

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** Oregon State Police

**KPMs With Benchmark Linkages**

Mission: The mission statement of the Department of Oregon State Police is to develop, promote and provide protection to the people, property and natural resources of the state, along with ensuring the state's safety and livability by serving, protecting and educating its citizens and visitors through leadership, action, coordination and cooperation with our public safety partners.

**Related Oregon Benchmarks (OBMs)**

OBM 41 – Infant Mortality; OBM 45 – Preventable Death; OBM 62 – Overall Crime; OBM 63 – Juvenile Arrests; OBM 86 – Freshwater Species

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	<b>Crashes</b> - Number of crashes per one million miles traveled on rural state and interstate highways.	41, 45			
2	<b>Fatal Crashes</b> - Number of fatal crashes per one hundred million miles traveled on rural state and interstate highways.	41, 45		1.71	1.60
3	<b>Crime Reduction</b> - Percentage of arrests verses total reported crimes on rural state and interstate highways. (Crime = Felony and misdemeanor crimes)	62, 63			
4	<b>Angler Compliance</b> - Percent of anglers contacted who are angling in compliance with rules and laws associated with salmon and steelhead bag limits, licensing/tagging, means of take and species.	86		91%	91%
5	<b>Angler Compliance</b> - Percent of anglers contacted who are angling in compliance with rules and laws associated with all species.		New	92%	92%
6	<b>Hunter Compliance</b> – Percent of hunters contacted who are hunting in compliance with rules and laws associated with big game hunting seasons.		New	89%	89%
7	<b>Crime Reduction</b> - Percent of major crime team call-outs resolved within 12 months from date of call-out.	62	New Data	92%	93%
8	<b>Crime Reduction</b> – Number of agency assists in narcotics investigations (including methamphetamine).		New		
9	<b>Forensic Analysis Turnaround Time</b> - Average number of working days from when a request is received at the Forensics Laboratory, until a completed analytical report is prepared.	62		15	15
11	<b>Identification Services Turn Around Time</b> - Average number of calendar days, from the date of receipt of criminal justice fingerprint cards by the Identification Services Section, until the criminal justice data is posted into the Computerized Criminal History (CCH) Files.		New	8	8
12	<b>Homes with Smoke Alarms</b> - Percent of homes that have a fire in which there is no			13%	12%

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	working smoke alarm.				
13	<b>Hazards Materials Safety</b> - Increase the number of regional Hazardous materials team members who meet or exceed competency requirements set by the Oregon State Fire Marshal to 90% by 2011.		New Wording New Data		
14	<b>Fire Safety Training</b> - Number of fire and life safety inspections conducted by local authorities who have been trained by the State Fire Marshall (increases total number of inspections statewide).			57,442	59,165
15	<b>Hazardous Substance Reporting</b> - Percent of required reporting facilities that submit the Hazardous Substance Information Survey on time.			95%	96%
19	<b>Customer Satisfaction</b> – Percent of customers rating their satisfaction with the agency customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.				

2005-07 KPM#	<b>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</b>	Target 2008	Target 2009
10	<b>Forensic Customer Survey</b> - An average rating by Forensic Services Division customers, who rate the services provided as good or excellent, based on the overall satisfaction question.	4.0	4.0
16	<b>Emergency Preparedness</b> - Percent of Oregon coastal counties with complete evacuation plans.		
17	<b>Emergency Preparedness</b> - Percent of counties with domestic preparedness plans.		
18	<b>Emergency Preparedness</b> - Percent of jurisdictions with approved hazardous mitigation plans.		

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

### LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

The Oregon State Police (OSP) is working on re-evaluating all of their performance measures as well as looking at their overall strategic plan under new management. While some of the KPMs will remain, it is likely many will be dropped or will be altered. Overall, LFO recommends OSP report back to the Joint Legislative Audit Committee or other appropriate committee by July 2008 on their review of KPMs. In reviewing the KPMs across the agency LFO recommends the following factors which should be considered:

- The KPMs that are selected must measure performance for which the agency has a significant amount of control or influence over. For example, a measure of overall crime reduction is laudable, but there are so many other factors that determine the overall crime rate which are beyond the ability of OSP to control.
- The KPMs for a specific program must measure the performance related to why the program exists or why it was increased. For example, troopers are being added in large part to provide 24 hour coverage statewide. Therefore a KPM which measures OSP actual (not budgeted) availability would seem to be in line for consideration.
- As with any KPM, there must be readily available data at a level of detail which measures the intent of the KPM. Number of deaths per highway mileage may not be entirely appropriate when the agency is not responsible for patrolling many miles of highway in the state.
- The focus of the performance measures need to measure outcome and quality, not counting the number of visits or other work activity.

Specifically:

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- Targets are required for those KPMs which currently do have them (#s1, 3, 8, 13 & 19). The targets should be provided to LFO and BAM as soon as possible.
- Keep KPMs #1 and #2 for now but after the review by the agency this interim, consider replacing them with a measure(s) which reflect what the agency can influence as well as what they are trying to achieve (e.g. reduced speed or 24 hour coverage).
- KPMs #4, #5 and #6 for the Fish and Wildlife Division appear to measure performance relating to the mission of the Division. The targets appear low compared to the experience in recent years. The table on the first page of this document has the LFO targets.
- If KPM #7 is to continue as a KPM, the term “resolve” needs to be clearly defined. It could mean a success in “solving” the crime, but it could also mean that the case was closed with no resolution. The current target (85%) also needs to be increased again given that the past three years of available data all exceed 90%. In addition, further resources are being added to the Criminal Division’s budget so this should have a positive impact on this KPM. This recommended increase is reflected in the table above.
- KPM # 9 measures the turnaround time for the forensics lab system. Its targets are much more ambitious than the recent year’s experience but the recommended budget increases the staff for the forensics labs so LFO recommends leaving the targets at where they are and to see what impact the new staff has on the turnaround time. The agency should consider a “quality” related KPM for forensics lab system beyond the customer service measure. In addition, the forensics customer service KPM should be made part of the overall customer KPM #19.
- All KPMs relating to the Office of Emergency Management (OEM) should be dropped given the proposal to transfer this Division to the Oregon Military Department.

### SUB-COMMITTEE ACTION:

Approve the LFO recommendation.