

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Secretary of State

KPMs With Benchmark Linkages

Mission: Provide stewardship of public resources by: a) facilitating access to government records and information, b) ensuring that the public dollars are well spent, c) offering registration services to businesses and consumers, d) safeguarding the democratic process, and e) overseeing state lands for the common school fund.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Cost Per Hour, Audits Division Compared to Private Auditors.		No Change		
2	Value of Revenue enhancements savings, or questioned costs in audit reports.		No Change	12	12
3	Dollar Savings per dollar spent on economy and efficiency audits.		No Change	10	
4	Percentage of recommendations implemented.		No Change	90%	90%
5	Number of Notices Published Electronically and in Paper.		No Change		
6	Number of e-Government services available.		No Change	34	34
7	Business registration-document processing turnaround time from receipt.		No Change	31	31
8	Notary-document processing turnaround time from receipt.		No Change	43	43
9	UCC-document processing turnaround time from receipt.		No Change	24	24
10	Voters' Pamphlet cost per page printed.		No Change		
12	Percent of women, people of color, and persons with disabilities as a percentage of SOS" workforce.		No Change		
13	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.		No Change	85%	85%
14	Business Services Division- Percent of Procurement Staff w/Professional Certification		No Change	100%	100%
15	Information Systems Division- Cost of Desktop Support by Workstation & System User		No Change	\$1,500	\$1,500

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
11	Number of contribution and expenditure reports filed. REMOVED NOVEMBER 2006 By JLAC		

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

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LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

The Secretary of State has made substantial progress on their performance measures over the last two years. They successfully followed the Executive Branch requirements for the first time.

The current set of measures focuses on outputs instead of outcomes. The agency realizes this and is willing to work on them. There are also issues with the targets on many of the measures not being realistic or not reflecting the agencies current success in meeting the proposed targets.

The sub-committee also raised concerns with the lack of outcomes being measured, particularly in the Audits Division. They want to see Key Performance Measures that show the measurable outcomes for the agencies that receive audits.

After several meetings with the agency, the Legislative Fiscal Office recommends that the Secretary of State re-work their current Key Performance Measures to make them more outcome-based and make the targets more realistic. It is also recommended that the agency present their performance measures to the Joint Legislative Audit Committee before the next legislative session. The agency agrees with this course of action.

SUB-COMMITTEE ACTION:

The Sub-committee approved the Legislative Fiscal Office recommendation.