

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** PUBLIC DEFENSE SERVICES COMMISSION

**KPMs With Benchmark Linkages**

**Mission:** Ensure the delivery of quality public defense services in Oregon in the most cost-efficient manner possible.

**Related Oregon Benchmarks (OBMs)** none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	APPELLATE CASE BACKLOG - Number of cases in the Legal Services Division backlog		No change	68	57
2	FEE STATEMENTS REDUCED - Percentage of fee statements reduced due to incorrect billing		No change	3%	3%
3	PROCESSING FEE STATEMENTS - Percentage of fee statements processed within 10 business days		No change	88%	89%
4	REVIEWING EXPENSE REQUESTS - Percentage of non-routine expense requests reviewed within 5 business days		No change	87%	88%
5	EXPENSE COMPLAINTS – Percentage of complaints regarding payment of expenses determined to be founded		No change	<10%	<10%
6	BEST PRACTICES - Percentage of contractors that have implemented best practices and resolved problems relating to the quality and cost-efficiency of their services, which are identified by PDSC’s site visit process and the process’s “360 degree” evaluations		No change	40%	50%
7	ATTORNEY PERFORMANCE COMPLAINTS - Percentage of complaints regarding attorney performance determined to be founded		No change	<10%	<10%
8	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.		New Measure		
9	BEST PRACTICES FOR BOARDS AND COMMISSIONS – Percentage of total best practices met by Commission		New Measure	100%	100%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
	No proposed deletions		

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

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**LEGISLATIVE FISCAL OFFICE RECOMMENDATION:** Approve the key performance measures with a recommendation that PDSC review its measures during the interim, and add realistic but aggressive targets. The review should focus on identifying areas where outcomes can be identified and tracked, as several of the measures relate to process rather than outcomes. This should include measures that track the effect of best practices on the cost of providing services. PDSC should also add a customer service measure, which is a standard requirement for all agencies, including Judicial Branch agencies.

**SUB-COMMITTEE ACTION:** The Subcommittee adopted the Legislative Fiscal Office recommendation.