

Performance Measures
(Study Step 2: Performance)

Agency Responding	Office of The Adjutant General
Date of Submission	29-Sep-17

Types of Performance Measures:

Outcome Measure - A quantifiable indicator of the public and customer benefits from an agency's actions. Outcome measures are used to assess an agency's effectiveness in serving its key customers and in achieving its mission, goals and objectives. They are also used to direct resources to strategies with the greatest effect on the most valued outcomes. Outcome measures should be the first priority. Example - % of licensees with no violations.

Efficiency Measure - A quantifiable indicator of productivity expressed in unit costs, units of time, or other ratio-based units. Efficiency measures are used to assess the cost-efficiency, productivity, and timeliness of agency operations. Efficiency measures measure the efficient use of available resources and should be the second priority. Example - cost per inspection

Output Measure - A quantifiable indicator of the number of goods or services an agency produces. Output measures are used to assess workload and the agency's efforts to address demands. Output measures measure workload and efforts and should be the third priority. Example - # of business license applications processed.

Input/Activity Measure - Resources that contribute to the production and delivery of a service. Inputs are "what we use to do the work." They measure the factors or requests received that explain performance (i.e. explanatory). These measures should be the last priority. Example - # of license applications received

#	Performance Measure	Type of Measure	Agency selected; Required by State; or Required by Federal	Who performs the best in the country on this measure? (could be gov't, private, etc.)	Time Applicable	Target & Actual Results 2012- 2013	Target & Actual Results 2013- 2014	Target & Actual Results 2014- 2015	Target & Actual Results 2015-2016	Target & Actual Results 2016-2017	Target 2017-2018
1	Maintain Readiness Centers at a overall READINESS Rating level of R1 based on National Guard Bureau Installation Status Report, ISR-Condition (See Note 1)	Outcome	Required by Federal	Colorado NG (based on overall Installation Status Report)	10/01/2013 - 06/30/2017	No Data Found (exceeds NGB data retention requirements)	Target: R2 Actual: R3	Target: R2 Actual: R3	Target: R2 Actual: R3	Target: R2 Actual: R3	Target: R2
2	Maintain Readiness Centers at a overall MISSION Ready Rating level of F1 based on National Guard Bureau Installation Status Report, ISR-Functionality (See Note 2)	Outcome	Required by Federal	Colorado NG (based on overall Installation Status Report)	10/01/2013 - 06/30/2017	No Data Found (exceeds NGB data retention requirements)	Target: F2 Actual: F3	Target: F2 Actual: F3	Target: F2 Actual: F3	Target: F2 Actual: F3	Target: F2
3	Maintain Readiness Centers at a overall QUALITY Rating level of Q1 based on National Guard Bureau Installation Status Report, ISR-Quality (See Note 3)	Outcome	Required by Federal	Colorado NG (based on overall Installation Status Report)	10/01/2013 - 06/30/2017	No Data Found (exceeds NGB data retention requirements)	Target: Q1 Actual: Q2	Target: Q1 Actual: Q2	Target: Q1 Actual: Q2	Target: Q1 Actual: Q2	Target: Q1
4	Maintain Field Maintenance Sites at a overall READINESS Rating level of R1 based on National Guard Bureau Installation Status Report, ISR-Condition (See Note 1)	Outcome	Required by Federal	Colorado NG (based on overall Installation Status Report)	10/01/2013 - 06/30/2017	No Data Found (exceeds NGB data retention requirements)	Target: R1 Actual: R4	Target: R1 Actual: R4	Target: R1 Actual: R4	Target: R4 Actual: R4	Target: R3
5	Maintain Field Maintenance Sites at a overall MISSION Rating level of F1 based on National Guard Bureau Installation Status Report, ISR-Functionality (See Note 2)	Outcome	Required by Federal	Colorado NG (based on overall Installation Status Report)	10/01/2013 - 06/30/2017	No Data Found (exceeds NGB data retention requirements)	Target: F1 Actual: F2	Target: F1 Actual: F2	Target: F1 Actual: F2	Target: F1 Actual: F1	Target: F1
6	Maintain Field Maintenance Sites at a overall QUALITY Ready Rating level of Q1 based on National Guard Bureau Installation Status Report, ISR-Quality (See Note 3)	Outcome	Required by Federal	Colorado NG (based on overall Installation Status Report)	10/01/2013 - 06/30/2017	No Data Found (exceeds NGB data retention requirements)	Target: Q1 Actual: Q1	Target: Q1 Actual: Q1	Target: Q1 Actual: Q1	Target: Q1 Actual: Q1	Target: Q1
7	Maintain Open Work Orders for Readiness Centers/Field Maintenance Sites/Training Centers/Ranges/Army Aviation Support Facilities at a manageable level (Capacity) based on available funding and in-house manpower, >90% requires contracting support for normal sustainment work	Efficiency	Required by Federal	Information not available at national level (i.e., NGB)	10/01/2016 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 95% Actual: 95% <i>* Note - new Work Order system initiated / Measure Initiated</i>	Target: 95%
8	Maintain an average age of 30 years or less for Readiness Centers	Outcome	Required by Federal	Information not available at National level (i.e., NGB)	10/01/2013 - 06/30/2017	No Data Found (exceeds NGB data retention requirements)	Target: <30 Actual: 35	Target: <30 Actual: 36	Target: <30 Actual: 37	Target: <30 Actual: 39	Target: <30
9	Ensure training in proper dining operation and job requirements for each position	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 98% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 100%	Target: 100%
10	Provide a working dining facility and equipment	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 98%	Target: 100%
11	Maintain Dining Facility personnel training records and all inspection reports	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 100%	Target: 100%

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12	Prepare and serve meals free of cross contamination and foodborne illnesses	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 100%	Target: 100%
13	Billeting personnel completion of Individual Development Plans	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 85% Actual: 33% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 100%	Target: 90%
14	No reported incidents of compromised customer data or incidents of identity theft	Outcome	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 100%	Target: 100%
15	Provide safe, clean, comfortable semi-private quarters	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 100%	Target: 100%
16	Provide Chargeable Transient Quarters to authorized personnel conducting official business or training at McCrady Training Center, Crew Rest and Clarks Hill Training Site	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% <i>* Note - Measure Initiated</i>	Target: 90% Actual: 85%	Target: 90%
17	Ensure DoD STARBASE Curriculum is being taught	Output	Required by Federal	Charlotte, NC STARBASE	08/08/2012 - 06/31/2017	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100%
18	Ensure DoD STARBASE Program Guidance is being used in conducting STARBASE Swamp Fox Program	Output	Required by Federal	Charlotte, NC STARBASE	08/08/2012 - 06/31/2017	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100%
19	Ensure required number of STARBASE classes are conducted each Federal FY	Output	Required by Federal	Charlotte, NC STARBASE	08/08/2012 - 06/31/2017	Target: 28 classes Actual: 49 classes	Target: 28 classes Actual: 40 classes	Target: 28 classes Actual: 54 classes	Target: 28 classes Actual: 54 classes	Target: 28 classes Actual: 50 classes	Target: 56 classes
20	Ensure STARBASE participation meets minimum DoD standards of 20/class	Output	Required by Federal	Charlotte, NC STARBASE	08/08/2012 - 06/31/2017	Target: 560 students @ 20/class Actual: 1,145 students @ 23/class	Target: 560 students @ 20/class Actual: 951 students @ 24/class	Target: 560 students @ 20/class Actual: 1,160 students @ 21/class	Target: 560 students @ 20/class Actual: 1,153 students @ 21/class	Target: 560 students @ 20/class Actual: 1,167 students @ 23/class	Target: 1,120 students @ 20/class
21	Maintain a safe environment at STARBASE Swamp Fox for visiting teachers/students/guests with zero reportable accidents	Outcome	Agency selected	Charlotte, NC STARBASE	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 100%	Target: 100%
22	Maintain a Youth Challenge graduation rate of 70% or greater	Outcome	Required by Federal	Puerto Rico Youth Challenge Program	01/01/12 - 06/30/17	Target: 70% Actual: 74%	Target: 70% Actual: 62%	Target: 70% Actual: 71%	Target: 70% Actual: 67%	Target: 70% Actual: 73%	Target: 70%
23	Enhance professional development and implement internal qualification standards for all positions.	Outcome	Agency selected	Researched - no comparative data found	07/01/2012 - 06/30/2017	Target: 100% Actual: 21% <i>* Note - Measure Initiated</i>	Target: 100% Actual: 72%	Target: 100% Actual: 90%	Target: 100% Actual: 90%	Target: 100% Actual: 85%	Target: 100%
24	Sustain current disaster management software/program for local jurisdictions	Output	Agency selected	Researched - no comparative data found	07/01/2012 - 06/30/2017	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 100% Actual: 100%	Target: 25% Actual: 40% <i>* Note - New Software initiated/Change to measure</i>	Target: 70%
25	Conduct statewide training	Output	Required by Federal	Researched - no comparative data found	07/01/2012 - 06/30/2017	Target: 30 events/ 600 participants Actual: 57 events / 1,118 participants	Target: 30 events/ 600 participants Actual: 38 events / 823 participants	Target: 30 events/ 600 participants Actual: 37 events / 766 participants	Target: 30 events/ 600 participants Actual: 37 events / 722 participants	Target: 30 events/ 600 participants Actual: 41 events / 927 participants	Target: 40 events / 800 participants
26	Conduct comprehensive exercises	Output	Required by Federal	Researched - no comparative data found	07/01/2012 - 06/30/2017	Target: 40 exercises / 1,000 participants Actual: 43 exercises / 1,319 participants	Target: 80 exercises / 2,000 participants Actual: 78 exercises / 2,861 participants	Target: 80 exercises / 2,000 participants Actual: 96 exercises / 2,712 participants	Target: 80 exercises / 2,000 participants Actual: 83 exercises / 2,551 participants	Target: 80 exercises / 2,000 participants Actual: 89 exercises / 2,153 participants	Target: 80 exercises / 2,000 participants

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27	Citizen disaster exercise - Great Shakeout - Earthquake Drill	Output	Agency selected	State of California	07/01/2012 - 06/30/2017	Target: 200,000 participants Actual: 312,805 participants	Target: 250,000 participants Actual: 288,000 participants	Target: 200,000 participants Actual: 266,000 participants	Target: 250,000 participants Actual: 280,257 participants	Target: 250,000 participants Actual: 311,542 participants	Target: 350,000 participants
28	Conduct awareness campaigns including severe weather, hurricane and earthquake and severe winter weather awareness weeks.	Output	Agency selected	Researched - no comparative data found	07/01/2012 - 06/30/2017	Target: Conduct 4 media campaigns Actual: 4 media campaigns conducted	Target: Conduct 4 media campaigns Actual: 4 media campaigns conducted	Target: Conduct 4 media campaigns Actual: 4 media campaigns conducted	Target: Conduct 4 media campaigns Actual: 4 media campaigns conducted	Target: Conduct 4 media campaigns Actual: 4 media campaigns conducted	Target: Conduct 4 media campaigns
29	Distribute educational brochures and publications to all communities statewide	Output	Agency selected	Researched - no comparative data found	07/01/2012 - 06/30/2017	Target: Distribute 200,000 guides Actual: 300,000 guides distributed	Target: Distribute 200,000 guides Actual: 300,000 guides distributed	Target: Distribute 200,000 guides Actual: 266,000 guides distributed	Target: Distribute 200,000 guides Actual: > 200,000guides distributed	Target: Distribute 200,000 guides Actual: 424,051 guides distributed	Target: Distribute 400,000 guides
30	Issue re-entry passes	Output	Required by State	Researched - no comparative data found	07/01/2016 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: Issue 100 business re-entry passes Actual: 500 business re-entry passes issued * Note - Measure Initiated	Target: Issue 300 business re-entry passes
31	Operate/Maintain 24/7 security operations at McCrady Training Center, TAG Complex, and AASF#2 (Greenville, SC) Main Gates for security and access control.	Outcome	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% * Note - Measure Initiated	Target: 100% Actual: 100%	Target: 100%
32	Maintain security for the personnel gate at Old Farmers Market during certain hours to support for PT for SCNG Service Members and Employees	Outcome	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% * Note - Measure Initiated	Target: 100% Actual: 100%	Target: 100%
33	Maintain key control in conjunction with billeting for after hours key distribution.	Output	Agency selected	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% * Note - Measure Initiated	Target: 100% Actual: 100%	Target: 100%
34	Maintain training in accordance with FJ Policy to arm, AR 190-56; Master Coop 3, Appendix 3 guidelines.	Output	Required by Federal	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 50% * Note - Measure Initiated	Target: 100% Actual: 50%	Target: 100%
35	Maintain training (armed and unarmed) in accordance with AR 190-56 and Master COOP 3, Appendix 3.	Output	Required by Federal	Researched - no comparative data found	07/01/2015 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 100% Actual: 100% * Note - Measure Initiated	Target: 100% Actual: 100%	Target: 100%
36	SC Military Museum general visitation	Output	Agency selected	National Museum of the Marine Corps, Quantico, VA	07/01/2013 - 06/30/2017	No Data Found	Target: 10,000 visitors Actual: 5,325 visitors	Target: 10,000 visitors Actual: 10,307 visitors	Target: 10,000 visitors Actual: 12,923 visitors	Target: 10,000 visitors Actual: 7,628 visitors	Target: 12,000 visitors
37	Public reviews (on-line feedback) of Museum	Outcome	Agency selected	National Museum of the Marine Corps, Quantico, VA	07/01/2016 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 50 reviews Actual: 52 reviews * Note - Measure Initiated	Target: 85 reviews
38	Social media engagement and feedback	Outcome	Agency selected	National Museum of the Marine Corps, Quantico, VA	07/01/2016 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 1,000 Likes Actual: 1,141 Likes * Note - Measure Initiated	Target: 2,000 Likes

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39	Museum tour groups	Output	Agency selected	National Museum of the Marine Corps, Quantico, VA	07/01/2016 - 06/30/2017	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Agency was not utilizing measure	Target: 50 Groups / 1,654 People Actual: 53 Groups / 1,554 People * <i>Note - Measure Initiated</i>	Target: 75 Groups / 2,000 People

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Note 1	<p>R1: Good – Facilities fully support the wartime/primary missions of assigned units, organizations and tenants. The condition and configuration of facilities present no limitations to unit readiness.</p> <p>R2: Adequate – Facilities support most the wartime/primary missions of assigned units, organizations and tenants. The condition and configuration of facilities present only minor limitations to unit readiness.</p> <p>R3: Poor – Facilities present challenges to the wartime/primary missions of assigned units, organizations and tenants. The condition and configuration of facilities impair mission performance and require assigned units to establish alternative means to support readiness.</p> <p>R4: Failing – Facilities present significant challenges to the wartime/primary missions of assigned units, organizations and tenants. The condition and configuration of facilities require assigned units to expend considerable additional effort to compensate for shortcomings.</p>										
Note 2	<p>F1: Good – Meets all functional needs and reflects the best use of the design. Footprint meets current size criteria for the design use. Based on the ratings entered is fully mission capable.</p> <p>F2: Adequate – Meets the minimum functional needs for the designed use. Footprint may be less than the current size criteria for the design use. Smaller and less functional than green but meets all basic requirements. Based on the ratings entered is mission capable.</p> <p>F3: Poor – Several significant functional needs not met. Footprint is less than the current size criteria for the design use. Undersized with few requirements met. Based on the ratings entered is only partially Mission capable.</p> <p>F4: Failing – Does not meet functional needs of the design use CATCD. Undersized footprint and/or obsolete design. May require MILCON, repurposing, or disposal. Failing facility not meeting basic functional requirements. Based on the ratings entered is not Mission capable.</p> <p>F4NF: Non-Functional – When the Operational Status Code in GFEBS or PRIDE is Non-Functional, ISR-I will display the F4NF Mission rating. A Quality inspection is required depending on the reason in the real property system. (Renovation, Damage, or Environmental).</p>										
Note 3	<p>Q1: Good – The condition meets or exceeds Army standards for most or all rated components. The cost to improve will be no more than 10% of the replacement value.</p> <p>Q2: Adequate – The condition meets the minimum level of Army standards for most or all rated components. The cost to improve will be no more than 20% of the replacement value.</p> <p>Q3: Poor – The condition fails to meet the minimum level of Army standards for at least one major rated component. The cost to improve will be no more than 40% of the replacement value.</p> <p>Q4: Failing – The condition fails to meet the minimum level of Army standards for multiple rated components. The cost to improve will exceed 40% of the replacement value.</p>										