

**OREGON RACING COMMISSION**  
**2011 Key Performance Measures (KPM) Update**

Summary Statistics:	Green =Target to -5%	Yellow =Target -6% to -15%	Red =Target > -15%	Pending	Exception <small>(Cannot calculate status/zero entered for either Actual or Target)</small>
	75.00%	25.00%	0.00%	0.00%	
KPMs	Actual	Target	Status	Reporting Year	Management Comments
<b>#1 Animal Safety:</b> Number of horses euthanized by the Oregon Racing Commission veterinarian due to catastrophic injury occurring during racing per every 1,000 starters	1.70	1.50	Yellow	2011	The Commission's Horse Medication and Safety sub-committee continues to address issues that could be the potential cause of a horse breakdown prior to the injury occurring. One indication is that the Commission has seen improvement, going from red to yellow on this performance measure. The sub-committee has established policy and practices that contribute to the reduced number of catastrophic injuries. An example of this is pre-race examinations conducted by the Commission Veterinarian.
<b>#2 License Turnaround Time:</b> Average number of work days from receipt of a complete individual application and questionnaire to conclusion of a criminal background check	5.00	5.00	Green	2011	Staff has cross-trained where appropriate and additional support has been provided by sharing staff time to assist with completing application forms and processing payments.
<b>#3 Excellent Customer Service:</b> Percent of customers rating their satisfaction with the agency's customer services as "good" or "excellent;" overall, timeliness, accuracy, helpfulness, expertise, availability or information	89.00	75.00	Green	2011	Results of the customer survey responses indicate the Commission staff provides a consistent, high-level of customer service.
<b>#4 Best Practices:</b> Percent of total best practices met by the board (Commission)	100.00	100.00	Green	2011	The Commissioners have successfully implemented the action plan put into effect in 2008. Commission best practices are routinely evaluated and changes are made as deemed necessary.

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the Oregon Racing Commission's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gathering and calculation methodology.