

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY: LEGISLATIVE ADMINISTRATION**

**KPMs With Benchmark Linkages**

**Mission:** Legislative Administration supports the Oregon Legislature, promotes access to the legislative process, and provides efficient, effective, accountable and customer-oriented services to all legislators, legislative departments, the public, and other government agencies.

**Related Oregon Benchmarks (OBMs)** none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	CUSTOMER SERVICE – The percentage of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, information available.		No Change	90%	--
3	IT CUSTOMERS – The percentage of customers rating overall satisfaction with problem solution as excellent.		Wording	95%	95%
6	WEB-SITE – The percentage approval rating of web-site users.		Data	80%	80%
8	DIVERSITY – Racial/ethnic diversity in Legislative Administration as compared to the total State’s diversity.		No Change	100%	100%
9	TURNOVER – Annual voluntary turnover rate of the Legislative Administration continuing workforce.		No Change	<20%	<20%
12	GOLD STAR CERTIFICATE – Number of years out of last five that Financial Services earns State Controller’s Division Gold Star Certificate for the Legislative agencies it serves.		No Change	5	5

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
4	IT PROBLEM RESOLUTION – The percentage of IT problems resolved within 24 hours	--	--
5	IT PROJECTS – The percentage of IT projects completed on time and within budget.	--	--
7	CABLE SYSTEMS – The number of cable systems or cable public-access-channels around the state that carry legislative TV content.	--	--
10	WORKERS’ COMPENSATION – Annual number of workers’ compensation claims.	--	--
11	WORKERS’ COMPENSATION CLAIMS – Percent reduction in current claims cost compared to previous biennium.	--	--

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

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### **LEGISLATIVE FISCAL OFFICE RECOMMENDATION:**

LFO recommends approval of the changes as outlined and that the agency further refine their measures to ensure they are outcome oriented and appropriately linked to the mission and business plan of the agency.

### **SUB-COMMITTEE ACTION:**

The Subcommittee approved the LFO recommendation.