

**OREGON GOVERNMENT ETHICS COMMISSION
Annual Performance Progress Report (APPR)
for Fiscal Year 2006-07**

Original Submission Date: October 29, 2007

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AGENCY NAME: Oregon Government Ethics Commission

III. KEY MEASURE ANALYSIS

Agency Mission: The mission of the Oregon Government Ethics Commission (OGEC) is to fairly and impartially administer the regulatory provisions of Oregon Government Ethics law, Lobby Regulation law and Executive Session provisions of Oregon Public Meetings law efficiently, expeditiously and with the highest possible level of customer service.

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1. SCOPE OF REPORT

The scope of this report includes all of the program and service areas administered by the Government Ethics Commission. The information regarding the key performance measures relates to training and education, compliance, administration, lobbying registration and reporting and the filing of annual statements of economic interest.

2. THE OREGON CONTEXT

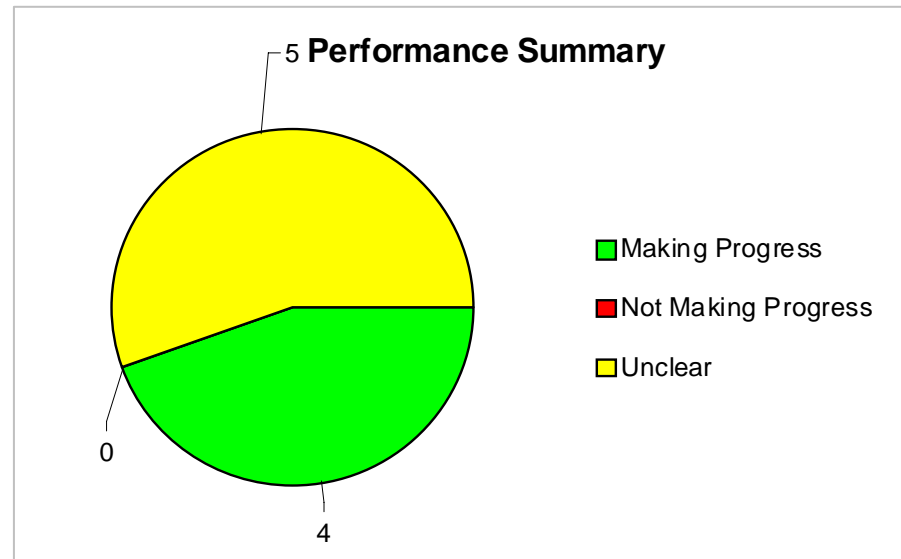
The mission of the Government Ethics Commission is to fairly and impartially administer the regulatory provisions of Government Ethics law, Lobby Regulation law and the Executive Session provisions of the Oregon Public Meetings law. This mission is to be accomplished with efficient, expedient customer service of the highest quality. This is a foundation for the commission’s high-level outcomes and linked to Oregon Benchmark No. 35, Public Management Quality

3. PERFORMANCE SUMMARY

Four performance measures are making progress. The remaining five measures are unclear as of the last reporting period. The measures were too new to determine progress made.

4. CHALLENGES

The OGEC continues to be challenged by a diminished staff. The lack of resources has hindered the agency in accomplishing its performance measures. The report shows four measures are making progress, however the timeliness of service is diminished in all areas. The agency was unable to gather information on its customer service this past biennium. This will be a priority this next biennium. The agency is also currently challenged by a major review of its statutes and operating procedures. The changes made during this session will likely alter the agency’s performance measures.



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5. RESOURCES USED AND EFFICIENCY

The agency’s Modified Essential Budget level is \$693,705. Performance Measure number 8 is an efficiency measure. Unfortunately, this measure is too new, making it unclear if progress is being made.

KPM #1	TIMELY PRELIMINARY REVIEW OF COMPLAINTS Number of days from filing of complaint to completion of preliminary review (statutory maximum = 90 days)	Measure since: 1999
Goal	Timely Preliminary Review of Complaints - Agency Mission	
Oregon Context	To provide excellent customer service	
Data source	Agency case log database and individual case files	
Owner	Ronald A. Bersin, 503-378-5105	

1. OUR STRATEGY

The beginning and expiration dates for each preliminary review are recorded in the agency database. The investigator and the director are provided periodic reports that highlight the expiration dates. The preliminary reviews are placed in commission meeting agendas to ensure the commission takes action on each preliminary review before the statutory expiration date. Legal counsel from the Department of Justice is consulted and reviews of each preliminary review prior to action by commission.

2. ABOUT THE TARGETS

The number of days to complete a preliminary review is set by statute. The maximum allowed for a preliminary review is 90 days. The target is for no preliminary review to exceed that limit.

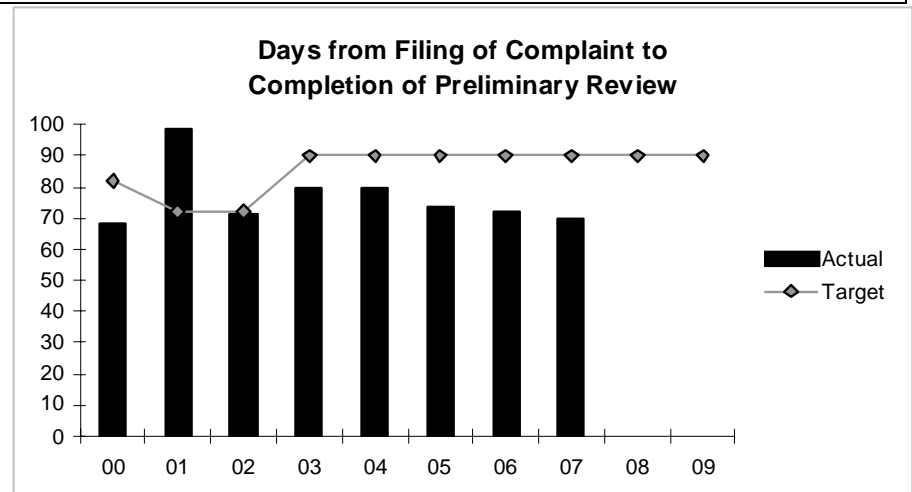
3. HOW WE ARE DOING

In 2006, all of the preliminary reviews initiated were completed within the 90-day time limit except when parties waived the time limit or the case was suspended pending a criminal investigation. Since 2000, the only year in which preliminary reviews were not completed within the statutory limit was 2001.

4. HOW WE COMPARE

Comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS



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In 2001, there were 27 cases that were not completed within the 90-day target. This relates directly to improving customer service. A respondent in a preliminary review may, with the consent of the commission, waive the 90-day time limit. This allows for the respondent to prepare a response, negotiate a settlement, and consult with legal counsel or other such purposes. The waiver is usually granted to accommodate a respondent's needs.

6. WHAT NEEDS TO BE DONE

The commission has been meeting the statutory requirement of completing preliminary reviews within the 90-day period. The commission's performance in meeting this goal needs to be monitored to ensure compliance with the statutory requirement continues.

7. ABOUT THE DATA

Data in this measure is based on dates recorded as to the beginning and end of the preliminary review. It is empirical and speaks for itself.

III. KEY MEASURE ANALYSIS

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KPM #2	STATUTORY COMPLAINT PRELIMINARY REVIEW TIMELINESS Percentage of filed complaints with completion of preliminary review within the statutory 90-day time limit.	Measure since: 2006
Goal	Statutory Complaint Preliminary Review Timeliness - Agency Mission	
Oregon Context	To provide excellent customer service	
Data source	Agency case log database and case files	
Owner	Ronald A. Bersin, 503-378-5105	

1. OUR STRATEGY

The beginning and expiration dates for each preliminary review are recorded in the agency database. The investigator and the director are provided periodic reports that highlight the expiration dates. The preliminary reviews are placed on commission meeting agendas to insure the commission takes action on each preliminary review before the statutory expiration date. Legal counsel from the Department of Justice is consulted and reviews of each preliminary review prior to action by commission.

2. ABOUT THE TARGETS

The target for the percentage of complaints completed within the statutory requirement of 90 days is 90 percent. A 90-day period is the maximum allowed for the initial preliminary review phase of the complaint.

3. HOW WE ARE DOING

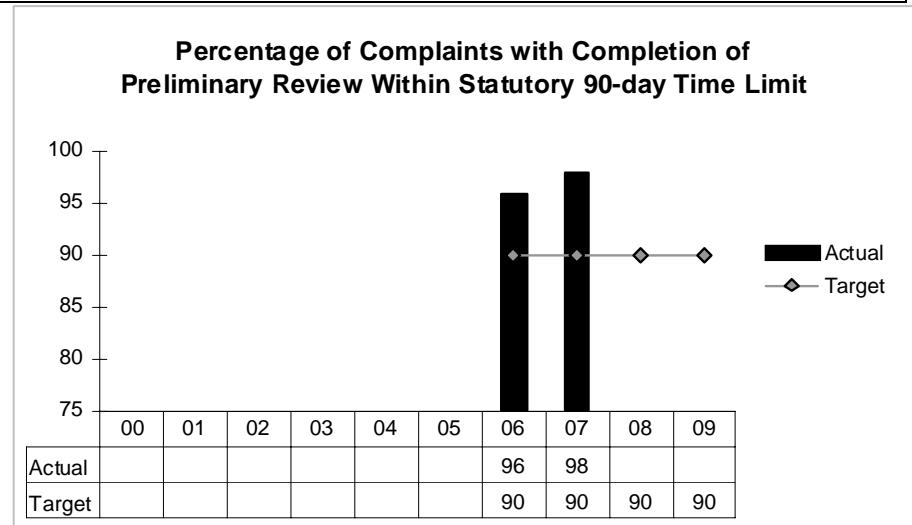
This is a new measure. In 2006, the commission completed 95 percent of the preliminary review phases of complaints received within the 90-day period.

4. HOW WE COMPARE

Comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS

This measure relates directly to the commission’s statutory requirement to complete all preliminary reviews in a 90-day period. A target of 100 percent cannot be set because of other variables provided in the statutes and relates directly to improving customer service. A respondent in a preliminary review may, with the consent of the commission, waive the 90-day time limit. This allows for the respondent to prepare a response, negotiate a settlement, and consult with legal counsel or other such purposes. The waiver is usually granted to accommodate a respondent’s needs. This accounts for complaints for which the preliminary review exceeded the statutory limit of 90- days.



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6. WHAT NEEDS TO BE DONE

Except for the complaints for which a waiver was agreed, the commission has been meeting the statutory requirement of completing preliminary reviews within the 90-day period. The commission's performance in meeting this goal needs to be monitored to insure compliance with the statutory requirement continues.

7. ABOUT THE DATA

Data in this measure is based on dates recorded as to the beginning and end of the preliminary review. It is empirical and speaks for itself

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III. KEY MEASURE ANALYSIS

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KPM #3	TIMELY INVESTIGATIVE REVIEW OF COMPLAINTS	Measure since: 1999
	Number of days from finding of cause to completion of investigation (statutory maximum = 120 days)	
Goal	Timely Investigative Review of Complaints - Agency Mission	
Oregon Context	To provide excellent customer service	
Data source	Agency case log database and individual case files	
Owner	Ronald A. Bersin, 503-378-5105	

1. OUR STRATEGY

The beginning and expiration dates for each Investigation are recorded in the agency database. The investigator and the director are provided periodic reports that highlight the expiration dates. The investigations are placed in commission meeting agendas to insure the commission takes action on each investigation before the statutory expiration date. Legal counsel from the Department of Justice is consulted and reviews of each investigation prior to action by commission.

2. ABOUT THE TARGETS

The number of days to complete an investigation is set by statute. The maximum allowed for the investigative phase is 120 days. The target is for no investigative phase to exceed that limit.

3. HOW WE ARE DOING

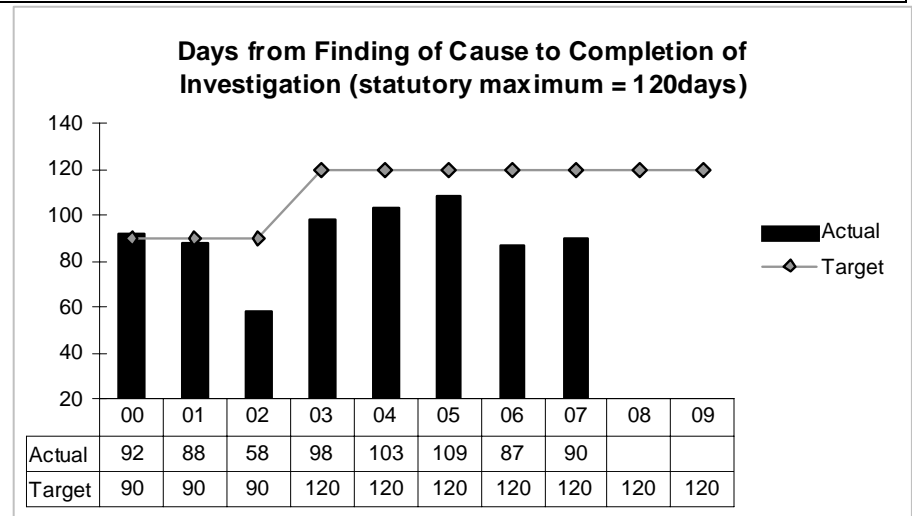
Since 2000, the commission has not exceeded the 120-day limit for investigations. In fact, the investigative phases have been ended before the 120-day limit was reached.

4. HOW WE COMPARE

Comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS

The commission meeting schedule is designed so that the commission can take action to end the investigative phase before the expiration of the 120-day limitation. There is a provision in the law that allows the commission, with justification, to extend the investigative phase an additional 30 days. Both the meeting schedule and any extensions may have an impact on the number of days needed for the commission to end the investigative phase. There are also cases in which the respondent wishes to end the investigation by negotiating a settlement of the matter. This would also impact the number of days needed for the commission to end the investigative phase.



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6. WHAT NEEDS TO BE DONE

The commission has been meeting the statutory requirement of completing investigations within the 120-day period. The commission's performance in meeting this goal needs to be monitored to ensure compliance with the statutory requirement continues.

7. ABOUT THE DATA

Data in this measure is based on dates recorded as to the beginning and end of the investigative phase. It is empirical and speaks for itself.

AGENCY NAME: Oregon Government Ethics Commission

III. KEY MEASURE ANALYSIS

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KPM #4	STATUTORY COMPLAINT INVESTIGATION TIMELINESS Percentage of investigations completed within the statutory 120-day time limit	Measure since: 2006
Goal	Statutory Complaint Investigation Timeliness - Agency Mission	
Oregon Context	To provide excellent customer service	
Data source	Agency case log database and individual case files	
Owner	Ronald A. Bersin , 503-378-5105	

1. OUR STRATEGY

The beginning and expiration dates for each Investigation are recorded in the agency database. The investigator and the director are provided periodic reports that highlight the expiration dates. The investigations are placed in commission meeting agendas to insure the commission takes action on each investigation before the statutory expiration date. Legal counsel from the Department of Justice is consulted and reviews of each investigation prior to action by commission.

2. ABOUT THE TARGETS

The number of days to complete an investigation is set by statute. The maximum allowed for the investigative phase is 120 days. The target is for the commission to end the investigative phase within the 120 day limit in 90 percent of the cases handled.

3. HOW WE ARE DOING

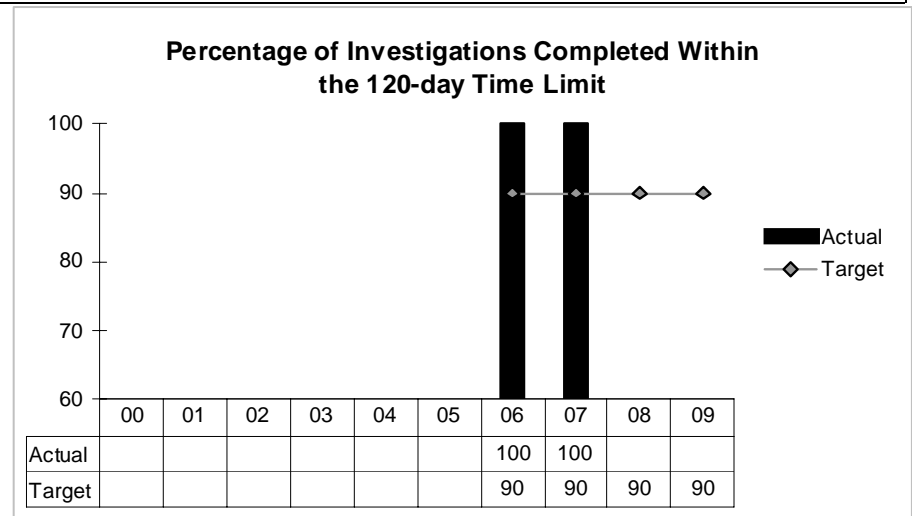
This is a new measure. In 2006, exceeded the target for investigations handled.

4. HOW WE COMPARE

Comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS

The commission meeting schedule is designed so that the commission can take action to end the investigative phase before the expiration of the 120-day limitation. There is a provision in the law that allows the commission, with justification, to extend the investigative phase an additional 30 days. Both the meeting schedule and any extensions may have an impact on the number of days needed for the commission to end the investigative phase. There are also cases in which the respondent wishes to end the investigation by negotiating a settlement of the matter. This would also impact the number of days needed for the commission to end the investigative phase.



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6. WHAT NEEDS TO BE DONE

The commission has been meeting the statutory requirement of completing investigations within the 120-day period. The commission's performance in meeting this goal needs to be monitored to insure compliance with the statutory requirement continues.

7. ABOUT THE DATA

Data in this measure is based on dates recorded as to the beginning and end of the investigative phase. It is empirical and speaks for itself.

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III. KEY MEASURE ANALYSIS

Agency Mission: The mission of the Oregon Government Ethics Commission (OGEC) is to fairly and impartially administer the regulatory provisions of Oregon Government Ethics law, Lobby Regulation law and Executive Session provisions of Oregon Public Meetings law efficiently, expeditiously and with the highest possible level of customer service.

KPM #5	WRITTEN OPINION TIMELINESS Number of days to issue written opinions of advice upon request from public officials and lobbyists	Measure since: 1999
Goal	Written Opinion Timeliness - Agency Mission	
Oregon Context	To provide excellent customer service	
Data source	Agency opinions database and individual files	
Owner	Ronald A. Bersin, 503-378-5105	

1. OUR STRATEGY

Requests for written opinions are entered into a database to indicate the date received and the date issued. The list of pending requests is regularly reviewed to ensure the request is being addressed. Two types of opinions are provided, advisory and staff. The advisory opinions must be reviewed by legal counsel from the Department of Justice.

2. ABOUT THE TARGETS

The number of days needed to issue an opinion is directly related to improved customer service and indirectly related to the priority of training. Thirty days is the current target and the desirable trend is for fewer days needed to issue an opinion or for a lower percent of the targeted thirty days.

3. HOW WE ARE DOING

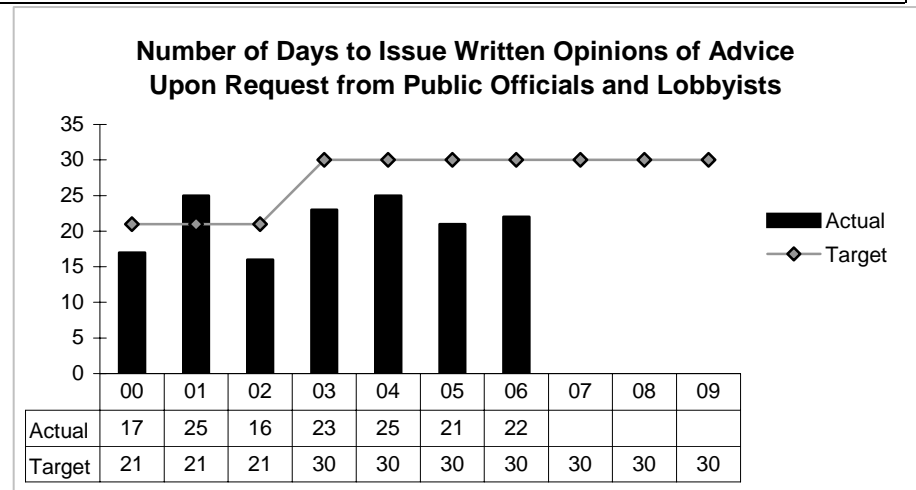
The days required to issue opinions has remained below the targeted thirty days. The target was increased from 21 to 30 days in 2003 and since then the days needed have averaged 75% of the 30 days. There does not appear to be an upward or downward trend.

4. HOW WE COMPARE

Comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS

Two factors could influence the commission's performance in this area. One is that if the request is for an advisory opinion, the opinion must be reviewed by the legal counsel and then scheduled on the agenda of a commission meeting. Currently, the commission meets about eight times each year and this could cause an upward trend in the number of days used to issue an opinion. The other factor is workload that demands the director and the investigator to prioritize time for training and compliance at the expense of time needed to prepare written opinions.



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III. KEY MEASURE ANALYSIS

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6. WHAT NEEDS TO BE DONE

The commission has been meeting the target of issuing opinions in 30 days or less. The commission's performance in meeting this goal needs to be monitored to insure compliance with the statutory requirements and opinions are timely issued.

7. ABOUT THE DATA

Data in this measure is based on dates recorded as to the beginning and end of the investigative phase. It is empirical and speaks for itself.

III. KEY MEASURE ANALYSIS

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KPM #6	PUBLIC OFFICIAL EDUCATION/TRAINING Number of annual training presentations to public officials and lobbyists	Measure since: 1999
Goal	Public Official Education/Training – #35 – Public Management Quality	
Oregon Context	To provide excellent customer service	
Data source	Director’s calendar and training request files	
Owner	Ronald A. Bersin, 503-378-5105	

1. OUR STRATEGY

The executive director oversees and provides the formal training presentations to public officials throughout the state. These presentations are scheduled on request. Informal training is provided by the remaining staff in response to customer service inquiries. This training is guidance offered on specific questions and circumstances.

2. ABOUT THE TARGETS

Since 2003 the targeted number of training sessions was 35, which was lowered from the target of 50. Training is a priority of the commission. It would be desirable to reach the targeted number of sessions each year or 100%.

3. HOW WE ARE DOING

While the targeted number of training sessions was adjusted downward, the most recent years indicate an upward trend toward 100%. It would be more compatible with the commission’s training priority to have the targeted number of training sessions increase.

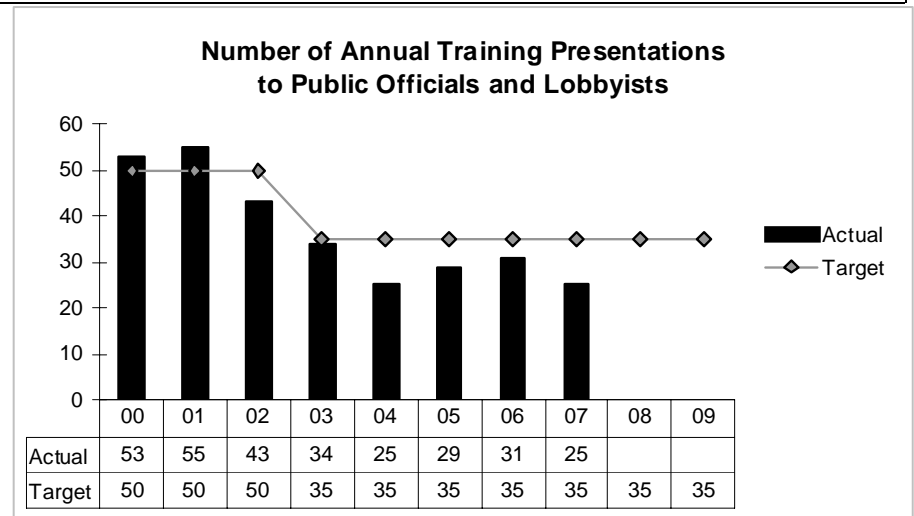
4. HOW WE COMPARE

Comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS

The commission’s results in this performance area are directly impacted by available time and resources. Workload demands on 3 FTE’s made it necessary to reduce the targeted number of training sessions since 2003 and impacted the number of training sessions that were provided. The agency has recently transitioned through a change of Director and an increase in funding. Anticipated increases to staffing levels will directly affect training efforts.

6. WHAT NEEDS TO BE DONE



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III. KEY MEASURE ANALYSIS

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The performance indicates that the current goal is nearing the current target. The commission was granted funding during the 2007 legislative session for additional staffing resources. The commission is currently recruiting for a position dedicated to providing training services, which should have a positive effect on the number of sessions provided and individuals reached.

7. ABOUT THE DATA

Data in this measure is based on dates recorded as to the training sessions provided by the executive director. It is empirical and speaks for itself.

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III. KEY MEASURE ANALYSIS

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KPM #7	TRAINING PRESENTATION SATISFACTION Percentage of customer satisfaction with training presentations based on survey instrument provided at each training presentation to public officials and lobbyist	Measure since: 2006
Goal	Training Presentation Satisfaction – #35 – Public Management Quality	
Oregon Context	To provide excellent customer service	
Data source	Training schedule database and survey summaries	
Owner	Ronald A. Bersin, 503-378-5105	

1. OUR STRATEGY

The commission has implemented a practice of providing a survey to those who attend training sessions presented by the executive director or other representative. The surveys will be collected and reviewed to measure the level of customer satisfaction.

2. ABOUT THE TARGETS

This is a new measure and the target has been set a 100 percent. It is likely that this target will have to be adjusted downward for it to be meaningful. Once adjusted the desirable performance would be to reach 100 percent of the targeted level of customer satisfaction.

3. HOW WE ARE DOING

No data was collected in 2006 due to staff shortages. Survey documents have been created to collect customer comment.

4. HOW WE COMPARE

Comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS

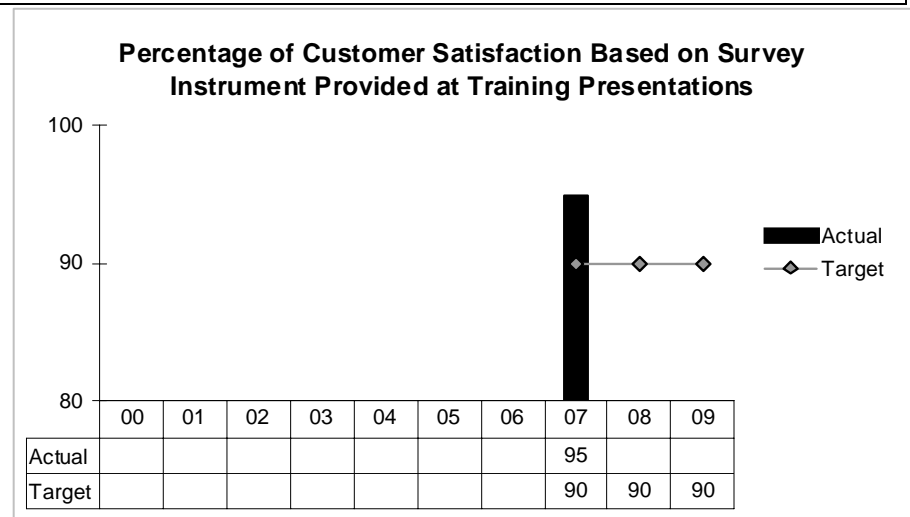
No data was collected in 2006 during a change of Director transition period.

6. WHAT NEEDS TO BE DONE

Agency will be perfecting its survey document and collecting information on performance to determine what actions are needed.

7. ABOUT THE DATA

None.



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KPM #8	MINIMIZE CASE DISPOSITION COSTS Percentage of contested cases settled before hearing	Measure since: 2006
Goal	Minimize Case Disposition Costs – #35 – Public Management Quality	
Oregon Context	Minimize case disposition costs	
Data source	Agency case log database and individual case files	
Owner	Ronald A. Bersin, 503-378-5105	

1. OUR STRATEGY

The commission can dispose of all matters by negotiating settlements for any case in preliminary review or investigation. The executive director is delegated to negotiate settlements at the most appropriate and earliest opportunity.

2. ABOUT THE TARGETS

The current target is to settle 90 percent of the cases through a negotiated settlement. The desirable outcome would be to reach or exceed the target in 100 % of the cases.

3. HOW WE ARE DOING

This measure was new in 2006 and the commission exceeded the target of 90 percent. Since it is a new measure it is not possible to draw any conclusions as to how the commission is performing in this area.

4. HOW WE COMPARE

This is a new measure and comparable agencies or standards are not known at this time.

5. FACTORS AFFECTING RESULTS

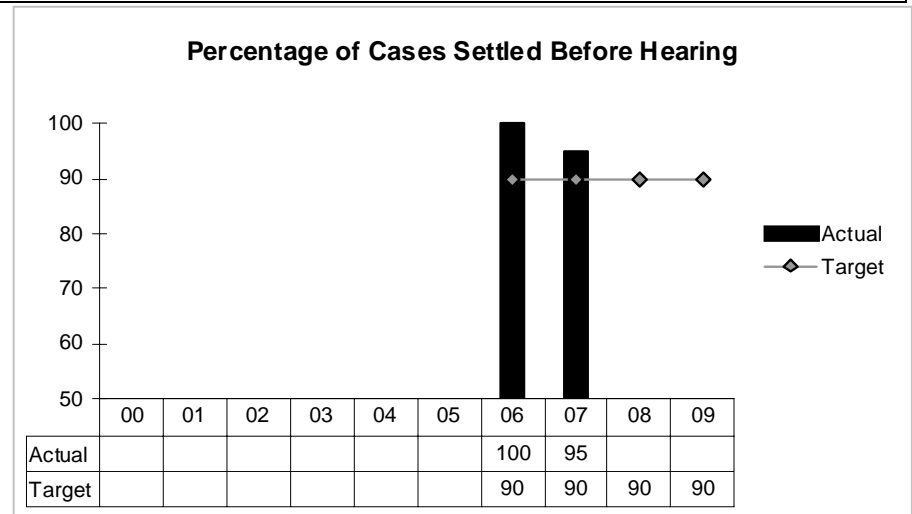
Unknown due to limited information.

6. WHAT NEEDS TO BE DONE

Unknown due to limited information.

7. ABOUT THE DATA

Data comes from the case information database and would be empirical in nature.



AGENCY NAME: Government Ethics Commission

I. EXECUTIVE SUMMARY

Agency Mission: : The mission of the Oregon Government Ethics Commission (OGEC) is to fairly and impartially administer the regulatory provisions of Oregon Government Ethics law, Lobby Regulation law and Executive Session provisions of Oregon Public Meetings law efficiently, expeditiously and with the highest possible level of customer service

KPMs # and #	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	Measure since: 2006
Goal	Customer Service	
Oregon Context	#35 – Public Management Quality	
Data source	Survey Summaries	
Owner	Ronald A. Bersin	

1. OUR STRATEGY

This is a new measure and a strategy has yet to be developed to gauge customer satisfaction.

2. ABOUT THE TARGETS

Information not available.

3. HOW WE ARE DOING

Information not available.

4. HOW WE COMPARE

Information not available.

5. FACTORS AFFECTING RESULTS

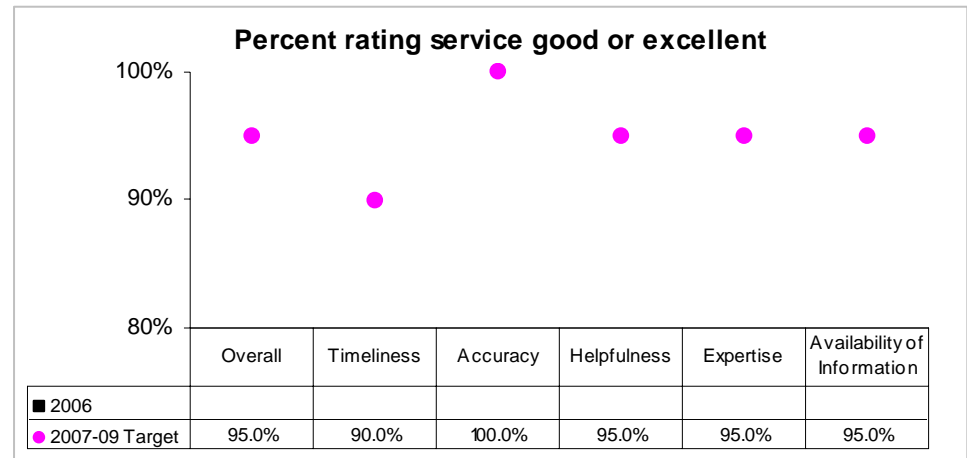
Information not available.

6. WHAT NEEDS TO BE DONE

Information not available.

7. ABOUT OUR CUSTOMER SERVICE SURVEY

The agency did not develop and distribute a customer survey during the early part of 2006, so no data was available for this report. A survey is now being crafted for distribution with results anticipated in 2007.



AGENCY NAME: Government Ethics Commission

III. USING PERFORMANCE DATA

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Contact: Ronald A. Bersin, Executive Director	Phone: 503-378-5105
Alternate: Virginia Lutz, Program Analyst	Phone: 503-378-5105

The following questions indicate how performance measures and data are used for management and accountability purposes.	
1 INCLUSIVITY Describe the involvement of the following groups in the development of the agency's performance measures.	The staff developed the commission's performance measures with the concurrence of commission members at the time (1998-99). Suggestions made to the agency during the 2003 Performance Measure Review were adopted and two additional performance measures were added for the 2005-07 biennium. Additional performance measures have been added for the 2007-09 biennium.
2 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?	Performance measure targets are reviewed and compared to actual data on an annual basis. That analysis is used to determine if performance measures need to be modified and/or targets need to be adjusted. The targets have been adjusted and additional measures have been created. All Performance Measures were modified to increase or decrease targets during the budgets developed in the last two biennia to address the reductions in funding. Target data for this report shows that the agency's performance ability is been diminished significantly by the reductions.
3 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?	The executive director attended training presentations by the staff of the Progress Board. Additional members of the commission staff will be sent to future training opportunities when feasible.
4 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?	The agency has communicated performance results biennially in budget requests to DAS, the Governor and the Legislative Assembly. Performance Reports are available on the agency website: www.ogec.state.or.us