

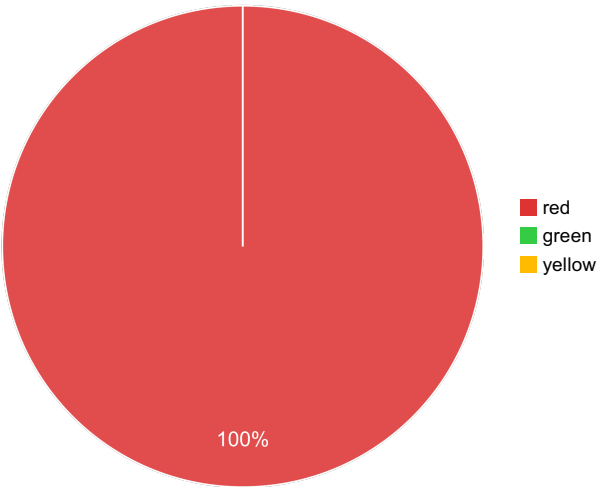
Advocacy Commissions Office

Annual Performance Progress Report

Reporting Year 2026

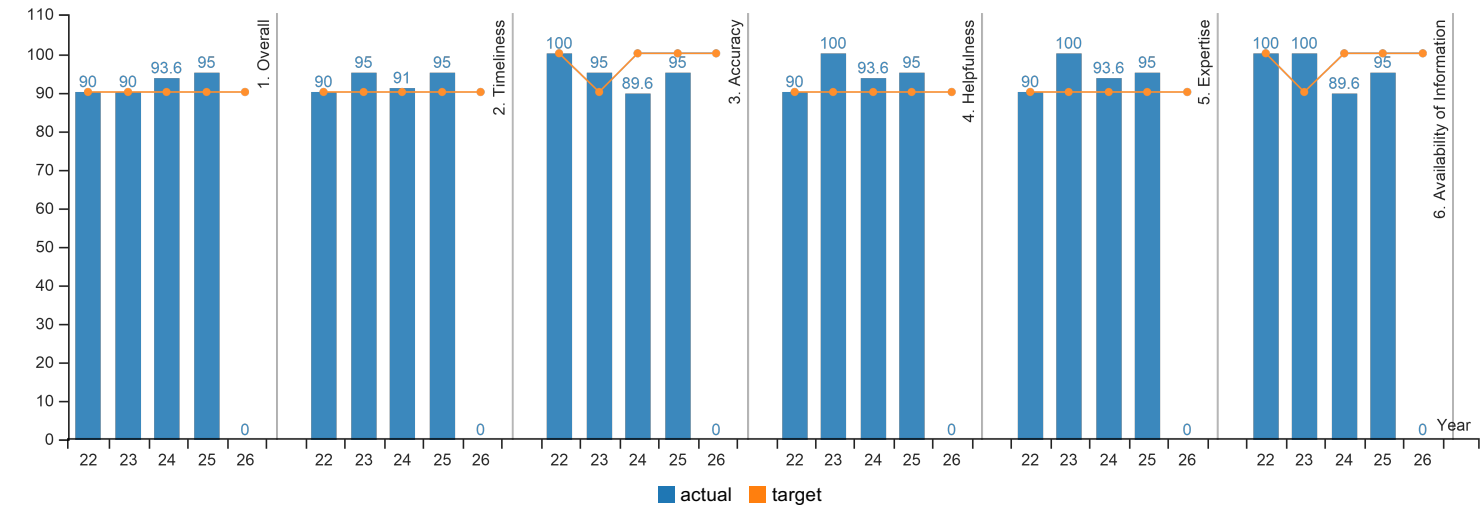
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KPM #	Approved Key Performance Measures (KPMs)
1	Customer Service - Percent of commissioners who rate the Oregon Advocacy Commissions Office service quality as good or excellent- overall customer service, timeliness, accuracy, helpfulness, expertise 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:	0%	0%	100%

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	2022	2023	2024	2025	2026
1. Overall					
Actual	90%	90%	93.60%	95%	0%
Target	90%	90%	90%	90%	90%
2. Timeliness					
Actual	90%	95%	91%	95%	0%
Target	90%	90%	90%	90%	90%
3. Accuracy					
Actual	100%	95%	89.60%	95%	0%
Target	100%	90%	100%	100%	100%
4. Helpfulness					
Actual	90%	100%	93.60%	95%	0%
Target	90%	90%	90%	90%	90%
5. Expertise					
Actual	90%	100%	93.60%	95%	0%
Target	90%	90%	90%	90%	90%
6. Availability of Information					
Actual	100%	100%	89.60%	95%	0%
Target	100%	90%	100%	100%	100%

How Are We Doing

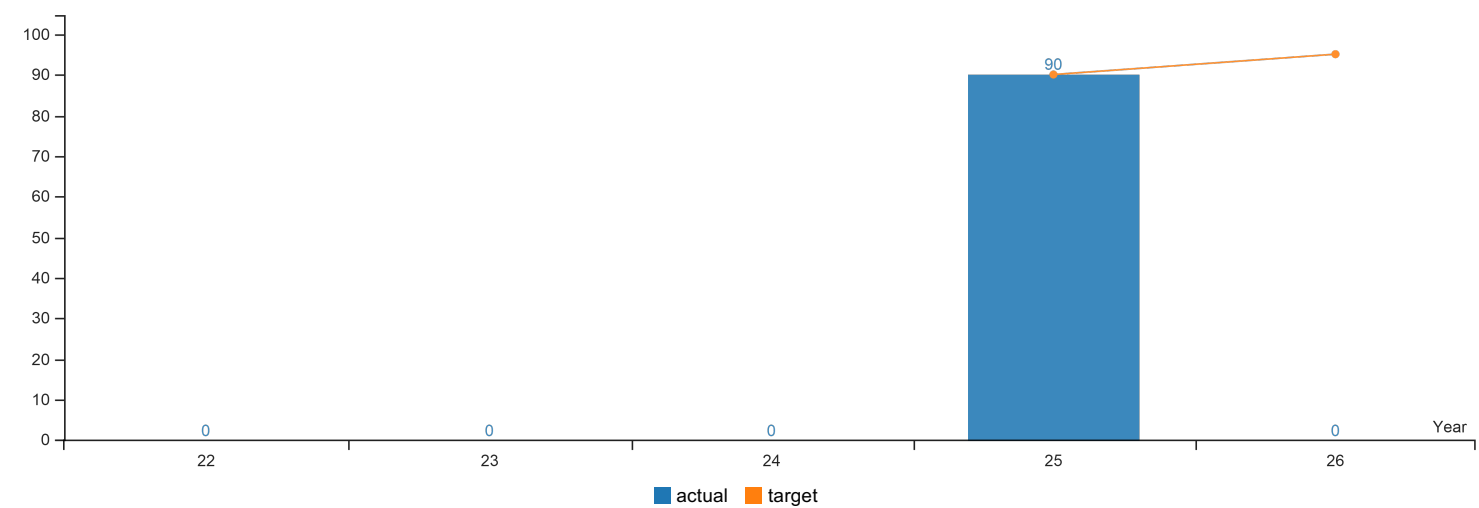
No updates to report

Factors Affecting Results

Because the Executive Director position was vacant, no surveys were distributed to collect data on the legislatively approved KPMs.

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	2022	2023	2024	2025	2026
Best Practices					
Actual				90%	0%
Target				90%	95%

How Are We Doing

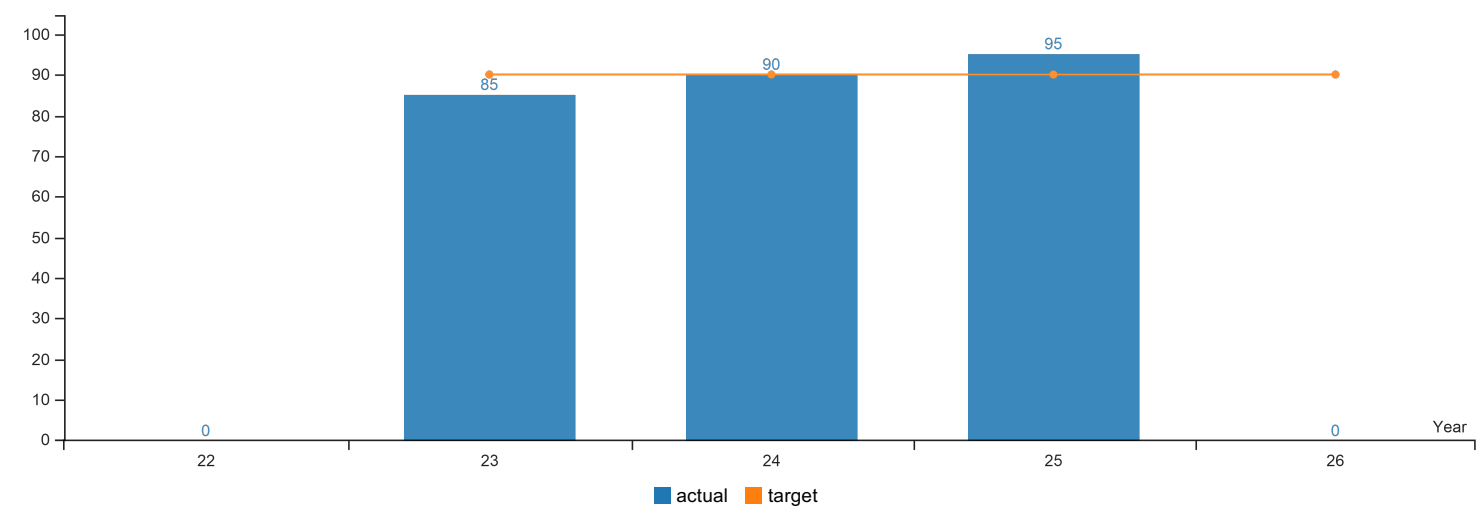
No updates to report

Factors Affecting Results

Because the Executive Director position was vacant, no surveys were distributed to collect data on the legislatively approved KPMs.

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	2022	2023	2024	2025	2026
New Commissioner Onboarding					
Actual		85%	90%	95%	0%
Target		90%	90%	90%	90%

How Are We Doing

No updates to report

Factors Affecting Results

Because the Executive Director position was vacant, no surveys were distributed to collect data on the legislatively approved KPMs.