

LEGISLATIVE ADMINISTRATION

Annual Performance Progress Report (APPR) for Fiscal Year (2007-2008)

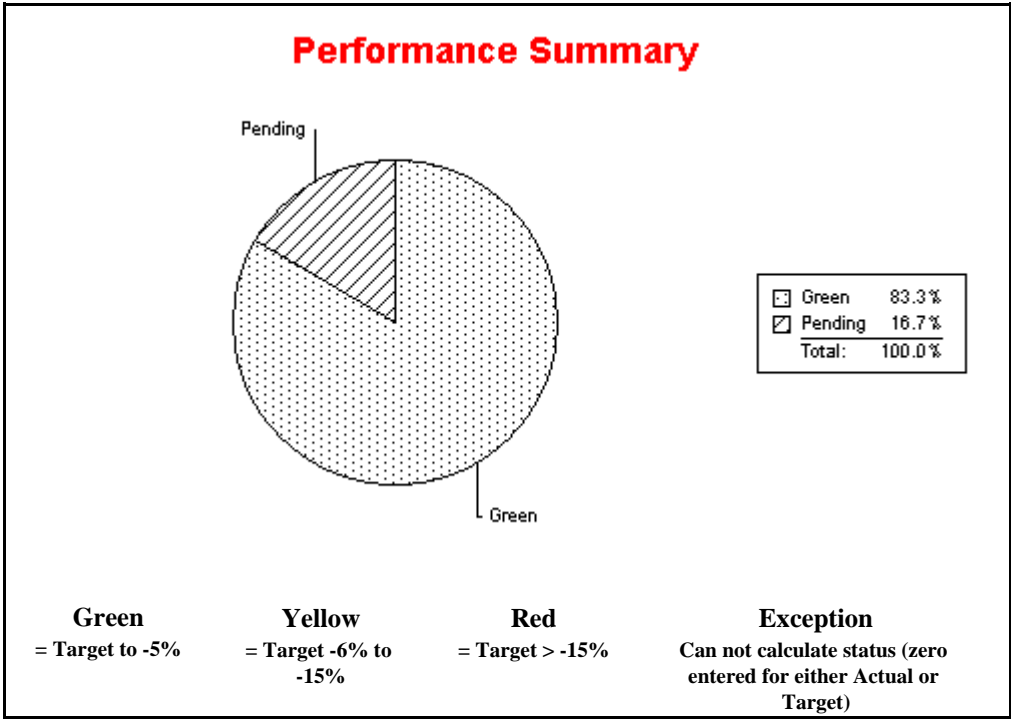
Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
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.
2	IT CUSTOMERS - The percentage of customers rating overall satisfaction with problem solution as above average or excellent.
3	WEB-SITE – The percentage approval rating of web-site users.
4	DIVERSITY – Racial/ethnic diversity in Legislative Administration as compared to the total State’s diversity.
6	TURNOVER – Annual voluntary turnover rate of the Legislative Administration continuing workforce.
7	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.

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LEGISLATIVE ADMINISTRATION		I. EXECUTIVE SUMMARY	
Agency 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.			
Contact: Dave Henderson		Contact Phone: 503-986-1377	
Alternate: Sandra Rierson		Alternate Phone: 503-986-1695	



1. SCOPE OF REPORT

This report reflects results of a customer satisfaction survey conducted among members of the Oregon Legislative Assembly and their staff on services provided by Legislative Administration. The report relates to accuracy, timeliness and usefulness of information provided to legislators; resolution of problems involving computer technology; completion of technology projects within budget and on time; usefulness of the legislative website; availability of legislative information on cable television systems throughout the state; ethnic and cultural diversity of staff; staff turnover rates; the number and cost of workers' compensation claims; and fiscal accountability.

Overall agency operations are addressed, as are some specific areas (e.g., diversity, IT project costs). Several agency programs (e.g., Capitol security, IT network operations) are not singled out for specific performance measures.

2. THE OREGON CONTEXT

Legislative Administration provides much of the administrative support to the Oregon Legislative Assembly, the constitutional body with the authority to raise and expend state funds. Virtually every issue affecting Oregonians (education funding, transportation, health care, public safety, etc.) comes before the Assembly for funding and policy direction. Legislative Administration supports the entire process, from providing the technology used for drafting measures, to staffing committee meetings, to maintaining the physical plant of the Capitol, to managing the budget and providing human resource support for the Legislative Assembly. We partner with the Oregon State Police for security, the Oregon State Library for information resources and research, the Department of Administrative Services for general support, and Oregon Public Broadcasting and Southern Oregon Public Television to increase public access to the legislative process.

3. PERFORMANCE SUMMARY

KPM #1 Customer Service - is at target or trending toward target achievement.

KPM #2 IT Customers - is at target or trending toward target achievement.

KPM #3 Web-Site - is not yet at target achievement.

KPM #4 Diversity - is at target or are trending toward target achievement.

KPM #6 Turnover - is not yet at target achievement.

KPM #7 Gold Star Certificate - is at target or trending toward target achievement.

4. CHALLENGES

The major challenge for Legislative Administration is performing its multiple, inter-related responsibilities at the highest quality level and to the satisfaction of everyone affected given the multiple functions of the Capitol – a monument, seat of government, and office building.

For example, for Facilities Services one key performance challenge is the physical plant of the Capitol, itself. There are numerous health and safety, as well as deferred maintenance concerns relating to the building. With approval of the Legislature in the 2007 Session, a comprehensive renovation was accomplished during the interim addressing the deferred maintenance and aging of the 1977 wings. The project placed an additional burden on the Facilities staff but was ameliorated by the patience and cooperation of all the building tenants who were inconvenienced during the construction process. The result is overwhelmingly positive – a project that was on time and under budget, updated and energy-efficient heating, cooling, plumbing and electrical systems, and beautiful and functional interior and furnishings. On the downside, the renovation will place an additional burden on Facilities to preserve and maintain the new furnishings and respond to additional re-occupation issues.

Facility Services staff also spend a great deal of time addressing deferred maintenance in the 1938 building. The original building was not addressed by the Wings Restoration Project. A Capitol Master Plan to address the needs of the Capitol over the next 20-30 years is being developed and a report to the Legislature is due in March 2009. This project began in the middle of the Restoration Project and has also created additional work for the Facilities staff and others. Another performance challenge is the cyclical nature of the biennial legislative process, which leads to a large number of staff that are hired for session with limited time for training. These staff are expected to perform to the same level as long-time professional employees. With a limited experience, it is difficult for these staff to perform to that level.

In addition, on August 30, 2008, a fire began on the Terrace outside the Governor's suite, resulting in extensive fire, water and smoke damage throughout the building. This was a major additional burden the the Facilities and Administration staff to recover from the fire, mitigate damage and restore the building. The work restoring the Capitol continues.

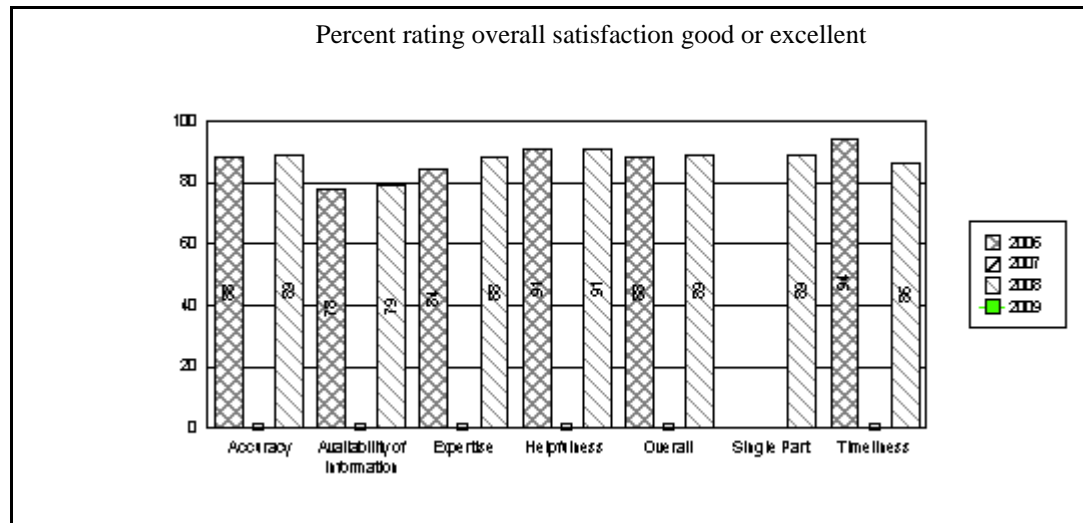
The restoration of the wings and master planning projects imposed additional workloads on other Legislative Administration units as well. For example, in addition to these projects, Information Services spent significant time and resources managing the Legislative Bill Drafting System project, working with Legislative Counsel. IS also began several new initiatives, including the recording and archiving project, the constituent management system, and paperless bill folders project. These special projects are in addition to annual upgrades to and the day-to-day management of the Legislative Assembly's information system.

An additional challenge will be continued supplemental, or formal adoption of, annual sessions. The 2008 supplemental session had significant impact on Legislative Administration given the need to locate legislators and unavailability of the wings that were undergoing renovation. In the future, the impact will be the reduction in time and resources available with existing staff during a traditional interim to undertake special projects

5. RESOURCES AND EFFICIENCY

The 2009-11 approved budget (all funds) for Legislative Administration is \$70,138,437.

KPM #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.	2005
Goal	Provide efficient, effective, accountable, and customer oriented services to all legislators.	
Oregon Context	Agency Mission	
Data Source	Post session customer satisfaction survey of legislators and their staff.	
Owner	Administration, Scott Burgess, 503-986-1847.	



1. OUR STRATEGY

Legislative Administration exists to serve the members of the Legislative Assembly, other legislative support offices, and the public. In this age of easy access to information, customers demand accurate, timely information from people who are helpful and demonstrate expertise in their field. Legislative Administration has worked to expand the availability of information through the legislative website, as well as by telephone and broadcast media. We now have more accurate information available more quickly due to all of these efforts.

We have partnered with the Oregon State Library to improve the collection in the Legislative Library and Public Access Room, and to expand research capability. We are interested in a long-term partnership with Oregon Public Broadcasting and Southern Oregon Public Television to expand access to legislative meetings through broadcast of unedited, gavel-to-gavel coverage of floor sessions and committee meetings.

2. ABOUT THE TARGETS

To be useful, information must be both accurate and timely. To add value to the information, it must be delivered in a helpful way by people with expertise in the area in question. Our performance measures reflect these criteria.

3. HOW WE ARE DOING

Following the 2005 legislative session, we conducted a customer satisfaction survey of the 90 members of the Legislative Assembly. In that survey, members were asked to rate our performance in the areas of timeliness, accuracy, helpfulness, expertise and availability of information, as well as overall performance. Potential responses ranged from poor to fair to good to excellent, and included a “don’t know” option. All 90 legislators were surveyed.

We repeated the survey in 2008 after the supplemental session. These were a total of 138 responses. Here is a summary of the results:

Timeliness 86%
Accuracy 89%
Helpfulness 91%
Knowledge 88%
Information Availability 79%
Overall Quality 89%

4. HOW WE COMPARE

We are unaware of any reliable comparative data.

5. FACTORS AFFECTING RESULTS

Unfortunately, the customer satisfaction survey was not conducted immediately following session, so the results may be impacted by the delay in

conducting the survey. That can be corrected by conducting future surveys more quickly after session adjourns.

Additionally, there is no way to determine the specific office or service that drew Fair/Poor responses, nor can we differentiate between continuing staff and session staff.

6. WHAT NEEDS TO BE DONE

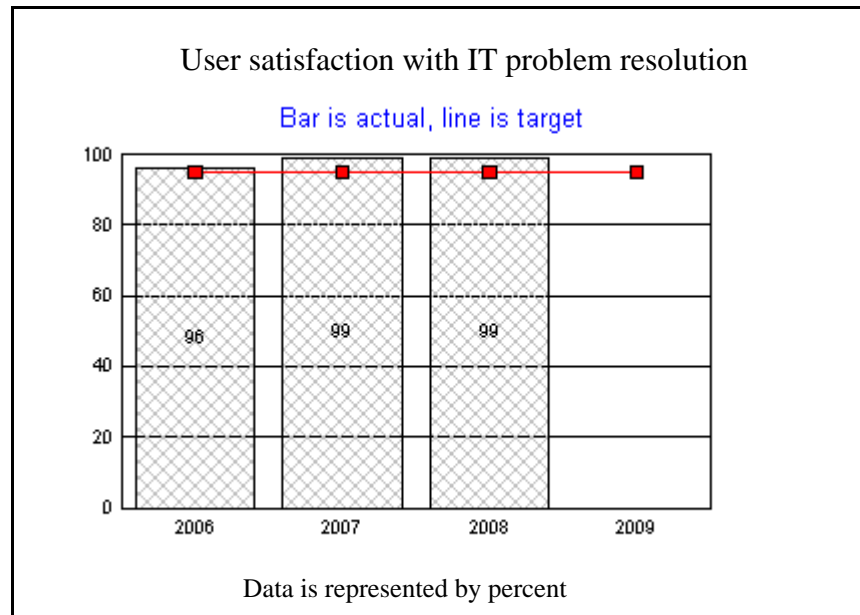
We must inform our staff that regular customer satisfaction surveys will be conducted and we will expect regular improvement in the results. Then, the results must be used in our regular performance evaluation process to ensure that the survey results are reflected in the evaluations.

7. ABOUT THE DATA

The next survey results will be reported in 2010 based on our survey following the '09 session or 2010 special session, if held. The survey will be administered through the SurveyMonkey tool to all legislators. Additionally, the survey will be made available to other customers of each office (e.g., legislative assistants will be invited to respond based on services they have received from specific offices). The survey will be web-based and promoted through emails to the potential responders at the end of the special session.

In 2008, we also surveyed our “other” customers – legislative agency staff. We will provide and gear our activities to satisfying the needs of these customers as well.

KPM #2	IT CUSTOMERS - The percentage of customers rating overall satisfaction with problem solution as above average or excellent.	2005
Goal	Resolve IT problems quickly and to the user's satisfaction.	
Oregon Context	Agency Mission	
Data Source	Comment cards returned by users after IT problem resolution.	
Owner	Information Systems, Rich Englis, 503-986-1916	



1. OUR STRATEGY

After responding to an IT problem, a comment card is delivered to the user. The user rates the help desk and PC technician on ten measures of satisfaction. The ratings range from 1 (needs improvement) to 5 (excellent).

2. ABOUT THE TARGETS

Problems resolved quickly and to the user's satisfaction are expressed by ratings 4 (above average) to 5 (excellent).

3. HOW WE ARE DOING

Positive responses from customers indicate we are meeting our goal to provide quality service to Legislative customers. 99% of customers who responded rated service as "above average" or "excellent". This exceeded our target of 95%.

4. HOW WE COMPARE

We are unaware of any reliable comparative data.

5. FACTORS AFFECTING RESULTS

The Legislature has a strong IT organization, with committed staff, a high standard for customer service, attention to unique user requirements, and continuously-improving policies and procedures.

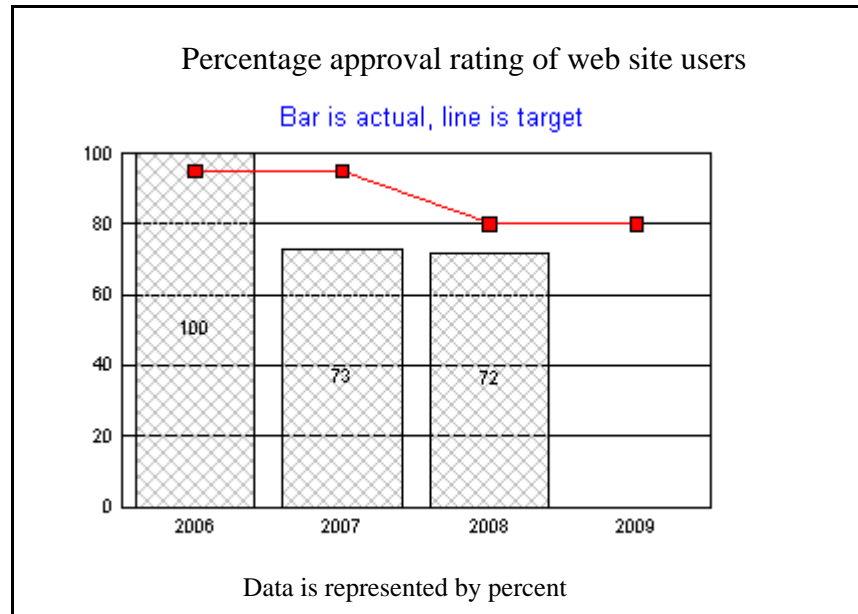
6. WHAT NEEDS TO BE DONE

Legislative Information Systems will continue its successful strategies.

7. ABOUT THE DATA

The above satisfaction rate of 99% ("above average" or "excellent service") was based on 289 responses to comment cards during fiscal year 2007-2008. Methods of automating delivery and return of comment cards have increased our numbers, but we are still exploring new ways to improve the response rate.

KPM #3	WEB-SITE – The percentage approval rating of web-site users.	2005
Goal	Expand and strengthen legislative information available to citizens via the Internet and email.	
Oregon Context	Agency Mission	
Data Source	Email comments from Legislative Web Site users.	
Owner	Information Systems, Rich Englis, 503-986-1916	



1. OUR STRATEGY

Legislative Administration Information Services strives to provide timely and complete information to the public about the legislature, members, legislative activities and the legislative process. The legislative web site is designed in conjunction with representatives from each of the legislative agencies and leadership offices.

2. ABOUT THE TARGETS

Positive responses from citizens about the legislative web site indicate that the legislative information provided on the legislative web site is meaningful, accurate, timely and of value to the public.

3. HOW WE ARE DOING

72% of Email comments from the Legislative Website were positive.

4. HOW WE COMPARE

We are unaware of any reliable comparative data.

5. FACTORS AFFECTING RESULTS

The method of collecting data may not provide an accurate measure of all customer satisfaction. As Email responses are “self reporting” and not a sample of all web site users, the results may be skewed by a disproportionate number of survey respondents who had problems with the site.

6. WHAT NEEDS TO BE DONE

For the Fiscal Year 2006 - 2007, we began using a web survey during the 2007 Session to evaluate web users experience with the Legislative Website. We had limited participation (203 respondents) during peak website usage. Interim website usage is traditionally limited. We had even less participation with Email respondents.

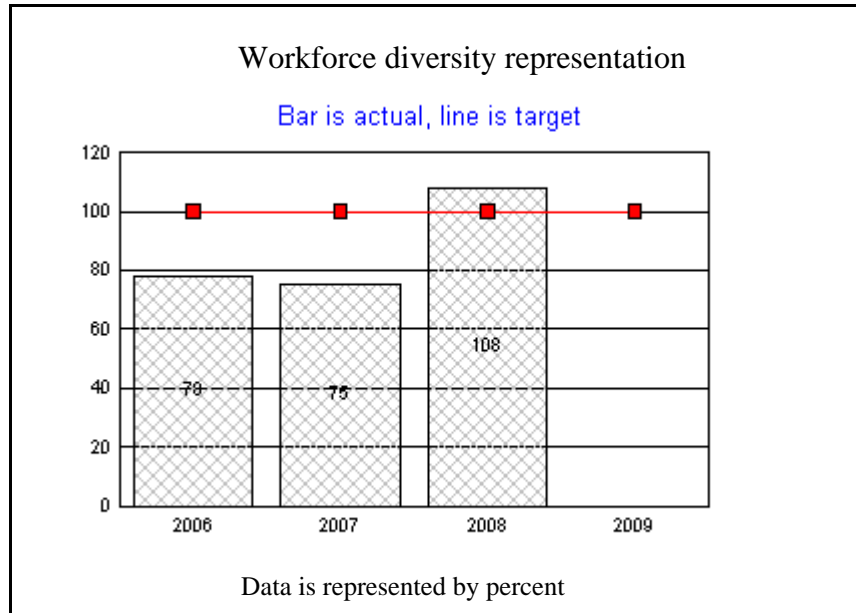
We will return to web surveys for Session years and also conduct web surveys for Annual Special Sessions.

There has been a project proposal in the Legislature’s IT Governance Board project portfolio since 2004 to redesign the Legislature’s web site, but other high priority projects and initiatives (i.e., Technology Transition Program) have limited work on the Legislative web site to routine maintenance. The current Legislative web site was developed in 1999 and only routine maintenance has been performed since that time. We will present this information to the IT Governance Board and request that the priority for revision of the Legislative web site be elevated.

7. ABOUT THE DATA

For the current Fiscal Year, we manually reviewed Email comments sent from a link on our Legislative Website. 746 Emails were extracted from the Email account used to direct questions on our Legislative Website. Of those Emails directly commenting on our website (21), 72% responded favorably and 28% responded with problems or suggestions for improvement. We surveyed the comments for references to accessibility, navigation, look and feel, and organization.

KPM #4	DIVERSITY – Racial/ethnic diversity in Legislative Administration as compared to the total State’s diversity.	2005
Goal	Legislative Administration workforce that reflects the diversity in the State.	
Oregon Context	Agency Mission	
Data Source	U.S. Census Bureau, Census 2000, self-reporting by Legislative Administration Committee (LAC) employees.	
Owner	Employee Services, Lore Christopher, 503-986-1370	



1. OUR STRATEGY

Our strategy is to recruit in a broad based manner that will reach all qualified applicants to reflect the diversity of Oregon and retain a diverse workforce through diversity training, involvement and advocacy.

2. ABOUT THE TARGETS

The targets reflect the percentage of people of color represented in the State of Oregon workforce. The actuals reflect the percentage of people of color and diversity working in Legislative Administration for that time period.

3. HOW WE ARE DOING

-Each recruitment plan includes a diversity strategy.

-We have established diversity advocacy as a performance measure in agency manager's positions descriptions.

-We have established cultural competence as a performance measure in performance evaluations for all LAC employees.

-We have increased training to include a monthly cultural competency newsletter and annual training and outreach to diverse communities.

4. HOW WE COMPARE

2008:

State of Oregon 13.4 % (2000 census)

LAC 14.44% (Target: 100%; % of Target Reached: 108%)

2007:

State of Oregon 13.4 % (2000 census)

LAC 10.0% (Target: 100%; % of Target Reached: 75%)

2006:

State of Oregon 13.4 % (2000 census)

LAC 10.5% (Target: 100%; % of Target Reached: 78%)

5. FACTORS AFFECTING RESULTS

Self disclosure of race and ethnicity is voluntary, therefore, we do not have accurate data for any employees not self-disclosing. Seasonal employment opportunities (legislative sessions); small state agencies (the largest being Legislative Administration with approximately 100 continuing employees) and shallow career paths and direct political appointments impact our ability to attract and retain a diverse workforce.

6. WHAT NEEDS TO BE DONE

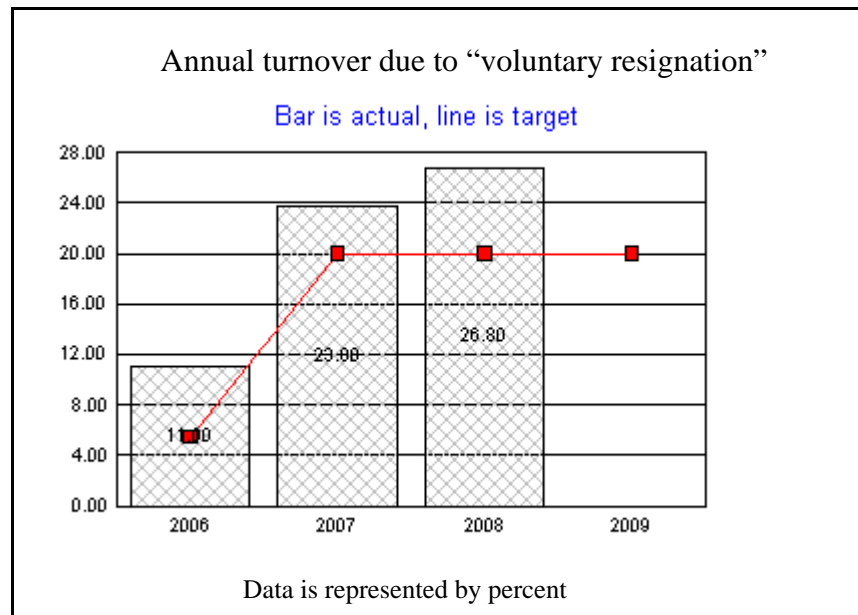
All of the steps we have taken need to continue. Additionally, we need to partner with other state agencies to create promotional and educational opportunities. All recruitments should be open and competitive in the legislative service agencies.

7. ABOUT THE DATA

Data is a “snapshot” of how our workforce looked in April of 2007. The comparative data in item # 4 was taken from 2000 census data. Self disclosure of race and ethnicity is voluntary, therefore, we do not have accurate data for any employees not self-disclosing.

0.98% American Indian and Alaskan Native (-0.34% of goal)
4.90% Asian (+1.94% of goal)
2.94% Black or African American (-1.31% of goal)
2.94% Hispanic or Latino (-5.11% of goal)
0.00% Native Hawaiian and Other Pacific Islander (-0.23% of goal)
86.27% White (-0.29% of goal)
1.95% Unknown or Some Other Race (-2.27% of goal)
47.06% Female (-3.35% of goal)
52.94% Male (+3.35% of goal)

KPM #6	TURNOVER – Annual voluntary turnover rate of the Legislative Administration continuing workforce.	2005
Goal	Analysis of why employees voluntarily leave to support changes that will encourage a stable workforce in well trained experienced and knowledgeable state employees.	
Oregon Context	Agency Mission	
Data Source	On-line exit surveys and data inserted into the Human Resource Information System data is compiled annually.	
Owner	Employee Services, Lore Christopher, 503-986-1370	



1. OUR STRATEGY

Retain an experienced, well trained and competent workforce by making changes that are consistently given at the exit of voluntary resignations.

2. ABOUT THE TARGETS

Reasons for leaving are coded into the PPDB statewide HRIS system and HRVantage, the legislative HRIS system. Turnover was at 20% when analyzed in 2003, of which 17% was due to voluntary resignation. We want to reduce that to 20%; 2007 turnover was 23.8%; 2008 turnover was 26.8%.

3. HOW WE ARE DOING

During a session year there are more terminations are higher due to employees being hired as “seasonal” (session); These are not voluntary; We analyze the percentage of employees leaving due to voluntary resignation.

4. HOW WE COMPARE

There are some unavoidable reasons for leaving that we cannot change. We may be able to reduce voluntary resignations. We have implemented an exit survey given to all employees leaving to identify any weaknesses or issues that need to be addressed. We have had a very good rate of return (almost 50%); The survey is delivered in hard copy and via survey monkey.

5. FACTORS AFFECTING RESULTS

To be effective in combating turnover, we need information that is accurate and gets beyond the "safe" reasons for leaving given in traditional exit interviews. This means understanding the root causes of why employees really leave. It also provides objective evidence that developing supervisors and managers will have a positive impact on retention. The exit survey is facilitated through Survey Monkey and is absolutely anonymous.

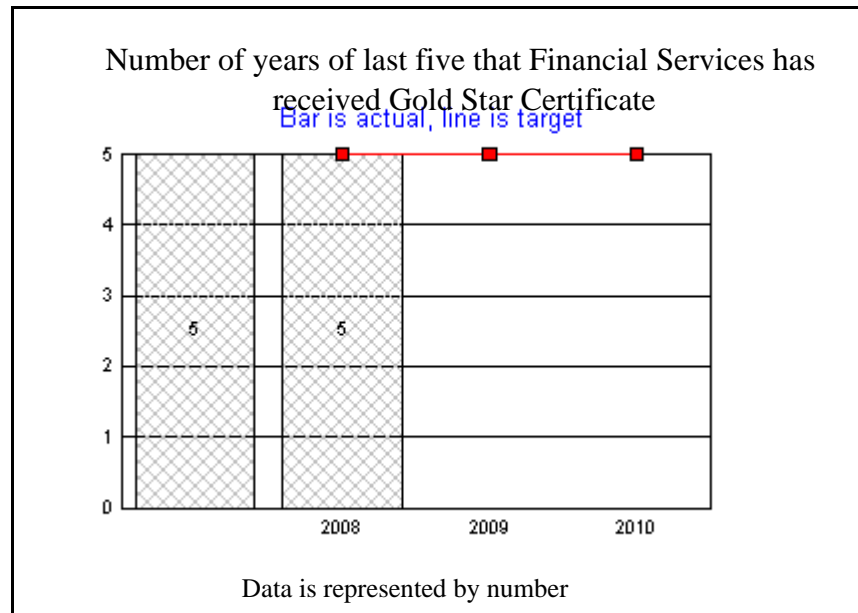
6. WHAT NEEDS TO BE DONE

Continue to collect data from exiting employees, once a year has past analyze the reasons and form a strategy for addressing the issues that impact exit.

7. ABOUT THE DATA

Actual voluntary resignations compared to number of workforces; as based on the reason for leaving coded into the HRIS systems used in Legislative Administration, however, the voluntary resignation can be a “catch all” for many reasons that can be identified through anonymous exit interviews that have been implemented.

KPM #7	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.	2005
Goal	Provide fiscal accountability, compliance and sound financial management.	
Oregon Context	Agency Mission	
Data Source	Receipt of Gold Star certificate from the State Controller.	
Owner	Financial Services, Sandra Rierson, 503-986-1377	



1. OUR STRATEGY

As an office that provides accounting services to five legislative agencies it is important to earn credibility and provide fiscal accountability to our customers.

2. ABOUT THE TARGETS

The target is based on the State Controller's Division KPM #30 to win the GFOA (Government Financial Officer's Association) Certificate of Achievement based on preparation of the State's Comprehensive Annual Financial Report.

3. HOW WE ARE DOING

Our goal is to earn this certificate every year, which we have thus far.

4. HOW WE COMPARE

The State Controller's Division reports that 95% of state agencies earned their Gold Star Certificate for FY 08 performance measure report. Their goal was 90%.

5. FACTORS AFFECTING RESULTS

In any given year, actual results may be impacted by staff turnover, resource constraints within Legislative Administration, and the extent and complexity of new accounting and financial reporting standards promulgated by the Governmental Accounting Standards Board (GASB).

6. WHAT NEEDS TO BE DONE

Financial Services continues to make fiscal year financial reporting a priority

7. ABOUT THE DATA

Oregon fiscal year.

LEGISLATIVE ADMINISTRATION**III. USING PERFORMANCE DATA**

Agency 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.

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY

- * **Staff :** Key Performance Measures were developed by the Legislative Administration Leadership Team, consisting of managers and supervisors from all functional units of the agency.
- * **Elected Officials:** Elected Officials were surveyed to determine our level of performance.
- * **Stakeholders:** In 2008, we expanded our customer satisfaction survey to include legislative agency staff.
- * **Citizens:** Not involved.

2 MANAGING FOR RESULTS

Performance measures will be incorporated in performance evaluations for all Legislative Administration managers and supervisors. Some aspects of the measures have been incorporated into revised performance evaluation forms for the past year.

3 STAFF TRAINING

Staff have received training on specific aspects of the performance measures, including the practical value of the measures.

4 COMMUNICATING RESULTS

- * **Staff :** Performance measures are included in annual performance evaluation of all staff.
- * **Elected Officials:** The Legislative Administration Committee receives periodic reports on performance measures.
- * **Stakeholders:** Beginning in 2008, the results of the survey were shared with legislative agency staff.
- * **Citizens:** No report to citizens.