

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Criminal Justice Commission

**Mission Statement:**

The mission of the Criminal Justice Commission is to provide centralized policy and planning development for the state and local criminal justice systems. The Commission administers the sentencing guidelines for most felony convictions by administrative rules and statutes. The current primary duty of the Commission is to provide and maintain a long-range public safety plan and to serve as an impartial forum for the development of public safety policy. The goal of the work of the Commission is to improve public safety in the state.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Helpfulness	Approved	97%	98%	98%
	Accuracy		94%	98%	98%
	Expertise		100%	98%	98%
	Timeliness		94%	95%	95%
	Availability of Information		93%	98%	98%
	Overall		97%	98%	98%
2. GRANT ADMINISTRATION - Percentage of CJC administered grant programs that meet or exceed 75% or more of the grant requirements (i.e. individuals served, services delivered, etc) contained in their grant applications.		Approved	92%	95%	95%

**LFO Recommendation:**

The Legislative Fiscal Office recommends the Key Performance Measures and targets as presented.

**SubCommittee Action:**