

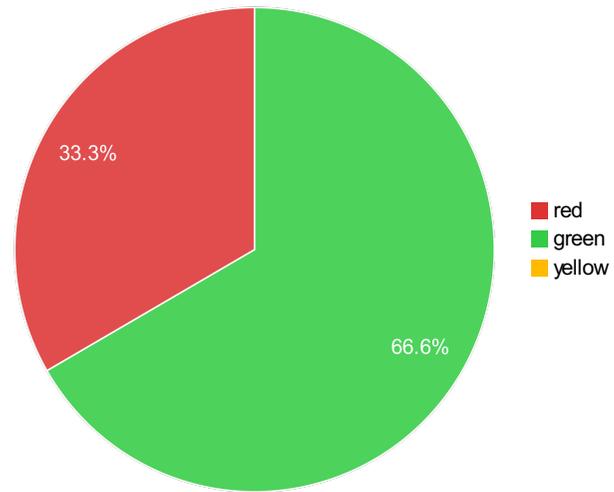
# **Government Ethics Commission**

Annual Performance Progress Report

Reporting Year 2016

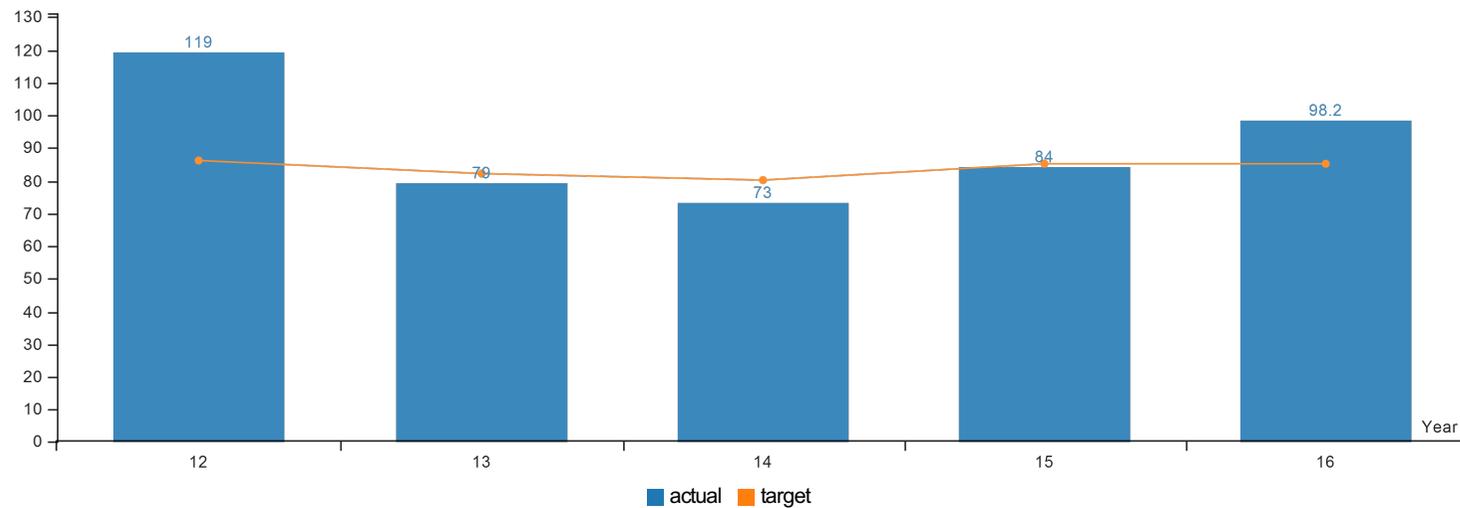
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KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed -
3	Training Programs Effectiveness -
4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
5	Customer Service - Percentage of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
6	Governance Best Practices - Percent of total best practices met by the commission.



	Green	Yellow	Red
	= Target to -5%	= Target -6% to -15%	= Target > -15%
<b>Summary Stats:</b>	66.67%	0%	33.33%

KPM #1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions</b>					
Actual	119%	79%	73%	84%	98.20%
Target	86%	82%	80%	85%	85%

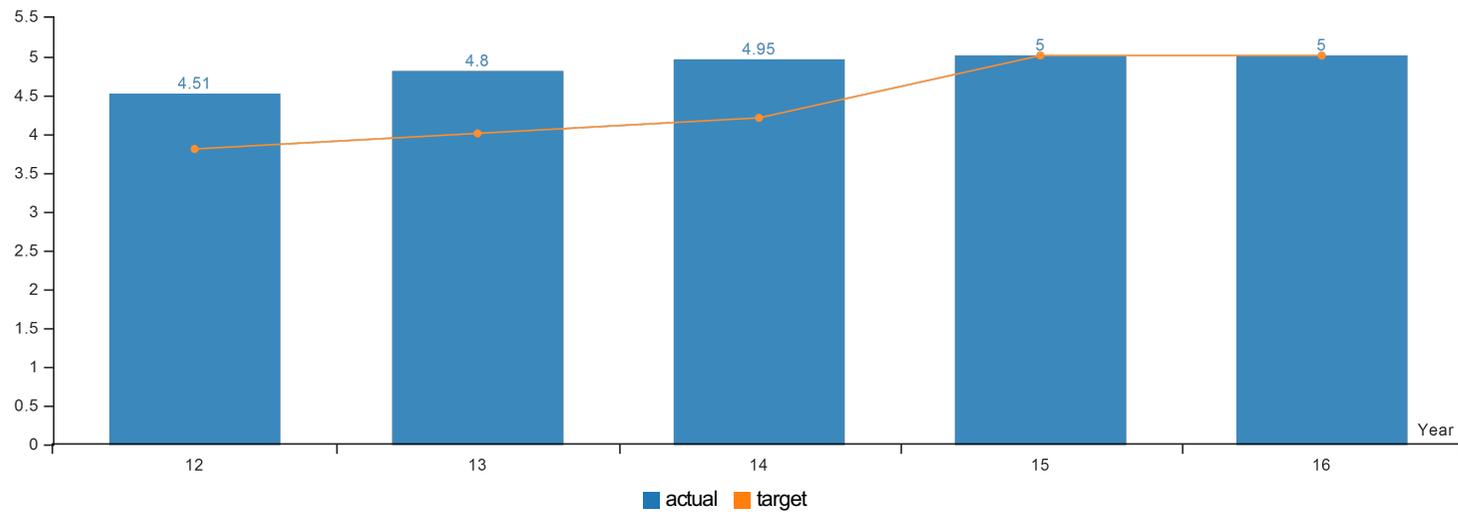
#### How Are We Doing

The data reflected is for calendar year 2015. The agency exceeded target on this measure because the agency used the statutorily-allowed 30 day extension on three of the four Staff Opinions issued. ORS 244.282(2) allows a 30 day extension of the 30 day time limit for Staff Opinions. On these three, the staff used 37, 57 and 40 days to complete the opinions, which resulted in a measure of 122% of the allotted time used. Another factor was the statutory reduction of time allowed for completion of the preliminary review phase of complaint investigations from 135 days to 30 days beginning July 1, 2015.

#### Factors Affecting Results

These factors were discussed earlier. The major factors affecting the measure were the reduction of preliminary review time from 135 days to 30 days beginning July 1, 2015, and the usage of statutorily-allowed extension of time for issuance of Staff Opinions due to staff availability, including turnover.

KPM #2	Quality of investigations completed -
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>Quality of Investigations</b>					
Actual	4.51	4.80	4.95	5	5
Target	3.80	4	4.20	5	5

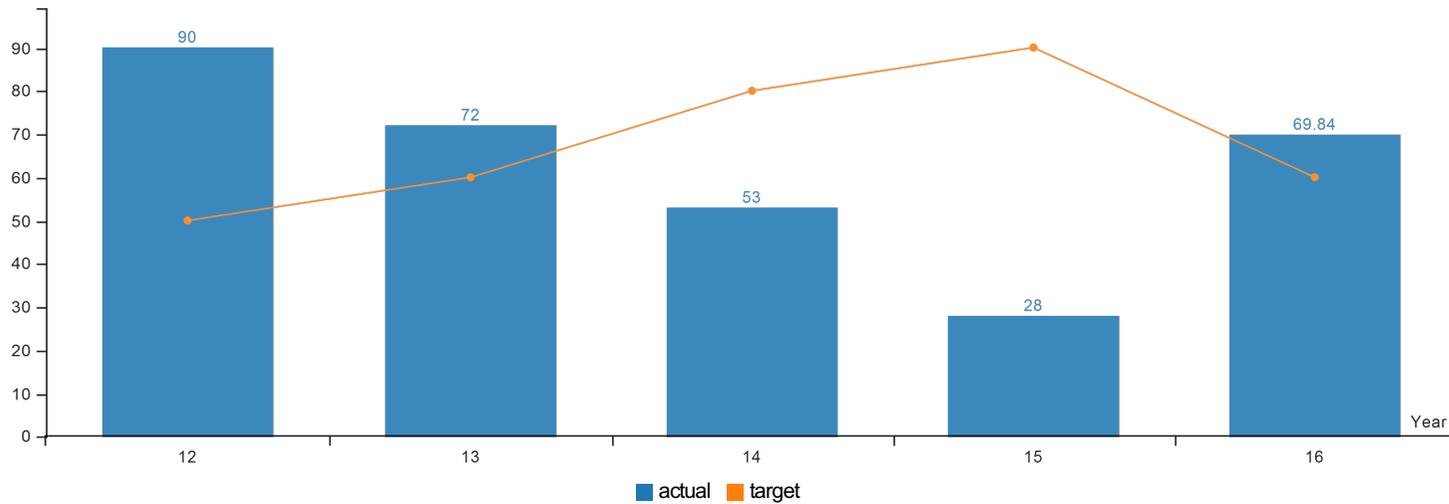
**How Are We Doing**

The data reflected is from the calendar year 2015. We are meeting the target on this measure. The measure is an objective measure of completed investigations.

**Factors Affecting Results**

The results are subject to the persons making the objective ratings. Eventually, the agency would prefer an outside source to rate the investigations; however, there is currently a lack of funding for this.

KPM #3	Training Program's Effectiveness -
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>Percentage of increase/decrease of knowledge base</b>					
Actual	90%	72%	53%	28%	69.84%
Target	50%	60%	80%	90%	60%

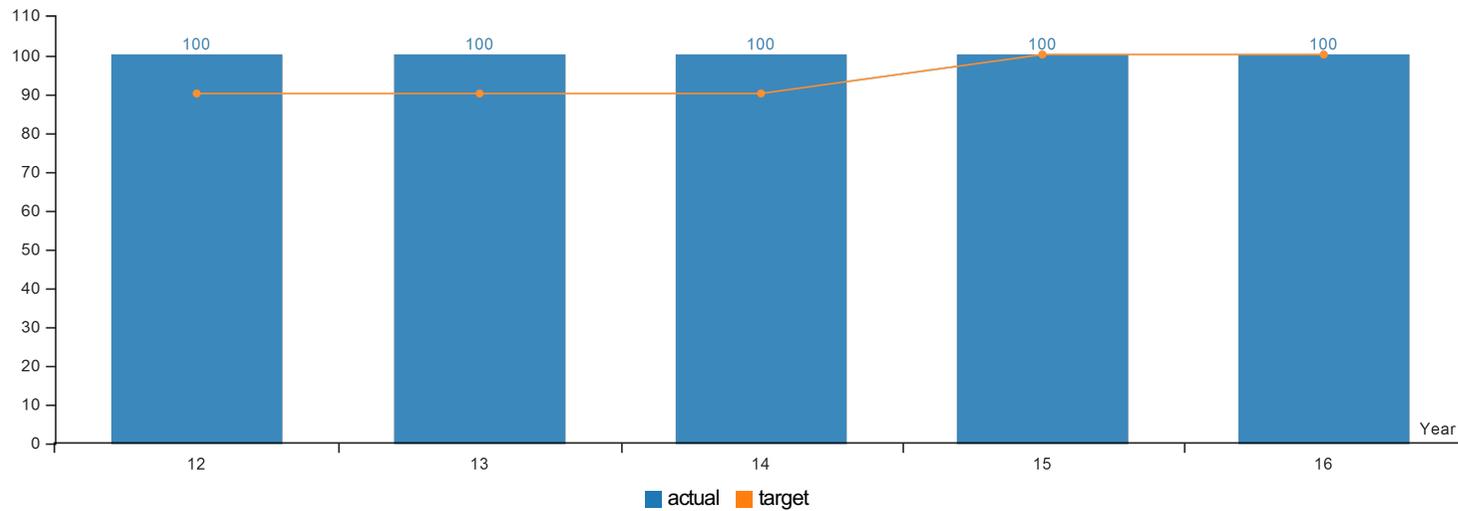
#### How Are We Doing

The data reported is from calendar year 2015. The agency is meeting its target. The trainers have worked hard to create pre and post tests of their presentations, which reflects that the participants are learning the material. The training program will continue to innovate methods of testing its participants and to gather data on the comprehension of the training materials.

#### Factors Affecting Results

The measure is a percentage of fewer wrong answers between the pre and post tests. By measuring the wrong answers, the training staff can adapt their training presentations and materials to focus on areas of lesser comprehension. This strategy has resulted in fewer incorrect answers on post tests. The results are affected by whether the participants of the training complete both pre and post tests. Without this comparison, the trainers are unable to measure the participants comprehension of the materials and presentation.

KPM #4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>Percentage of Contested Cases Settled Before Hearing</b>					
Actual	100	100	100	100	100
Target	90	90	90	100	100

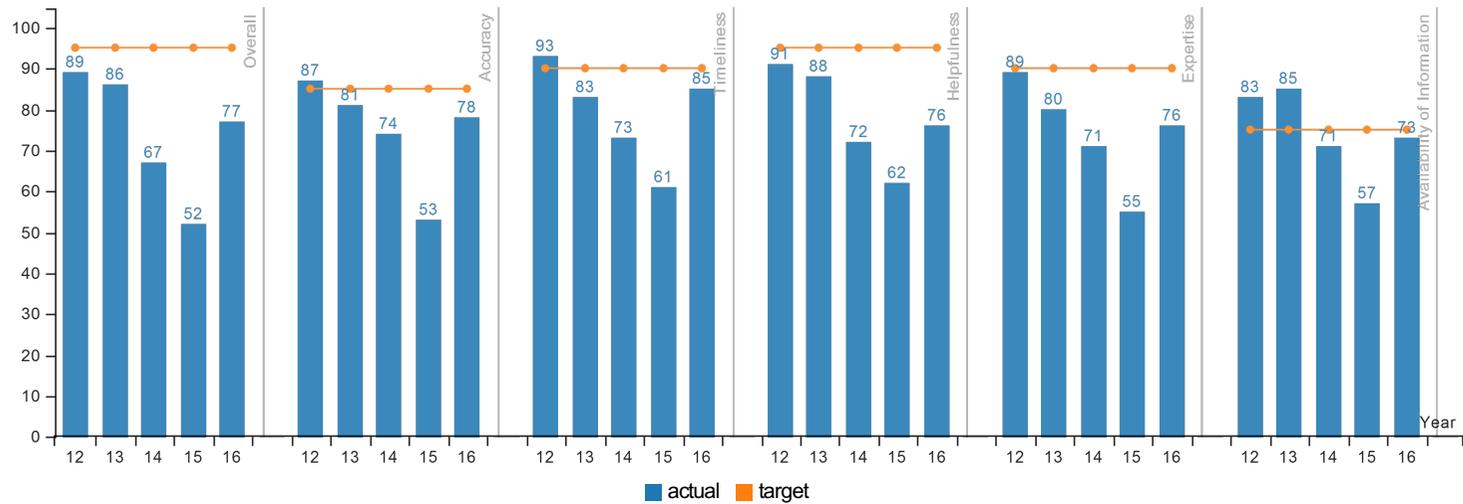
#### How Are We Doing

The data reported is for the calendar year 2015. The agency continues to settle 100 % of its cases.

#### Factors Affecting Results

The agency is required to pay the complainant's attorney fees if the agency does not prevail in contested case proceedings. The agency is unique in State government with this requirement. The risk of taking cases to contested case hearings is simply too high; therefore, the agency prefers to settle its cases.

KPM #5 Customer Service - Percentage of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.  
 Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>Overall</b>					
Actual	89	86	67	52	77
Target	95	95	95	95	95
<b>Accuracy</b>					
Actual	87	81	74	53	78
Target	85	85	85	85	85
<b>Timeliness</b>					
Actual	93	83	73	61	85
Target	90	90	90	90	90
<b>Helpfulness</b>					
Actual	91	88	72	62	76
Target	95	95	95	95	95
<b>Expertise</b>					
Actual	89	80	71	55	76
Target	90	90	90	90	90
<b>Availability of Information</b>					
Actual	83	85	71	57	73
Target	75	75	75	75	75

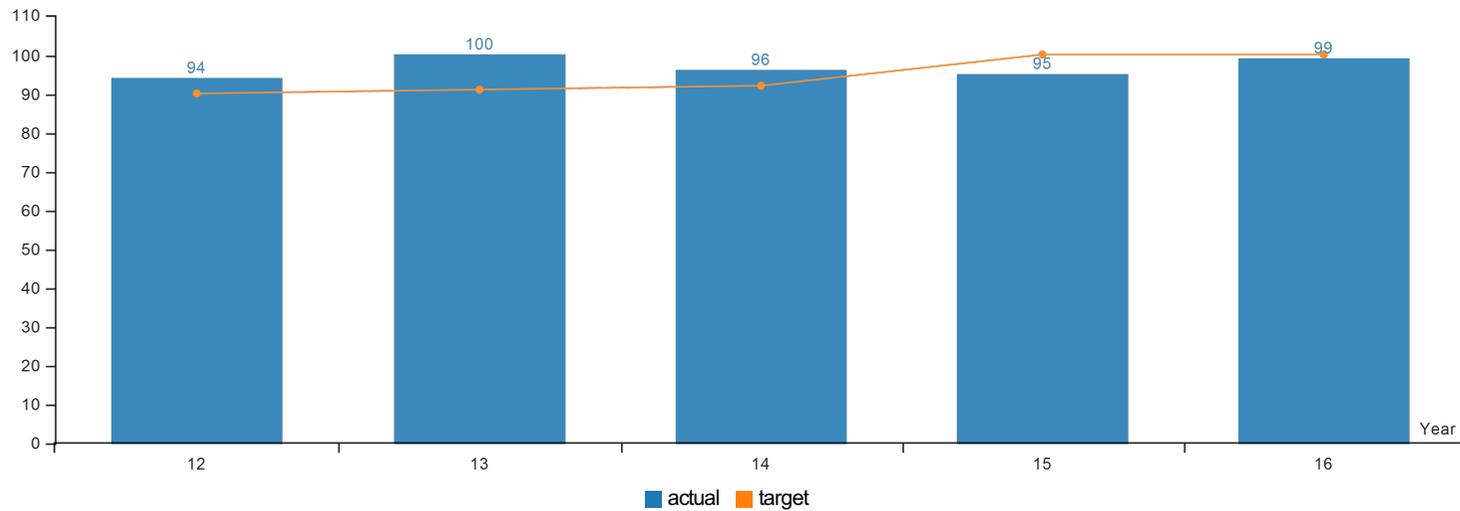
How Are We Doing

The data reported is for the calendar year 2015. We are below target on 6 of the 6 measurements. One measurement, timeliness, is at 85%, but the target is 90%.

**Factors Affecting Results**

In the calendar year 2015, the agency was required to investigate the problems surrounding former Governor Kitzhaber. The responses on the customer service surveys seemed to follow the public's dissatisfaction with the former Governor. The agency's statutorily-required confidentiality during the preliminary review phase of former Governor Kitzhaber was seen by the public as the agency not disclosing the facts of the case. We expect this is an anomaly and expect performance in this area to again be above expectations in the next reporting period.

KPM #6	Governance Best Practices - Percent of total best practices met by the commission.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
<b>Best Practices</b>					
Actual	94	100	96	95	99
Target	90	91	92	100	100

**How Are We Doing**

The data reported is for calendar year 2015. The agency is below target on this measure by one percentage point.

**Factors Affecting Results**

One Commissioner's concern was about the agency's policy option packages. Management will work with Commission members to ensure their complete understanding of these packages.