

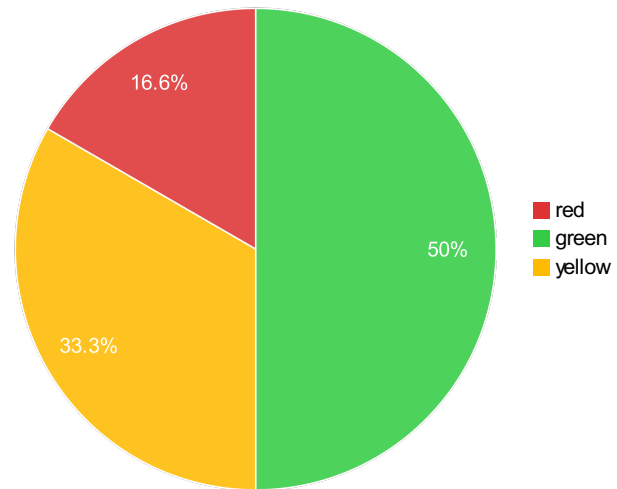
Government Ethics Commission

Annual Performance Progress Report

Reporting Year 2017

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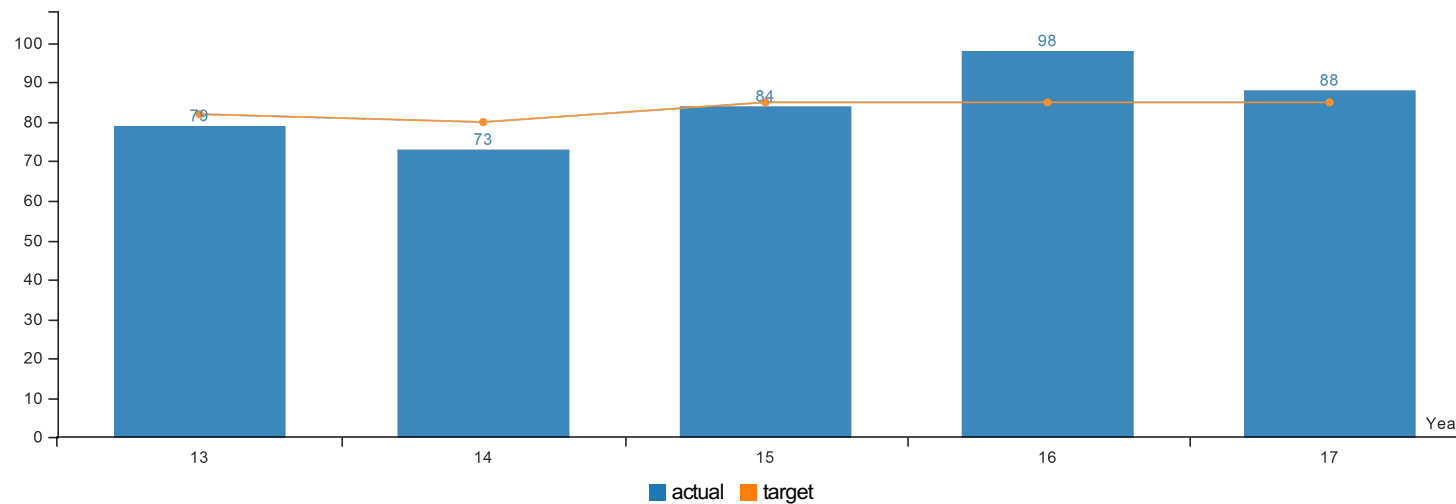
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed -
3	Training Programs Effectiveness -
4	Minimize Case Disposition Costs - Percentage 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.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	33.33%	16.67%

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

* Upward Trend = negative result



Report Year	2013	2014	2015	2016	2017
percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions					
Actual	79%	73%	84%	98%	88%
Target	82%	80%	85%	85%	85%

How Are We Doing

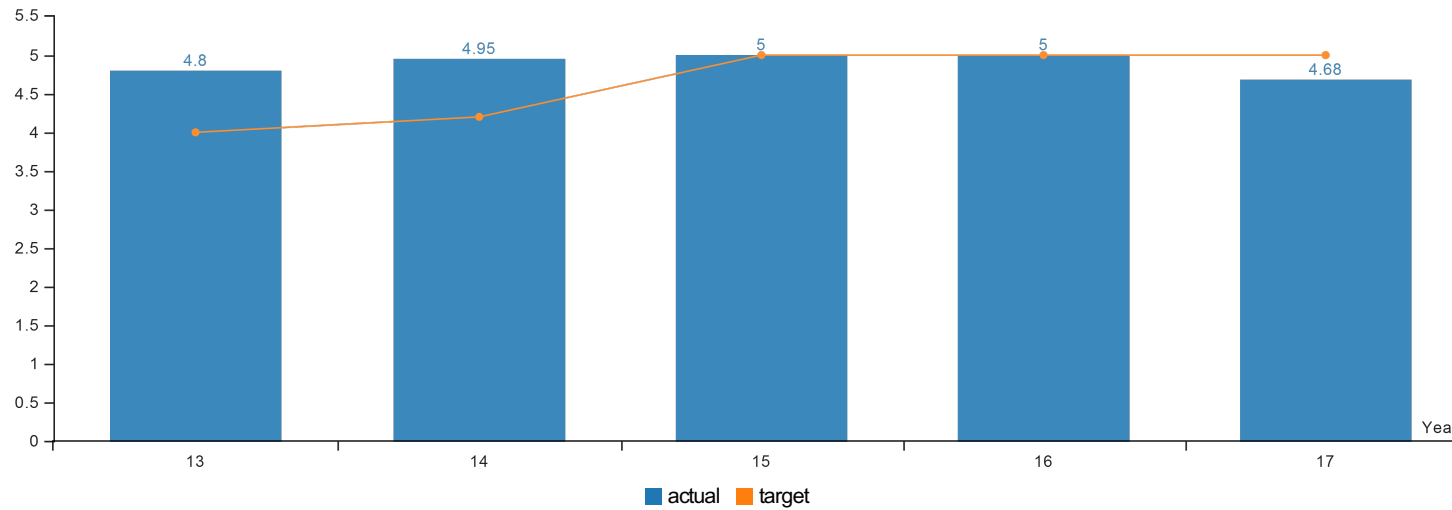
The data reflected is from the calendar year 2016. We are very close to our target. Both Preliminary Reviews (92%) and Investigations (96%) are using the majority of the allowed statutory time limit. Finalization of the reviews requires action through Commission vote at a regularly-scheduled meeting, which distorts the actual time used to complete the report. Advisory Opinions are currently utilizing 75% of the statutory time limit and also must be adopted at a Commission meeting.

Factors Affecting Results

Again, waiting for a Commission meeting to receive the vote of the Commission affects the use of the statutory time limit.

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

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
Quality of Investigations					
Actual	4.80	4.95	5	5	4.68
Target	4	4.20	5	5	5

How Are We Doing

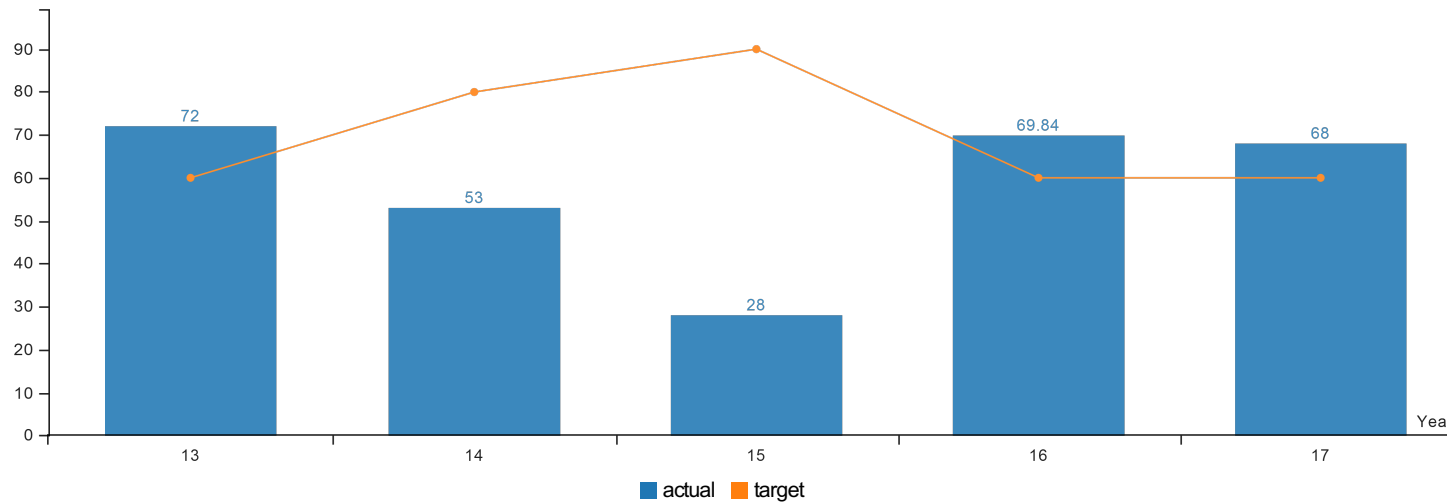
The data reflected is from the calendar year 2016. The decline in results on this measure is due to the hiring of a new investigator. By replacing an experienced investigator with a new one, timeliness and accessibility measures were affected. The reduction on this measure is a temporary one and should be back on target next year.

Factors Affecting Results

The replacement of an experienced investigator with a new hire resulted in a decrease in this measure's results. Also during this same time period, the agency migrated from a paper-based system to an electronic Case Management System. Moving from paper files to electronic files resulted in a temporary learning curve for the investigators, especially in the organization of their files.

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

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
Percentage of increase/decrease of knowledge base					
Actual	72%	53%	28%	69.84%	68%
Target	60%	80%	90%	60%	60%

How Are We Doing

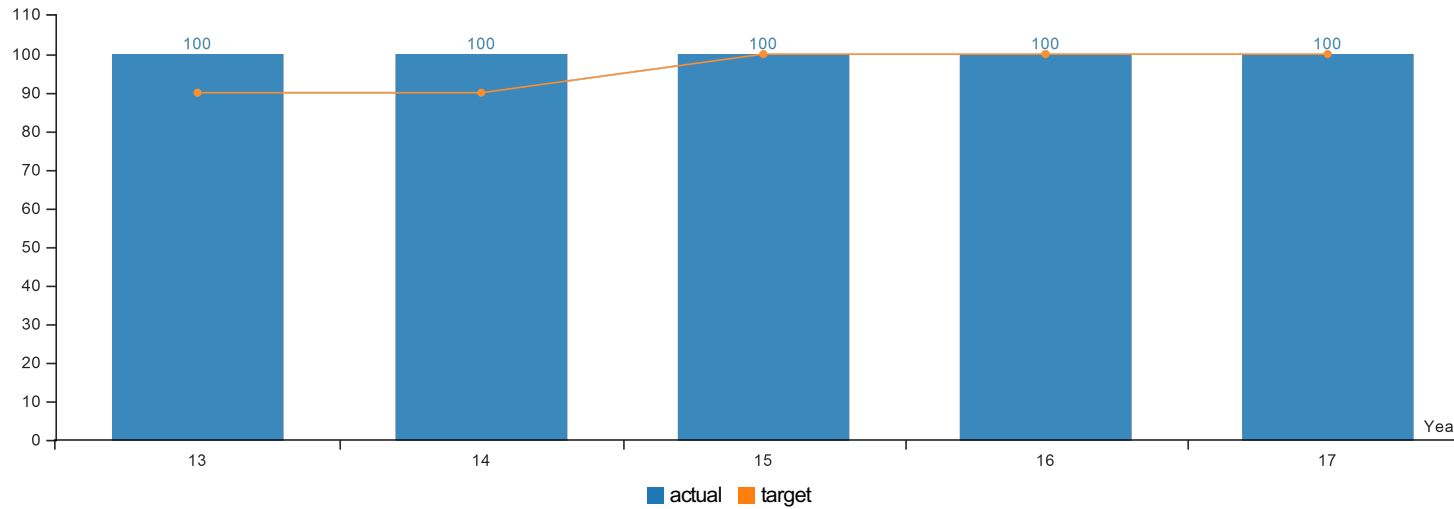
The data reported is from 2016. We are exceeding the target on this measure. The agency took great measures to increase the effectiveness of the training programs. That activity included re-writing basic training modules, learning new training delivery techniques, and creating a better method for measuring effectiveness. These changes have shown themselves in a positive result.

Factors Affecting Results

As said earlier, revamping the agency training, including enhancements to the delivery of the trainings, has created positive results. Another factor was that the agency began using electronic "clickers" during the presentations to survey the audience on their understanding of the training materials. This replaced paper tests given to participants before and after the training to measure the results. The use of the "clickers" has resulted in increased data from each training.

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

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
Percentage of Contested Cases Settled Before Hearing					
Actual	100	100	100	100	100
Target	90	90	100	100	100

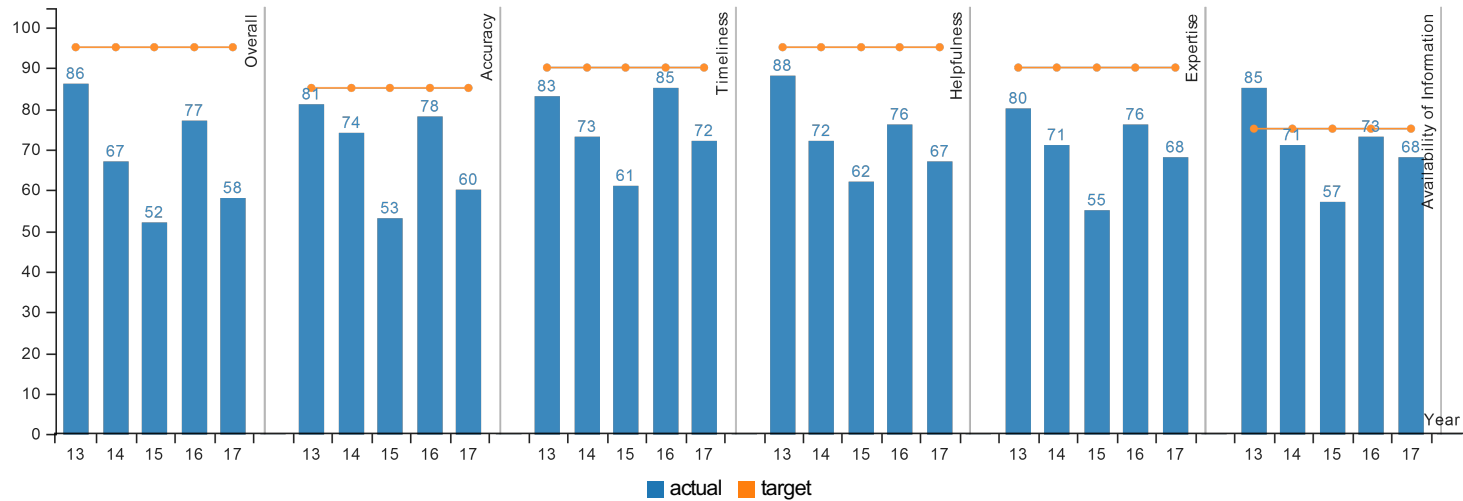
How Are We Doing

The data reported is for the calendar year 2016. 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	2013	2014	2015	2016	2017
Overall					
Actual	86	67	52	77	58
Target	95	95	95	95	95
Accuracy					
Actual	81	74	53	78	60
Target	85	85	85	85	85
Timeliness					
Actual	83	73	61	85	72
Target	90	90	90	90	90
Helpfulness					
Actual	88	72	62	76	67
Target	95	95	95	95	95
Expertise					
Actual	80	71	55	76	68
Target	90	90	90	90	90
Availability of Information					
Actual	85	71	57	73	68
Target	75	75	75	75	75

How Are We Doing

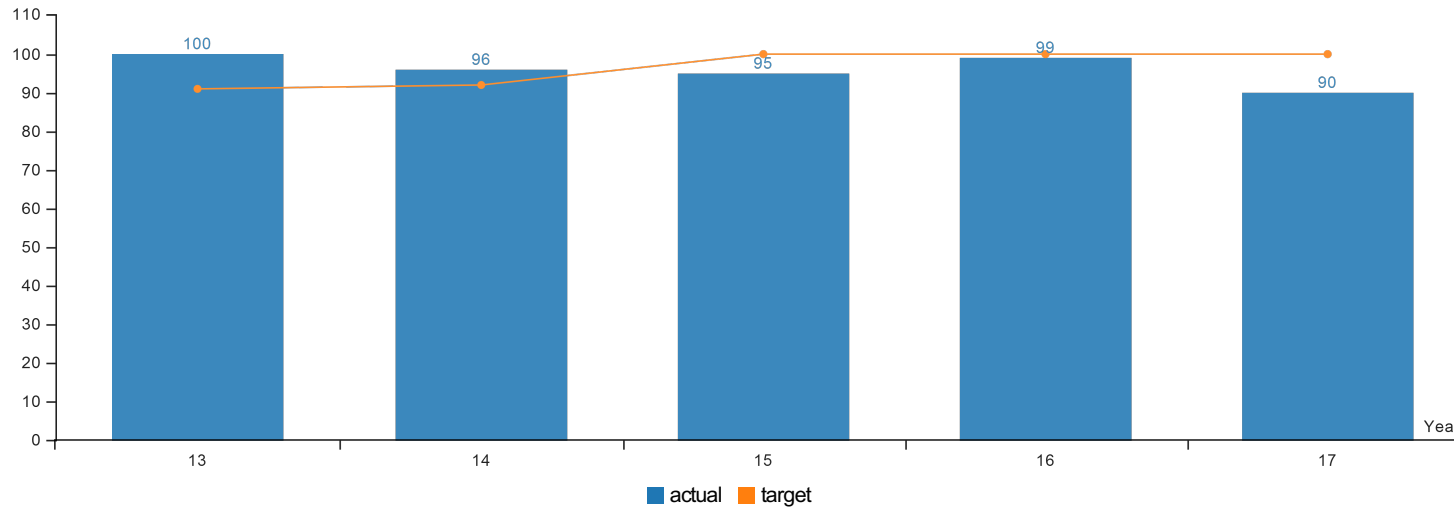
The data reported is for the calendar year 2016. We are again below our target on all 6 measures. We continue to struggle with the effects of the Kitzhaber/Hayes investigations. Also, during this period we introduced a new electronic reporting system for Lobbyists/Clients to file their quarterly reports and for certain public officials to file their annual Statement of Economic Interest (SEI) reports. In many rural jurisdictions the introduction of an on-line reporting system was not well received. The second year of filing went much more smoothly throughout the state and I expect the negative effect to be reduced substantially in coming years.

Factors Affecting Results

The new electronic filing system for Lobbyist/Clients and SEI filers was slow to be embraced by the filers. Ironically, the public was pleased at the ease of availability, simply by going to the agency's website and being able to view the reports as they were filed. The agency saw a sharp decrease in delinquent reports due to the new system; therefore, more reports are filed timely and available to the public immediately.

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

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
Best Practices					
Actual	100	96	95	99	90
Target	91	92	100	100	100

How Are We Doing

We are below target on this measure. This is primarily due to that addition of one new Commissioner who did not understand the questions asked. Management puts great value on the Best Practices measure. The Commission members have been clear that these practices are a priority for management. We will continue to concentrate effort on these practices.

Factors Affecting Results

The Commission has added 7 new Commissioners since the change to the Commission's structure in the 2015 legislative session. The agency has recently conducted specific training with Commissioners on these best practices, trying to eliminate the confusion.