

**Budget Activity:** Program 100 – Director’s Office – Communications Team

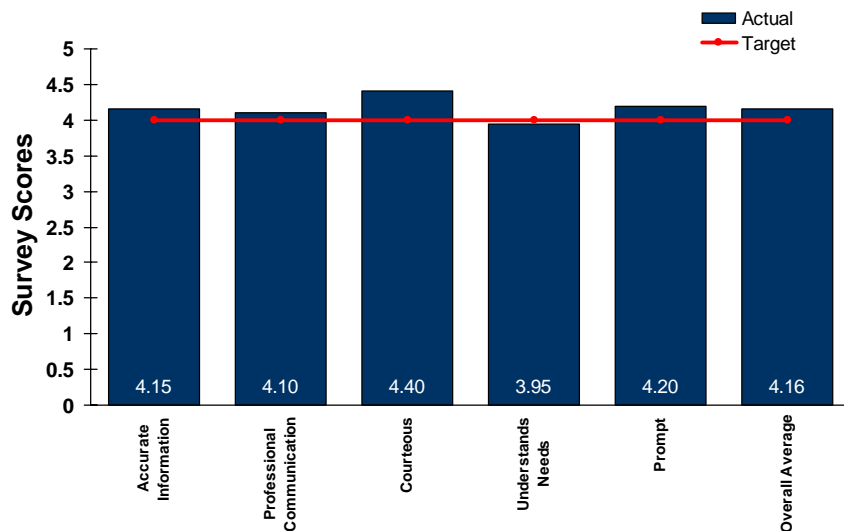
**Purpose:** Provide communications leadership and support to the agency

**Agency Goal:** Provide Bold Leadership and Exceptional Service

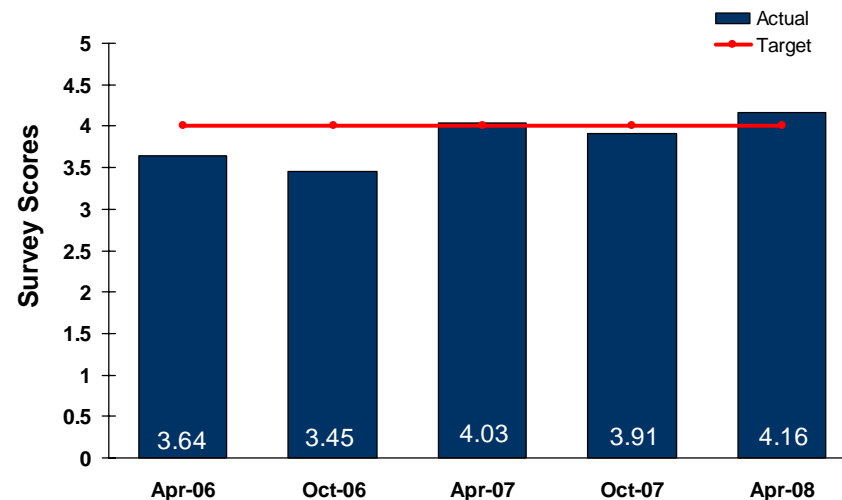
**Priority of Government:** Strengthen the ability of state government to achieve results efficiently and effectively

**Analysis:**

**April 2008 Segmented Survey Results**



**Communications Team – Average overall customer satisfaction (Program 100 Team Performance Survey)**



**Action Plan**

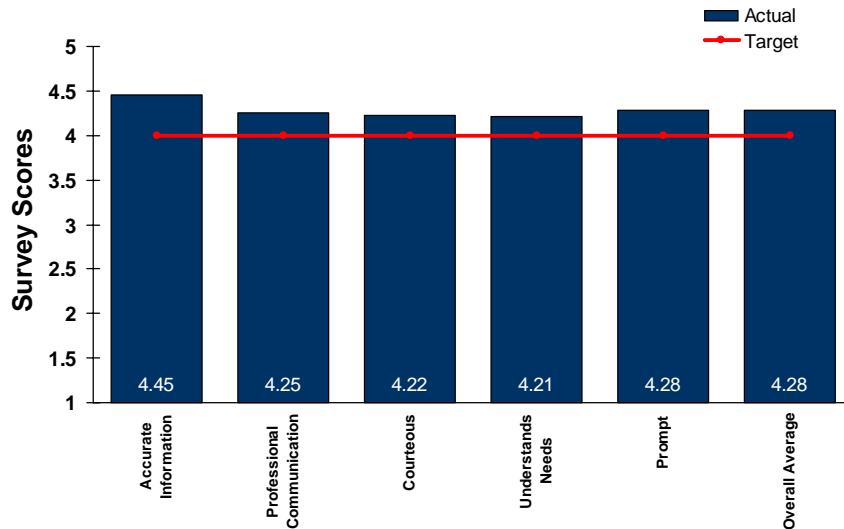
**Who**

**Timeframe**

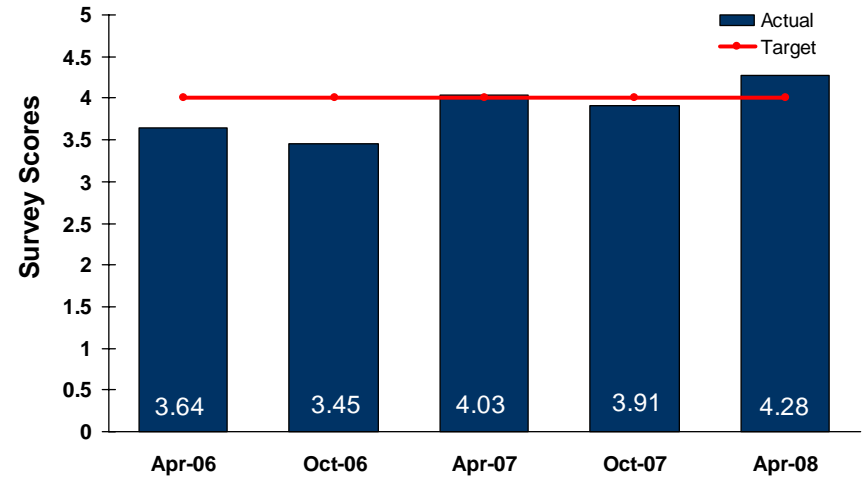
**Budget Activity:** Program 100 – Director’s Office – Government and Legislative Relations  
**Purpose:** Provide strategic planning, performance and policy leadership and support to the agency  
**Agency Goal:** Provide Bold Leadership and Exceptional Service  
**Priority of Government:** Strengthen the ability of state government to achieve results efficiently and effectively

**Analysis:** Improved results in all categories

**April 2008 Segmented Survey Results**



**Government and Legislative Relations – Average overall customer satisfaction (Program 100 Team Performance Survey)**



**Action Plan**

Continue to focus on customer service and understanding business needs.

**Who**

Marie and Matt

**Timeframe**

Ongoing

**Budget Activity:** Program 100 – Director’s Office – Policy and Performance Team

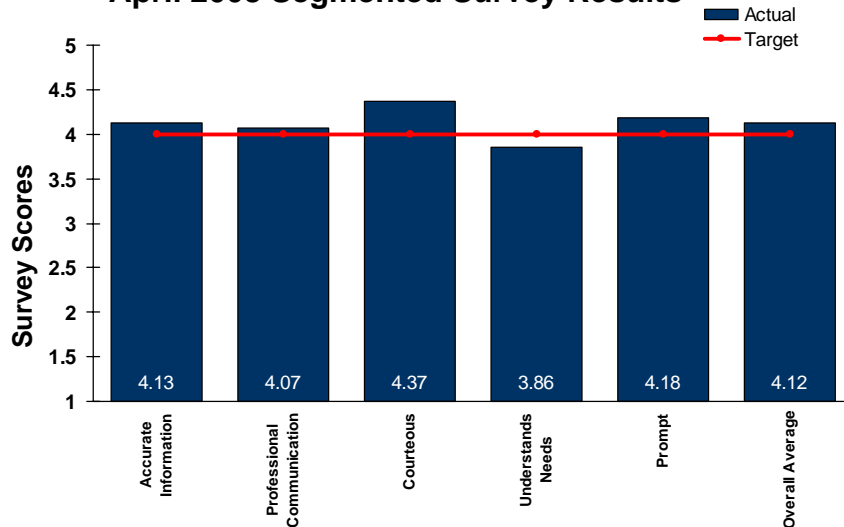
**Purpose:** Provide strategic planning, performance and policy leadership and support to the agency

**Agency Goal:** Provide Bold Leadership and Exceptional Service

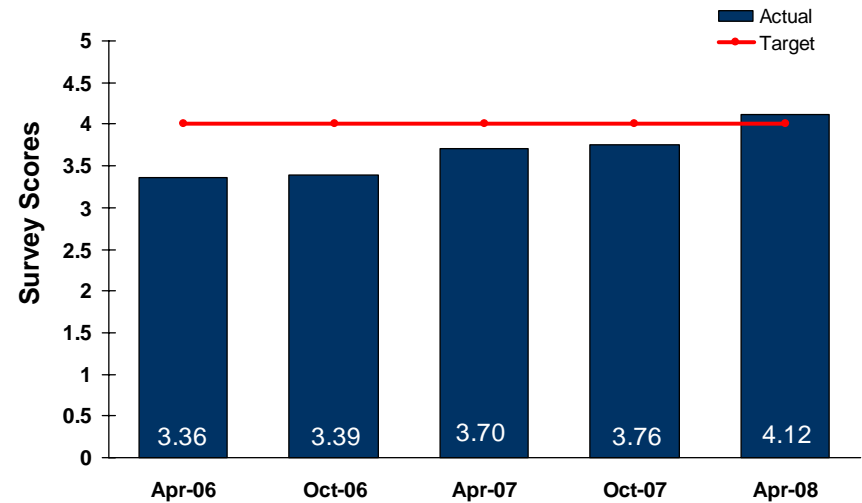
**Priority of Government:** Strengthen the ability of state government to achieve results efficiently and effectively

**Analysis:** Improved results in all categories

**April 2008 Segmented Survey Results**



**Policy and Performance – Average overall customer satisfaction (Program 100 Team Performance Survey)**



**Action Plan**

**Who**

**Timeframe**

Maintain - continue contact with divisions based on their individual interests identified in the communication meetings.

Cheryl, Cyndee, Julie and Marie

Ongoing

Explore - increase our in-depth knowledge of CTED programs by 25%.

Cheryl, Cyndee and Julie

October 2008

Clarify – continue to clarify and articulate our roles and relationships.

Cheryl, Cyndee and Julie

October 2008

**Budget Activity:** Administration – Director’s Office – Government and Legislative Relations

**Purpose:** Pass Agency Request Legislation

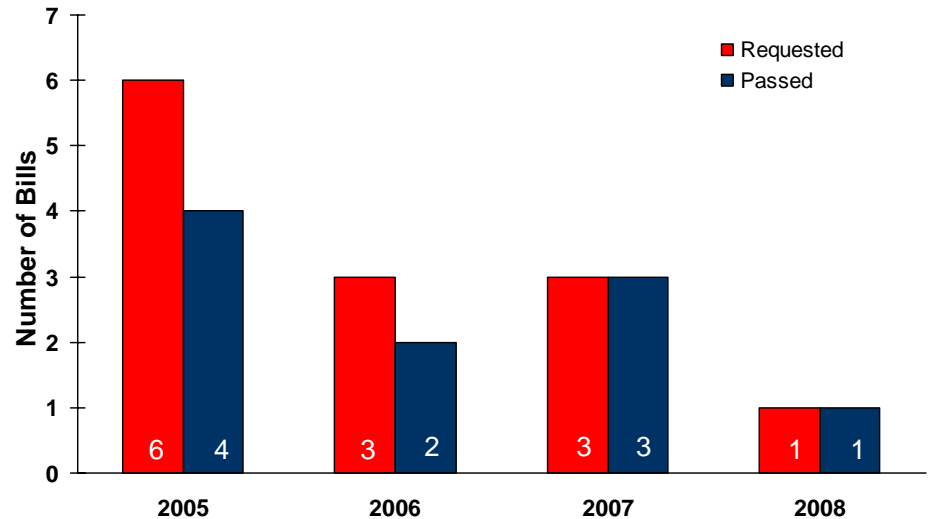
**Agency Goal:** Supports all five CTED Goals

**Priority of Government:** Supports various priorities of Government

**Analysis:**

- Each year one of our agency request bills is the Public Works project list. This has passed every year. In 2007 and 2008 sessions, it was the 5<sup>th</sup> bill signed.
  - Our success is largely determined by the nature of the bill e.g. technical fixes, list approval, funding requests.
  - This data does not measure the bills that passed or were “fixed” by G&LR and passed, some of which are sometimes more significant than the agency requests.
  - We are averaging a ~70% success rate with agency request legislation.
- Data previous to 2005 not available.*

**Agency Request Legislation**



**Action Plan**

Develop additional performance measures to evaluate the agency’s legislative activities.

**Who**

Marie Sullivan & Cyndee Baugh

**Timeframe**

4<sup>th</sup> Quarter, FY2008

**Budget Activity:** Program 100 – Director’s Office

**Purpose:** Ensure compliance with state and federal rules and regulations.

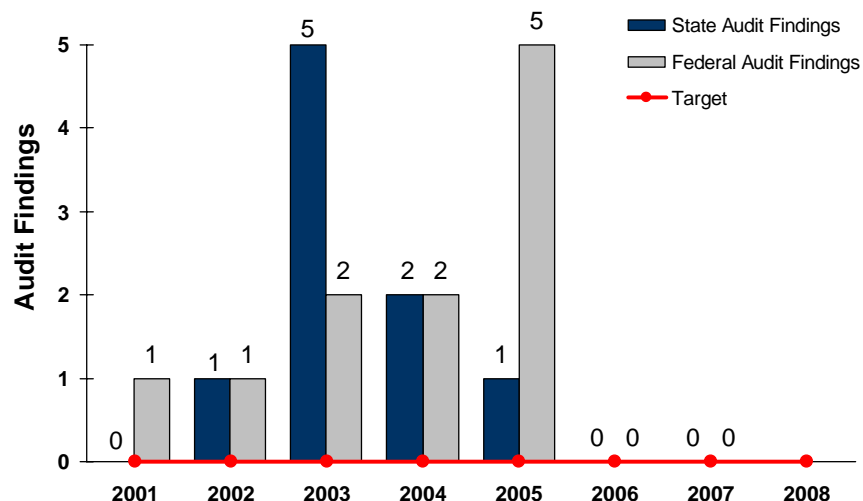
**Agency Goal:** Provide Bold Leadership and Exceptional Service

**Priority of Government:** Strengthen the ability of state government to achieve results efficiently and effectively

**Analysis:**

- From 2001 – 2005 CTED averaged four audit findings per year.
- In fiscal years 2006 and 2007, CTED received no state or federal audit findings.

**Number of Audit Findings**



**Action Plan**

Continue to work with agency personnel and State Auditor’s Office to mitigate the impact of audit exceptions to prevent audit findings.

**Who**

John Thomas

**Timeframe**

On-going