Department of Administration

Goal Met Key

✔ goal met, ✖ goal not met, ⧗ goal in progress. As determined by comparison of current data and target.

Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

Economic Development

Number of public infrastructure grants awarded

Metric Definition

Grants awarded to communities for public infrastructure projects that support business expansion or retention.

Goal Met	Current	Previous	Target	Trend
✔	⧗	37 (2017)	21	↑

Reporting Cycle: Annual (April 1, 2017 - March 31, 2018)

Additional Details: The Division of Energy, Housing and Community Resources awards grants through an annual competitive process and set a goal of 21 grants for this fiscal year.

Low Income Home Energy Assistance Program (LIHEAP) funds issued

Metric Definition

Disburse 95 percent of available LIHEAP funds to eligible Wisconsin households.

Goal Met	Current	Previous	Target	Trend
✔	⧗	98%	95%	↑

Reporting Cycle: Annual (federal fiscal year October 1, 2017 - September 30, 2018)

Additional Details: The Wisconsin Home Energy Plus Program administers the federally funded program and disburses funds to eligible* Wisconsin households for heating, electric, and crisis assistance (*households with income at or below 60 percent of Wisconsin state median income may be eligible).

Wisconsin Coastal Management Program (WCMP) funds awarded

Metric Definition

Award $1.5 million in federal grants to enhance and restore coastal resources within the state's coastal zone (counties adjacent to Lakes Superior and Michigan with 1,000 miles of shoreline).

Goal Met	Current	Previous	Target	Trend
✔	⧗	$1.5 million	$1.5 million	⟷

Reporting Cycle: Annual (federal fiscal year October 1, 2017 - September 30, 2018)

Additional Details: Thirty-four gransts totaling $2.4 million were awarded last fiscal year. The WCMP has grants available include wetland protection, habitat restoration, pollution control, great lakes education, and community planning.

Number of new businesses registered through the One Stop Business Portal (OSBP)

Metric Definition

Through marketing and outreach efforts, increase the number of businesses completing the necessary steps to start a business through the OSBP.

Goal Met	Current	Previous	Target	Trend
✔	863	801	350	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Reform and Innovation

eGovernment services launched

Metric Definition

Increase the number of eGovernment services which include online transaction-based services, mobile apps, and interactive websites that serve constituents.

Goal Met	Current	Previous	Target	Trend
✔	17	28	25	⧗

Reporting Cycle: Annual (contract year June 1, 2017 - May 31, 2018)

Additional Details: DOA administers the state's portal vendor contract and provides oversight of the state's eGovernment (portal) program.

On-Contract Spend

Metric Definition

Maintain a rate of 90% or higher for on-contract spend activities within state agencies.

Goal Met	Current	Previous	Target	Trend
✔	96%	96%	90%	↔

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: It is an accepted best practice that savings are more likely realized when purchasing occurs on contracts that have been competitively bid.

Efficient and Effective Services

Building vacancy rate

Metric Definition

Maintain a vacancy rate of less than 5 percent.

Goal Met	Current	Previous	Target	Trend
✔	4.2%	1.4%	<5%	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Lower vacancy rates reduce costs and taxpayer burden. Data is reported for the 30 state office buildings managed by DOA.

Timely Architecture/Engineering and construction contract payments

Metric Definition

All payments to Architecture/Engineering consultants and construction contractors are issued with deadlines.

Goal Met	Current	Previous	Target	Trend
✘	99.5%	99%	100%	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Prompt payment reduces interest payments made by the state. Interest payments and construction contract requirements are outlined in Wis. Stat. 16.528 and 16.855 respectively.

Construction contract offerings posted within 30 days

Metric Definition

All construction contracts offerings must be posted within 30 days.

Goal Met	Current	Previous	Target	Trend
✔	99%	100%	100%	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)
Additional Details: Requirements are outlined in Wis. Stat. 16.855.

Single prime bids for construction projects posted

Metric Definition

Ensure all bidder names and corresponding dollar amounts are posted to agency website within statutory deadlines.

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	⟷

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)
Additional Details: DOA posts on the Division of Facilities Development website. Requirements are outlined in Wis. Stat. 16.855.

Contractor recertification

Metric Definition

All certified contractors are recertified within two years of original date (if current application compliant).

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	⟷

Reporting Cycle: Semiannual (January and July)

Additional Details: Requirements are outlined in Wis. Stat. 16.855.

Percentage of IT projects completed on time

Metric Definition

Cumulative percentage of IT projects managed by the state's central IT division (Division of Enterprise Technology) completed on time.

Goal Met	Current	Previous	Target	Trend
✔	81%	73%	69%	↑

Reporting Cycle: Annual Rolling Average (Updated Quarterly)

Additional Details: Target is set by increasing the industry average by 10 percent (according to the Gartner IT research firm, the industry average is 59 percent). The trend is established by tracking all projects completed on time over the past 12 months.

Timely processing of FoodShare and Medical Assistance hearings and administrative actions

Metric Definition

Process 97 percent of within required federal goverment time frames.

Goal Met	Current	Previous	Target	Trend
✔	99%	98%	97%	↑

Reporting Cycle: Annual (calendar year)

Additional Details: Required time frames vary depending on the hearing or administrative action.

Average days to issue written decisions after hearings

Metric Definition

Average days to issue written decisions after completion of Department of Corrections (DOC) hearings.

Goal Met	Current	Previous	Target	Trend
✔	7 days	7 days	10 days	↔

Reporting Cycle: Annual (calendar year)

Additional Details: The Division of Hearings and Appeals handles adult probation and parole matters, extended supervision and juvenile aftercare supervision cases from DOC. Efficient hearings and issuing of written decisions better serves agencies and Wisconsin residents.

Average days to process completed raffle applications

Metric Definition

Days to process raffle applications.

Goal Met	Current	Previous	Target	Trend
✔	13.8 days	13.2 days	30 days	⬌

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: There is a statutory requirement to process completed applications (those that don't require follow-up to obtain additional information) within 30 days.

Workers Compensation Claims

Metric Definition

Reduce workers compensation claims from prior year.

Goal Met	Current	Previous	Target	Trend
⧖	N/A	2,618	< 2,618	N/A

Reporting Cycle: Annual (July 1, 2017 - June 30, 2018)

Additional Details: Each workers compensation claim represents some level of pain, personal inconvenience and lost productivity for the injured employee. A safe workplace supports our state employee workforce and produces cost savings for taxpayers.

Open and Transparent Government

Total number of public records requests received

Metric Definition

Total number of public records requests received within the reporting period.

Current	Previous	Trend
158	146	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received. This is the first quarter reporting this metric.

Total number of public records requests completed

Metric Definition

Total number of public records requests completed within the reporting period.

Current	Previous	Trend
170	139	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
✖	15 days	7 days	10 days	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

After Foxconn announced its plans for Wisconsin this past July, the state processed a high-number of Foxconn-related public records, involving a substantial number of personnel. The process of fulfilling the requests required a comprehensive and thorough process involving a coordinated effort between, the Governor's Office, the Wisconsin Economic Development Corporation (WEDC) and several agencies. In the end, the Governor's Office, WEDC, and the Department of Administration released approximately 20,000 records in March related to Foxconn.

Due to the time required to fulfill Foxconn requests, records metrics this quarter do not reveal an accurate picture of our response times. Therefore, we are also providing metrics excluding the Foxconn data. We hope having both sets of metrics will allow those who view them to have a clearer understanding that we are committed to improving metrics for public records.

For the quarter, Foxconn data excluded, the Department of Administration completed records requests in an average of 12 business days.

Percentage of public records requests acknowledged within one business day

Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	⟷

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✘	98.3%	93%	100%	↑

Reporting Cycle: Annual (March 1, 2017 - February 28, 2018)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

Percentage of new employees completing public records training

Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	↔

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	↔

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.