

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Oregon Racing Commission

KPMs With Benchmark Linkages

Mission: The Mission of the Oregon Racing Commission is to regulate and to facilitate all aspects of the pari-mutuel industry in the State of Oregon for the benefit of the citizenry, the licensees, the participants and the State of Oregon.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Animal Safety: Number of horses destroyed per 1,000 starters			<=1.5	<=1.5
2	License Turnaround Time: Average number of work days from receipt of a complete individual application and questionnaire to conclusion of a criminal background check		New	5	5
3	Excellent Customer Service: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information			75%	75%
4	Best Practices: Percent of total best practices met by the Board.		New	100%	100%

2005-07 KPM#	<i>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</i>	Target 2008	Target 2009
2	<i>Number of disciplinary rulings per 1,000 races</i>		
3	<i>The total dollar amount of simulcast handle to \$1,000 of Live Track Handle</i>		
4	<i>Total purse supplements at Summer Fair Meets to total industry disbursements from Development Fund</i>		

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

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LFO RECOMMENDATION:

Approve the proposed 2007-09 measures #1, #2, and #4 and approve targets. Add #5 Best Practices for Boards and Commissions, and approve the proposed target. Delete 2005-07 measures #2,#3,#4. Deny request to create the new measure #2 due to concerns over the limited ability of the agency to affect the number of race days being held in Oregon. Because the Commission has stated its goal to maintain live racing in the state the agency could still track the number of live race days as an internal measure of their success in promoting live racing in Oregon.

SUB-COMMITTEE ACTION:

Approved the LFO recommendations.