

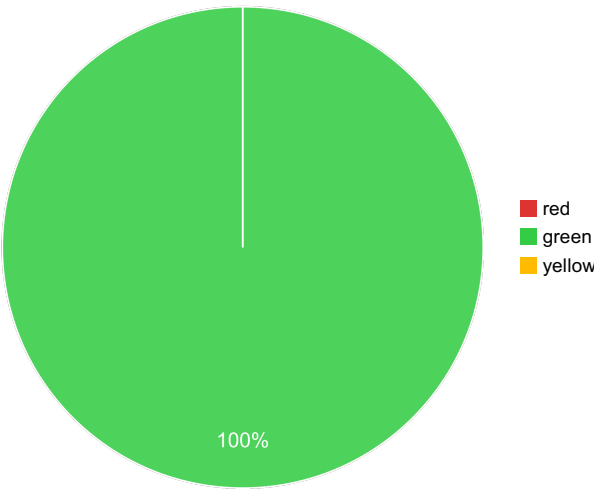
Advocacy Commissions Office

Annual Performance Progress Report

Reporting Year 2025

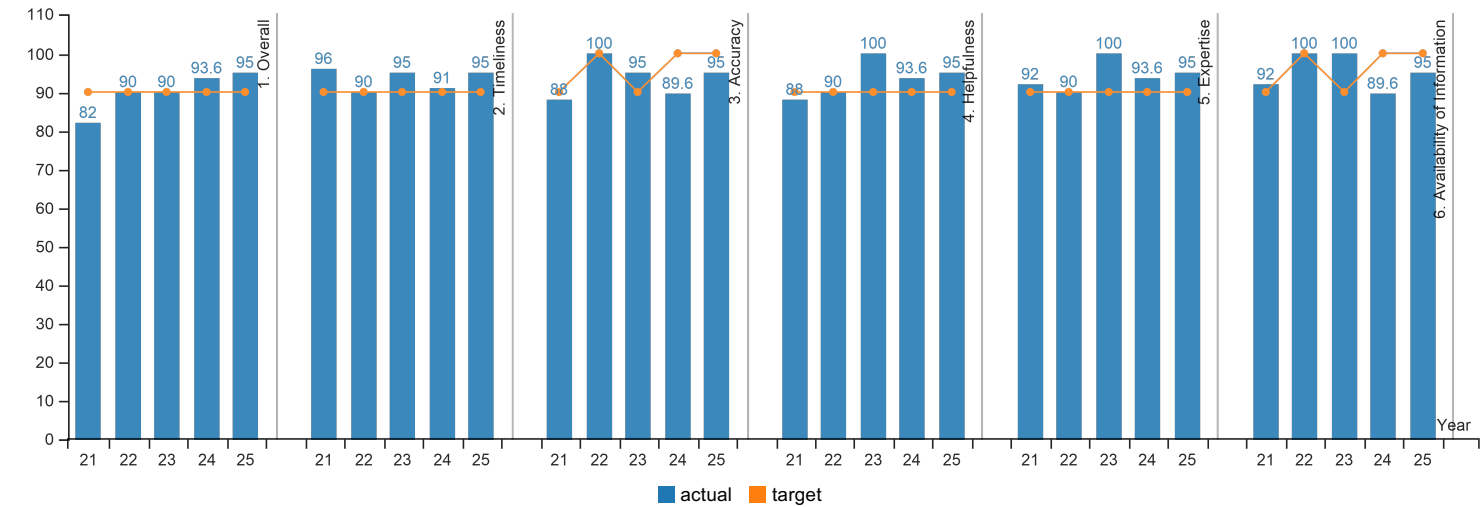
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KPM #	Approved Key Performance Measures (KPMs)
1	Customer Service - Percent of commissioners who rate the Oregon Advocacy Commissions Office service quality as good or excellent- overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information
2	Best Practices - Percent of total best practices met by the Oregon Advocacy Commissions
3	New Commissioner Onboarding - Survey of new commissioners to gauge the quality of our onboarding training and process.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1	Customer Service - Percent of commissioners who rate the Oregon Advocacy Commissions Office service quality as good or excellent- overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information
	Data Collection Period: Jan 01 - Dec 31



Report Year	2021	2022	2023	2024	2025
1. Overall					
Actual	82%	90%	90%	93.60%	95%
Target	90%	90%	90%	90%	90%
2. Timeliness					
Actual	96%	90%	95%	91%	95%
Target	90%	90%	90%	90%	90%
3. Accuracy					
Actual	88%	100%	95%	89.60%	95%
Target	90%	100%	90%	100%	100%
4. Helpfulness					
Actual	88%	90%	100%	93.60%	95%
Target	90%	90%	90%	90%	90%
5. Expertise					
Actual	92%	90%	100%	93.60%	95%
Target	90%	90%	90%	90%	90%
6. Availability of Information					
Actual	92%	100%	100%	89.60%	95%
Target	90%	100%	90%	100%	100%

How Are We Doing

The Oregon Advocacy Commissions Office (OACO) continues to demonstrate measurable progress in delivering high-quality customer service to commissioners. Year over year, the percentage of commissioners who rate OACO's overall service quality as *good* or *excellent*—across all key dimensions including timeliness, accuracy, helpfulness, expertise, and availability of information—has increased.

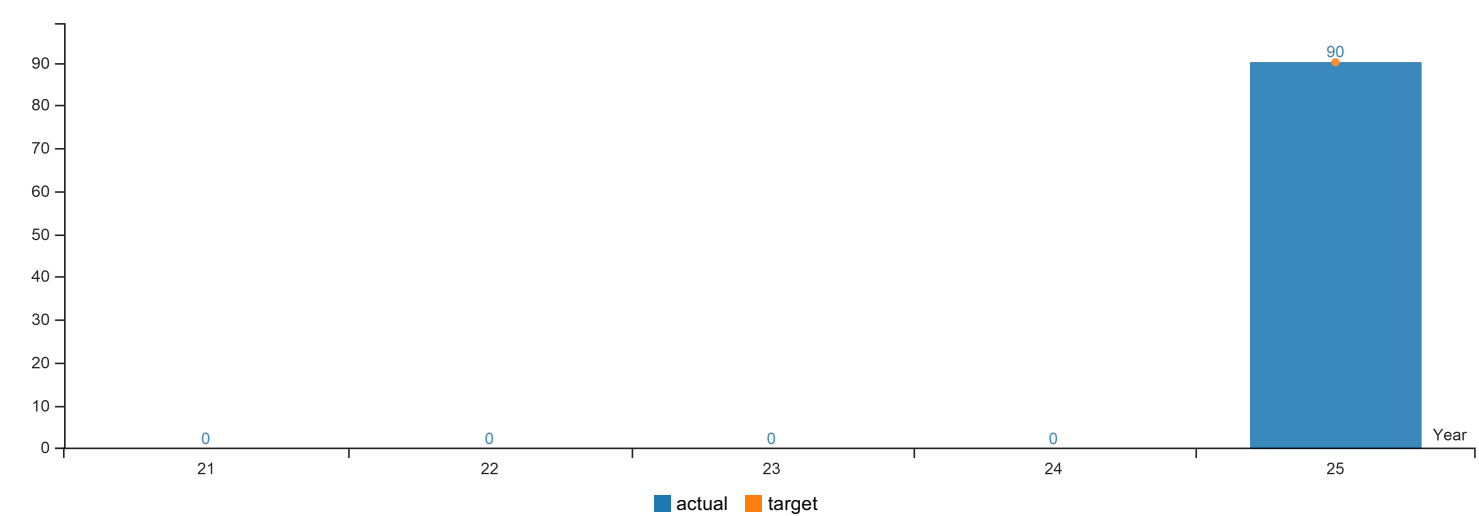
This positive trend reflects our intentional focus on strengthening communications, streamlining processes, and providing commissioners with more timely and accurate information. Investments in staff training, clearer workflows, and enhanced access to resources have directly contributed to higher satisfaction ratings.

Factors Affecting Results

The improvement in commissioner evaluations not only validates OACO's commitment to responsive and effective service but also reinforces our ability to support the commissions in advancing equity, policy, and advocacy priorities for the communities we serve. Sustaining and building upon this upward trajectory will remain a central priority as we continue to refine our practices and deliver consistent, reliable, and expert support.

KPM #2	Best Practices - Percent of total best practices met by the Oregon Advocacy Commissions
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Best Practices					
Actual					90%
Target					90%

How Are We Doing

The Oregon Advocacy Commissions Office (OACO) continues to strengthen its operations and governance by consistently advancing the adoption of best practices. Year over year, the percentage of total best practices met by OACO has maintained a high level, reflecting steady, measurable progress in aligning our work with recognized standards of accountability, efficiency, and effectiveness.

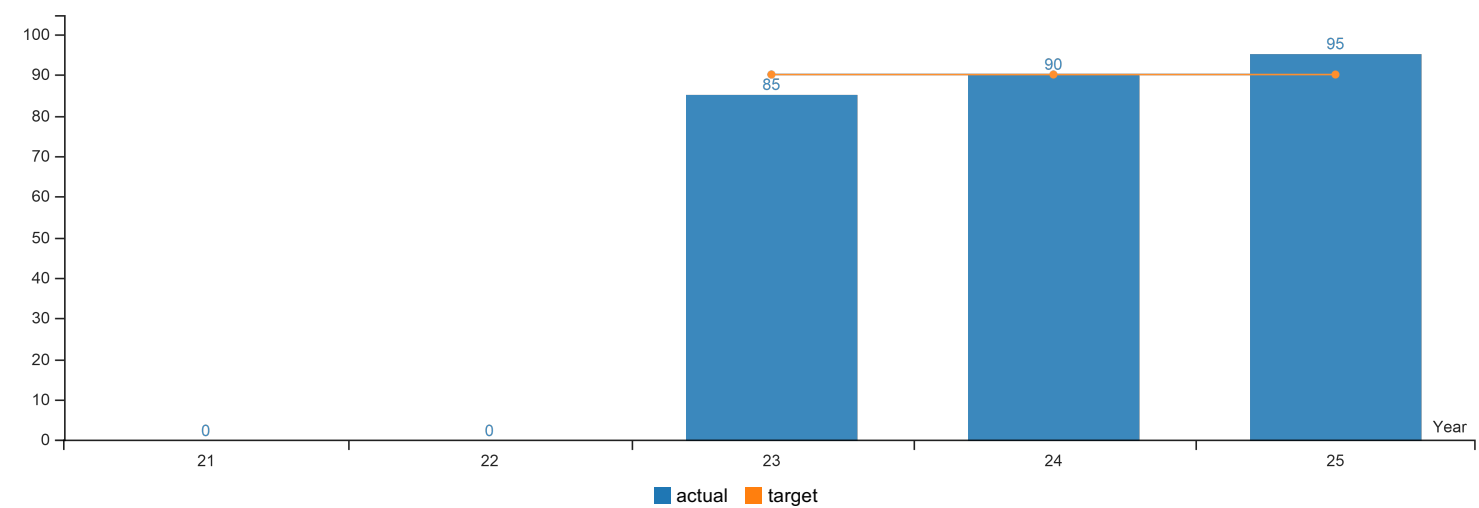
- Governance and Compliance – strengthening adherence to statutory responsibilities and clear alignment with state policy requirements.
- Fiscal Accountability – refining budget processes, ensuring transparency, and improving documentation of financial decisions.
- Operational Efficiency – streamlining workflows, implementing process improvements, and reducing administrative bottlenecks.
- Policy Alignment and Impact – ensuring commission activities and recommendations are informed by accurate data, responsive to community needs, and aligned with statewide equity goals.
- Equity Frameworks and Community Engagement – embedding equity principles into planning and execution and expanding outreach to ensure inclusive participation.

Factors Affecting Results

The Oregon Advocacy Commissions Office (OACO) experienced several staffing changes in the last 12 months. In light of these challenges, OACO provides consistent level of best practices highlights OACO's commitment to consistency. Going forward OACO plans to steadily be meeting and increasing their best practices each year. As the office strengthens its organizational foundation, builds greater trust with commissioners, and will ensure that it is well-positioned to deliver on its statutory responsibilities and equity mission.

KPM #3	New Commissioner Onboarding - Survey of new commissioners to gauge the quality of our onboarding training and process.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
New Commissioner Onboarding					
Actual			85%	90%	95%
Target			90%	90%	90%

How Are We Doing

The Oregon Advocacy Commissions Office (OACO) has made consistent progress in strengthening the onboarding experience for new commissioners. Survey results demonstrate a 5% year-over-year improvement in the percentage of best practices met within our onboarding training and processes.

This upward trend reflects intentional enhancements and data collection designed to ensure new commissioners are equipped with the knowledge, resources, and confidence needed to be effective in their roles. Specific improvements have included:

- Structured Orientation Sessions – providing clearer overviews of statutory responsibilities, commission goals, and governance practices.
- Improved Training Materials – updating guides, toolkits, and reference resources to be more user-friendly and accessible.
- Clarity in Roles and Expectations – ensuring new commissioners receive consistent information on their duties and the office’s support structures.
- Peer and Staff Support – incorporating mentoring opportunities and stronger connections to experienced commissioners and OACO staff.
- Equity and Community Context – embedding OACO’s equity mission and community engagement frameworks into onboarding from the start.

Factors Affecting Results

By raising the quality of the onboarding process OACO ensures that commissioners begin their service well-prepared, supported, and aligned with the office’s values and goals. This steady improvement builds a stronger foundation for commission effectiveness and long-term organizational success.