

Thank you, all, for helping HGO with State Outcome #9. We are working on our committee feedback to the Government Accountability Committee regarding the proposed Indicators. I have appended below the Outcome with its proposed Indicators, along with specific questions for each of you.

First, the Outcome and Indicators:

(9) Vermont has open, effective, and inclusive government.

(A) percent of eligible and registered voters voting in the general election;

(B) percent of State contracts and grants awarded that include performance measures;

(C) number or percent of departments that are able to accept online payments;

(D) number or percent of agencies or departments using an up-to-date website template; and

(E) number of agencies and departments that have a policy regarding response time.

Now, to the questions:

Chris, regarding Indicator A... Would you review for us why the SOS recommended this particular language? What would you think of splitting it into "percent of people who are eligible to register to vote and who have registered" and "percent of registered voters voting in the general election"?

Sue, regarding Indicator B... Would you explain to us the inclusion of PILOT in the definition of contracts and grants?

Andrew, regarding Indicator D... Would you describe the website template to us, and tell us, as well, the number and/or percent of agencies/departments which have already converted to this template? Would you also tell us how many are measuring the usage of their website?

Sue, regarding Indicator E... What would you think of saying "number of agencies and departments that have a policy regarding response time and also a measurement of that response time"? Also, how might we go about measuring Vermonters' confidence in State government? What would you think of "number of agencies and departments that have consumer satisfaction surveys"?

That's it. Thank you, again, in advance for your help!! Looking forward to meeting with you next Thursday in the afternoon!!

Maida

(If I have not been clear enough in communicating the questions, please do not hesitate to ask me to "try again!")