

UTAH TOMORROW STRATEGIC PLAN



2000 Report—Appendix

**UTAH TOMORROW
STRATEGIC PLANNING COMMITTEE**

THE UTAH TOMORROW STRATEGIC PLANNING COMMITTEE

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The full report with links to various state agencies can be viewed at www.governor.state.ut.us/utahtomorrow.

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A BRIEF HISTORY OF UTAH TOMORROW

OVERVIEW

Statewide strategic planning and performance measurement efforts in Utah were launched in 1990 under the direction of the newly created Utah Tomorrow Strategic Planning Committee. Although initially driven by the Legislature, the effort gained the support of the new Governor in 1993. As a result, legislation was enacted that year which changed the composition of the committee to reflect a joint legislative/executive branch effort. A vision statement for Utah as well as goals and objectives in 10 key areas have been officially adopted by both the Governor and Legislature. Performance measures have been developed but are still under refinement. The plan does not include strategies, which the committee felt were best left to be designed at the agency level.

BACKGROUND — DEVELOPMENT OF STRATEGIC PLAN/PERFORMANCE MEASURES

Legislative Initiative: The Utah Tomorrow effort has its origins in the Legislature. With a view toward taking a more pro-active approach to the state's future, the Speaker of the House began holding informal meetings with other legislators in 1988 and 1989 to discuss statewide strategic planning and performance measurement issues. Citizen interest in this concept was also explored through town meetings held throughout the state.

The culmination of these efforts was the enactment of legislation in 1990 authorizing the formation of the Utah Tomorrow Strategic Planning Committee. The committee was charged with recommending an ongoing and comprehensive strategic planning process for the state, with an emphasis on involving all segments of Utah society in the process, including state and local government, private industry, minority and ethnic groups, and all geographic areas.

At the committee's inception, its composition reflected the source of leadership and interest in this issue. Ten of the committee's initial 12 members were legislators — five from the House and five from the Senate. The two non-legislative members were the state court administrator and the state planning coordinator.

Under the leadership of the Utah Tomorrow Strategic Planning Committee, the state began a process to develop a vision of its future. The vision statement for Utah, officially adopted by a joint resolution of both legislative bodies and the Governor in 1991, acknowledges that the state confronts "bold challenges and rich opportunities" in a "world of rapid economic, social, environmental, and technological change." It sets forth principles that should guide the state toward its future — from assuring "open, just, and accountable government" to nurturing a "tolerant, just, and compassionate society."

As a result of increased interest and support from the executive branch, the 1993 Legislature enacted legislation to restructure the membership of the Utah Tomorrow Strategic Planning Committee to reflect a joint legislative/executive branch effort. The committee's 13 members now include: three Representatives from the House, appointed by the Speaker of the House, and three Senators, appointed by the President of the Senate; the State Court Administrator or designee; and six members appointed by the Governor, including the State Planning Coordinator or designee. Recognizing the importance of local governments to state efforts, the Governor chose to appoint a mayor and a county commissioner to the committee, along with two agency heads and a cabinet member. The committee continues to be co-chaired by a member of the House and a member of the Senate.

During this restructuring, the Legislature also created and funded a position in the Governor's office to provide additional staff support to the committee. Prior to this time, staffing for the committee was provided solely through the Office of Legislative Research and General Counsel. The development and refinement of performance measures and related data collection and monitoring issues are now being coordinated by the Governor's Office of Planning and Budget. This includes the development of a centralized database. Primary staff support continues to be provided by the Office of Legislative Research and General Counsel.

The next step in the process involved the formation of task force groups in 10 key areas: culture; economic development; education; environment and natural resources; free enterprise and regulatory systems; government; health and safety; human services; infrastructure; and justice. These task force groups were composed of representatives from executive branch agencies in these key areas, legislators from the appropriations and interim committees in these areas, and citizen volunteers. Using Utah's vision statement as a guide, the task force groups identified goals, objectives, and performance measures for these key areas. The task force efforts were later refined by the Utah Tomorrow Strategic Planning Committee, which completed a draft strategic plan. The issuance of this draft was followed by a series of town meetings throughout the state, including tele-conferences to seek citizen input from remote areas.

During the 1995, 1996, and 1997 General Sessions of the Legislature, legislators were encouraged to correlate legislation with the strategic plan and to use Utah Tomorrow as a tool to evaluate legislation. Again, there has been no attempt to mandate that legislation be reviewed in light of the strategic plan; simply an encouragement to do so. Several legislators took advantage of Utah Tomorrow and used it as supporting information to push their legislation, thus highlighting Utah Tomorrow in the process.

The committee went directly to the standing committees of the Legislature during the 1998 General Session. Standing committees reviewed those sections of Utah Tomorrow relevant to the work of each committee. Following discussion, deliberation, and recommendations, some committees approved sections of the Utah Tomorrow Strategic Plan by a formal motion and vote.

Participation of Executive Branch Agencies: After preparation of the initial draft strategic plan, the planning process shifted from an external or citizen-based focus to primarily an internal focus. The committee began working closely with state agencies and departments as well as local governments to refine the plan's goals, objectives, and performance measures. As the committee stated in its 1993 Annual Report, "executive departments and local government will play a key role in the implementation of statewide strategic goals; their involvement is critical to its success." The committee found that while many of the original goals "sounded good," many of them could not be measured or were not particularly relevant to management needs.

Agency involvement has continued to be critical in revisions made to goals, objectives, and performance measures for the 1994-1996 annual reports. In addition, the committee formed small workgroups to target specific areas of the strategic plan for revision. Workgroups in these years have focused on such things as government, culture, land-use planning, and others. Agency personnel and others with needed expertise have been invited to participate in these small groups. This has provided for a very narrow revision of areas of the plan that were seen as weak, in addition to a more global annual review of the plan by the committee with input from state agencies.

Utah has made a conscious decision not to legislatively mandate agency participation in the planning and performance measurement process. Although the committee acknowledges that this may cause agencies to move a bit more slowly than other states in the short term, it feels that voluntary cooperation may lead to a better product in the long term. The Governor's Office of Planning and Budget has directed agencies and programs to develop mission statements, goals,

objectives, and performance measures. The establishment of goals and objectives at the agency level began the summer of 1993. The current focus is on establishing performance measures at the agency level and goals and objectives at the program level, along with the development of performance measures at the program level.

2000 Report Revision Process: Over the last two years, the Utah Tomorrow Strategic Planning Committee and the Governor's Office of Planning and Budget have undertaken an in-depth review of the performance measures in the Utah Tomorrow Strategic Plan. Performance measures that cannot be measured or are not relevant to management needs were eliminated while some new, more relevant measures were added. The new report has a different look, including graphics and a summary of goals and key measures for each section.

CULTURE

Understand our diverse human heritage, nurture and protect Utah's cultural resources, and create opportunities for cultural education and expression.

A. ALL UTAHNS WILL HAVE ACCESS TO CULTURAL OPPORTUNITIES

1. Increase the availability of cultural resources within communities throughout Utah.

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
a. Size of collections held by: public, college and university libraries museums	DCED ¹	1.01 M	22.1 M 1.02 M	22.7 M 3.2 M	23.0 M 3.6 M	23.7 M 3.9 M	24.6 M 4.3 M	26.3 M 4.7 M
b. Number of properties on the National Register	History ²	1,104	1,150	1,257	1,309	1,345	1,446	2,048
c. Number and percent of Utahns served by a public library with electronic access to the Internet and the statewide area network	Library ³	0 0%	511,310 32 %	1.4 M 77 %	1.5 M 81 %	1.6 M 86%	1.8 M 90%	1.9M 93%

2. Increase the use of Utah's cultural resources.

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
a. Number of visits annually to: museums public libraries	DCED	3.3 M	3.5 M 9.6 M	3.6 M 10.7 M	3.7 M 10.7M	3.9 M 10.1M	4.0 M 9.4M	4.1 M 11.0M

¹DCED = Department of Community and Economic Development.

²History = Division of State History

³Library = Division of State Library

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
b. Total attendance at cultural activities and events throughout the state sponsored by: Utah Humanities Council Utah Arts Council state and local museums	DCED		245,884		134,933	177,349	894,928	269,011
		5,938,379	5,568,864	5,656,353	6,565,819	6,717,751	6,532,535	5,848,402
		61,006	117,760	151,800	145,920	216,467	163,421	172,481
c. Number of individuals attending museum sponsored projects or events that feature folk, ethnic, or minority culture	Museum ⁴	48,400	76,600	131,400	109,800	152,176	118,642	127,436
d. Percent of Utahns participating in arts, culture, history, library, and humanities activities in the state (performance measure under development).	DCED							
e. Total number of materials circulated by public libraries and number per capita	Library	12.9 M 7.5	15.5 M 8.6	16.1 M 8.9	17.1 M 9.0	17.7M 9.3	18.1M 9.0	19.4M 9.7

3. Preserve Utah's cultural resources for future generations.

Performance Measures	Agency	1990	1993	1995	1996	1997	1998
a. Number of historic and prehistoric properties rehabilitated or stabilized annually (Secretary of Interior's standards)	History			51	82	86	88
b. Number of museums using collection management plans	Museum	112	114	117	117	118	119
c. Number of folk arts apprenticeships granted per year	DCED	12	18	14	11	8	8
d. Number of cultural resources identified (includes architecture, archaeological sites, historic sites, and folk artists)	History	112,800	142,000	60,550	62,400	64,000	67,600
e. Number of local history and oral history projects collecting and disseminating information	Humanities ⁵		19	29	21	25	23

⁴Museum = Utah Office of Museum Services

⁵Humanities = Utah Humanities Council

B. UTAH WILL CONTINUE TO IMPROVE THE QUALITY OF CULTURAL PROGRAMS

1. Strengthen the competency of staff and boards of cultural programs.

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
a. Total annual attendance at continuing education and training sponsored by:	DCED							
State Library		132	342	380	283	121	153	576
Division of State History			580		50	34	9	164
Utah Arts Council			1,250	1,370	1,900	2,055	2,549	2,826
Museum Services		64	64	92	72	87	68	104
b. Number of contact hours at continuing education and training sponsored by:	DCED							
State Library		1,576	2,682	3,838	2,575	1,092	1,198	2,616
Division of State History			4,550		1,000	680	380	474
Utah Arts Council			67,700	72,700	76,223	79,623	101,247	112,234
Museum Services		800	848	1,000	921	977	867	1,072
Utah Humanities Council				1,500	1,900	800	904	1,712

2. Encourage cultural institutions and groups to meet recognized professional standards.

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
a. Number of museums participating in state museum evaluation programs	Museum	n/a	n/a	2	3	3	3	4
b. Number of Certified Local Governments (Historic Preservation Program)	History	43	60	n/a	65	68	72	74
c. Number of museums and historic sites accredited by the American Association of Museums	Museum	n/a	5	5	5	5	5	5
d. Number of public libraries meeting Utah's "Certified Public Library" and "Striving for Excellence" standards	Library	68 99%	68 99%	68 99%	68 99%	69 99%	69 99%	69 99%

C. UTAH WILL NURTURE PUBLIC AND PRIVATE CULTURAL ORGANIZATIONS AND INSTITUTIONS

1. Increase cooperation, communication, and resource sharing among cultural organizations and institutions.

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
a. Number of Utah organizations attached to and using electronic communications networks (statewide area network, Internet, etc.): public, college, and university libraries history organizations museums and historic sites	DCED	41	24 42	31 47	36 47	52 48	64 54	72 33%(est) 56
b. Number and total dollar value of grants made to local or statewide organizations by: State Library State History (Includes grants to individual artists) Utah Arts Council Office of Museum Services Utah Humanities Council	DCED	\$1.4 M 550/\$2.5M \$ 0	\$1.5 M 499/\$1.7M \$ 0 7/\$131 K	\$1.6 M 583/\$1.7M 15/\$42 K 76/\$128K	\$1.9 M 50/\$103 K 664/\$2M 39/\$104 K 65/\$113K	\$1.1M 63/\$215 K 650/\$1.9M 15/\$37 K 81/\$114K	\$1.7M 80/\$221K 654/\$1.8M 39/\$80 K 69/\$133K	\$1.6M 95/\$152K 636/\$1.8M 23/\$56 K 94/\$170K
c. Amount of in-kind support provided to cultural programs sponsored by: Utah Arts Council State Division of History	DCED	\$5.6M	\$7M	\$7.5M	\$9M \$103,241	\$9.9M \$215,425	\$8.9M \$221,148	\$10.5M \$152,115
d. Total number of interlibrary loans among Utah libraries: Items loaned Items borrowed	Library		44,954	45,761	44,717	88,627 75,865	84,800 70,047	96,015 70,430

2. Increase citizen and community involvement in cultural organizations and institutions.

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
a. Percent of Utah residents living in communities with established local boards/councils for:	DCED							
arts & humanities		82%	87%	87%	87%	90%	90%	90%
history					80%	85%	89%	91%
libraries		100%	100%	100 %	100 %	100%	100%	100%
b. Number of people holding memberships in foundations, guilds, friends groups, etc.:	DCED							
public libraries				1,627	1,778	1,632	2,031	1,926
museums		12,808	23,736	24,344	24,992	25,257	25,634	25,821
history organizations					3,200	3,100	3,300	6,850
c. Total number of volunteer service hours donated annually to:	DCED							
public libraries				63,328	68,816	53,448	81,917	73,850
museum		168,684	192,435	265,143	281,174	302,167	286,411	293,289

3. Encourage public/private partnership support for cultural organizations and institutions.

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
a. Per capita funding for:	DCED							
arts from:								
federal grant money		.27	.42	.38	.37	.36	.22	.23
state general fund		\$1.54	\$1.23	\$1.11	\$2.16	\$1.28	\$1.29	\$1.32
local government		0	0	0	0	0	0	0
other/private sources		.09	.10	.09	.09	.09	.10	.07
public libraries from:								
federal grant money								
state general fund		.33	.47	.30	.29	.32	.37	.15
local government		.39	.54	.53	.57	.57	.59	.54
other/private sources		\$14.07	\$16.57	\$18.35	\$19.83	\$19.51	\$20.09	\$23.29
museums from:		.92	\$1.08	\$1.34	\$1.32	\$1.54	\$2.01	\$1.32
federal grant money								
state general fund				.57	.62			
local government				\$2.60	\$3.14			
other/private sources				.80	.82			
				\$4.07	\$4.67			

Performance Measures	Agency	1990	1993	1994	1995	1996	1997	1998
b. Funding for humanities from:	Arts ⁶							
federal grant money		\$456,21	\$464,200	\$464,200	\$464,900	\$441,000	\$441,600	\$441,600
state general fund		0	0	\$25,000	0	\$35,000	\$65,000	\$65,000
local government		0	0	0	0	\$7,500	\$80,000	\$91,000
other/private sources		n/a	\$79,683	\$59,830	\$60,400	\$27,500	\$123,400	\$127,100
c. Ratio of hard match to state funds granted for cultural projects.	Arts	25:1	30:1	32:1	28:1	32:1	36:1	44:1
d. Amount of financial support provided to cultural programs sponsored by:	DCED							
Utah Arts Council			\$5.6M	\$7M	\$9M	\$9.9M	\$8.9M	\$10.5M
History					\$103,241	\$215,425	\$221,148	\$152,115
Utah Humanities Council			\$374,000	\$331,000	\$705,000	\$481,000	\$512,000	\$1.5M

⁶Arts = Utah Arts Council

ECONOMIC DEVELOPMENT

THE MISSION OF ECONOMIC DEVELOPMENT IS TO ADVANCE OPPORTUNITIES FOR HIGHER QUALITY EMPLOYMENT AND PROSPERITY FOR ALL THE CITIZENS OF UTAH.

A. Economic development activities should be a force for improving the state's business climate.

	1993	1994	1995	1996	1997	1998
1. Diversify Utah's economy, increase the average wage, and increase the median household income relative to the nation.						
a. Diversity of Utah industry (Hachman Index) compared to US=100 (GOPB)	93.0%	95.0%	95.5%	95.9%	97.0%	97.0%
b. Average annual wage of Utah workers (covered by Unemployment Insurance) (WS)	\$21,876	\$22,404	\$23,232	\$24,192	\$25,368	\$26,434
c. Utah average annual wage as a percent of US (WS)	84.4%	84.7%	84.8%	84.9%	85.2%	85.4%
d. Average annual growth of Utah wages, adjusted for inflation (DCED)	-1.7%	0.0%	0.7%	1.0%	2.4%	2.5%
e. Annual Utah Median Household Income (US Census)	\$32,594		\$35,160		\$39,694	
f. Utah Median Household Income compared to US average (DCED)	104.3%		103.2%		107.3%	
2. a market driven, skilled, and productive workforce.						
a. Worker Productivity (Gross State Product per dollar of wage and salary) (DCED, BEA)	1.76	1.78	1.79	1.85	1.86	
b. Utah Productivity compared to the national average (DCED, BEA)	96.3%	96.2%	96.8%	99.2%	99.4%	
c. Growth of the Utah civilian labor force (WS)	5.9%	6.4%	1.2%	2.2%	3.1%	3.2%
e. Growth of the US civilian labor force (WS)	1.1%	1.0%	0.9%	1.0%	1.3%	1.0%
3. improve the state's relative cost of doing business.						
a. Average annual wage compared to US average (WS)	84.4%	84.7%	84.8%	84.9%	85.2%	85.4%
b. Wage and Salary per dollar output (GSP) compared to US average (DCED) (BEA)	105.0%	103.0%	103.0%	103.0%	101.0%	97.7%
c. Utah business tax burden (business taxes as % of private sector GSP) (DCED) (BEA)	9.4%	9.2%	8.8%	8.3%	8.2%	
d. US average business tax burden (as a % of private sector GDP) (DCED) (BEA)	9.5%	9.5%	9.2%	9.0%	8.8%	
e. Utah energy costs (represented by gas and electricity) relative to US average (RFA)	78.3%	78.7%	81.0%	79.6%	78.1%	75.0%

B. Economic Development will work to expand the business base by recruiting quality companies to Utah.

	1993	1994	1995	1996	1997	1998
1. recruit companies that pay higher than average wages.						
a. Average wage of companies recruited to Utah compared to the state average (DCED)		122.3%	112.4%	127.6%	120.5%	116.7%
2 foster employment growth in Utah's industry clusters (DCED, WS)						
a. Total Utah non-agricultural employment growth	5.4%	6.2%	5.6%	5.1%	4.2%	3.0%
b. Transportation Equipment	-1.9%	11.3%	4.2%	0.0%	0.0%	0.0%
c. Life Sciences	12.7%	5.2%	8.5%	7.2%	8.7%	6.8%
d. Information Technology	4.7%	3.9%	2.9%	11.4%	3.5%	6.7%
e. Mining and Primary Metals	-1.1%	1.1%	3.2%	-4.2%	6.5%	-5.1%
3. provide economic development incentives that support recruitment goals.						
a. Avg. wage of companies receiving Industrial Assistance funds compared to State (DCED)		130.0%	135.6%	128.4%	145.6%	146.4%
b. Avg. wage of companies claiming Enterprize Zone credits compared to state average (DCED)	101.7%	100.1%	100.8%	97.4%	100.0%	

C. DCED will help Utah's existing businesses be more successful.

	1993	1994	1995	1996	1997	1998
1. maximize the economic impact of research and development at Utah's institutions of higher education.						
a. Centers of Excellence: industry jobs created			999	1,015	1,049	1,059
b. Centers of Excellence: spin-off companies created (cumulative)			118	116	123	126
2. promote and coordinate Custom-Fit training as a benefit to Utah businesses.						
a. Businesses served by Custom-Fit	450	336	118	217	251	371
b. Workers trained through Custom-Fit	6,000	3,165	5,725	8,004	14,425	13,944
3. conduct a business visitation program.						
a. BEAR visits/assistance to Utah businesses (program begun in 1998)						

Sources: Department of Community and Economic Development, Governor's Office of Planning and Budget, Department of Workforce Services, US Census Bureau, US Bureau of Economic Analysis, Regional Financial Associates.

EDUCATION

Educate our citizens by providing an environment that supports lifelong learning and occupational skills that enable Utahns of all ages to reach their potential as productive and responsible individuals.

PUBLIC EDUCATION

A. UTAH'S PUBLIC EDUCATION SYSTEM WILL IMPLEMENT HIGH STUDENT PERFORMANCE STANDARDS, SCHOOL ACCOUNTABILITY, AND APPROPRIATE STUDENT ASSESSMENTS.

Performance Measures Utilizing Utah's Core Assessment Tests		2000	Target Goal 2005	Target Goal 2010
a.	Percentage of students meeting established standards of performance in mathematics.		Currently being established.	Currently being established.
b.	Percentage of students meeting established standards of performance in reading.		Currently being established.	Currently being established.
c.	Percentage of students meeting established standards of performance in language arts.		Currently being established.	Currently being established.
d.	Percentage of students meeting established standards of performance in science.		Currently being established.	Currently being established.
e.	Percentage of students passing the 10 th Grade Basic Skills Competency Test by high school graduation.		100%	100%
f.	Percentage of students reading on or above third grade level by the end of the third grade.		90%	100%

B. ADDITIONAL INDICATORS OF STUDENT PERFORMANCE TO BE MEASURED AND REPORTED.

Performance Measures		1990	1995	2000	Target Goal 2005	Target Goal 2010
a.	ACT Composite Mean Scores.	21	21.4	21.4	21.7	22
b.	Advanced Placement percentage of students qualifying			68.8%	70%	73%

C. UTAH'S PUBLIC EDUCATION SYSTEM WILL PUBLICLY REPORT STUDENT ACHIEVEMENT RESULTS.

Performance Measures	1995	2000	Target Goal 2005	Target Goal 2010
Percentage of schools developing and publishing an individual school performance report.			100%	100%

D. UTAH'S PUBLIC EDUCATION SYSTEM WILL PROVIDE FOR INCREASED CLIENT INVOLVEMENT IN SHAPING ACADEMIC/OCCUPATIONAL OUTCOMES AND CONTINUE TO PARTNER WITH BUSINESS AND INDUSTRY.

Performance Measures		1980	1990	1995	1996	Target Goal 2000	Target Goal 2005	Target Goal 2010
a.	Percent of students with an SEP (Student Education Plan) or SEOP (Student Education Occupation Plan)	1%	5%	20%		50%	100%	100%
b.	Percent of schools delivering educational programs based on the SEPs or SEOPs	2%	3%	5%		25%	100%	100%

c.	Number of institutions with established partnerships		278	278	555	790	790*	790*
d.	Number of partnerships reported		1,400		5,358	9,200	13,000	18,000

*This figure is to represent 100% of public schools and will change as new schools are constructed.

E. THE DIVISION OF REHABILITATION SERVICES WILL IMPROVE SERVICES IN VOCATIONAL REHABILITATION, INDEPENDENT LIVING, AND ASSISTIVE TECHNOLOGY

Performance Measures		USOR 2000	USOR 2005	USOR 2010
1.	Individuals successfully employed. The USOR (Utah State Office of Rehabilitation) is ranked #1 in the 10 Western States and #2 nationally for productivity.	3,413	Maintain western and national ranking	Maintain western and national ranking
2.	Lowest cost per successful placement in the 10 Western States and 4 th lowest nationally	\$8,388	Maintain western and national ranking	Maintain western and national ranking
3.	Number of TANF, GA, SSI, and SSDI successfully employed	680	750	1,000
4.	Number of assistive technology devices provided	559	Subject to funding available: 660	Subject to funding available: 800

POSTSECONDARY EDUCATION

A. The Utah System of Higher Education Will Increase Accountability for Performance

1. Improve instructional quality and increase student learning.

Performance Measures	1999	2000
a. Percent of professional and licensure exams given where at least 90% of test completers passed.	80.0%	
b. Percentage by which average USHE Graduate Record Examination (GRE) scores exceed the national average GRE scores. (Listed below)		
1. GRE Verbal Score	1.3%	
2. GRE Quantitative Score	4.6%	
3. GRE Analytical Score	4.2%	

2. Increase graduation efficiency of students.

Performance Measures	1999	2000
a. Average number of credit hours completed by native* Bachelor's degree graduates: Efficiency Index (average credit hours divided by 120 hours**)	143.3 hrs 1.19 index	
* students completing course work at one institution ** minimum average hours needed to graduate		

Performance Measures	1999	2000
b. Average number of credit hours completed by transfer*** Bachelor's degree graduates: Efficiency Index (average credit hours divided by 120 hours**)	151.7 hrs 1.26 index	
c. Average number of credit hours completed by Associate of Arts/Science graduates: Efficiency Index (average credit hours divided by 60 hours**)	82.17 hrs 1.37 index	
d. Average number of credit hours completed by Associate of Applied Science graduates: Efficiency Index (average credit hours divided by 69 hours**)	101.84 hrs 1.48 index	
* students completing course work at one institution ** minimum average hours needed to graduate *** students completing course work at multiple institutions		

3. Increase the transfer efficiency of students.

Performance Measures	1999	2000
Average credits by which Bachelor's transfer graduates credits exceed credits of native Bachelor's graduates	8.4 hrs	

4. Meet established weekly faculty teaching contact hour standards at all institutions.

Performance Measures	1999	2000
Percent of institutions meeting established faculty workload standards (Standard is the average weekly teaching hours required i.e. 9 hours at U of U and USU, 12 hours at WSU and SUU, and 15 hours at Snow, DSUU, CEU,UVSC,and SLCC.)	100%	

ENVIRONMENT, NATURAL RESOURCES, AND AGRICULTURE

Enhance our local and global environment through prudent development, conservation, and preservation of our natural resources while protecting public health, and preserving our sustainable food and fiber resources.

A. UTAHNS WILL UNDERSTAND THE INTERRELATIONSHIPS BETWEEN THE ENVIRONMENT, NATURAL RESOURCES, THE ECONOMY, AND QUALITY OF LIFE

1. Implement public education and public relations programs that consider the interrelationship between environment, natural resources, the economy, and quality of life. (Joint)

Performance Measures	1990	1996	1997	1998	1999	2000	2005	2010
a. Number of persons contacting DEQ for information through: (DEQ)								
DEQ 1-800 info line		440	578	1,172	1,304			
DEQ Homepage					329,218			
DEQ e-mail address					222			

B. UTAHNS WILL ACHIEVE AND MAINTAIN AIR QUALITY TO PROTECT PUBLIC HEALTH AND THE ENVIRONMENT

1. Achieve National Ambient Air Quality Standards on the Wasatch Front and minimize degradation of air quality in areas of the state that are better than those standards. (DEQ)

Performance Measures	1980	1990	1993	1994	1995	1996	1997	1998	2000	2005
a. Number of exceedances in non-attainment areas per year of: (DEQ)										
CO - Carbon Monoxide	30	14	2	2	0	1	0	0		
PM ₁₀ - Particulate Matter (Old) ¹	26 ²	0	7	1	0	2	0	0		
PM ₁₀ - Particulate Matter (New) ¹	-	-	-	-	-	-	-	0		
PM _{2.5} - Fine Particulate Matter (New) ¹	-	-	-	-	-	-	-	0		
O ₃ - Ozone (1-Hr) ¹	17	1	0	0	3	1	0	4		
O ₃ - Ozone (8-Hr) ¹	-	-	-	-	-	-	-	67		
SO _x - Sulfurous Oxide	2	0	0	0	0	0	0	0		
NO _x - Nitrous Oxide	0	0	0	0	0	0	0	0		
Pb - Lead	0	0	0	0	0	0	0	0		
<small>¹ PM₁₀ Standard and Ozone Standard Revised and PM_{2.5} Standard Promulgated in 1997 ² Total Suspended Particles - Changed to PM₁₀ July 1, 1987</small>										
b. Tons of emissions from Wasatch Front Sources (Area, Industry, Mobile) ¹ (DEQ)	(1982)									
PM ₁₀	313,562	80,270	54,769	58,114	Inventory not required this year	63,605	Inventory not required this year	Inventory not required this year	Inventory is scheduled for 1999	
NO _x	76,422	53,393	70,196	74,234		74,958				
VOCs	79,694	62,707	118,399	116,702		120,580				
<small>¹Inventories of Area, Industry, and Mobile Sources are required every 3 years beginning with 1996.</small>										
c. Wasatch Front vehicle miles traveled (DEQ) in Millions of Miles Traveled	18.6 (1981)	25.7	29.7	31.4	32.5	33.6	35.1	36.1		
d. Number and acreage of management-ignited and prescribed natural fire projects (DNR)										

2. Eliminate exposure to environmental tobacco smoke. (DOH)

Performance Measures	1980	1990	1995	1997	DoH Target 2000	2005	2010
a. Percent of work sites that ban smoking (DOH)		38.8%	100%	100%	100%		

C. NATURAL RESOURCES WILL BE USED AND INVESTED WISELY

1. Inventory all renewable and non-renewable resources whose use offer potential opportunities for enjoyment or economic benefit to Utah's citizens. (DNR)

Performance Measures	1980	1990	1995	1997	2000	2005	2010
a. Percent of the state mapped in the GIS format and available through the State Geographic Information Database (DNR)							
Oil and Gas	0	10%	100%				
Wildlife			100%				
Coal & Minerals	0	0	10%				
Fuels							
Forests				100%			
Fauna				100%			
Water	0	10%	30%				

2. Manage Utah's renewable resources on the basis of sustainable yield. (DNR)
3. Promote natural resource development while minimizing waste and mitigating the environmental effects of development and ensure reclamation to reduce or eliminate those effects. (DNR)

Performance Measures	1980	1990	1995	1996	1997	2000	2005	2010
a. Number of abandoned mines inventoried (DNR)	0	175	1357	1490				
b. Number of abandoned mines reclaimed (DNR)								
c. Number of mining sites reclaimed at the end of the mining process. (DNR)			98.7%					

Performance Measures	1980	1990	1995	1996	1997	2000	2005	2010
d. Number of coal mine inspections conducted for environmental compliance (DNR)			4.2%					
e. Number of reclamation projects completed (DNR)								
f. Number of natural resource management plans developed (DNR)			65	36	21			
g. Acreage of natural resource management plans (DNR)			30,554	121,485	3,772			

4. Conserve and minimize waste in use of our energy resources. (DNR)

Performance Measures	1980	1990	1993	1994	1995	1996	1997	2000	2005	2010
a. Percent of buildings with energy saving technology at current energy code (DNR)										
Residential	9.0 %	11.0 %			19.0 %					
Commercially Sized	17.0 %	19.0 %			23.0 %					
b. Consumption of electricity by sector (kilowatt hour): (DNR)										
Residential (kWh per household yr)	7169	7376	7739	8075	7880	8308				
Commercial/Industrial (kWh/\$ GSP)	.357	.373	.357	.360	.361	.370				
c. Percent change in electricity utilization (all sectors) (DNR)										
Residential (kWh per household yr)	Base	2.9%	8.0%	4.6%	-2.4%	5.4%				
Commercial/Industrial (kWh/\$ GSP)	Year	4.4%	-5%	.8%	.4%	2.5%				
d. Kilowatt hours saved through green lights program (DNR)						31,924,000				

Performance Measures	1980	1990	1993	1994	1995	1996	1997	2000	2005	2010
e. Consumption of natural gas by sector (thousand cubic feet): (DNR)										
Residential (MCF per household)	120	98	107	97	94	97				
Commercial/Industrial/(CF/\$ GSP)	2.954	1.877	2.062	1.910	1.893	1.97				
f. Percent change in natural gas utilization (DNR)										
Residential (MCF per household)	Base	-18.4%	11.5%	-9.3%		3.2%				
Commercial/Industrial/(CF/\$ GSP)	Year	-36.4%	7.5%	-7.4%		-1.2%				
g. Total consumption of alternative transportation fuels (gallon equivalent):(DNR)										
Private Sector	0	150,000			1.1 mil					
Public Sector	0	10,000			60,000					
h. Percent of business and government motor vehicles equipped to operate on alternate fuels (DNR)	<1%	<1%			193 veh.					
i. Generation/consumption of alternative sources of energy (Million kWh) (DNR)	.0	152	148	195	140	192				
j. Percent of local jurisdictions that enforce energy codes.(DNR)	2 %	5 %			9%					
k. Percent of state owned facilities that meet energy efficient codes (DNR)	20 %	23 %			25 %					

5. Manage trust lands effectively, assuring that the interests of schools and other beneficiaries are paramount. (SITLA)

Performance Measures	1980	1990	1995	2000	2005	2010
a. Revenues earned from trust lands (SITLA)	\$19 M	\$15 M	\$14M	\$36M	\$41M	\$46M
b. Total Assets (SITLA)	\$41.4M	\$45.3M	\$108.5	\$377.5	\$700M	\$1B

E. UTAHNS WILL ASSURE CLEAN AND SUFFICIENT STATEWIDE WATER SUPPLIES TO PROTECT PUBLIC HEALTH AND PRESERVE BENEFICIAL WATER USES THROUGH CONSERVATION, DEVELOPMENT, AND POLLUTION CONTROL

1. Provide clean safe drinking water to the public. (DEQ)

Performance Measures	1980	1990	1994	1995	1996	1997	1998	2000	2005
a. Percent of population on public water systems served by systems with approved ratings (DEQ)		99%		99%	99.6%	99.7%	99.6%		
b. Percent of public drinking water systems with approved ratings (DEQ)		83%		85%	93%	95.1%	94.8%		
c. Number of new drinking water source protection plans prepared and implemented by drinking water systems (DEQ)			10	7	91	152	281		

2. Maintain or improve the quality of Utah's surface water and ground water and reduce violations of water quality standards. (DEQ)

Performance Measures	1980	1990	1994	1995	1996	1998	2000	2005	2010
a. Percent of state waters monitored and assessed (DEQ)		65%	65%		65%	72%			

Performance Measures	1980	1990	1994	1995	1996	1998	2000	2005	2010
b. Percent of lakes and streams monitored that meet standards (DEQ)		67%	61%		62%	67%			
c. Number of pollution discharges controlled (regulated) (DEQ)		213	193		213	274			
d. Percent of discharges in compliance with pollution limits (DEQ)		90%	97%		98%	98%			
e. Are our waters getting better? (DEQ)									
% Better		27	27		25	25			
% Same		53	53		55	60			
% Worse		20	20		20	15			

3. Identify and develop water supplies to provide ample, good quality water for present and future needs. (DNR)

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	2010
a. Water supply capacity versus future needs (reported in acre feet -- demand/supply) (DNR)		362,090/ 561,000		435,490/ 639,520			DNR Target 441,200/ 652,000		DNR Target 528,510/ 657,000
b. Percent of future water needs met with current supply (DNR)				147%			DNR Target 127%		DNR Target 106%
c. Percent of Utah's ground-water resources inventoried (DNR)									
d. Percent of groundwater basins in Utah that are being pumped within the sustainable yield of the groundwater basin (DNR)		96%		96%	96%				
e. Number of state approved waste water disposal wells for oil and gas operations (DNR)	39	52							

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	2010
f. Number of state approved waste disposal pits for oil and gas operations (DNR)	0	9							

4. Protect from releases of storage tank contaminants. (DEQ)

Performance Measures	1980	1988	1990	1994	1996	1997	1998	1999	2010
a. Number of reported leaking underground storage tanks (cumulative) (DEQ)		55	922	2253	2910	3130	3413	3696	
b. Number of leaking underground storage tank cleanups completed (cumulative) (DEQ)		8	125	689	1887	2219	2544	2853	
c. Number of leaking tanks impacting groundwater (cumulative) (DEQ)					1018	1209	1323	1409	

5. Improve water conservation and management practices. (DNR)

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	DNR Target 2010
a. Statewide water use-gallon/person/day (DNR)	285	280	268		210				240
b. Percent of water using entities having adopted management and conservation plans (DNR)									
Water Improvement Districts	0	7%		14%		15%			93%
Water Conservancy Districts	0	10%		40%		45%			90%
Major Municipal Water Systems (14)	0	7%		7%		14%			93%
c. Percent of Utah covered by River Basin Plans as part of the State Water Plan (DNR)	0	8%		27%	55%	55%			100%

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	DNR Target 2010
d. Percent of local governments with ordinances to protect and manage mapped flood plains (DNR)				15%					
e. Percent of state's ground-water basins mapped and modeled at 1:100,000 scale or larger (DNR)									
f. Percent of ground-water basins modeled and management plans developed (DNR)	10%	20%		35%	40%				
g. Percent of Utah's ground-water basins in overdraft or covered by a moratorium on ground-water development (DNR)	57%	61%		73%					
h. Percent of Utah's high hazard dams meeting current operational and safety requirements (DNR)									

F. UTAHNS WILL PROTECT THE PUBLIC AND THE ENVIRONMENT FROM EXPOSURE TO CONTAMINATION CAUSED BY THE IMPROPER MANAGEMENT OF SOLID, RADIOACTIVE, AND HAZARDOUS WASTE

1. Improve protection of public health and the environment through: (DEQ)
 - c Promotion of pollution prevention
 - c Reuse and recycling to minimize waste generation
 - c Clean ups of solid and hazardous waste sites.

Performance Measures	1980	1990	1995	1998	1999	2000	2005	2010
a. New clean up sites started (DEQ)				1				
b. Number of voluntary clean ups initiated under state voluntary clean up act (DEQ)				12	8			

Performance Measures	1980	1990	1995	1998	1999	2000	2005	2010
c. Number of solid and hazardous waste sites in process of being cleaned up (DEQ)				67				
d. Number of solid and hazardous waste site clean ups completed (cumulative) (DEQ)				85				

2. Properly manage waste statewide. (DEQ)

Performance Measures	1991	1992	1993	1994	1995	1996	1997	1998	2005
a. Tonnage imported for disposal: (DEQ)									
Solid Waste	76,200		322,700	705,160	788,919		655,363	314,630	
Hazardous Waste	57,300		34,516	58,710	53,484		55,789	---	
Radioactive Waste	169,400		93,341	144,774		253,262	327,024	419,381	
b. Tonnage of municipal solid waste disposed in Utah: (DEQ)									
Utah-generated						3,004,857	4,761,668	2,176,534	
Out-of-state generated						2695	18,245	11,405	
c. Commercial hazardous waste landfill disposal capacity available (in 1000 tons) (DEQ)		855	1000		800			---	
d. Tonnage of hazardous waste in Utah: (DEQ)									
Generated in Utah	3,456,604		6,545,936		3,387,959		3,977,747	---	
Total disposed by commercial landfill	68,000		67,766		61,978		63,811	61,259	
Total disposed by commercial incinerator	2,812		15,121		37,032		40,642	37,312	
e. Gallons of Do-it-Yourselfer (DIYer) used oil recycled (DEQ)				55,954	223,363	279,113	287,568	325,525	
f. Number of Waste Tires recycled (DEQ)								28,733	

3. Improve the timeliness and increase the efficiency of site cleanup and emergency response. (DEQ)

Performance Measures	1990	1993	1994	1995	1996	1997	1998	1999	2000
a. Number of emergency response incident notifications received: (DEQ)									
Annual	66	263	259	422	451	468	422	394	
Cumulative	66	682	941	1363	1814	2282	2704	3098	
b. Number of known unapproved or contaminated waste sites: (DEQ)									
Known unapproved or contaminated waste sites				280	300	314	332	355	
National Priorities List (NPL) Superfund Operable Units				64	64	65	65	65	
Non-NPL sites				265	285	298	316	339	
c. Number of NPL Site Operable Units remediated (cumulative) (DEQ)	1	2	4	11	14	20	25	37	
d. Number of non-NPL waste site clean-ups completed (cumulative) (DEQ)				0	0	1	2	5	

4. Minimize the amount of radiation exposure and environmental contamination from radioactive materials. (DEQ)

Performance Measures	1980	1990	1993	1994	1995	1996	1997	1998	2005
a. Number of times high risk radiation workers exceed regulatory dose limits (DEQ)				0	0	0	0	0	
b. Simulated x-ray tests on the skin that exceed comparable national x-ray diagnostic tests (# exposures/# total procedures) (DEQ)					102/614	135/486	180/564	96/358	

Performance Measures	1980	1990	1993	1994	1995	1996	1997	1998	2005
c. Radon exposure to residences identified and mitigated through CRCPD statewide surveys conducted in 1993, 1994, 1996 (DEQ)									
Awareness Tested			69%	71%		71%	survey not conducted	survey not conducted	
Testing during real estate transactions			33.9%	40%		24%			
Mitigated/Fixed			1.7%	1%		12%			

G. UTAHNS WILL INCREASE THE ACCESSIBILITY, QUANTITY, AND QUALITY OF RECREATIONAL OPPORTUNITIES

1. Increase the availability, accessibility, and opportunity of the state parks systems, upgrade facilities and infrastructure, and enhance non-general fund state park revenues while maintaining the quality of the state park experience. (DNR)

Performance Measures	1980	1990	1995	1996	1997	2000	2005	DNR Target 2010
a. State park reservations and reservation revenue per year (DNR)	N.A.	8500/ none	24,100/ \$90,000	30,750/ \$124,300	23,710/ \$132,882			53,000/ \$371,000
b. Rounds of golf played each year (9 hole rounds on 4 golf courses) (DNR)	75,800	104,300	111,000	121,200	151,294			210,000
c. Miles of urban and rural trails constructed/improved via non-motorized trails program (DNR)					26 / 30			
d. River enhancement: Trails and staging areas Number of sponsors/Number of projects (DNR)					16			
e. Ratio of percent of state park budget increases to growth in state population (% / %) (DNR)	273/38 =7.184	78/37 =6.5	39/12 =3.25	4.5/2 = 2.25	3.5/4.0 = .88			62/29 =2.14

Performance Measures	1980	1990	1995	1996	1997	2000	2005	DNR Target 2010
f. Percent of parks with Resource Management Plans/Park Management Plans (DNR)	0%	5%	16%	20%	20%			87%
g. Number and miles of projects that improve or increase public access (DNR)								

2. Develop and adopt non-general fund funding methods to conserve and enhance recreation opportunities in Utah. (DNR)

Performance Measures	1980	1990	1995	1996	1997	2000	2005	DNR Target 2010
a. Non-general fund revenues (DNR)			11.9 M	12 M	12.7 M			
b. Percent of Division of Parks and Recreation's costs paid by non-general fund revenues (DNR)	22%	51%	53%	52%	48%			58%
c. Recorded volunteer hours and estimated \$ value (@ \$12.13/hr) (DNR)	82,500 est.	330,000	740,000	\$1.2 M 101,000 hrs	\$1.27 M 151,543 hrs	(1998) \$1.83 M 151,543 hrs		2.03 M
d. Number of private concession contracts in state parks (no small vendors) (DNR)	5	9	14	16	31			28
e. Percent of expenditures paid by revenues (DNR)	16%	33%	38%	42%	44%			56%

3. Educate and certify boating and off-highway vehicle users to assure a safe, enjoyable, and environmentally non-destructive experience. (DNR)

Performance Measures	1980	1990	1995	1996	2000	2005	DNR Target 2010
a. Boating accidents as a percent of boating registration in Utah including PWCs (DNR)	.104 %	.137%	.168%	N.A.			.100%
b. User-generated boating revenues dedicated to the improvement of facilities, education, and access (DNR)	\$.73 M	\$1.85M	\$2.3 M	\$3.1 M	\$2.64M		\$6.6 M
c. Increase in number of youth OHV & PWC certifications & education (running totals for 2 programs) (DNR)	N.A.	2500/ N.A.	10,432/7 85	11,839/2 943	12,980/ 2441		17,000/ 25,334

H. ASSURE THE FUTURE OF WILDLIFE FOR RECREATIONAL, SCIENTIFIC, ECONOMIC, EDUCATIONAL AND INTRINSIC VALUES

1. Identify and protect critical wildlife habitat, including riparian zones along streams. (DNR)

Performance Measures	1980	1990	1994	1995	1996	2000	2005	2010
a. Number of identified areas of critical wildlife habitat (DNR)			8	40	90			
b. Number of acres of critical habitat secured (DNR)			1100	10,000	2500			

2. Manage and conserve Utah's wildlife and its habitats for present and future generations. (DNR)

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	2010
a. Number of habitat management plans developed and implemented (DNR)		3	21	40	80				
b. Number of wildlife management plans developed and implemented (DNR)			31	32	34	36			

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	2010
c. Number of ecosystem management plans developed and implemented (DNR)			0		0				

3. Maintain a broad public awareness of wildlife and its value to Utah's quality of life and economy. (DNR)

Performance Measures	1980	1990	1995	1996	2000	2005	2010
a. Number of people aware of wildlife and its value to Utah's quality of life and economy (DNR)	959,000	736,000	500,000	558,000			

4. Perpetuate the traditional sports of hunting and fishing while simultaneously recognizing and providing for additional recreational, scientific, economic, educational, and intrinsic benefits of wildlife. (DNR)

Performance Measures	1980	1990	1994	1995	1996	2000	2005	2010
a. Number of recreational fishing days (in millions) (DNR)		2.5		3.95	4.9			
b. Number of recreational hunting days (in millions) (DNR)	3.2	1.3		1	1.66			
c. Number of nonconsumptive wildlife recreation days (DNR)	3.1 M	2.98 M			2.8 M			

5. Maintain the state's "management authority" and jurisdiction over wildlife in Utah while developing and fostering partnerships with federal, state and local governments, private businesses and citizens. (DNR)

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	2010
a. Number of completed Conservation Agreements for sensitive wildlife species (DNR)			1		3	5			

Performance Measures	1980	1990	1994	1995	1996	1997	2000	2005	2010
b. Number of completed cooperative habitat projects (DNR)			13	100	100				

6. Increase the number of Class I and II stream and lake fisheries. (DNR)

Performance Measures	1980	1990	1994	1995	2000	2005	2010
a. Number of Class I and II stream and lake fisheries (DNR)			4,038mi 391,988a				

7. Provide the public with increased awareness of the availability and accessibility of wildlife resources. (DNR)

Performance Measures	1980	1990	1994	1995	2000	2005	2010
a. Percent increase in access to wildlife resources (DNR)			19%				

I. PROTECT, CONSERVE, AND DEVELOP UTAH'S AGRICULTURAL RESOURCES

1. Encourage production in Utah of a sustainable supply of food and fiber. (DAF)

Performance Measures	1980	1990	1995	1996	2000	2005	2010
a. Agricultural land lost (in acres) (DAF)			41,000		42,700		
b. Farmland protected in acres (DAF)				5237	2000		
c. Cultivated acreage in farm production (DAF)	1,118,000	1,043,000	1,107,000				
d. Number of farms in production (DAF)	11,078	10,173	10,393				

2. Enhance Utah’s farmers and ranchers efforts to conserve soil and water. (DAF)

Performance Measures	1980	1990	1995	1996	2000	2005	2010
a. Number of soil/water conservation projects (DAF)				1120	1300		
b. Amount of acreage benefitting from projects (DAF)				109,900	130,000		

3. Protect consumer and food safety interests. (DAF)

Performance Measures	1990	1995	2000	2005	2010
a. Percent of products and services in compliance with federal/state laws and rules (inspections/% compliance): (DAF)					
Food establishments		2,375 (97%)	3,266 (97%)		
Motor fuel dispensers		20,000 (95%)	22,312 (97%)		
Weighing devices		8,105 (95%)	9,030 (96%)		
Meat/poultry processing plant reviews with HACCP systems (Hazard Analysis at Critical Control Points)		1,158 (97%)	1,215 (97%)		
Red meat pathological tests (e.coli, salmonella, & other pathogens)		587 (98%)	587 (98%)		
Dairy farms		1158 (97%)	2,000 (98%)		
Dairy plants		587 (98%)			
Animal feed products tested		41 (98%)	100 (95%)		
Ground beef samples tested for % fat		1720	435 (95%)		
Agricultural ground water samples		2942	670 (95%)		
Milk samples		28,889	6,886 (98%)		

4. Protect Utah livestock, commercial wildlife, poultry, pets and aquaculture. (DAF)

Performance Measures	1980	1990	1995	2000	2005	2010
a. Percent of herds/animals/poultry that are disease free: (DAF)						
Cattle (brucellosis)		99.1%	100%	100%		
Swine (pseudorabies)		100%	100%	100%		
Poultry						
Elk/Wildlife						
b. Percent of disease free aquaculture operations (DAF)			95%	100%		
c. Number of livestock/wildlife units protected from depredation (DAF)			605,000	620,000		
d. Percent of rabies-free domestic pets (DAF)			100%	100%		

5. Protect the quality of plants, grains, seeds, as well as regulate the proper application of pesticides and farm chemicals. (DAF)

Performance Measures	1980	1990	1995	2000	2005	2010
a. Percent of products and services in compliance with federal and/or state laws and rules: (inspections/score) (DAF)						
Pesticide applicators			2901/93%	2994/94%		
Seeds inspected			1688/96%	1738/96%		
Fertilizers inspected			294/94%	300/95%		
Nurseries inspected			530/90%	535/92%		
Grading and market inspections			17,721	18,000		
Plant quarantine import/export inspections			607	750		
Number of agricultural insect pests surveyed and detected (gypsy moth et al.)			8	9		

J. DEVELOP AND USE WISE MARKETING STRATEGIES THAT ADD VALUE TO UTAH-GROWN PRODUCTS

1. Enhance our agricultural resources, production capabilities, and marketing opportunities. (DAF)

Performance Measures	1980	1990	1995	2000	2005	2010
a. Total sales of raw farm products (DAF)			\$815,400	\$1 B		
b. Total value to Utah economy of processed agricultural products (multiplier effect) (DAF)			\$2.6 B	\$3.2 B		
c. Total value of Utah agricultural commodities and processed foods exported (in millions) (DAF)			\$154	\$200		
d. Number of agricultural commodity-related marketing directories (DAF)			1	5		
e. Increased number of farmers' markets (DAF)			1	3		

2. Enhance agriculture research projects in Utah for development of alternative products, and improve technology transfer. (DAF)

Performance Measures	1980	1990	1995	2000	2005	2010
a. Number of agricultural research projects (DAF)			20	20		
b. Number of products developed from new technology (DAF)			10	20		
c. Number of technology fairs (DAF)			2	4		

FREE ENTERPRISE AND REGULATORY SYSTEMS

Strengthen our free enterprise system by providing a reasonable regulatory environment that protects our citizens.

UTAH WILL STREAMLINE ITS REGULATORY PROGRAMS FOR GREATER EFFICIENCY AND RESPONSIVENESS AND ENSURE THAT EMPLOYERS PROVIDE A SAFE AND NON-DISCRIMINATORY WORK ENVIRONMENT.

This goal will be accomplished by ensuring that the state’s regulatory functions are provided in a timely and accurate manner, are easy to understand, and are easily accessible, and includes the required licensing, permitting, registration, certification, and the filing of reports and returns. Regulatory procedures will be reviewed on a regular basis to emphasize these objectives. And, administrative action will be taken for individual or business non-compliance.

Regulatory agencies found in this section are engaged in the process of business regulation and the collection of required taxes and fees. In a free market economy, regulation is not deciding who will be winners or losers, but instead regulation is to ensure a fair process for all. Because regulation is a process, workload measurements such as the numbers of licenses issued, the number of returns processed, the number of loans made by banks, the number of utility cases heard, or the numbers of insurance claims filed are not definitive or meaningful measurements of the results of the regulatory process. Those types of measures instead would reflect the condition of the economy and decisions made by individuals, and business owners and their customers.

What regulatory agencies can do and should do, is to constantly try to improve the quality of regulation with the goal of improving the economic life of all citizens. To achieve this, agencies need to constantly review their regulations, their processes for applications, paying of fees, interfacing with the public, etc., and the hiring and training of their employees. Most importantly, agencies need to ensure that the actual day-to-day regulation of businesses and individuals is appropriate, reasonable, cost efficient, and provides a regulatory process that is understandable by everyone involved.

To provide regulatory measurements in the most meaningful way, they are categorized below by functional process:

1. Ensure that state and local licensing, permitting, registration, certification, and the filing of reports and returns are accurate, timely, easy to understand, and easily accessible.

Performance Measures	Reporting Agency	1997	1998	1999	Target 2000	
<u>Accurate:</u> Department-wide software scheduled for implementation in the fall of 1999 will provide accuracy measurements. No formalized measurements have been available in the past.	<u>Commerce Dept.</u>	N/A	N/A	N/A	Standards will be implemented.	
<u>Timely:</u> Average turnaround time to complete licenses, permits or registrations (assuming all required information is provided).	<u>Commerce Dept.</u>	Days	Days	Days	Days	
	Consumer Prot. Reg. Ap	30	30	12	10	
	Reg. Renewal	15	15	10	5	
	Permits	30	30	12	10	
	Corporations					
	Reg.	10	10	10	10	
	UCC	3	3	3	3	
	Notary	15	15	15	15	
	DOPL					
	License Ap or Renewal	8	8	8	5	
	Real Estate					
	License Ap or Renewal	3	3	3	2	
	Timeshare/Subd.					
	Reg. Aps	45	45	45	45	
	Reg. Renewal	10	10	10	10	
	Securities					
	License Ap or Renewal	3	3	2	1	

Performance Measures	Reporting Agency	1997	1998	1999	Target 2000	
<u>Accessible & Convenient:</u> All (100%) of routine transactions can be handled by mail, fax, phone or internet, without requiring an in-person visit. We continue to enhance customer service by streamlining forms and making our processes available online via the Department's internet site. The Divisions of Corporations, DOPL, Real Estate and Securities offer a credit card payment option for added customer convenience.	<u>Commerce Dept.</u>					
<u>Promote understanding:</u> Number of public ed presentations.	<u>Commerce Dept.</u>	171	186	234	227	
Newsletter circulation		89,055	66,950	80,586	85,000	
Brochures distributed		N/A	23,700	27,100	30,000	
News releases, press conferences, PSAs & news spots		N/A	48	60	60	
<u>Compliance measures:</u> # Audits conducted - % detecting non-compliance	<u>Commerce Dept.</u>					
	DOPL	4 -.5%	1 -.7%	3 - 0%	3 - 0%	
	Public Utilities	77- 45%	87 - 45%	95 - 45%	120 - 45%	
	Real Estate	42 - 88%	52 - 95%	23 - 90%	45 - 90%	
	Securities	40 - 94%	44 - 94%	26 - 94%	50 - 96%	
# complaints - % resulting in formal investigation	Consumer Prot.	2,973 - 70%	4,262 - 77%	2,480 - 63%	3,000 - 67%	
	DOPL	3,613 - 66%	3,936 - 68%	4,412 - 65%	4,500 - 65%	
	Real Estate	350 - 71%	373 - 64%	376 - 60%	400 - 60%	
	Public Utilities	1,376 - N/A	1,513 - N/A	2,162 - N/A	N/A	
	Securities	161 - 53%	183 - 56%	140 - 60%	150 - 60%	
# Licensee actions - as % of total licensees	DOPL	234 - .27%	214 - .24%	220 - .26%	217 - .25%	
	Real Estate	60 - .6%	101 - .5%	84 - .8%	105 - .1%	
	Securities	37 - .99%	71 - .85%	66 - .83%	60 - .85%	

2. Ensure the financial integrity of state-chartered financial institutions.

Performance Measures	Reporting Agency	FY97	FY98	FY99	FY2000 (target)	FY2001 (target)
<u>Ensure citizens have choices in financial services.</u> a. Depository Institutions Regulated by Dept. of Financial Institutions b. Total Assets of State Regulated Depository Institutions (in thousands) c. Total Deposits of State Regulated Depository Institutions (in thousands) d. Entities filing under the Utah Consumer Credit Code e. Entities filing under the Mortgage Lending and Servicing Act f. Entities filing under the Check Cashing Registration Act of 1999	Financial Inst.	144	144	141		
<u>Ensure depository institutions are operated in a responsible manner.</u> a. Safety and Soundness Examinations of Depository Institutions b. Specialty Examinations c. Number of Y2K Examinations d. Number of Field Examiners Employed	Financial Inst.	108	124	107		
<u>Ensure that Financial Institutions provides timely and accurate information that is easy to understand, and is easily accessible.</u> a. Average turnaround time b. Accessible via electronic media (phone, FAX, and through the Internet) c. Internet site available d. Number of external education presentations provided e. Number of newsletters, public notices and media out-reach events each year f. Percent of procedures and forms that were reviewed for current information, process streamlining, and simplification	Financial Inst.	NA	NA	45 days		

3. Ensure the solvency of insurance companies in Utah.

Performance Measures	Reporting Agency	FY97	FY98	FY99	FY2000 (target)	FY2001 (target)
<u>Monitor the financial integrity of Insurance Companies.</u> a. Percent of domestic companies examined on a triennial basis. b. Percent of domestic company annual financial statements analyzed by 4/30 of each year. *% of domestic multi-state company annual financial statements analyzed by 4/30 of each year. c. Percent of domestic company quarterly financial statements analyzed by 12/31 of each year. d. Percent of domestic companies whose risk based capital is above company action level on 12/31 of each year. e. Number of fraud cases where prosecution was initiated f. Number of administrative actions taken against insurers, agents and agencies.	InsuranceDept.	53%	38%	71%		
			36%	44%	60%	
			*28%	*64%	*100%	
		70%	61%	83%	100%	
		97%	94%	94%	94%	
		64	47	50	60	
		369	335	398	420	
<u>Insurance Regulation will be timely, accurate, easy to understand, and accessible</u> a. Average turnaround time to complete license applications. b. Percent of license applications submitted electronically (via the telephone, FAX, or through the Internet). c. Percent of license applications submitted through the mail d. Internet site available to the public e. Number of consumer education presentations held f. Number of newsletters, public notices and media out-reach events	Insurance Dept.					
	Resident	60 days	10 days	10 days	10 days	
	Non-Resident	60 days	75 days	10 days	10 days	
		0	0	0	0	
		100%	100%	100%	100%	
		no	yes	yes	yes	
			9	18	20	
		121	138	142	148	

4. Promote a safe, fair, non-discriminatory work environment and promote the general welfare of the state’s employees and employers.

Performance Measures	Reporting Agency	1996	1997	1998	1999	
<u>Ensure workplace safety.</u> a. Percent of employers inspected violating Occupational Safety and Health standards. b. Percent of employers with serious, repeat, or willful violations. c. Number of lost work day cases due to work-related injury (per 100 full-time employees). f. Morbidity rate due to work-related injury (per 100 full-time employees). g. Mortality rate due to work-related injury (per 100,000 full-time workers)	Labor Comm.	67%	68%	69%		
		38%	37%	45%		
		3.3	3.1	N\A		
		8.9	8.3	N\A		
		7.0	6.6	6.5		
<u>Ensure a fair and non-discriminatory work place.</u> a. Number of discrimination claims filed with Utah Anti-Discrimination & Labor Div. b. Number of wage claims filed with Utah Anti-Discrimination & Labor Div. c. Percent of charges resolved for employment discrimination and wage claims within UALD jurisdiction.	Labor Comm.	855	723	605		
			1,317	1,260		
			99.1%	99.9%		
<u>Ensure adequate Worker’s Compensation programs</u> a. Average cost of Worker’s Compensation insurance per \$100 payroll b. Percent of employers providing required Workers’ Compensation and occupational disease insurance c. Projected savings to the Uninsured Employer’s Fund (UEF) as a result of worker’s compensation non-compliance fines collected.	Labor Comm.	\$2.62	\$2.28	\$1.88		
		92.3%	92.8%	93.6%		
		\$169,020	\$600,976	\$956,982	\$714,155	

5. Promote utility service delivery that is efficient, reliable, high quality, and reasonably priced for all customers through out the state.

Performance Measures	Reporting Agency	FY97	FY98	FY99	FY2000 (target)	FY2000 (target)
<u>Ensure competition in the Telecommunication Industry</u> a. Submitted Applications b. Petitions withdrawn or denied c. Approved applications d. Average days until approved e. Petitions Pending	PublicServiceComm	a. 30 b. 6 c. 21 d. 138 days e. 2	a. 38 b. 16 c. 19 d. 136 days e. 4	a. 39 b. 3 c. 13 d. 98 days e. 23	a. b. c. d. 68 days e.	a. b. c. d. 45 days e.
<u>Promote consistent, and reliable service for utility customers</u> a. Percentage of Orders issued resulting in a reduction of customer rates, improving provided service. b. Percentage of reduction in utility rates resulting from Commission decisions. c. Rules issued and amended in order to meet evolving requirements of interconnected telecommunications companies.	Public ServiceComm					
<u>PSC will provide timely and accessible services:</u> a. Percent of transactions processed other than in person -% submitted electronically (via the telephone, email or the internet) -% submitted through the mail -% of information available on the Internet -% of Commission order distributed electronically	Public ServiceComm	0% 60% 0% 30%	55% 45% 50% 55%	80% 20% 90% 100%	90% 10% 95% 100%	95% 5% 100% 100%

6. Assist in ensuring citizen compliance with Utah’s tax and motor vehicle laws by providing administrative processes in a timely, accurate, easy to understand and accessible manner.

Performance Measures	Reporting Agency	FY97	FY98	FY99	FY2000 (target)	FY2001 (target)
<p><u>Provide timely tax & motor vehicle processes.</u> Average time to update an income or business tax record excluding those going to edit (Peak time is defined as April-June when over 800,000 Income Tax Returns are received)</p> <p>Average time to process a MV mail renewal excluding edit exceptions</p> <p>Average time to update a refund request on an income tax return filed before April 15 (excluding edits).</p>	Tax Commission			Non-Peak 7 days Peak 7-45 days		
			48 hours	48 hours		
		5 weeks	4 weeks	3 weeks		
<p><u>Ensure that Tax and Motor Vehicle processes are accessible.</u></p> <p>a. Percent of income tax returns filed electronically</p> <ul style="list-style-type: none"> - JELF - Joint Electronic Filing with IRS - Tele-file (telephone filing) - Internet <p>b. Number of phone calls answered in the main tax call center</p> <p>c. Number of phones calls answered in the main MV call center</p> <p>d. Percent of renewals that were done by citizens using the mail program</p> <p>e. Internet site availabe for instructions and forms</p> <ul style="list-style-type: none"> - Number of user contacts - Number of page views 	Tax Commission					
		.067%	.081%	.094%		
			.018%	.039%		
				.013%		
		188,390	186,815	184,672		
		347,704	393,332	394,681		
				22.2%		
			21,799 (part.yr)	221,994		
			90,870 (part.yr)	1,100,816		

Performance Measures	Reporting Agency	FY97	FY98	FY99	FY2000 (target)	FY2001 (target)
<u>Provide formal training and information.</u> Number of external workshops (* includes just formal USTC conducted workshops (does not include numerous workshops in which we participate) Number of News releases & public newsletters Number of Tax Bulletins Number of hours of employee formal training Number of core tax classes held	Tax Commission	87*	88*	79*		
<u>Provide efficient tax & MV administration processes</u> Ratio of expenses to revenues deposited Number of tax documents processed Number of motor vehicle transactions	Tax Commission	.013 to \$1 2,204,519 2,189,843	.0123 to \$1 2,320,546 2,259,260	.0121 to \$1 2,442,680 2,333,906		
<u>Simplify forms and instructions.</u> Percent of bulk distribution forms reviewed for current information, process streamlining, and simplification	Tax Commission	100%	100%	100%		
<u>Obtain citizen and other stakeholder input.</u> a. Surveys are used to gather feedback from various taxpayers after contact with the agency, and focus groups provide process-specific input. b. Input is gathered from the general public regarding tax and motor vehicle issues through survey instruments (3 in FY2000).	Tax Commission	On-going Annual	On-going Annual	On-going Annual		

Performance Measures	Reporting Agency	FY97	FY98	FY99	FY2000 (target)	FY2001 (target)
<u>Citizen's voluntary compliance (paid current)</u>	Tax Commission					
Number of collectible tax accounts that are not paid current (year-end)						
Income		48,049	48,491	48,067		
Business Taxes Combined		27,183	24,806	31,229		

GOVERNMENT

Assure open, just, and accountable government.

A. PUBLIC PARTICIPATION IN GOVERNMENT WILL BE PROMOTED AND PROTECTED

1. Increase public participation in the electoral process

Performance Measures	Agency	1980	1990	1992	1994	1996	1998
a. Number of Utahns eligible to vote	Elections	1,461,027	1,093,845	1,160,758	1,233,684	1,339,335	1,398,5458
b. Number of eligible Utahns who are registered to vote	Elections	781,711	780,555	965,211	921,981	1,050,452	1,115,821
c. Number of registered voters voting in general elections	Elections	610,773	457,983	779,998	532,737	691,016	506,553
d. Number of state elected officials running unopposed.			7	9	3	10	2
House			2	2	4	2	0
Senate			2	0	0	0	2
State-wide							
d. Voter registration applications received from:							
Division of Motor Vehicles						84,743	81,976
Mail						93,404	35,733
Public Assistance						24,913	7,356
Disability Services						754	88
Armed Forces Recruiting						2,165	402
State Designated Agencies						47,229	21,270
Other						76,961	61,777

2. Ensure that government activities are open to the public and conducted in the open.

Performance Measures	Agency	1995	1996	1997	1998	1999
a. Number of open meetings complaints received by the Attorney General	Attorney General	3	7	9	8	
b. Number of bills passed without public hearings	Legislative Research	12	13	19	15	13

3. Promote community diversity on boards, commissions, and task forces.

Performance Measures	Agency	1980	1990	1993	1995	1996	1997	1998
a. Proportion of protected groups on boards, commissions, and task forces (<i>i.e.</i> , race, and gender)	Governor's Office							
b. Percentage of new appointments from protected groups.	Governor's Office							

B. UTAH'S GOVERNMENTS WILL CONTINUALLY STRIVE FOR EXCELLENCE

1. Reduce the costs of government.

Performance Measure	Agency	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000
a. Cost of state expenditures as a percent of state personal income	GOPB	12.58	12.54	12.72	12.79	12.94	12.82	12.82	13.02	12.64	12.70	12.53
b. Total state and local general expenditures per capita, with national rank.	GOPB	2,879 36	3,015 38	3,203 38	3,376 41	3,615 39	3,927 34	4,129 32				

2. Continually evaluate laws, ordinances, rules, governmental procedures, and programs to modify or eliminate those that are outdated and unneeded.

Performance Measures	Agency	1980	1981	1990	1995	1996	1997	1998
a. Percent of rules reviewed that are modified or repealed	Administrative Rules				23%			

3. Continue to monitor both public and private costs of laws and rules.

Performance Measures	Agency	1980	1990	1995	1998
a. Cumulative cost of fiscal notes on laws passed during the legislative session	Legislative Fiscal Analyst				
b. Cumulative cost of fiscal notes on rules passed during the fiscal year.	Administrative Rules				

4. Provide government services and information via the Internet (performance measures under development).

Performance Measures	Agency	1999
a. Number of government transaction-based services delivered by state agencies via the Internet.	ITS	
b. Total number of transactions (filings, licenses, registrations, etc.) conducted electronically via the Internet by state agencies with their constituents.	ITS	
c. Number of databases that allow the public to conduct customized queries via the Internet.	ITS	

C. LAND USE PLANNING IN UTAH WILL MEET THE NEEDS OF THE CURRENT POPULATION WITHOUT COMPROMISING THE NEEDS OF FUTURE GENERATIONS

1. Encourage Quality Growth in all Utah communities.

Performance Measures	Agency	1999
a. Number of communities participating in the 21 st Century Community program.	GOPB	22
b. Number of Quality Growth Grants awarded to local entities	GOPB	22

2. Encourage development of local General Plans.

Performance Measures	Agency	1994	1995	1996	1999
a. Number of counties with General Plans adopted or updated within the last 5 years	GOPB	12		13	22
b. Number of cities and towns with General Plans adopted or updated within the last 5 years	GOPB		21		126

3. Encourage the development of intergovernmental cooperation and land use planning.

Performance Measures	Agency	1990	1995	1999
a. Number of local governments participating in interlocal planning (performance measure under development).	GOPB			

4. Encourage local communities and state agencies to identify lands and develop programs to protect critical open space.

Performance Measures	Agency	1999
a. Number of counties with open space preservation written into their general plans	GOPB	17
b. Acres of critical land protected through state programs.	GOPB	6,559
c. Amount of money awarded for the preservation of critical lands from the LeRay McAllister Critical Land Conservation Fund	GOPB	\$2,019,550

D. UTAH'S GOVERNMENTS WILL RECRUIT, DEVELOP, AND RETAIN QUALITY AND EFFECTIVE PERSONNEL

1. Ensure competitive compensation and benefits

Performance Measures	Agency	1995	1996	1997	1998
a. The percent of benchmark jobs whose average actual pay is below the average actual pay of the market for the same job.	DHRM	79%	80%	79%	75%
b. The percent of benchmark jobs whose average actual pay is below the average actual pay of the market for the same job by 10% or more.	DHRM	53%	46%	46%	46%
c. The value of government benefits as a percentage of salary.	DHRM	44.7%	44.2%	45.6%	44%
d. The value of government benefits compared to the U.S. Chamber of Commerce benefits survey for the western region.	DHRM	0.03	+0.08%	3.50%	+4.0%

2. Provide professional development and career growth opportunities for all employees.

Performance Measures	Agency	1980	1990	1995	1996	1997	1998
a. Number of state managers and supervisors who complete 100 or more hours in comprehensive management development programs	DHRM			119 Mgrs	96 Mgrs	447 Mgrs	314 Mgrs
b. Percent of state government employees who participate in professional development programs or training annually (performance measure under development)	DHRM						

3. Provide fair and safe government workplaces.

Performance Measures	Agency	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
a. Number of discrimination claims filed with the Anti-Discrimination Division	Labor Commission	536	556	682	801	903	877	811	855		
b. Number of equal pay claims filed	Labor Commission	14	12	10	16	14	21	6	4		
c. Number of sexual harassment claims filed	Labor Commission	65	67	90	91	109	117	131	146		
d. Number of workman compensation claims filed by state employees	Labor Division						1,663	1,647	1,639	1,668	1,579
e. Number of CSRB grievances filed.	CSRB	87	78	157	104	117	94	114	115	104	126
f. Percent of government workforce that are members of protected groups (i.e., race, color, national origin, gender, and age) F=Female P=Protected	DHRM	44% 6.6%		44% 6.5%	45% 6.5%	45.6% 6.6%	45.6% 6.6%	45.6% 6.6%	46% 7.06%		8.37%

HEALTH AND SAFETY MEASURES

Goal A. Health Services and Systems: All Utahns Will Have Access to High Quality, Affordable Health Care Services

Objective 1. Increase the proportion of the population with health insurance benefits coverage.

Health Insurance Coverage -- Percentage of Utahns without health insurance: Assuring adequate health insurance for Utahns has been a major political and public health initiative over the past several years in Utah. Persons with health insurance are more likely than persons without insurance to have a regular and accessible source of health care.

1991	1996
9.66%	9.53%

Source: Utah Department of Health, Office of Public Health Assessment, Utah Health Status Survey

Medicaid/CHIP Penetration -- Number of otherwise uninsured children (age 0-18) who are covered by Medicaid or CHIP as a percentage of all children (age 0-18) in households with incomes below 200% of poverty who are uninsured or covered by Medicaid or CHIP: Children who are not insured by private or employer-provided plans have an opportunity to be covered by Medicaid or the Children's Health Insurance Program (CHIP), if they are age 0-18 and live in households with incomes below 200% of poverty. This measure is an estimate of the proportion of eligible children who are covered by Medicaid and CHIP, combined.

1999
92,236 (70%)

Source: Utah Department of Health, Division of Health Care Financing, CHIP, and Child Health Survey

Insurance Benefits for Preventive Care -- Percentage of Utahns who have health insurance that includes preventive care (well child visits for children, routine physical exam for adults) (covers all costs except the usual copay amount for your plan): Clinical preventive services provide immunizations and screening tests for diseases such as cancer and heart disease. They can also include a basis for changing the personal health behaviors of patients in time to prevent development of clinical disease.

	1996
Urban Counties	80.8%
All Others	72.9%

Note: Urban Counties include Salt Lake, Davis, Weber, and Utah Counties

Source: Utah Department of Health, Office of Public Health Assessment, Utah Health Status Survey

Objective 2. Increase Utahns' access to health care services.

Access to Health Care -- Percentage of Utahns who were unable to obtain needed health care: Poor access to health care can result from a variety of barriers, including poverty, lack of or inadequate health insurance, physical distance from appropriate health care providers, and cultural and language differences that make obtaining care difficult.

	1991	1996
Urban Counties	1.0%	2.3%
All Others	1.1%	3.0%

Note: Urban Counties include Salt Lake, Davis, Weber, and Utah Counties

Source: Utah Department of Health, Office of Public Health Assessment, Utah Health Status Survey

Primary Care Provider -- Percentage of Utahns who have a usual source of medical care: A primary health care provider is usually an individual's first contact with the health care system. Ideally, a primary provider can effectively and efficiently manage a patient's medical care because they understand that person's problems and needs. Having a regular source of health care is also an indicator of overall access to care.

	1996
Urban Counties	81.8%
All Others	83.4%

Note: Urban Counties include Salt Lake, Davis, Weber, and Utah Counties

Source: Utah Department of Health, Office of Public Health Assessment, Utah Health Status Survey

Cost as a Barrier to Health Care -- Percentage of Utahns who were unable to get needed health care because of cost: One of the most commonly cited barriers to getting needed health care is the cost of that care. Health insurance goes a long way to make health care affordable, but even those with health insurance have reported problems accessing care because it was too expensive.

	1992	1993	1994	1995	1996	1997	1998
Urban Counties	13.8%	13.5%	14.1%	11.0%	10.8%	10.1%	8.8%
All Others	13.0%	10.7%	13.2%	12.3%	11.9%	9.7%	10.2%

Note: Urban Counties include Salt Lake, Davis, Weber, and Utah Counties, data reported here are actually for Utah, overall

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factor Surveillance System

Ambulatory Care Conditions -- Rates of hospitalization for selected conditions that are effectively treated in ambulatory care settings: High rates of hospitalization for conditions that can be effectively managed in outpatient settings indicate poor access to outpatient health care. Examining rates of hospitalization for these conditions can help to identify populations or areas where access to medical care is inadequate or where the systems for providing that care are inefficient.

	1992	1993	1994	1995	1996	1997
Bacterial pneumonia						
Urban Counties	23.7	27.0	23.7	28.8	26.2	28.3
All Others	30.6	37.2	32.2	39.5	31.2	35.8
Diabetes						
Urban Counties	10.9	10.5	10.2	9.2	9.9	9.9
All Others	8.4	10.4	9.0	9.6	8.8	9.2
Asthma						
Urban Counties	7.4	8.4	6.8	8.2	6.7	6.5
All Others	7.8	9.0	6.9	8.2	6.9	7.9
Congestive heart failure						
Urban Counties	13.6	15.2	13.7	13.5	15.1	14.0
All Others	12.6	14.5	12.7	13.8	14.3	13.4

Note: Urban Counties include Salt Lake, Davis, Weber, and Utah Counties

Source: Utah Department of Health, Office of Health Care Statistics, Hospital Discharge Data

Children's Oral Health -- Number of children age 6-8 with at least one untreated decaying tooth as a percentage of all children age 6-8 surveyed: Dental caries (tooth decay) is one of the most common health problems in the United States. Untreated dental caries is an important indicator of adequate and timely access to dental care.

	1986-87	1988-91	1994	1996
Utah	30%*	30%	30%	30%
U.S.	28%	31%	29%	--

** 1987 8-year-olds only*

Source: Utah Department of Health, Division of Community and Family Health Services Dental Survey

Objective 3. Ensure adequate capacity of the health care system.

Access to Emergency Medical Intervention – Number of minutes to emergency medical intervention arrival at the scene: Population density influences the availability of emergency medical services. The time from dispatch to arrival on the scene is an important measure of the capacity of the state emergency medical system to respond to calls for assistance.

	Sub-Frontier	Frontier	Rural	Urban
1996	13.1	11.0	8.3	6.8

Source: Utah Department of Health, Bureau of Emergency Medical Services

Primary Practitioners to Population Ratio – Number of primary practitioners per 100,000 Utahns. Poor availability of practitioners is often a barrier to access to care in rural areas.

	1982	1983	1985	1986	1990	1992	1993	1994	1995	1996
Utah	175	178	185	189	200	209	210	205	216	217
U.S.	206	212	220	225	237	249	252	252	267	271

Source: Utah Department of Health, Bureau of Primary Care and Rural Health Services

Availability of Long-Term Care -- Assisted living beds per 1,000 persons age 65+ with limitations in daily activities in Utah. As Utah's population ages, the need for assisted living care will increase. Utah must ensure that the number of assisted living beds is adequate.

	1995	1996	1997	1998
	224	230	232	234

Source: Utah Department of Health, Bureau of Licensing

Objective 4. Increase access to health care services for Utahns with diverse cultural and linguistic backgrounds.

Cultural Sensitivity of Health Care System -- Percentage of persons of ethnic minority status who are satisfied with the level of cultural sensitivity of their health care provider(s) and staff (nurses, receptionists, etc.): Care that is not culturally appropriate is a barrier to accessing care, and interferes with the quality of care that is provided.

	1998	1999

There is currently no data source available for this measure.

Objective 5. Ensure health care quality.

Consumer Satisfaction -- Percentage of persons insured by Medicaid and Health Maintenance Organizations (HMOs) who are satisfied with their health care services: Performance measurement efforts in health care are expected to promote competition and accountability of Utah's health plans by linking quality of performance with market success.

1996	1997
65%	59%

Source: Utah Department of Health, Office of Health Care Statistics, CAHPS survey

Complaints for Regulatory Compliance and Patient Harm -- Number of complaints per facility for regulatory compliance and patient harm. Facilities that are out of compliance on standards of care pose risks to the Utahns who are being treated there.

FY1999	Substantiated	Unsubstantiated
Hospitals	0.3	0.7
Nursing care facilities	1.1	4.3
Assisted living facilities	0.1	0.2
Home health agencies	0.1	0.3
ICF/MR	0.4	2.3
Hospice	0.1	0.1
Small HC facility	0.0	0.1

Source: Utah Department of Health, Bureau of Licensing

Deficiencies on Dietary Standards -- Number of deficiencies on dietary standards with and without patient harm on annual survey: Facilities that are out of compliance on standards of care pose risks to the Utahns who are being treated there.

	1998
Nursing care facilities	
with patient harm	16
without patient harm	0
Assisted living facilities	
with patient harm	0
without patient harm	0

Source: Utah Department of Health, Bureau of Licensing

Facilities Issued a Conditional License -- Number of facilities that are operating under a conditional license (received a citation for provision of substandard care, uncorrected deficiencies, or immediate harm violations and are working to correct the situation): Facilities that are out of compliance on standards of care pose risks to the Utahns who are being treated there.

	1998
Hospitals	2
Nursing care facilities	5
Assisted living facilities	4
Home health agencies	0

Source: Utah Department of Health, Bureau of Licensing

Agency Accreditation -- Percentage of health care agencies accredited by JCAHO: Accreditation is a mechanism for assuring that quality health care is delivered to persons in Utah.

	1998	1999
Hospitals	63%	63%
Home health agencies	33%	33%

Source: Utah Department of Health, Bureau of Licensing

UDOH Support for Local Emergency Care -- Total competitive and per capita grants awarded to communities in urban and rural counties by the Utah Department of Health, Bureau of Emergency Medical Services: The cost of life-saving emergency services and equipment is more than local communities can support. Grants allow for adequate emergency medical services in communities throughout Utah.

	1996	1997	1998	1999	2000
Urban Counties					
Total grant amount	\$558,184	\$515,520	\$706,407	\$611,290	\$873,090
Grant amount per capita	\$0.36	\$0.33	\$0.44	\$0.38	\$0.53
All Others					
Total grant amount	\$424,709	\$463,566	\$704,603	\$570,307	\$721,661
Grant amount per capita	\$0.91	\$0.95	\$1.40	\$1.10	\$1.37

Source: Utah Department of Health, Bureau of Emergency Medical Services

Objective 6. Reduce the rate of increase of health care costs.

Health Care Spending -- Per capita health care spending in Utah as a percentage of per capita income: Expenditures for health care services represent over 12% of household budgets and of the U.S. economy. If medical costs are to be maintained at affordable levels, it is important to understand how medical dollars are being spent.

	1990	1991	1992	1993	1994	1995	1996
Hospital	5.4%	5.6%	5.8%	5.7%	5.5%	5.2%	5.0%
Physician and other professional	4.5%	4.5%	4.5%	4.4%	4.3%	4.1%	4.0%
Pharmacy	1.4%	1.4%	1.4%	1.4%	1.4%	1.3%	1.3%
Long-term care	0.8%	0.9%	0.8%	0.8%	0.8%	0.8%	0.8%
Other	0.8%	0.9%	1.0%	1.0%	1.1%	1.1%	1.1%

Note: Other includes home health, durables, vision products, other personal health care.

Source: U.S. Health Care Financing Administration

Medicaid Expenditures – Annual per enrollee Medicaid expenditures for selected service categories: Although Medicaid reimbursement amounts are predetermined, they are based on costs for health care.

	1993	1994	1995	1996	1997	1998	1999
Fee for service in-patient hospital care	\$1,064	\$1,128	\$1,170	\$1,259	\$1,348	\$1,432	\$1,451
Fee for service ambulatory care	\$1,206	\$1,296	\$1,451	\$1,787	\$2,114	\$2,443	\$2,793
Long-term care	\$20,872	\$22,382	\$23,621	\$26,120	\$24,800	\$25,942	\$27,737
Pharmacy before manufacturer's rebates	\$248	\$277	\$309	\$349	\$368	\$484	\$587

Source: Utah Department of Health, Division of Health Care Financing

Utah Medical Care Inflation – Annual rate of increase in per capita health care expenditures. These numbers compare inflation in Utah health care expenditures to regional and national increases.

	1976-85*	1985-90	1990-94
Utah	10.0%	8.6%	5.4%
Mountain States	10.3%	7.0%	5.6%
U.S.	11.5%	8.9%	6.8%
Increase in U.S. medical care CPI	7.6%	7.7%	6.2%

** U.S. CPI data for 1981-1985*

Source: U.S. Health Care Financing Administration and the U.S. Bureau of Labor Statistics

Goal B. Risk Factors for Illness: Utahns Will Achieve a Higher Quality of Life by Adopting Safe, Healthy Lifestyles and Providing Safe and Healthy Environments

Objective 1. Increase adoption and maintenance of healthy lifestyles.

Physical Activity -- Percentage of Utah adults who engaged in physical activity of any intensity for at least 30 minutes five or more times a week: Exercise has been shown to reduce the risk of some cancers and of heart disease, the leading cause of death in Utah. Exercise also increases general physical and mental health. The recommendations from the U.S. Centers for Disease Control and Prevention call for all persons to get 30 minutes of exercise on most days of the week.

	1992	1994	1996	1998
Males	25.1%	21.4%	27.2%	37.0%
Females	25.8%	21.8%	27.1%	36.0%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Five-A-Day -- The percentage of Utah adults who consume five or more servings of fruits or vegetables each day: There are many benefits to eating fresh fruits and vegetables, including weight loss, a decrease in the risk of certain types of cancer, and a lower risk of heart disease. Some of the benefits result directly from the fruits and vegetables themselves, and other benefits derive from the fact that if a person consumes five servings of fruits or vegetables a day, he or she is usually consuming fewer less healthy foods, such as foods that are high in fat or calories.

	1993	1994	1995	1996	1997	1998
Males	18.4%	15.5%	16.4%	17.8%	21.4%	21.9%
Females	24.3%	20.3%	27.7%	24.9%	32.5%	30.4%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Obesity -- Percentage of persons who are obese (as measured by Body Mass Index): Being overweight is a risk factor for several diseases, including heart disease, diabetes, and some cancers. Obesity was defined as a body mass index (BMI) of 30.

	1992	1993	1994	1995	1996	1997	1998
Males	12.1%	11.4%	9.7%	12.5%	14.3%	15.8%	16.7%
Females	10.9%	11.8%	13.2%	13.5%	13.2%	14.7%	15.1%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Automobile Safety Restraints -- The percentage of adults and children observed using seat belts or child safety seats: Motor vehicle crashes are the leading cause of injury death and the second leading cause of hospitalization from injury for persons of all ages in Utah. Seatbelts can reduce the risk of motor vehicle crash death by 40% to 50% and the risk of serious injury by 45% to 55%. Correct child safety seat use can reduce child fatality risk by 71% and serious injury risk by 67%.

	1986	1990	1991	1993	1994	1995	1996	1997	1998
Adults (age 18 and over)	18%	39%	42%	50%	53%	56%	60%	63%	67%
*Children (up to age 8)	14%	36%	40%	56%	46%	54%	55%	69%	

* up to age 8 prior to 1998, up to age 10 1998 and later.

Source: Utah Department of Public Safety

Objective 2. Reduce the rates of adolescent births.

Births to Adolescents -- Rate of births to adolescent mothers age 15-17 per 1,000 adolescent girls in the population: Research indicates that bearing a child during adolescence is associated with long-term difficulties for the woman, her child, and society. These consequences are often attributable to the poverty and other adverse socioeconomic circumstances that frequently accompany early childbearing.

1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
24.9	25.7	23.5	25.9	27.5	26.9	26.5	26.0	26.1	25.1	24.8

Source: Utah Department of Health, Office of Vital Records and Statistics, Birth Certificate Data

Objective 3. Reduce the rates of use of addicting and abused substances.

Cigarette Smoking -- Percentage of persons who now smoke cigarettes (everyday or some days): Smoking causes lung cancer and heart disease, the leading cause of death in Utah. It also damages lung function, raises blood pressure, and causes other diseases. Over 90% of adults who are today addicted to tobacco began smoking as adolescents, and one out of three young people who become regular smokers will die of a smoking-related disease.

	1990	1991	1992	1993	1994	1995	1996	1997	1998
Adults (age 18 and over)	16.7%	14.3%	15.6%	14.4%	15.7%	13.2%	15.9%	13.7%	14.2%
Youth (grades 9 - 12)		16.8%		17.4%		17.0%		16.4%	

Source: Adults - Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System; Youth - Utah Department of Education, Youth Risk Behaviors Survey

Alcohol - 5 or More Drinks on One Occasion -- Percentage of persons who had five or more drinks on one occasion in the last 30 days: Binge drinking is an indicator of potentially serious alcohol abuse, and is related to driving under the influence of alcohol.

	1990	1991	1992	1993	1995	1997
Adults (age 18 and over)	10.4%	9.0%	10.7%	11.9%	9.9%	7.7%
Youth (grades 9 - 12)		16.6%		16.7%	15.2%	16.5%

Source: Adults - Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System; Youth - Utah Department of Education, Youth Risk Behaviors Survey

Alcohol-Related Traffic Fatalities -- Rates of alcohol-related traffic fatalities per 100,000 persons (includes MV, pedalcycle, pedestrian): Motor vehicle crash deaths were the fifth leading cause of death in Utah. 27% of all motor vehicle crash deaths were alcohol-related in 1994.

1990	1991	1992	1993	1994
3.47	4.28	3.79	3.96	4.91

Source: Utah Department of Public Safety

Objective 4. Promote a safe and healthy work environment.

Work-Related Injury Deaths -- Deaths due to work-related injuries per 100,000 workers: Work-related injuries and illnesses continue to place an enormous burden on U.S. workers and the economy. In 1993, work-related injuries cost \$121 billion in medical care, lost productivity, and wages. Efforts to reduce occupational injuries are often successful and cost-effective.

1989	1990	1991	1992	1993	1994	1995	1996	1997
2.1	2.1	2.1	2.3	3.2	3.1	2.0	2.7	2.1

Note: Injury ICD-9 codes, age 16+, and injury occurred at work.

Sources: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data

Objective 5. Provide a fire-safe environment.

Fire-Safe Facilities -- Percentage of facilities with fire-safety deficiencies: The responsibility for assuring fire-safe environments is one of the roles of the Utah Departments of Health and Public Safety.

	1998	1999
Child care facilities	30%	50%
Health care facilities	75%	75%

Source: Utah Department of Health, Bureau of Licensing

Property Loss Due to Fire -- Dollar amount of property loss due to fire: In addition to the persons who are injured and killed in fire-related events, property loss is another unwanted impact of fire. Property loss impacts more Utahns each year than fire-related injuries.

1980	1990	1993	1994	1995	1996	1997	1998
\$19 M	\$25 M	\$34 M	\$37 M	\$37 M	\$43 M	\$44 M	\$42 M

Source: Utah Department of Public Safety

Objective 6. Promote safe and healthy public environments.

Safe Restaurant Food -- Percentage of food service establishments in compliance with state law and rules: Foodborne disease outbreaks sometimes result from failures in protective systems, but are more often the result of improper food handling. Children, the very old, and people with immunological deficiencies are at increased risk of infection and death resulting from food contamination.

There is currently no data source available for this measure.

Safe Swimming Facilities -- Percentage of public swimming facilities that did not meet state water bacteriological standards: Communicable diseases can be spread by unsafe swimming pool water.

1998

30%

Source: Utah Department of Health, Bureau of Food Safety and Environmental Health and Utah Local Departments of Health

Smoke-Free Public Places -- Number of complaints for smoking in public places received by local health departments: The Utah Indoor Clean Air Act (UICAA) was passed in 1976. Utah was the second state in the U.S. to pass such legislation. The 1994 legislature made major changes to the UICAA based on the new knowledge that second-hand tobacco smoke is a carcinogen.

1994	1995	1996	1997	1998
571	373	167	240	206

Source: Utah Department of Health, Bureau of Food Safety and Environmental Health and Utah Local Departments of Health

Goal C. Health Screening and Preventive Care: Utahns Will Detect Health Problems Early, When They Are Most Successfully Treated or Cured.

Objective 1. Increase the use of appropriate and cost-effective health screening examinations.

Primary Care Visits -- Percentage of Utah adults in fair or poor health who had a primary care visit in the past 12 months: It is especially important for persons in poor health to have a primary care physician who understands their medical history and problems, and can give them appropriate care that fits their medical and social context.

	1993	1994	1995	1996	1997	1998
Urban Counties	79.3%	71.9%	80.0%	76.5%	76.3%	71.1%
All Others	68.5%	71.9%	77.5%	71.0%	78.6%	73.3%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Routine Dental Visits -- Percentage of Utah adults who had a routine dental cleaning and check-up in the past year: This is an indicator of dental health. Persons who have a routine dental visit are more likely to have had dental problems fixed.

	1995	1996	1997	1998
Urban Counties	74.7%	72.2%	72.5%	70.8%
All Others	67.5%	69.1%	69.2%	65.7%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Breast Cancer Screening -- Percentage of women age 50 or over who have had a mammogram in the last 2 years: Women age 50 and over should undergo routine screening with mammography at least every to years. Mammography can detect breast tumors at a much earlier stage than can be detected by self-breast exam.

1990	1991	1992	1993	1994	1995	1996	1997	1998
58.0%	61.2%	62.0%	66.1%	70.8%	67.3%	69.7%	70.2%	71.2%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Colorectal Cancer Screening -- Percentage of persons age 50 or over who have had a blood stool test or a proctoscopic exam for colorectal cancer in the last 12 months: Colorectal cancer is a leading cause of cancer death in Utah.

1993	1995	1997
38.9%	39.3%	45.1%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Blood Pressure Screening -- Percentage of adults age 18 or over who have had their blood pressure checked in the last two years: Unless more frequent monitoring is recommended by their doctor, adults should have their blood pressure checked about once a year. High blood pressure can lead to heart disease, stroke, and kidney disease, but long-term damage can be prevented if blood pressure is controlled.

1991	1993	1995	1997
92.3%	91.4%	92.0%	92.1%

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Objective 2. Increase the use of infant screening for metabolic and other disorders.

Newborn Metabolic Screening -- Percentage of newborns with at least one screening for each of the following: PKU, hypothyroidism, and galactosemia: Screening of newborns for genetic disorders and disabling conditions facilitates early entry into comprehensive care programs, which can improve quality of life, avoid disability, and save lives. Utah infants are screened for phenylketonuria (PKU), congenital hypothyroidism, and galactosemia.

1993	1994	1995	1996	1997
97.8%	98.5%	98.5%	97.6%	97.8%

Source: Utah Department of Health, Division of Community and Family Health Services

Newborn Screening for Hearing Impairment -- Percentage of newborns who have been screened for hearing impairment before hospital discharge: It is extremely important for hearing impairments to be detected early, before the child begins to learn language. The most effective method to implement early identification of hearing loss is to screen all babies before they leave the birthing hospital.

1996	1997	1998
35%	65%	79%

Source: Utah Department of Health, Division of Community and Family Health Services

Objective 3. Increase the use of early prenatal care.

Early Prenatal Care -- Number of infants born to pregnant women who received prenatal care in the first trimester as a percentage of the total number of live births: Women who receive early and consistent prenatal care enhance their likelihood of giving birth to a healthy child. Health care providers recommend that women begin prenatal care as early as possible in the first trimester of their pregnancies. The percentage of mothers who received early prenatal care is also an indicator of general access to care.

1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
80.6%	81.1%	82.0%	81.2%	81.6%	84.0%	85.1%	85.1%	83.8%	83.3%	82.9%	79.7%

Source: Utah Department of Health, Office of Vital Records and Statistics, Birth Certificate Data

Goal D. Common Preventable Diseases and Conditions: Utah Will Reduce Illness, Disability, and Death From Common Preventable Diseases and Conditions.

Objective 1. Improve the general health status of persons living in Utah.

Physical Health Status -- Number of days during the past 30 that physical health was not good: General physical health status is the culmination of all the impacts to a person's health. A person may have had poor health because of an injury, an acute infection such as a cold or flu, or a chronic health problem.

1993	1994	1995	1996	1997	1998
2.96	3.01	3.35	3.07	3.56	3.39

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Mental Health Status -- Number of days during the past 30 that mental health was not good: Mental health was defined as including stress, depression, and problems with emotions. Common disorders, such as depression and anxiety disorder, have a huge impact on both an individual's life, and the ability of a society to meet its productivity potential.

1993	1994	1995	1996	1997	1998
2.84	2.80	3.22	3.63	3.47	3.69

Source: Utah Department of Health, Office of Public Health Assessment, Behavioral Risk Factors Surveillance System

Caries Free Children -- Percentage of children age 6-8 who have never had a cavity or filling in any tooth (caries free): By third grade, many children have cavities in their primary and permanent teeth.

	1996
Urban Counties	36.2%
All Others	32.7%

Source: Utah Department of Health, Division of Community and Family Health Services Dental Survey

Objective 2. Reduce rates of illness from preventable infections.

Immunization -- Number of two-year old children who have been adequately immunized (3 DTP, 2 OPV, 1 MMR) as a percentage of the number of two-year-olds in Utah: Childhood immunizations protect against several diseases that killed or disabled many children in past decades. Rates of immunization are one measure of the extent to which children are protected from serious preventable illness and death. By the age of two, a child should have had 4 doses of diphtheria/tetanus/pertussis vaccine, 3 doses of polio vaccine, and one dose of measles-containing vaccine.

1994	1995	1996	1997	1998
70%	68%	64%	71%	77%

Source: Utah Department of Health, Bureau of Maternal and Child Health, Immunization Program

Immunization for Children in Child Care -- Percentage of licensed child care facilities deficient in immunizations: Children need to receive their entire series of immunizations by age two to be adequately immunized against diseases such as polio and pertussis. Tracking immunization status in child care is one way to measure immunization in younger children before they reach kindergarten.

1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
8%	6%	7%	9%	5%	5%

Source: Utah Department of Health, Bureau of Licensing

Measles -- Reported measles incidence rate: Measles is a viral infection that primarily affects children, and often occurs as outbreaks or epidemics. Measles can be very serious; preventing it through vaccination is a necessary public health strategy.

1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
0.1	12.5	8.5	12.6	0	0	7.1	0	5.9	0	0

Source: Utah Department of Health, Bureau of Epidemiology

Tuberculosis -- Active tuberculosis incidence rate: The incidence of tuberculosis, a serious infection, decreased steadily in the United States during the latter half of this century until the late 1980s, but then increased by 20% from 1985 to 1992. That increase was accompanied by a rise in the frequency of drug-resistant tuberculosis cases. A similar increase also occurred in Utah. TB is transmitted from person to person by organisms that can be inhaled.

1990	1991	1992	1993	1994	1995	1996	1997	1998
2.9	2.6	4.3	2.5	2.9	2.4	2.9	1.6	2.5

Source: Utah Department of Health, Bureau of HIV/AIDS, Tuberculosis Control, and Refugee Health

Sexually Transmitted Disease -- Sexually transmitted disease incidence rates: Gonorrhea is one of the most common sexually transmitted diseases in Utah. While control measures have been successful, a high percentage of infections occur in young women leading to complications, including infertility.

Chlamydia is the most frequently reported sexually transmitted disease in Utah and the United States. Chlamydia disproportionately affects girls and young women, and can lead to infertility, chronic pain, and ectopic pregnancy. Chlamydia is asymptomatic in women. Women and children suffer a disproportionate amount of the sexually transmitted disease burden, with pelvic inflammatory disease, infertility, ectopic pregnancy, blindness, cancer associated with human papillomavirus, fetal and infant deaths, and congenital defects among the most serious complications.

Syphilis is a sexually transmitted infection that was very common prior to the advent of penicillin therapy in the 1940s; rates in the general population declined substantially after that time. Today, syphilis remains a problem in certain high risk populations.

	1992	1993	1994	1995	1996	1997	1998
Gonorrhea	21.0	18.9	15.9	15.6	13.8	13.6	11.2
Chlamydia	88.5	85.5	94.0	85.5	79.8	85.9	105.5
Primary and secondary syphilis	0.5	0.5	0.6	0.2	0.1	0.2	0.2

Source: Utah Department of Health, Bureau of Epidemiology

Hepatitis A -- Hepatitis A infection rate: Hepatitis A is a serious viral illness involving inflammation of the liver and can be spread through personal contact.

1992	1993	1994	1995	1996	1997	1998
38.1	44.4	39.4	35.5	53.6	26.9	9.3

Source: Utah Department of Health, Bureau of Epidemiology

Salmonella -- Salmonella infection rate: Salmonella is a bacterial infection that can cause serious diarrhea. It is notorious for contamination of poultry and eggs.

1992	1993	1994	1995	1996	1997	1998
8.7	8.3	10.5	14.3	26.2	13.2	16.9

Source: Utah Department of Health, Bureau of Epidemiology

Reported HIV Cases -- Reported cases of HIV disease (per 100,000 population) ("HIV disease" includes cases of HIV and of AIDS): No treatment is available to cure AIDS, although antimicrobial and antiretroviral treatments now available extend survival among those who are infected with the human immunodeficiency virus (HIV).

1990	1991	1992	1993	1994	1995	1996	1997	1998
17.6	15.0	10.3	8.7	7.4	7.2	7.8	6.2	4.8

Source: Utah Department of Health, Bureau of HIV/AIDS, Tuberculosis Control, and Refugee Health

Objective 3. Reduce health problems among pregnant women and infants.

Infant Deaths -- Number of infants who died before their first birthday (age 0-364 d.) per 1,000 live births during the same calendar year: Infant mortality is an important indicator because it is associated with so many factors, such as maternal health, quality and access to medical care, socioeconomic conditions, and public health practices.

1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
8.9	8.0	8.0	7.5	6.2	5.9	6.0	6.0	5.3	5.9	5.8	5.7

Source: Utah Department of Health, Office of Vital Records and Statistics, Birth and Death Certificate Data

Low Birth Weight -- Number of infants born weighing 2499 grams or less as a percentage of all live births: Low birth weight infants (those weighing less than 2,500 grams, or about 5.5 pounds) are at higher risk of death or long-term illness and disability than are infants of normal birth weight. The cases of low birth weight are complex and include preterm births.

1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
5.7	5.7	5.7	5.7	6.0	5.6	6.0	5.9	6.3	6.6	6.6	6.8

Source: Department of Health, Office of Vital Records and Statistics, Birth Certificate Data

Breastfeeding -- Percentage of infants who are breast feeding in the hospital: Breastfeeding benefits the newborn infant by providing the ideal balance of nutrients, enzymes, immunoglobulin, anti-infective and anti-inflammatory substances, hormones, and growth factors. Lactation helps the mother return to the physiologic pre-pregnant state. It benefits both mother and child by providing a time of intense, nurturing maternal-infant interaction. In addition, breastfeeding provides social and economic benefits to the mother, including reduced health care costs and reduced employee absenteeism for care related to children's illnesses.

1990	1991	1992	1993	1994	1995	1996	1997
75.1%	73.3%	74.8%	77.2%	77.6%	78.4%	79.7%	81.5%

Source: Mothers' Survey, Ross Products Division, Abbott Laboratories

Objective 4. Reduce rates of intentional and unintentional injuries.

Motor Vehicle Crashes -- Motor vehicle crash deaths: Motor vehicle crashes are the leading cause of injury death and the second leading cause of hospitalization from injury in Utah. From 1993 to 1995, motor vehicle crashes accounted for 340 deaths annually, more than half of all unintentional injury deaths in Utah. Motor vehicle crashes are the second leading cause of injury hospitalizations in Utah, resulting in charges of over \$47 million during 1996 alone.

	1992	1993	1994	1995	1996	1997
Utah residents deaths per 100,000	15.21	18.02	18.52	17.35	15.81	18.33
Urban Counties						
Hospitalizations per 10,000	8.09	7.16	7.70	7.41	7.98	8.00
ER visits per 10,000	--	--	--	--	69.31	62.51
All Others						
Hospitalizations per 100,000	8.25	8.31	8.03	8.18	9.01	7.92
ER visits per 10,000	--	--	--	--	74.53	61.68

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data; Office of Health Care Statistics, Hospital Discharge and Emergency Department Data
 Note: Hospitalizations include hospitalizations/ER visits that resulted in death. ICD-9 codes E810-E825. Rates have been age-adjusted to the U.S. 2000 standard population.

Falls -- Falls deaths: Falls are the most common cause of injury hospitalization and the second leading cause of injury death. In 1996, there were 77 fall-related deaths in Utah (3.8 per 100,000 population). Persons 65 years of age and older accounted for 66% of these deaths. Also in 1996, there were 3,539 fall-related hospitalizations in Utah and over 44,000 emergency room visits. Persons age 65 years and older accounted for 52% of hospitalizations. In 1996, the annual hospital charges due to falls were over \$28 M.

	1992	1993	1994	1995	1996	1997
Utah residents deaths per 100,000	5.52	6.65	6.01	5.53	7.50	7.93
Urban Counties						
Hospitalizations per 10,000	20.13	21.26	19.68	17.71	18.94	17.53
ER visits per 10,000	--	--	--	--	129.97	137.11
All Others						
Hospitalizations per 100,000	15.89	16.61	18.08	15.92	16.60	13.89
ER visits per 10,000	--	--	--	--	113.15	103.92

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data; Office of Health Care Statistics, Hospital Discharge and Emergency Department Data
 Note: Hospitalizations include hospitalizations/ER visits that resulted in death. ICD-9 codes E880-E888. Rates have been age-adjusted to the U.S. 2000 standard population.

Suicide -- Suicide deaths: Suicide is the leading cause of death for Utah males 15-24 years of age, resulting in 397 deaths from 1991 to 1996 - more deaths than were caused by motor vehicle crashes, heart disease or cancer among this age group. Utah's age-adjusted death rates for suicide have been higher than the national rate since 1979.

	1992	1993	1994	1995	1996	1997
Utah residents deaths per 100,000	15.99	15.66	16.58	15.55	15.52	15.64
Urban Counties						
Hospitalizations per 10,000	6.07	4.80	4.80	4.56	4.19	4.09
ER visits per 10,000	--	--	--	--	5.00	6.20
All Others						
Hospitalizations per 100,000	5.24	5.90	6.17	4.29	4.82	4.68
ER visits per 10,000	--	--	--	--	6.20	3.93

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data; Office of Health Care Statistics, Hospital Discharge and Emergency Department Data
 Note: Hospitalizations include hospitalizations/ER visits that resulted in death. ICD-9 codes E950-E959. Rates have been age-adjusted to the U.S. 2000 standard population.

Homicide -- Homicide/legal intervention and assault: There were 335 homicides in Utah from 1994 to 1998. Of these, 32% were among children and youth aged 0 to 19.

	1992	1993	1994	1995	1996	1997
Utah residents deaths per 100,000	2.98	3.50	3.17	3.64	3.26	2.94
Urban Counties						
Hospitalizations per 10,000	1.85	1.87	1.56	1.73	1.90	1.59
ER visits per 10,000	--	--	--	--	15.73	17.30
All Others						
Hospitalizations per 100,000	0.73	1.121	0.94	0.53	0.75	0.52
ER visits per 10,000	--	--	--	--	10.20	10.55

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data; Office of Health Care Statistics, Hospital Discharge and Emergency Department Data
 Note: Hospitalizations include hospitalizations/ER visits that resulted in death. ICD-9 codes E960-E978. Rates have been age-adjusted to the U.S. 2000 standard population.

Firearms Injuries -- Firearm injuries cause over 200 Utah deaths each year - many of them children. Unintentional firearm injury death is more common, especially among children, in households with accessible guns.

	1992	1993	1994	1995	1996	1997
Utah residents deaths per 100,000	11.57	10.81	12.12	11.53	11.30	10.82
Urban Counties						
Hospitalizations per 10,000	0.60	0.53	0.63	0.63	0.61	0.51
ER visits per 10,000	--	--	--	--	0.55	0.66
All Others						
Hospitalizations per 100,000	0.70	0.78	0.51	0.55	0.45	0.52
ER visits per 10,000	--	--	--	--	0.73	0.59

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data; Office of Health Care Statistics, Hospital Discharge and Emergency Department Data
Note: Hospitalizations include hospitalizations/ER visits that resulted in death. ICD-9 codes E922, E955, E965.0-E965.4, E968.6, E970, E985.0-E985.4. Rates have been age-adjusted to the U.S. 2000 standard population.

EMS Transports for Stab and Gunshot Injuries -- EMS transports for stab and gunshot injuries: Looking at EMS transports for stab and gunshot injuries is another way to view the rate of violent injuries in Utah.

1995	1996	1997	1998
331	300	446	352

Source: Utah Department of Health, Bureau of Emergency Medical Services

Rape Incidence -- Incidence of completed and attempted rape among females per 100,000 women: Rape is a violent act, usually perpetrated by men against women. Rape victims often have long-term psychological consequences of the rape incident. These rates reflect only rapes that have been reported to authorities. It is estimated that 80-90% of rapes are never reported. If this is the case, then approximately 5,000 rapes occurred in Utah in 1997.

1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
2.2	2.8	2.8	2.8	2.3	2.5	2.0	2.3	2.5	2.2	2.3	2.9	3.8	4.5	4.4	4.4	4.1	4.1	4.0	4.6

Source: Rape Crisis Center

Objective 5. Reduce illness and disability from chronic diseases and conditions.

Limitations in Activities -- Percentage of Utahns who report limitations in activities of daily living: Persons whose activities are limited by one or more chronic health conditions may need more specialized health care than persons without such limitation. Their medical costs are generally higher, they are more likely to miss days from school or work, more likely to be hospitalized, and they often require special services on a regular basis.

1991	1996
4.9%	7.2%

Source: Utah Department of Health, Office of Public Health Assessment, Utah Health Status Survey

Maintenance of Diabetes -- Percentage of Utahns with diabetes who knew of and had one or more HbA1c tests annually: Diabetes is a disease that can be effectively managed through cooperation between a patient and his or her physician. However, diabetes that is poorly managed can cause permanent damage to body tissues and organs, especially the heart and kidneys. The HbA1c test should be performed at least annually for all diabetics.

	1997
Knew of Test But Didn't Have Test in Past Year	11%
Knew of Test and Had Test in Past Year	58%
Didn't Know of Test	31%

Source: Utah Department of Health, Bureau of Chronic Disease

Objective 6. Reduce death rates for common diseases causing death in adults.

Lung Cancer -- Lung cancer death rate: Cancer is the second leading cause of death in Utah, and lung cancer accounted for 29% of all cancer deaths in 1996, taking 375 lives.

1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
22.07	27.90	25.74	27.12	26.66	30.03	24.17	25.93	27.00	24.42

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data
 Note: ICD-9 codes 162.2-162.9. Rates have been age-adjusted to the U.S. 2000 standard population.

Coronary Heart Disease -- Coronary heart disease death rate: Coronary heart disease, resulting from blockage of the arteries that provide blood to the heart muscles, is the leading cause of death in Utah. Recent declines in the death rate result from improvements in the treatment methods, not in prevention of disease.

1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
206.64	192.65	188.81	180.98	170.65	170.18	159.40	155.69	149.72	149.42

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data
Note: ICD-9 codes 410-414, 402, 429.2. Rates have been age-adjusted to the U.S. 2000 standard population

Colon Cancer -- Colon cancer death rate: Colorectal cancer accounted for 16% of all cancer deaths in Utah in 1996. After breast and prostate, this is the most common type of cancer in Utah.

1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
15.25	17.83	17.07	19.69	20.34	15.42	17.35	20.41	15.27	16.22

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data
Note: ICD-9 codes 153.0-154.3, 154.8, 159.0. Rates have been age-adjusted to the U.S. 2000 standard population

Female Breast Cancer -- Female breast cancer death rate: Breast cancer is the leading cause of cancer death in Utah women. In 1996, 190 women died as a result of breast cancer. Late stage diagnosis is the primary predictor of poor survival from breast cancer.

1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
29.00	27.58	26.91	29.58	27.09	26.34	26.72	26.46	24.74	24.10

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data
Note: ICD-9 code 174. Rates have been age-adjusted to the U.S. 2000 standard population

Stroke -- Stroke death rate: Stroke, the death of brain tissue usually resulting from artery blockage, is the third leading cause of death in Utah, behind heart disease and cancer.

1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
69.10	64.18	66.11	64.77	64.15	65.0	62.86	64.08	67.7	66.45

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data
Note: ICD-9 codes 430-438. Rates have been age-adjusted to the U.S. 2000 standard population

Diabetes -- Diabetes death rate: From 1991 to 1995, diabetes was the seventh leading cause of death in Utah, and the third leading cause of death among persons age 45-64.

1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
20.01	27.82	25.77	27.62	29.27	27.68	26.53	31.83	31.24	31.27

Source: Utah Department of Health, Office of Vital Records and Statistics, Death Certificate Data
Note: ICD-9 code 250. Rates have been age-adjusted to the U.S. 2000 standard population

Goal E. Public Health Assessment: Utah Will Improve It's Capacity to Monitor Health Status and Identify Threats to Public Health.

Objective 1. The state health agency (Utah Department of Health) will maintain adequate expertise to support health monitoring activities.

Data Collection Expertise -- Does UDOH employ personnel who can design scientifically valid studies, including sampling plans for collecting survey data, conducting case/control studies, health event surveillance systems, and outbreak investigation: The ability to design a scientifically valid study is evidence that an individual is able to understand what is necessary to demonstrate cause and effect relationships, and to collect data that are truly representative of a population. These skills are vital if we are to collect valid information on the health of Utahns.

1998	1999
Yes	Yes

Source: Utah Department of Health, Office of Public Health Assessment

Analytic Expertise -- Does UDOH employ personnel who can integrate and analyze data from a variety of sources?: Analyzing health data typically requires pulling together information from a wide variety of sources, both existing data and original data.

1998	1999
Yes	Yes

Source: Utah Department of Health, Office of Public Health Assessment

Data Interpretation and Communication -- Does UDOH employ personnel who can interpret results, form valid conclusions from analyzed data, and present analytic results in an appropriate context to support effective decision-making: Once good-quality data are obtained, staff must be able to interpret them for a non-quantitative audience. We refer to this skill as "turning data into information." This skill is important if data are to be used and applied toward policy and program decisions.

1998	1999
Yes	Yes

Source: Utah Department of Health, Office of Public Health Assessment

Data Informs Policy -- Does UDOH incorporate results of objective analysis of health data in policy and program planning decisions? Not all policy decisions are, or should be, based solely on objective analysis of data. However, such analysis of health data is necessary for the most informed policy decisions to be made.

1998	1999
Yes	Yes

Source: Utah Department of Health, Office of Public Health Assessment

Objective 2. The state health agency (Utah Department of Health) will monitor and report information on the health status and risk factors among Utahns, the effectiveness of the health care system, and the size of health care expenditures on a regular basis.

Dissemination of Information -- Number of UDOH monthly health status updates including information on the health status or risk factors among Utahns, health system factors, and the size of health care expenditures disseminated publicly in the last 12 months. Having good data and understanding it are not good enough. The data are most effectively used by communicating them to a broad range of appropriate audiences to encourage policy debate and good program planning and use of public resources.

	1998	1999
Health Status and Risk Factors	7	8
Health Care System	4	4
Health Care Expenditures	0	0

Source: Utah Department of Health, Office of Public Health Assessment

Human Services

Encourage self-sufficiency while helping those with special needs to lead productive, fulfilling lives.

1. Enhance the Quality of Life for Vulnerable Utahns.

	1994	1995	1996	1997	1998	1999
Enable mentally ill Utahns to access appropriate mental health services.						
<i>Utah State Hospital will meet Joint Commission of Accreditation of Hospitals and Health Care Finance Administration Accreditation Standards (DMH)</i>	100%	100%	100%	100%	100%	100%
<i>Seriously emotionally disturbed (SED) children served in the public mental health system as a percent of estimated SED children in the state population. (Report # and %) (DMH)</i>					na	na*
<i>Percent of persons readmitted to the State Hospital within six months of being discharged (Data based on CY 1998 discharges, 18 month window: readmissions)</i>					8.4%	na
<i>Percent of people receiving services at community mental health centers who experienced improved psychological symptoms at follow-up (DMH-General Well-Being Scale).</i>					62%	na

* Method for collecting these data was recently changed. Data will be reported in FY2000.

na = not available

	1994	1995	1996	1997	1998	1999
Reduce the use of alcohol and other drugs by youth and young adults.						
<i>Percent of Utahns 12-17 years of age who used the following in the past month (DSA):</i>						
<i>alcohol</i>		8.5%		13.2%		
<i>marijuana</i>		2.6%		6.0%		
<i>methamphetamines</i>		na		2.4%		
<i>cocaine</i>		na		0.1%		
<i>Percent of Utahns 18-25 years of age who used the following in the past month (DSA)</i>						
<i>alcohol</i>	32.8%	24.3%			28.9%	
<i>marijuana</i>	7.9%	6.1%			7.5%	
<i>methamphetamines</i>	0.8%	1.7%			1.3%	
<i>cocaine</i>	0.3%	0.7%			1.0%	
<i>Percent of Utahns age 26 and older who used the following in the past month (DSA)</i>						
<i>alcohol</i>	24.9%	26.6%			27.0%	
<i>marijuana</i>	0.7%	0.8%			1.0%	
<i>methamphetamines</i>	0.4%	0.4%			0.1%	
<i>cocaine</i>	0.2%	0.3%			0.3%	
		75.6%		75.2%		
<i>Percent of Utahns age 12-17 who have never used tobacco.</i>						

	1994	1995	1996	1997	1998	1999
Enable Utahns with special needs to live in the least restrictive and most enabling settings.						
<i>Ratio of people age 60 and over receiving state services who are living independently or with community based assistance as compared to those supported in nursing facilities. (DAAS) This figure does not include persons receiving only Meals-on-Wheels.</i>	0.3:1	0.3:1	0.4:1	0.6:1	0.5:1	0.6:1
<i>Ratio of people with disabilities receiving state services who are living independently or with community based assistance as compared to those supported in the State Developmental Center. (DSPD)</i>	7.3:1	8.4:1	9.8:1	10.1:1	13.6:1	14.1:1
<i>Ratio of mentally ill adults and youth served in community settings versus the Utah State Hospital. (DMH)</i>						
<i>Adults</i>	43.8:1	44.8:1	46.1:1	48.6:1	55.7:1	na
<i>Youth</i>	80.0:1	84.6:1	88.3:1	126.3:1	129.4:1	na
<i>Ratio of abused or neglected children served in community settings versus institutional settings. (DCFS)</i>	18.1:1	18.7:1	14.3:1	15.2:1	15.1:1	17.0:1
<i>Number of families served through family support. (% of eligible served) (DSPD)</i>	950	943	1,198	1,239	1,248 (56%)	1,281 (52%)
<i>Number of people receiving supported living services through the Division of Services for People with Disabilities. (% of eligible served) (DSPD)</i>	323	223	289	303	372 (71%)	400 (63%)
<i>Number of housing units serving homeless mentally ill Utahns (% of eligible served) (DMH)</i>	485	520	560	698 (55%)	712 (55%)	na na

2. Increase the Proportion of Utahns who are Self Reliant.

	1994	1995	1996	1997	1998	1999
More families will receive child support payments.						
<i>Percent of families with child support orders that are receiving payments. (ORS)*</i>		34.5%	37.6%	36.6%	42.6%	47.8%
<i>Total child support collected for all families, both on and off public assistance programs.(ORS)</i>	\$79 m	\$90 m	\$95 m	\$112 m	\$122 m	\$133 m
More Utahns will be involved in the workforce						
<i>Number of people with developmental disabilities receiving supported employment services (DSPD)</i>	671	713	753	788	833	840
<i>Percent of severely mentally ill adults served by the public mental health system who participate in the workforce. (DMH)</i>				29%	28%	30%
<i>Number of adults served by DAAS who participate in subsidized and unsubsidized employment. (DAAS)</i>	135	157	146	122	154	152
<i>Number of Utahns whose financial assistance cases are closed due to earned income. (DWS) (% of average monthly caseload)</i>				5,252 (3.7%)	4,222 (3.4%)	4,400 (5.2%)
<i>Number of Utahns who are diverted from receiving financial assistance for more than one year. (DWS)**</i>				1,076	1,185	na

* This number represents the percent of child support cases where at least one payment was made in the past year. Office of Recovery Services (ORS) tend to be the more difficult collection cases.

** This number represents those who were diverted in 1998 and continued to be diverted through 1999.

3. Strengthen Families and Protect Children, Adults, and Elderly

	1994	1995	1996	1997	1998	1999
Enable children who have experienced abuse or neglect to be free of abuse.						
<i>Average length of time children are in substitute care. (DCFS)*</i>	13 mos	14 mos	9 mos	10 mos	10 mos	11 mos
<i>Percent of children receiving home-based services who do not enter DCFS custody within 12 months. (DCFS)</i>				90.2%	92.3%	na
<i>Percent of children exiting DCFS custody who do not reenter custody within 12 months.(DCFS)</i>					92.7%	na
<i>Percent of children whose adoptive placements are not disrupted before the adoption is finalized. (DCFS)</i>					91.6%	93.8%

* Includes children who remained in shelter care for less than 2 weeks.

Reduce the abuse, neglect, or exploitation of children, adults, and the elderly.						
<i>Number of children abused or neglected per 1,000 children under age 18. (DCFS)</i>	16.4	15.0	12.2	13.1	13.2	12.3
<i>Number of adults and elderly individuals with disabilities abused, neglected, or exploited per 1,000 adults over age 18. (DAAS)</i>	.75	.75	.71	.64	.66	.50
<i>Percent of all reported abuse and neglect victims who experience an additional substantiated incident within 12 months of case closure. (DCFS)</i>	14.7%	13.0%	10.9%	9.2%	8.2%	na

	1994	1995	1996	1997	1998	1999
Provide services to children, adults, and the elderly who are in abusive or neglectful situations.						
<i>Number of domestic violence victims requesting services per 1,000 multi-person households. (DCFS)</i>			4.1	4.0	4.0	5.3
<i>Percent of referred adult abuse victims provided with services to alleviate the abuse. (DAAS)</i>	54%	87%	78%	93%	93%	94%

Youth Corrections outcomes listed under Justice Section.

INFRASTRUCTURE

Build a statewide economy and infrastructure that supports a broad spectrum of opportunity for all citizens while advancing the standard of living and maintaining a high quality of life.

A. TRANSPORTATION NETWORKS WILL BE SAFE, EFFICIENT, AND WELL MAINTAINED

1. Manage the flow of traffic.

Performance Measure	Agency	1980	1990	1993	1994	1995	1996	1997	1998
Percent of highway system experiencing no worse than intermittent congestion*	UDOT								
Urban areas**		80%	76%	65%	72%	84%	79%	78%	80%
Rural Areas		95%	94%	93%	94%	94%	95%	95%	94%

*Congestion is defined as vehicle usage which fills any roadway to more than 70% of its capacity at any time. **"Intermittent congestion"** is therefore defined as any less-crowded condition, when vehicle usage drops below 70% of roadway capacity.

**"Urban Areas" are places designated by the Bureau of the Census having a population of five thousand or more.

2. Increase the use of alternative transportation modes.

Performance Measures	Agency	1980	1990	1994	1995	1996	1998
a. Percent of commuters car-pooling or van-pooling	UTA	22.8%	15.2%	17%	17.4%	17.4%	13.4%
b. Percent of commuter trips on public transit	UTA	3.5%	2.3%	2.5%	2.6%	2.6%	6.2%

3. Reduce the rate and severity of accidents and related damage (for additional information, see goal D objective 4 in the Health and Safety section).

Performance Measures	Agency	1980	1990	1993	1994	1995	1996	1997	1998
a. Number of traffic accidents per million miles traveled	UDOT	3.15	3.6	3.27	3.28	3.26	3.17	2.69	2.54
b. Number of fatal traffic accidents per 100 million miles traveled	UDOT	2.74	1.61	1.52	1.67	1.61	1.50	1.52	1.45

4. Maintain and enhance Utah's transportation infrastructure.

Performance Measures	Agency	1980	1990	1993	1994	1995	1996	1997	1998
a. Percent of interstate highways in "fair" or better condition*	UDOT	85%	88%	91%	92%	90%	94%	90%	89%
b. Percent of other state roads in "fair" or better condition	UDOT	52%	59%	61%	62%	58%	71%	72%	72%

*Annually, the Transportation Commission adopts a 5-year plan to address transportation infrastructure needs. This plan, called the Statewide Transportation Improvement Program (STIP), is open to public comment each year prior to final adoption. The STIP may be viewed at: <http://www.dot.state.ut.us/progdev/stip>

B. UTAH'S PUBLIC FACILITIES AND SERVICES WILL MEET THE NEEDS OF A GROWING ECONOMY

1. Assure that state-of-the art telecommunications access is available to all Utahns.

Performance Measure	Agency	1999
a. Percentage of homes with broadband availability.*	DPU	
Urban		22%
Rural		0%

* "Broadband" Is defined as high-speed transmission. The term is commonly used to refer to communications lines or services at T1 rates (1.544 Mbps) and above. These communication lines facilitate the use of the Internet and cable television.

2. Increase both the availability and reliability of utility services including electric, gas, and water.

Performance Measures	Agency	1990	1995	1996	1997	1998
a. The hourly average electric outage time per customer in a year.	DPU	1.115	1.181	2.094	1.188	1.598
b. Percentage of cities with natural gas service.	DPU	69%	76%	76%	77%	79%

3. Develop an Integrated Emergency Management System coordinated at all levels of government and the private sector to protect life, health, and property.

Performance Measure	Agency	1980	1990	1994	1999
b. Percent of counties and cities with trained emergency management staff, real-time monitoring and communications hardware, emergency response capabilities, and emergency disaster planning	DCEM	18%	26%	35%	

4. Determine and monitor risk and mitigate major losses from natural and technological hazards.

Performance Measures	Agency	1980	1990	1994	1995
c. Percent of counties and cities for which the risk from natural and technological hazards has been evaluated	DCEM		91%	96%	
d. Percent of counties and cities for which steps are being taken to mitigate natural and technological hazards	DCEM		60%	70%	

5. Reduce the percent of seismically vulnerable structures in the high-risk zones of Utah.

Performance Measure	Agency	1980	1990	1994	1999
a. Percent of state building space meeting seismic standards.	DFCM	14%	30%	35%	51%

6. Adequately maintain all state owned facilities.

Performance Measure	Agency	1999
a. percent of state building space maintained according to state standards.	DFCM	67%

JUSTICE

Protect our society by supporting a justice system that allows Utah's to enjoy a quality lifestyle consistent with the rights and liberties guaranteed under the United States and Utah Constitutions.

The JUSTICE section of the Utah Tomorrow Report will follow the same path as the justice system progressing through **Victims, Law Enforcement, Courts, Adult Corrections, Youth Corrections, and the Board of Pardons and Parole**. Reporting Agency for objectives and measures are listed in the first column of each table. The following is the key to the Reporting Agency column: **CCJJ** = Utah Commission on Criminal and Juvenile Justice, **USC** = Utah Sentencing Commission, **USA AV** = Utah Substance Abuse and Anti-Violence Coordinating Council, **DPS** = Department of Public Safety, **CRT** = Utah Court System, **UDC** = Utah Department of Corrections, **DYC** = Division of Youth Corrections, **BOP** = Utah Board of Pardons and Parole, and **CVR** = Crime Victims Reparations.

I. VICTIMS OF CRIME

A. UTAH'S JUSTICE SYSTEM WILL BE RESPONSIVE TO VICTIMS OF CRIME.

1. Improve the justice system's response to crime victims.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Percent of total restitution collected for adult terminated cases.	UDC			65%	67%				
b. Percent of restitution collected by Juvenile Court.	CRT	87%	80%	77%					
c. Number of juvenile offender community service projects/hours	CRT	407,548	416,107	514,787					
d. Percent of increase in number of claims received from victims.	CVR	(3.7%)	20.3%	13.4%	20.6%	18.1%			

II. LAW ENFORCEMENT

A. UTAH WILL PROVIDE A COORDINATED JUSTICE SYSTEM.

1. Develop complete and accurate criminal history database.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Percent of reported felony arrests that have dispositions.*	CCJJ	93%	94%	92%	*				

* The most recent year will be lower than prior years due to a lag in processing cases.

2. Encourage consolidation, cooperation, and interjurisdictional approaches where appropriate to cross-jurisdictional issues, such as drug and narcotic investigations, consolidated communications, gangs, white-collar crime, and major felony investigations.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Percent of population living within the boundaries of a multi-jurisdictional drug task force.	CCJJ	93%	93%	97%	97%				
b. Percent of population living within the boundaries of a multi-jurisdictional gang suppression task force.	CCJJ	69%	71%	71%	71%				

B. UTAH WILL ENFORCE ITS LAWS FAIRLY, EFFICIENTLY, AND EFFECTIVELY.

1. Reduce the rate of index crimes per 100,000 population.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Utah's total index crime rate	CCJJ	5,864	5,813	5,911					
b. Utah's violent crime rate	CCJJ	317	321	330					
c. Utah's property crime rate	CCJJ	5,547	5,492	5,581					

2. Increase the availability of incident based crime statistics (NIBRS) to policy makers and law enforcement officials.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Percentage of agencies submitting NIBRS data.	DPS	37.3%	40.0%	41.5%					

3. Develop complete and accurate criminal justice information system (UCJIS)

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Percent of Juvenile Court locations that can submit and recall warrants.	DPS	0	0	4%	12.5%				
b. Percent of Justice Court locations that can submit and recall warrants.	DPS	4%	9%	18%	26%				
c. Percent of Justice Court locations that can submit and recall warrants.	DPS	78%	78%	80%	85%				
d. Percentage of justice court locations that can electronically submit data to the criminal history repository	DPS	0	0	0	0				

4. Provide effective standards, training, and certification for law enforcement officers.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001
a. Total number of certified officers	Law Enforcement officers	2540	2898	3265				
	Corrections officers	1728	1962	2258				
	Special Function officers	759	849	893				
b. Total number of candidates trained in corrections and police academy	Police Academy	330	396	462				
	Corrections Academy	174	178	183				
c. Number of new law enforcement certifications issued during the year	Law Enforcement officers	365	443	451				
	Corrections officers	228	275	359				
	Special Function officers	91	115	75				

5. Provide professional laboratory and technological services to all Utah criminal justice agencies.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Average number of days to process evidence in felony cases.	DPS	21	21	20	18				

III. Courts

A. UTAH'S JUDICIAL BRANCH OF GOVERNMENT WILL PROVIDE AN ACCESSIBLE, INDEPENDENT FORUM FOR JUST AND EFFICIENT DISPUTE RESOLUTION.

1. Offenders will be placed in such a way to foster public safety and promote offender accountability.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Compliance rate with juvenile guidelines.	CCJJ			*					
b. Compliance rate with adult guidelines.	CCJJ			*					

*No data available in 1997 due to recent implementation of both new juvenile guidelines and new adult guidelines.

2. Enhance support for children in child abuse and neglect proceedings.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Percent of judicial districts where a volunteer casa assists the guardian ad litem	CRT	62%	63%	75%	88%				

3. The trial court gives all who appear before it the opportunity to participate effectively, without undue hardship or inconvenience.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Number of certified interpreters available in each judicial district.	CRT		12	14	18				
b. Percentage of courthouses with listening aids for the hearing impaired.	CRT	50%	50%	50%	50%				
c. Percentage of courthouses that are ADA compliant	CRT	80%	80%	80%	80%				

4. Access to information.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Percent of courthouses with on-line court forms available from public computer terminals.	CRT	0	0	0	0				
b. Percent of court transcripts produced through computer-aided or video record keeping technology.	CRT	50%	60%	85%	90%				
c. Percent of courthouses equipped with touch-screen kiosks.	CRT	0%	5%	5%	5%				
d. Percent of judicial districts with interactive voice response systems.	CRT	0%	0%	0%	5%				
e. Proportion of Utah's population covered by a court information line, which provides court patrons with answers to questions that cannot be addressed by local court personnel.	CRT	0%	0%	0%	100%				

B. UTAH'S JUDICIAL BRANCH OF GOVERNMENT WILL PROVIDE EXPEDIANT, TIMELY, APPROPRIATE DISPUTE RESOLUTION.

1. The trial court establishes and complies with recognized guidelines for timely case processing.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Proportion of cases disposed compared to the number of cases filed yearly.	CRT	96%	97%	100%					
b. Percent of court locations with alternative dispute resolution available.	CRT	25%	25%	38%	50%				

IV. DIVISION OF YOUTH CORRECTIONS

A. UTAH WILL PROVIDE APPROPRIATE JUVENILE JUSTICE PROGRAMS TO GIVE AT-RISK YOUTH THE OPPORTUNITY TO BECOME PRODUCTIVE MEMBERS OF SOCIETY.

1. Offenders will be placed in such a way to foster public safety and promote offender accountability.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Number of detention beds available	CCJJ	156	162	290					
b. Number of secure facility beds available	CCJJ	112	112	186					
c. Number of all other DYC placements available	CCJJ	609	704	817					

2. Increase the treatment and sentencing options for juvenile offenders with a chronic offense history or a current first-degree charge pending.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Number of Division of Youth Corrections' youth placed appropriately according to their risk/needs assessment for security and treatment	DYC	82%	81%	81%	83%	83%			
b. 80% percent of Division of Youth Corrections' youth 16 or older who are participating in vocational training	DYC	NA	28%	28%	28%	30%*			
c. 100% percent of assigned Division of Youth Corrections' youth completed court-ordered restitution and community service	DYC	82%	89%	78%	76%	78%*			
d. 100% percent of Division of Youth Corrections' youth completing victim awareness training	DYC	74%	77%	77%	75%	75%*			
e. 100% percent of Division of Youth Corrections' youth and parents reporting improved family relationships	DYC	60%	57%	57%	59%	60%*			

*Based on estimates from previous years

3. Provide for the needs for detention, shelter care, observation and assessment, and secure facilities.

Performance Measures	Reporting Agency	1980	1990	1995	1996	1997	1998	1999	2000
a. Waiting list for secure beds as a percent of capacity	DYC	11%	25%	17%	23%	36%	7%	17.5%	
b. Detention nights of care as a percent of licensed capacity	DYC	91%	107%	124%	147%	121%	101%	101%	
c. Percent of nights on which detention population is below listed capacity	DYC			4%	0%	15%	44%	45%	

4. Implement uniform statewide secure detention admissions guidelines.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Number of youth admitted to secure detention who qualify under the statewide guidelines	DYC	96%	97%	95%	91%	90%			

V. UTAH DEPARTMENT OF CORRECTIONS

A. REDUCE OFFENDER RECIDIVISM

1. Corrections will use treatment and programming systems to address the underlying cause of an offender's criminal behavior so that upon release the likelihood of recidivism is reduced.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Rate of prison admissions for parolees for technical violations of parole.	UDC	24.4%	23.0%	20.7%	19.42%				
b. Rate of prison admissions for probationers for technical violations of probation.	UDC	2.8%	2.9%	2.6%	2.5%				
c. Rate of new convictions for parolees per year.	UDC	4.4%	6.2%	7.9%	7.7%				
d. Rate of new convictions for probationers per year.	UDC	6.4%	8.8%	8.8%	10.6%				

B. REDUCE THE RATE OF GROWTH IN THE PRISON POPULATION

1. Offenders will be placed in such a way to foster public safety and promote offender accountability.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Yearly growth in prison population	UDC	10.7%	13.4%	9.9%	7.8%				
b. Utah incarceration rate per 100,000 population	UDC	173	194	202	205				
c. Percentage increase in the reported incarceration rate.	UDC	11.6%	12.1%	(4.1%)	1.5%				

C. PROVIDE EFFECTIVE SUPERVISION OF OFFENDERS IN THE COMMUNITY ON PROBATION AND PAROLE AND ADEQUATE PRESENTENCING SERVICES.

1. Corrections will work to sustain community safety when an offender is placed in community-based supervision by ensuring the quality of offender background information at sentencing.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Ratio of offenders to probation/parole agents	UDC	55.2	61.0	64.1	66.7				

D. ADDRESS THE NEEDS OF CRIMINALS WHO ARE SERIOUSLY MENTALLY ILL

1. Corrections will ensure that the “specialized” population of seriously mentally ill offenders have adequate treatment and housing resources while under State jurisdiction.

Performance Measures	Reporting Agency	1995	1996	1997	1998	2000	2001	2002
a. Number and percent of those inmates identified as seriously mentally ill and in need of a forensic bed who are housed in a forensic bed	UDC	120 (80%)	120 (93%)	120 (88%)	120 (97%)			

E. PRIORITIZE SPACE FOR VIOLENT AND CHRONIC OFFENDERS WHEN INCARCERATING DECISIONS

1. The Utah criminal justice system will endeavor to reserve limited prison space for offenders who pose the greatest risk to the community, while seeking alternative supervision solutions for lower risk offenders.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Yearly, July 1 st snapshot of the percentage of the incarcerated population consisting of violent offenders	UDC	60.3%	61.0%	60.9%	64.3%				
b. Yearly, July 1 st snapshot of the percentage of the incarcerated population consisting of non-violent offenders	UDC	39.7%	39.0%	39.2%	35.7%				

F. LIMIT ACTS OF VIOLENCE, IN CORRECTIONAL FACILITIES

1. Corrections will endeavor to operate secure institutions that promote the safe operation of educational, vocational, treatment and work programs.

Performance Measures	Reporting Agency	1995	1996	1997	1998	1999	2000	2001	2002
a. Number and rate of escape from secure prison settings GRAPH	UDC	0 (0/1000)	1 (0/1000)	0 (0/1000)					