GOAL 5: EFFICIENT, EFFECTIVE AND ACCOUNTABLE GOVERNMENT

Fostering a Lean culture that drives accountability and results for the people of Washington

Efficient, Effective and Accountable Government

GOAL TOPIC

CUSTOMER SATISFACTION AND EMPLOYEE ENGAGEMENT
"I'm being served well"

RESOURCE STEWARDSHIP
"My money is used responsibly"

TRANSPARENCY AND ACCOUNTABILITY
"I know how my money is being spent"

SUB TOPIC

| CUSTOMER SATISFACTION | SERVICE RELIABILITY | EMPLOYER OF CHOICE | WORKPLACE CULTURE | EFFECTIVE GOVERNMENT | FISCAL RESPONSIBILITY | TRANSPARENCY | ACCOUNTABILITY |

OUTCOME MEASURE

1.1: Increase percentage of agency core services where customer satisfaction is measured from 68% to 100% by June 30, 2020

1.2: Increase percentage of agency core services where timeliness is measured from 81% to 100% by June 30, 2020

1.3: Increase Washington State as an employer of choice from 65% to 67% by January 2020

1.4: Increase the percentage of state employees satisfied with their work environment by 2% by January 2020

2.1: Increase percentage of projects with measured improvements, as reported in strategic lean project reports, in cost and/or quality, safety, time, customer satisfaction, employee satisfaction from 48% to 100% by December 31, 2016

2.2: Reduce the cost of energy used by state owned facilities from $3.23 sq. ft/ yr in 2012 to $2.23 sq. ft/yr by 2017

2.3: Improve the efficiency of the state fleet by increasing the mile per gallon by 8% (from 17 mpg in 2014 to 18.4 mpg by 2018)

3.1: Increase the number of agencies reporting sustainable progress on open data from 20 to 60 by December 2020

3.2: Increase the percent of contracts with Washington Small Businesses by 3% annually by June 30, 2018 *

3.3: Increase the percentage of Results Washington outcome measures and leading indicators on track from 20% to 65% by December 31, 2020

LEADING INDICATORS

1.1.a: Increase percentage of agencies measuring customer satisfaction for agency core services from 85% to 100% by June 30, 2020

1.2.a: Increase percentage of agencies measuring timeliness for agency core services from 89% to 100% by June 30, 2020

1.3.a: Increase percentage of state employees who are satisfied with their job and would recommend their agency from 66% to 68% by January 2020

1.3.b: Increase percentage of state employees who report being engaged in the workplace from 66% to 68% by January 2020

1.3.c: Increase percentage of state employees who said their leaders create a culture of respect, feedback, and recognition from 69% to 71% by January 2020

1.3.d: Increase percentage of state employees who believe we are increasing customer value from 55% to 57% by January 2020

1.4.a: Increase the percentage of employees in eligible positions choosing flexible work options from 40% to 44% by January 2020

1.4.b: Increase the percentage of new workplace projects that are planned for and implemented using employee engagement tools from 0 to 85% by January 2020

1.5: Increase the percentage of persons with disabilities and people of color in leadership positions from 17.6% to 19.2% by July 2020

1.5.a: Decrease the percentage of negative responses to the [engagement survey] question, "People are treated fairly in my work group" from 14% to 12% by January 2020

2.1.a: Increase number of Lean projects by 25% from 2,531 to 3,164 by December 31, 2016

2.1.b: Increase number of state employees completing Lean training by 20% from 32,022 to 38,426 by December 31, 2016

2.1.c: Increase number of supervisors, managers, and executives completing Lean training from 7,839 to 8,162 by December 31, 2016

2.2.a: Reduce the energy use by state owned facilities from 7,580,195 mBtu/ sq ft/year to 5,306,137 mBtu/ sq ft/year by 2017

2.3.a: Increase the number of alternative fueled and hybrid vehicles in the state fleet from 3,393 in 2015 to 3,436 by 2020

2.3.b: Increase the number of battery electric vehicles in the state fleet from 16 in January 2014 to 611 by 2020

3.1.a: Increase the variety of data available on state portals from 1,282 to 1,877 datasets by December 2020

3.2.a: Increase utilization percentage of the Washington Small Businesses who have been awarded master contracts from 2.9% in 2015 to 5% by December 31, 2018

3.3.a: Increase the percentage of agencies with strategic plans aligned to Results Washington goals from 86% in 2013 to 100% by 2017

*RCW 39.26.010(21)

Governor's Goal Council

- Department of Enterprise Services – Chris Liu
- Department of Health – Jessica Todorovich
- Department of Licensing – Jeff DeVere
- Department of Retirement Systems – Tracy Guerin
- Environmental & Land Use Hearings Office – Nina Carter
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UPDATED

11/2/17