STATE GOVERNMENT OPERATIONS REPORT CARD

Customer Service

GOAL: Improve the quality and responsiveness of government services across the enterprise.

Customer Satisfaction (Citizens) ➡

Customer Satisfaction (Intragovernmental) ⬆

Customer Service ➡

Digital Government ⬆

Human Resource Development

GOAL: Wisely manage, support, and develop the human resources needed to fulfill the functions of government in the most efficient and effective way possible.

Development and Assessment ➡

Employee Health and Workplace Safety ➡

Employee Relations ⬆

Leadership Development/Succession Planning ♺

Turnover ⬇

Performance Assessment and Improvement

GOAL: Continually improve the efficiency and effectiveness of government operations.

Key Process Performance ⬆

Performance Management and Reporting ⬆

Process Improvement ⬆

Infrastructure Stewardship

GOAL: Protect and enhance the returns on Virginia's investments in its infrastructure.

Cyber Security ➡

Emergency Preparedness ⬆

Energy and Environmental Management ⬆

Facilities Maintenance and Construction ♺

Information Technology ➡

Transportation Infrastructure ⬆

Financial Management

GOAL: Wisely manage and optimize the resources entrusted to state government.

Audit and Internal Controls ⬆

Bond Rating ⬆

Debt Burden ⬇

Financial Asset Management ⬆

Federal Grants ♺

Procurement and Contract Management ⬆

Rainy Day Fund ⬇

Revenue Forecasting ⬇

Self-insurance Liabilities ⬆

Tax Burden ⬆

Accountability

GOAL: Protect the health and safety of Virginians while using resources in a fair, accountable, and transparent way.

Consumer Protection ⬇

Diversity and Fairness ➡

Fraud and Waste Control ⬆

Regulatory Framework ⬆

Transparency ⬆

Performance Trend

Improving ⬆

Maintaining ➡

Worsening ⬇

Under Development ♺