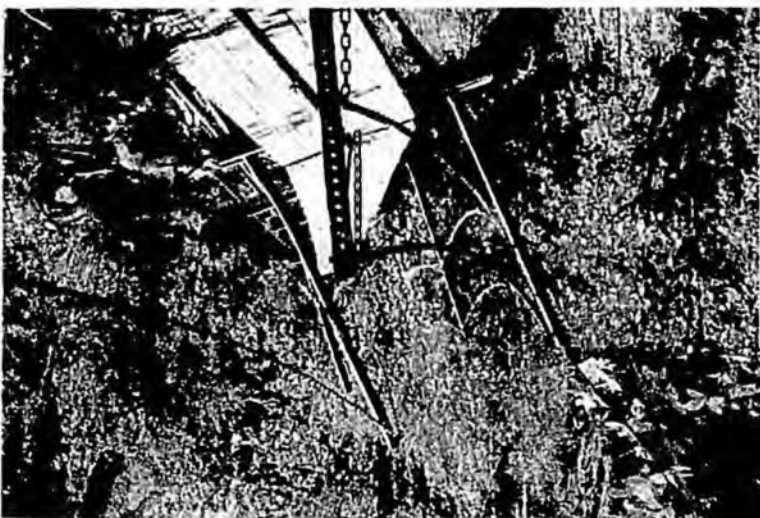
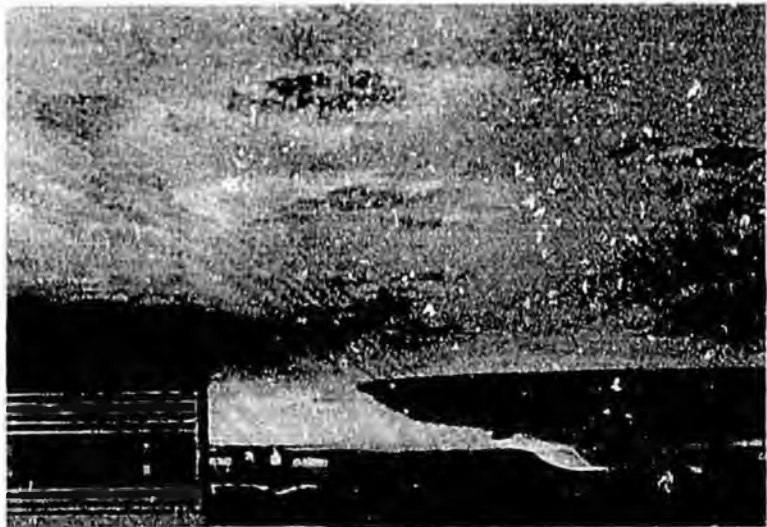


□ Average User Sessions per Day

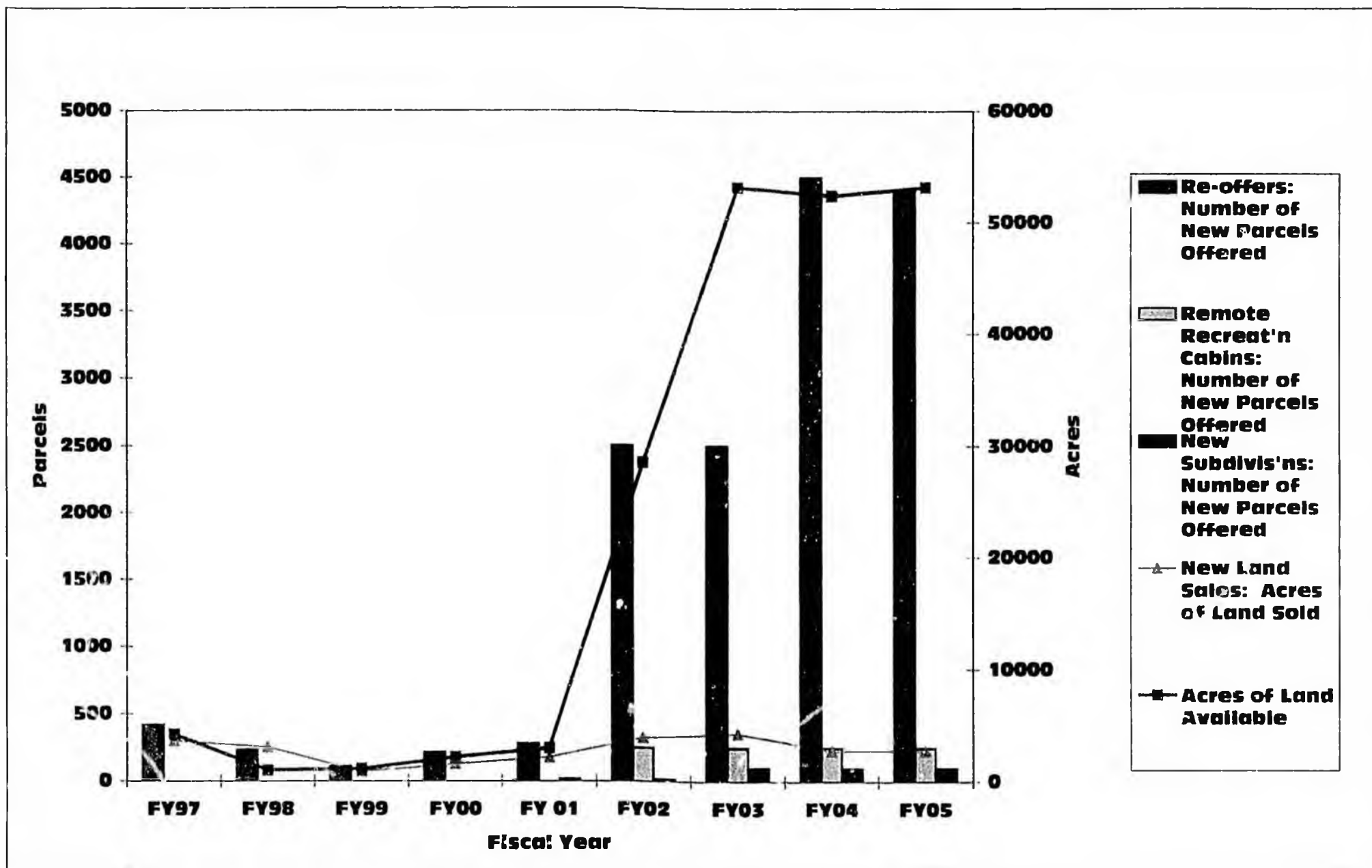
Square Miles of State Airborne Geophysical Surveys



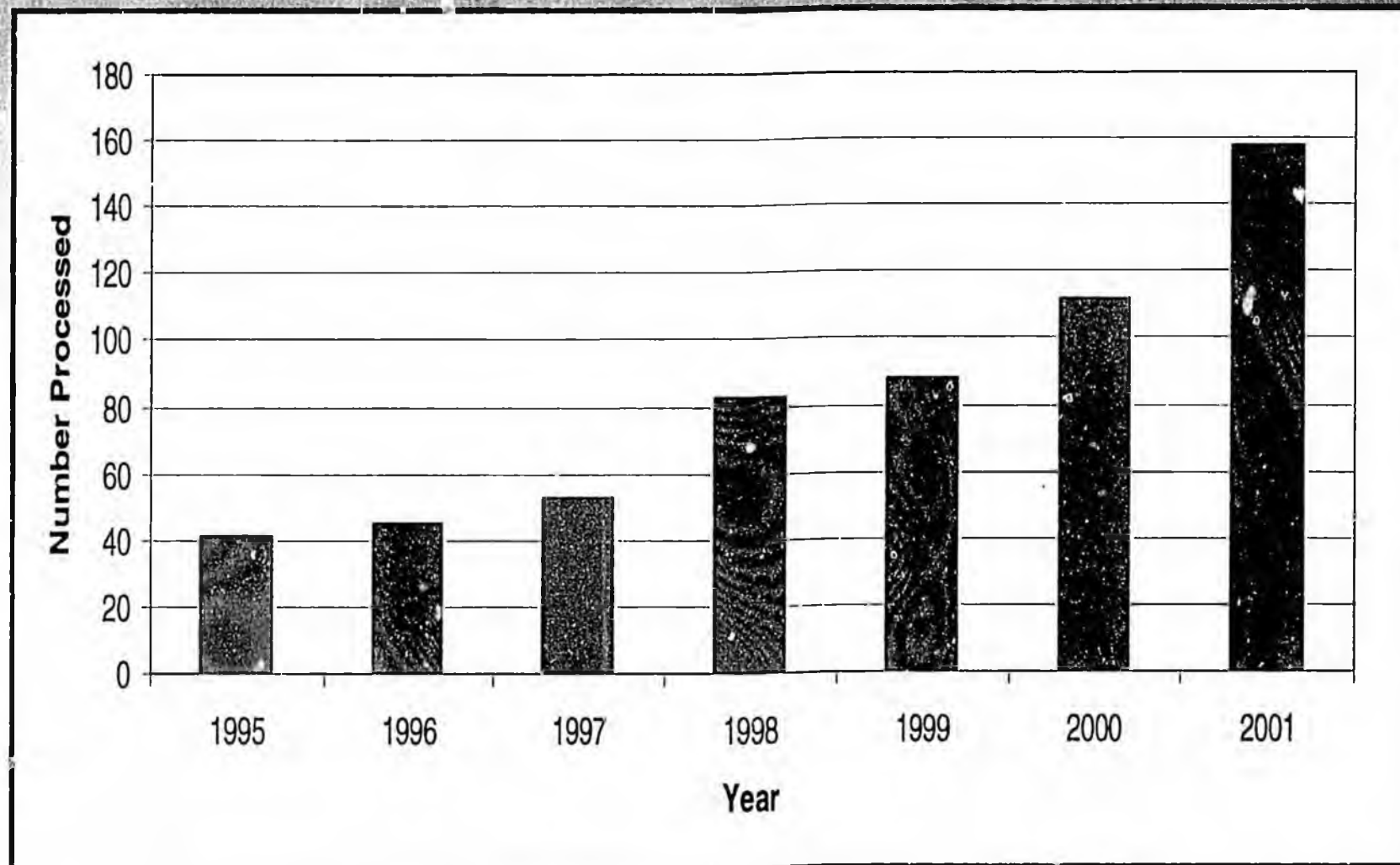




Land Sales -- Parcels Offered



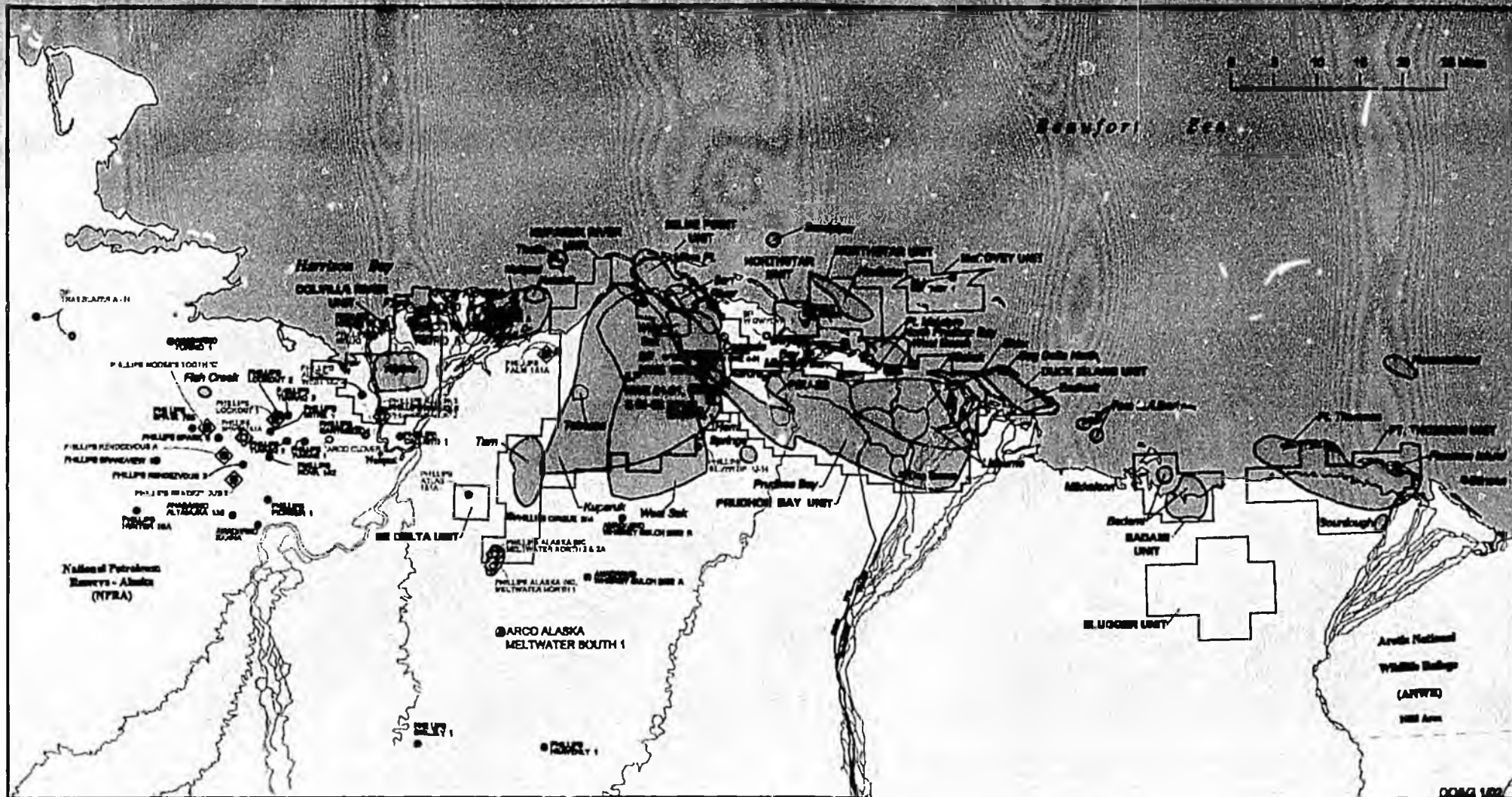
Unit Actions



Actions include Units and Participating Areas formed, expanded, contracted, and terminated; Unit decisions appealed; Unit Plans of Exploration and Development reviewed and approved.

cdl 01/02

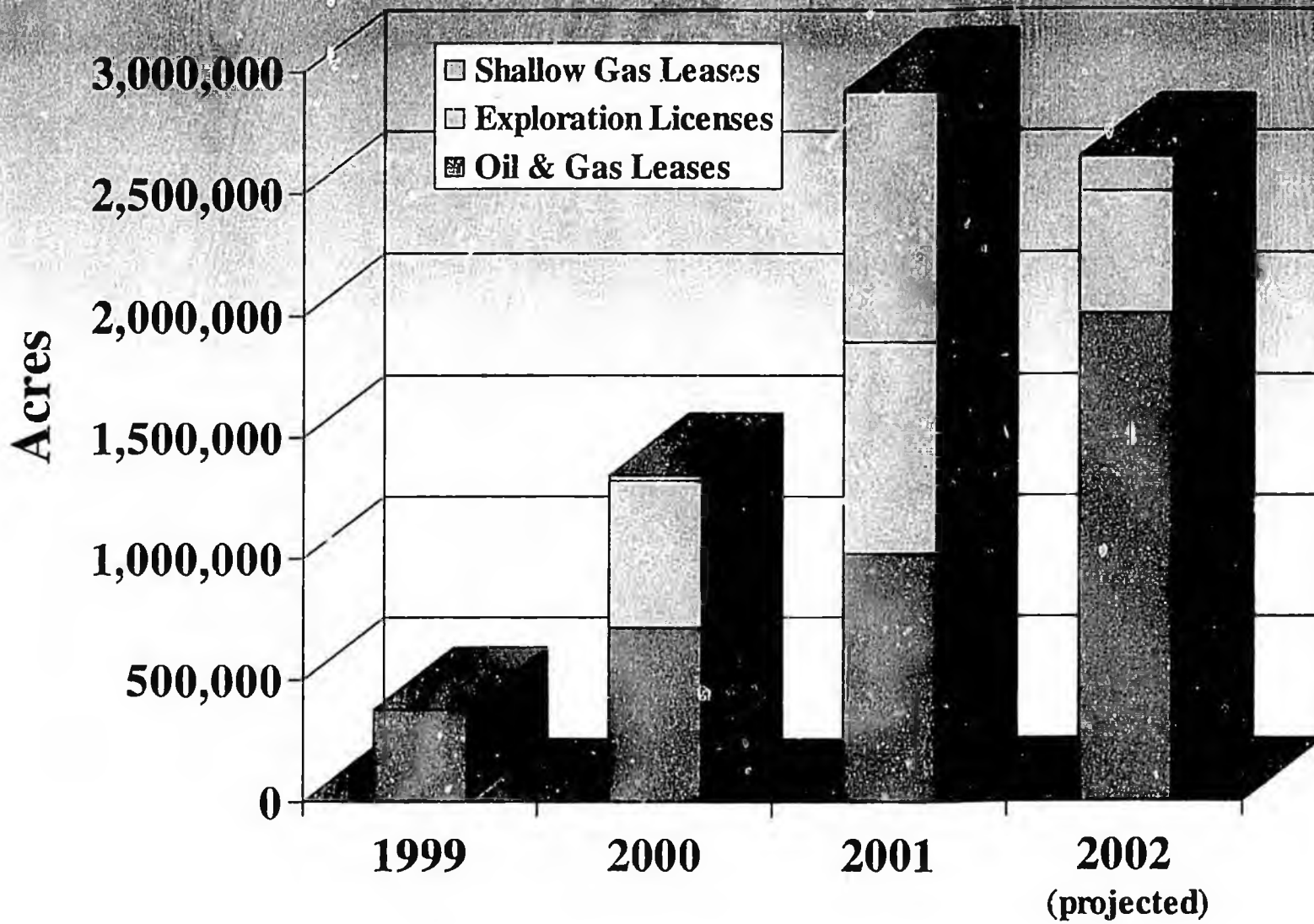
North Slope Oil & Gas Activity and Discoveries 2002



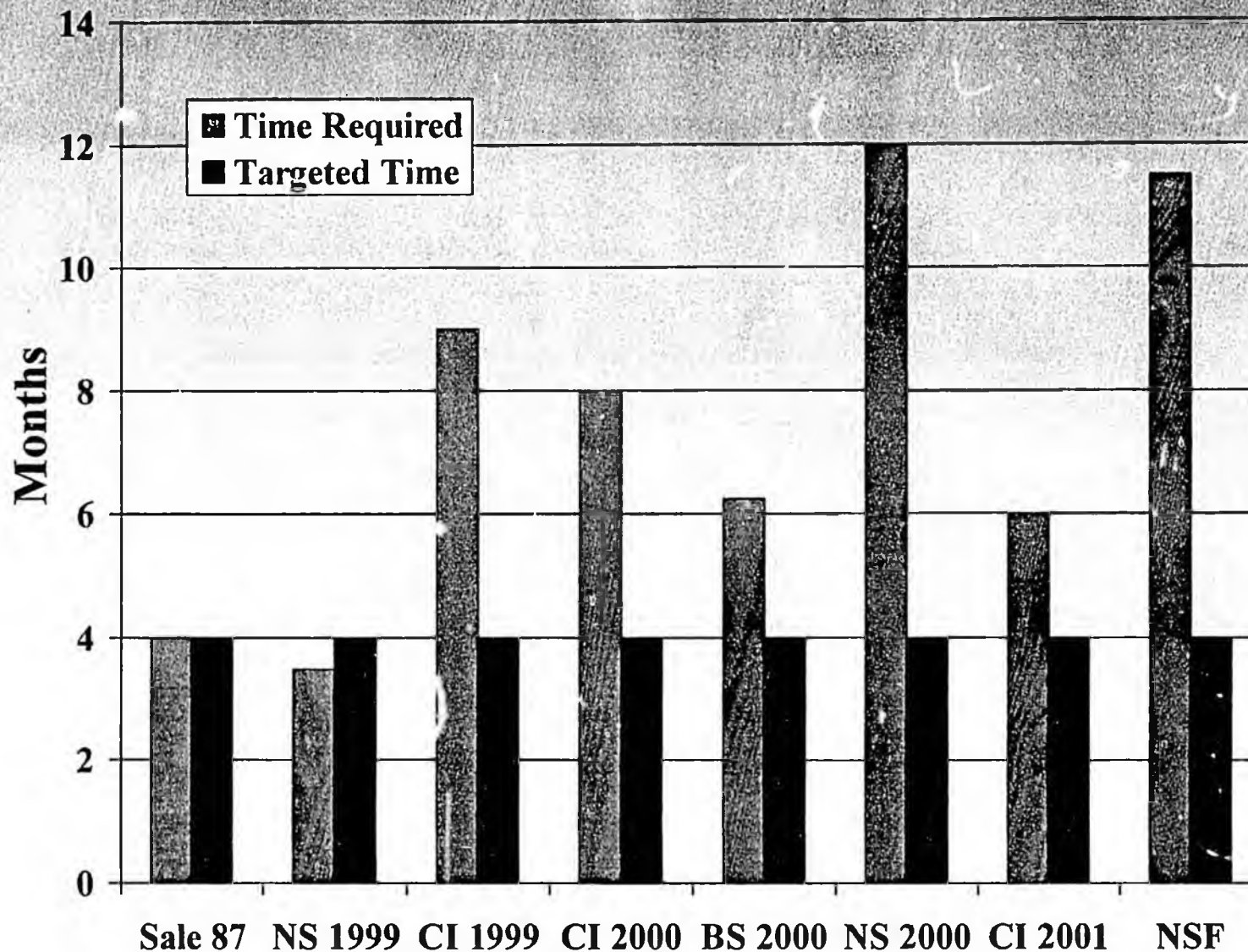
Map Legend

	Units		Road
	Oil Field / Accumulation		Trans-Alaska Pipeline
	2000 Exploration Wells		
	2001 Exploration Wells		
	2002 Proposed Wells		
	Active Wells		
	Recent Discoveries		

Title Work



Time Required to Issue a Lease

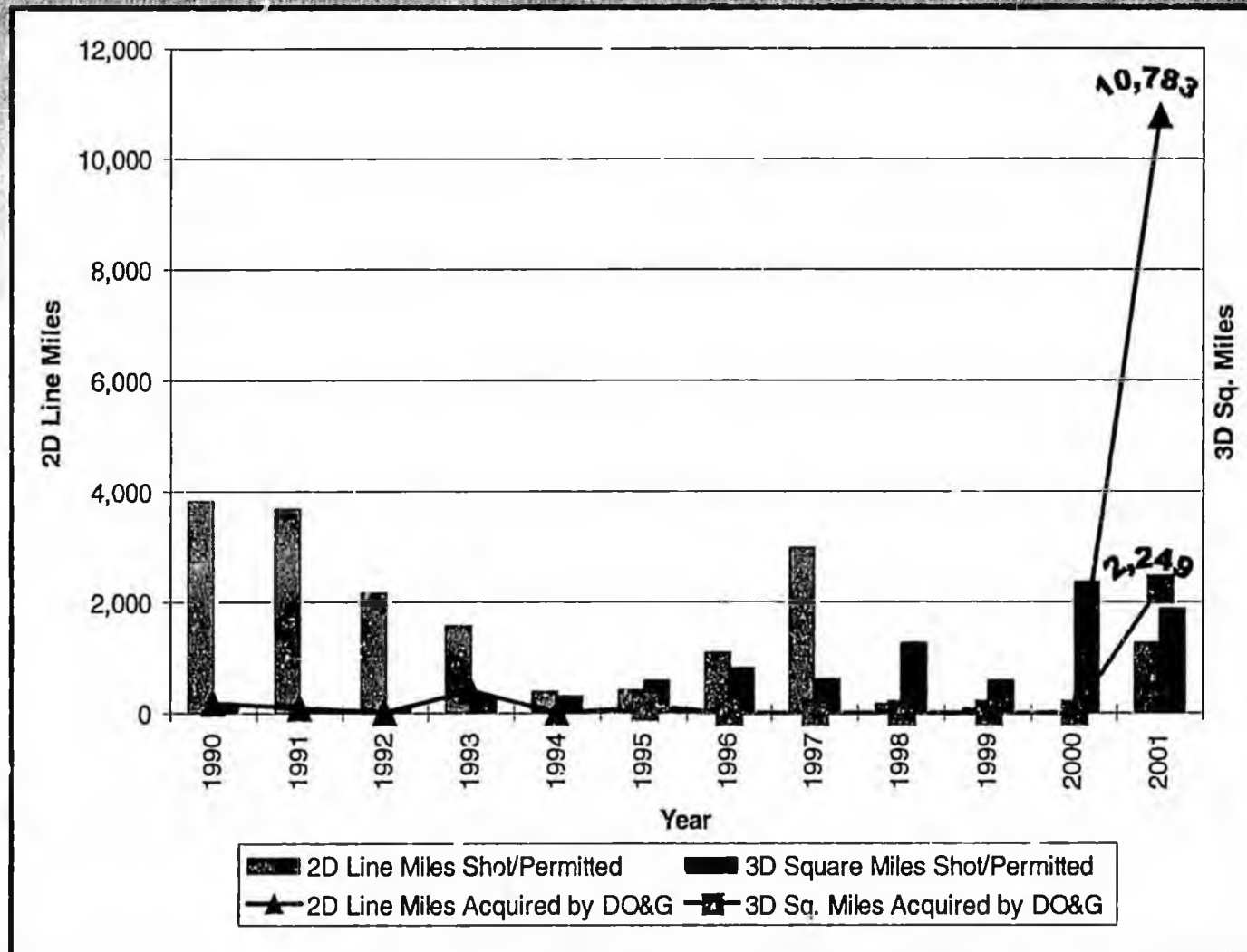


Sale 87 NS 1999 CI 1999 CI 2000 BS 2000 NS 2000 CI 2001 NSF 2001

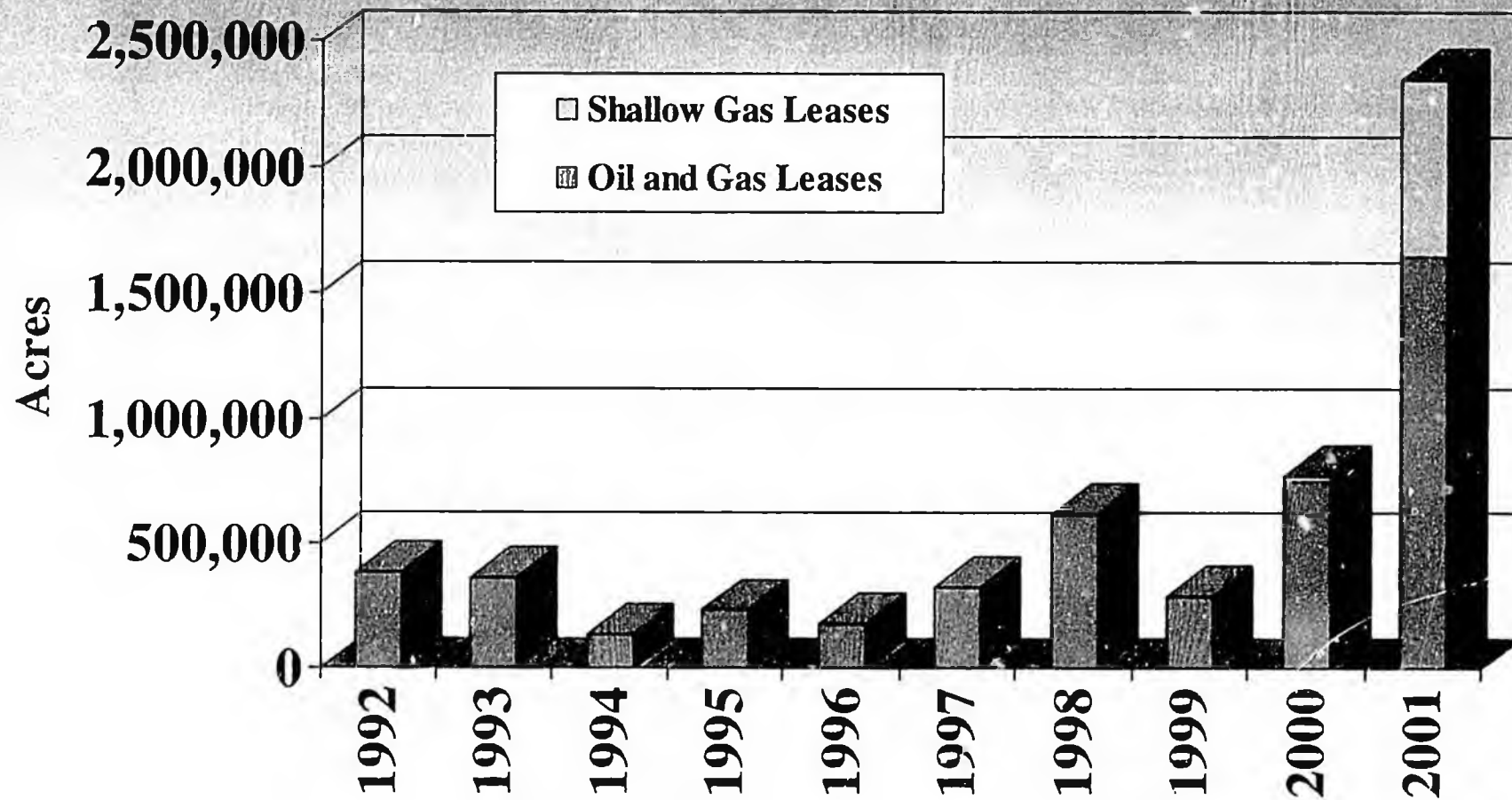
Sale Legend
 BS - Beaufort Sea CI - Cook Inlet
 NS - North Slope NSF - North Slope Foothills

(Projected)

Seismic Data Status 1990 - 2001



Acres Leased



2001 Areawide Lease Sales

Total Acres Leased = 1.6 Million

Total Bonus Bids = \$24.5 Million

North Slope Foothills

- Area's First Lease Sale
- Largest State Sale Ever
- 8 Bidding Groups
- 978,560 Acres Leased
- \$10.7 Million in Bonus Bids

North Slope

- 16 Bidding Groups (Shell returns after 13 yrs)
- 469,760 Acres Leased
- \$7.4 Million in Bonus Bids

Cook Inlet*

- 6 Bidding Groups
 - 102,523 Acres Leased
 - \$928,085 in Bonus Bids
- (* Final Results)

Beaufort Sea

- 7 Bidding Groups
- 60,800 Acres Leased
- \$5.4 Million in Bonus Bids