

Selected OGS Key Performance Measures

(October 2009)

Goal 1: Public Service and Community Engagement

- Tenant satisfaction with facilities (separate measures for administration, cleanliness, features, repairs/maintenance, roads and grounds, and security)
- Customer satisfaction ratings for OGS-administered food service venues (mean rating scores)
- Design clients customer satisfaction score (mean rating on a survey)
- Construction clients customer satisfaction score (mean rating on a survey)
- Number of people who toured the State Capitol and other sites (Governor's mansion, Empire State Plaza art collection, Corning Tower Observation Deck, Vietnam Memorial)
- Percentage of customers satisfied with Capitol tours
- Customer satisfaction ratings for the Convention Center (mean rating on a survey of event planners using the Convention Center)

Goal 2: Sustainability in State Operations

- Energy consumption in the OGS building portfolio (electricity, natural gas, and fuel oil, measured in millions of British thermal units (MMBTUs))
- Percentage of eligible projects pursuing Leadership in Energy and Environmental Design (LEED) certification
- Number of LEED-AP (Accredited Professional) staff in the Design and Construction division
- Tons of fossil fuel emissions from OGS energy consumption
- Number of gas-gallon equivalents of compressed natural gas dispensed per year
- Number of gallons of ethanol dispensed

Goal 3: Streamlined Public Procurement

- Mean overall performance rating reported by customers utilizing OGS procurement contracts
- Percentage of centralized contracts awarded that met the goal for continuous coverage for the existing contract coverage. (Continuous coverage means that a new contract was awarded without any lapse in coverage by either awarding the new contract before the end date of the existing contract or through use of extensions prior to the award. This measure has been suspended pending revision.)
- Percentage of contracts awarded on time. (This measure has been suspended pending revision.)
- Percentage of centralized procurement contracts in effect with minority- and women-owned business enterprises (MWBES)
- Percentage of bid packages from MWBEs
- Number of new contacts the MWBE office made with businesses already certified as MWBEs that want to do business with New York State
- Percentage of centralized procurement contracts in effect with small businesses
- Percentage of bid packages from small businesses

Goal 4: Optimized Infrastructure for Government

- Facility condition (by major building system, based on an annual assessment by a cross-disciplinary team of OGS staff)
- Operating cost per square foot
- Number of emergency contracts issued
- Number of HVAC trouble calls
- Percentage of tenant renovation projects completed within budget
- Percentage of leases on holdover
- Average cost per employee in leased space [by region]
- Percentage compliance with design milestones (Design and Construction) projects
- Percentage of standard (non-emergency) projects having a constructability review
- Percentage of standard (non-emergency) projects having a program review
- Percentage of time that server-based IT services are available
- Average time to resolve issues by the IT service desk
- Number of space use days (for convention center and meeting rooms)
- Parking lot usage (lot utilization rate)

Goal 5: A Strong Organization for Today and the Future

- Percentage of time that server-based IT services are available
- Security of the OGS information environment (based on self-assessment using New York State Cyber Security and Critical Infrastructure Coordination methodology)
- Network availability
- Average time to resolve issues by the IT service desk
- Incidence rate: injury and illness
- Number of training opportunities
- Percentage of professionals from the Procurement Services Group who are certified by the National Institute of Governmental Purchasing
- Number of elective training hours (used by Real Property Management)
- Percentage of employee evaluations completed on time [metric under development]
- Percentage of positions classified on time

Goal 6: Operational Efficiencies through Innovation

- Dollar savings for purchasers using aggregated technology initiative contracts (savings compared to the cost at the regular state contract price)
- Cost savings as a result of energy procurement methodologies (metric under development)
- Dollars saved by state agencies through lease audits conducted by OGS
- Dollars saved through lease audits divided by expenses to conduct the audits
- Revenue from the sale of state surplus property (excluding real property)
- Dollar savings to customers through the distribution of federal surplus property