

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: Government Standards and Practices Commission

KPMs With Benchmark Linkages

Mission: To enforce and prevent, with an emphasis on service, violations of Oregon State laws that prohibit public officials from using their position for financial gain, require persons who lobby the Legislature to register and report their lobbying expenditures, and specify limited purposes for which the governing bodies of public bodies may meet in non-public sessions.

Related Oregon Benchmarks (OBMs)

OBM 35 – Public Management Quality

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Timely Preliminary Review of Complaints – Average number of days from filing of complaint to completion of preliminary review (statutory maximum = 90 days).		New Wording	85	80
2	Statutory Complaint Preliminary Review Timeliness – Percentage of filed complaints with completion of preliminary review within the statutory 90-day time limit.			90%	90%
3	Timely Investigative Review of Complaints – Average number of days from finding of cause to completion of investigation (statutory maximum = 120 days).		New Wording	110	105
4	Statutory Complaint Investigation Timeliness – Percentage of investigations completed within the statutory 120-day time limit.			90	90
5	Written Opinion Timeliness – Average number of days to issue written opinions of advice upon request from public officials and lobbyists.		New Wording	20	15
6	Public Official Education/Training – Number of annual training presentations to public officials and lobbyists.	35		75	100
7	Training Presentation Satisfaction – Percentage of customer satisfaction with training presentations based on survey instrument provided at each training presentation to public officials and lobbyists.	35		95%	95%
8	Minimize Case Disposition Costs – Percentage of contested cases settled before hearing.	35		90%	90%
9	Customer Service – Percentage of customers rating their satisfaction with agency's customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.				
10	Governance Best Practices – Percent of total best practices met by the commission.		New measure		

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
	None		

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For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

LFO recommends approval of the agency's performance measures as modified and approval of the targets as modified for 2007-09. Targets for fiscal years 2008 and 2009 have been adjusted for several measures to reflect the additional resources proposed for the agency's budget in the areas of investigations, education and training, and processing complaints. The short titles for several measures were changed from 2005-07 to make them more explanatory and minor wording changes were made to KPMs 1, 3, and 5 to reflect that the measures are averages. LFO also recommends the addition of the new standard Board/Commission best management practices key performance measure.

However, LFO recommends that GSPC review all of its KPMs during the 2007-09 interim; KPMs 1 and 2 and KPMs 3 and 4 are reporting on the same information; one in each pair may not be necessary. LFO also recommends that the agency work during the interim on developing more outcome oriented measures and report the results of this work to the Joint Legislative Audit Committee for approval of revised and/or new measures during the 2007-09 interim. In addition, LFO recommends that the agency conduct the required annual survey for the customer satisfaction measure (KPM 9) as soon as possible and set appropriate ambitious, but realistic targets for the measure.

GSPC should also continue to work during the interim on identifying, wherever possible, comparisons to other states or agencies for those measures that do not have comparative data.

SUB-COMMITTEE ACTION:

Approved the Legislative Fiscal Office recommendations.