

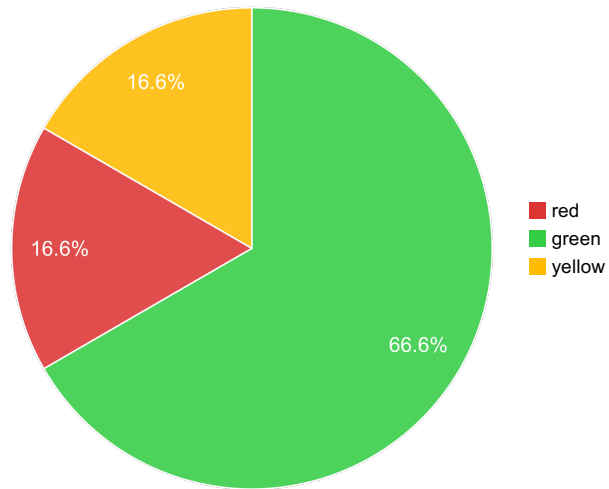
Government Ethics Commission

Annual Performance Progress Report

Reporting Year 2023

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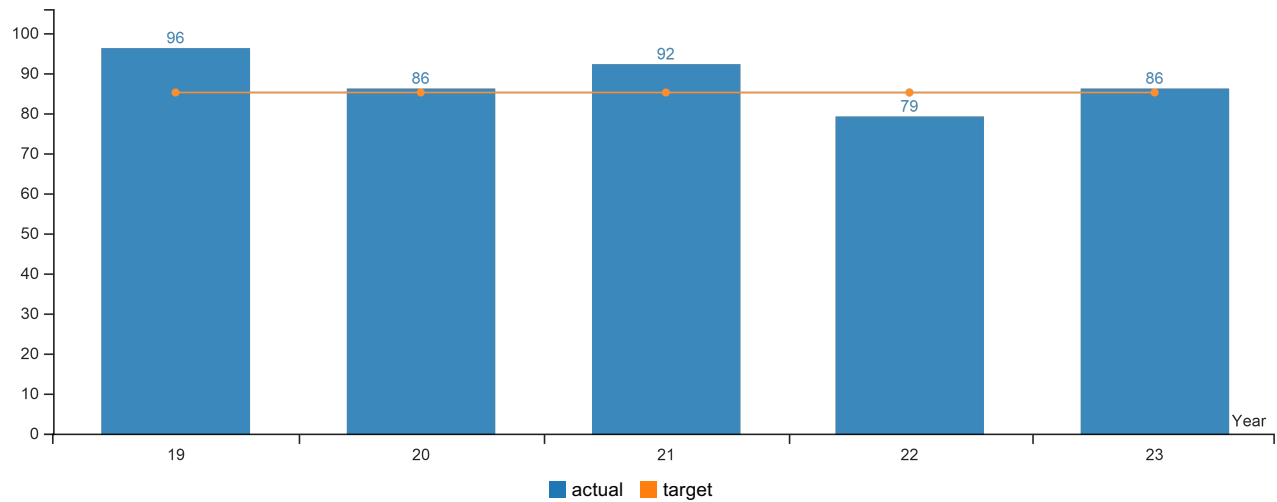
| KPM # | Approved Key Performance Measures (KPMs) |
|-------|---|
| 1 | Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. - |
| 2 | Quality of investigations completed through peer review. - |
| 3 | Training Program's Effectiveness - Percentage of wrong answers by training participants on questions after training compared to the percentage of wrong answers prior to training. |
| 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: | 66.67% | 16.67% | 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 | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|------|------|------|------|------|
| percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions | | | | | |
| Actual | 96% | 86% | 92% | 79% | 86% |
| Target | 85% | 85% | 85% | 85% | 85% |

How Are We Doing

The data is reflected from calendar year 2022. Categories are as follows: Preliminary Reviews (94%), Investigations (81%), Staff Opinion (92%), and Advisory Opinion (81%). The average (86.25%) is barely over our goal of 85%, but is still within statutory limits.

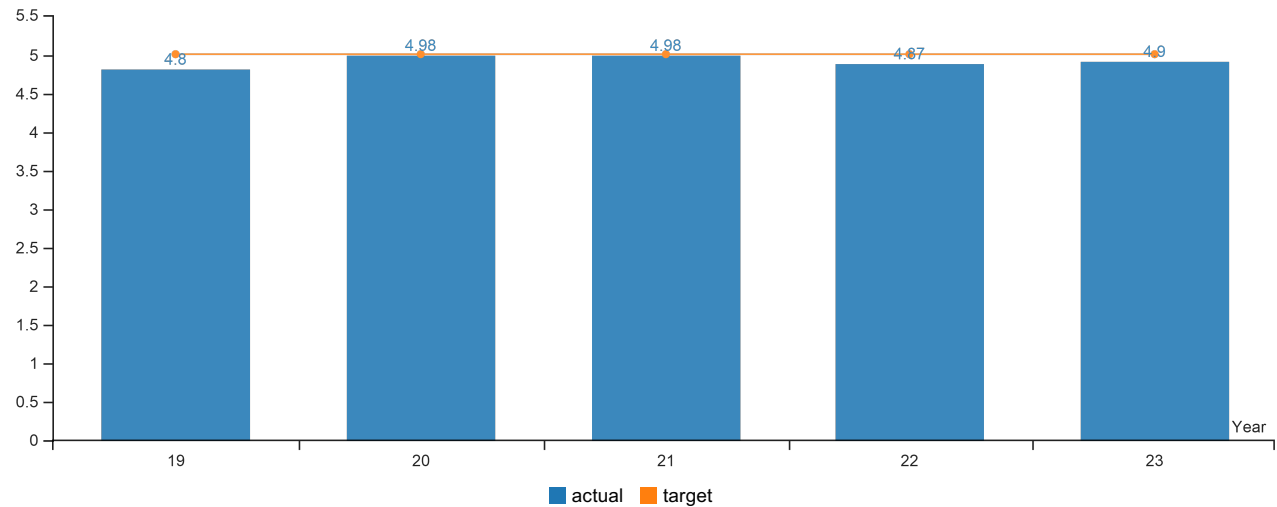
Factors Affecting Results

OGEC's knowledgeable staff was able to produce Staff Opinions and Advisory Opinions well within the statutory limitations, demonstrating their competence and expertise. OGEC has both new investigators and trainers, all of whom produce advice, which shows how quickly staff are able to learn statutes and administrative rules.

OGEC was impacted by the COVID-19 pandemic and continued to adapt to the changing requirements.

| | |
|--------|--|
| KPM #2 | Quality of investigations completed through peer review. - |
| | Data Collection Period: Jan 01 - Dec 31 |

* Upward Trend = positive result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|----------------------------------|------|------|------|------|------|
| Quality of Investigations | | | | | |
| Actual | 4.80 | 4.98 | 4.98 | 4.87 | 4.90 |
| Target | 5 | 5 | 5 | 5 | 5 |

How Are We Doing

The review categories scored at Timeliness (5), Accessibility (5), Objectivity (4.9), and Organization (4.7) for an average score of 4.90 out of a maximum score of 5. OGEC will continue to strive for a perfect score of 5 in all categories.

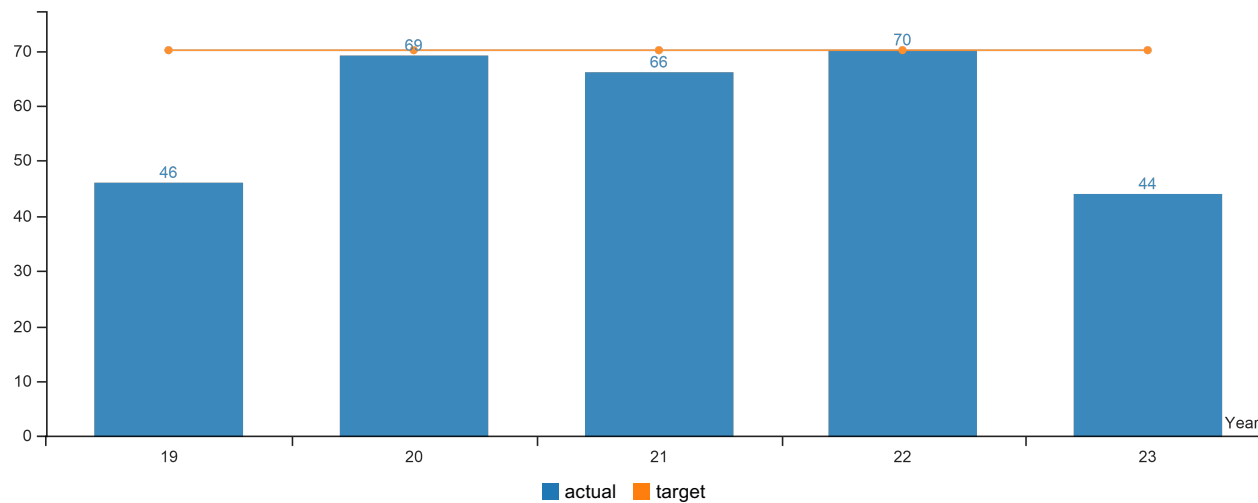
Factors Affecting Results

There was significant change with the Investigation staff in 2022. OGEC has hired two new investigators to fill the roles of previously experienced investigatory staff at the end of 2021 and beginning of 2022. For 2022 cases, investigators maintained a high overall quality of the work performed. The investigative staff are implementing quarterly audits and reviews to ensure increased organizational scores and accurate data entry.

KPM #3 Training Program's Effectiveness - Percentage of wrong answers by training participants on questions after training compared to the percentage of wrong answers prior to training.

Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|------|------|------|------|------|
| Percentage of increase/decrease of knowledge base | | | | | |
| Actual | 46% | 69% | 66% | 70% | 44% |
| Target | 70% | 70% | 70% | 70% | 70% |

How Are We Doing

The training program's effectiveness is measured by the difference between the number of incorrect answers to a pretest before the training in comparison to the number of incorrect answers at the end of the training session in 2022. Halfway through 2022, the training program changed the polling process for learners from True/False or Yes/No questions to multiple choice questions. In prior years, the question format provided learners a 50% chance of a correct response. The change to multiple choice decreased the chance of a correct response to 25%.

Before the trainings, participants answered 31.55% of the questions incorrectly. After the trainings, participants answered 17.55% of the questions incorrectly. This shows a decrease of 44.36% of incorrect answers. This is a significant increase in knowledge but does not meet expectations.

Factors Affecting Results

The change in question format from Yes/No or True/False to multiple choice is partially responsible for the higher percentage of incorrect questions in the post tests. The change in question format, while having a negative effect on the training program's numbers, provided learners a more in-depth and engaging learning experience.

Additionally, in 2022, pre-test scores were higher than previous pre-test scores indicating that learners were coming into the training with more knowledge which decreased the opportunity for improved scoring.

The training team is expanding with the addition of a Curriculum & Training Coordinator and two Trainers. With these additions, we do expect to see an increase in training scores going forward after initial growing pains.

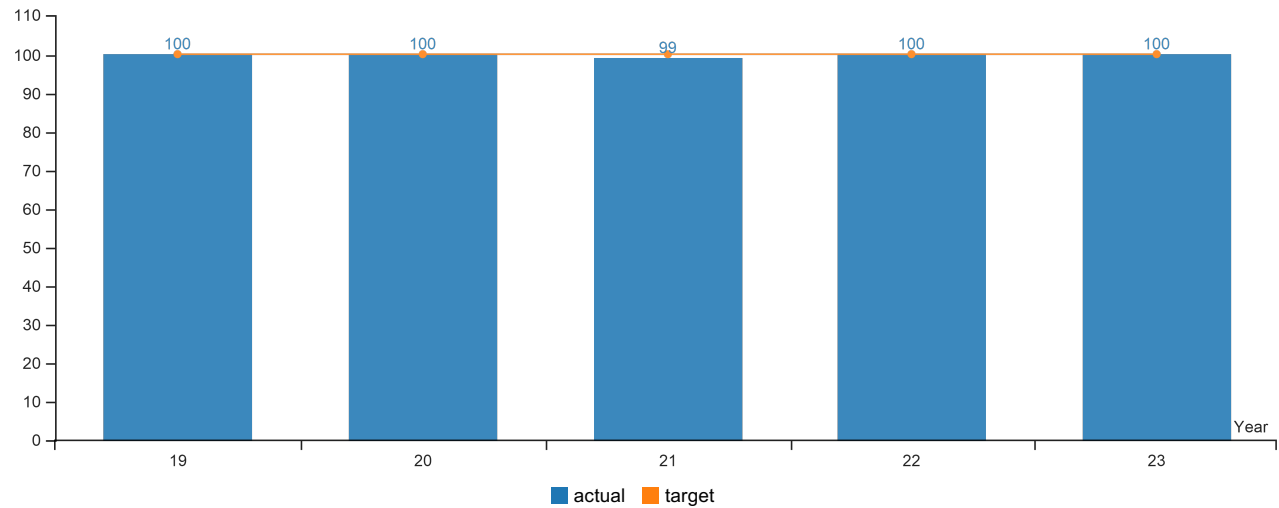
OGEC is also expanding its jurisdiction to include Public Meetings Law, which may have a direct impact on training statistic for future years.

There was turnover in the training program in 2022 due to internal promotions, as well as the impact of the COVID-19 pandemic. The trainers quickly adapted to the new virtual learning environment and continue to strive to improve this measure.

Data was not always capturable due to system restrictions.

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|--------|---|
| 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 | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|------|------|------|------|------|
| Percentage of Contested Cases Settled Before Hearing | | | | | |
| Actual | 100 | 100 | 99 | 100 | 100 |
| Target | 100 | 100 | 100 | 100 | 100 |

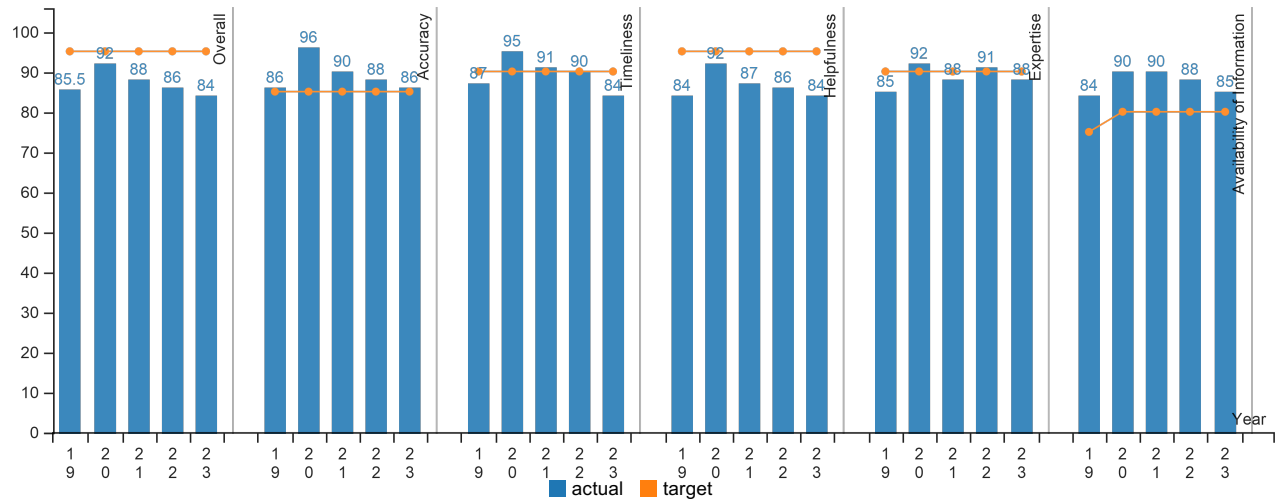
How Are We Doing

OGEC continues to strive to settle 100% of its cases.

Factors Affecting Results

Previously, OGEC was required to pay the respondent's attorney fees if OGEC does not prevail in a contested case proceeding. OGEC was unique in state government with that requirement. The risk of taking cases to contested case hearings was simply too high; therefore, OGEC preferred to settle its cases. Legislation in 2019 changed this requirement, however, OGEC continues to settle cases as a cost saving method.

| | |
|--------|---|
| 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 | 2019 | 2020 | 2021 | 2022 | 2023 |
|------------------------------------|-------|------|------|------|------|
| Overall | | | | | |
| Actual | 85.50 | 92 | 88 | 86 | 84 |
| Target | 95 | 95 | 95 | 95 | 95 |
| Accuracy | | | | | |
| Actual | 86 | 96 | 90 | 88 | 86 |
| Target | 85 | 85 | 85 | 85 | 85 |
| Timeliness | | | | | |
| Actual | 87 | 95 | 91 | 90 | 84 |
| Target | 90 | 90 | 90 | 90 | 90 |
| Helpfulness | | | | | |
| Actual | 84 | 92 | 87 | 86 | 84 |
| Target | 95 | 95 | 95 | 95 | 95 |
| Expertise | | | | | |
| Actual | 85 | 92 | 88 | 91 | 88 |
| Target | 90 | 90 | 90 | 90 | 90 |
| Availability of Information | | | | | |
| Actual | 84 | 90 | 90 | 88 | 85 |
| Target | 75 | 80 | 80 | 80 | 80 |

How Are We Doing

The data includes 354 responses for 2022. Our overall satisfaction score was 84%. OGEC's expertise was rated 88% which was the agency's highest rated metric. OGEC continues to focus on our customer service by looking for improvements in each year. The front office remained fully staffed during the COVID-19 pandemic to ensure all questions and concerns were handled in a timely and efficient manner.

Factors Affecting Results

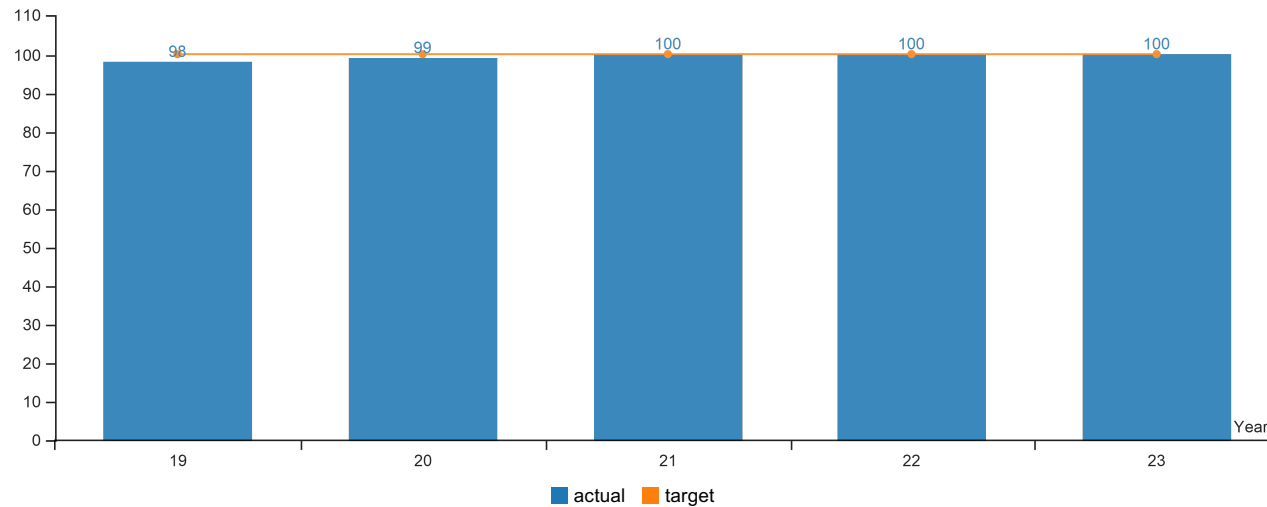
During the 2022 Legislative Session, House Bill 4114 was passed which required all school board members of each common and union high school district to file the annual Statement of Economic Interest, starting in 2023. Even though the bill was not effective until 2023, it had a negative impact on OGEC's 2022 Customer Service Survey as multiple school board members used the survey to express their displeasure with the bill being passed and implemented.

OGEC continues to be impacted by 2019 House Bill 3377 which requires lobbyists to take "Respectful Workplace" trainings provided by the Legislative Equity's Office. OGEC's responsibility is to provide a reporting mechanism for the lobbyists to report completed trainings. Due to turnover in the Legislative Equity's Office, there was a significant negative impact on OGEC's customer service results as lobbyists were and continue to be unable to communicate successfully with the Legislative Equity's Office representative.

Many constituents shared their appreciation for OGEC's quick responses and ability to provide advice and opinions on issues they face as public officials and lobbyists.

| | |
|--------|--|
| 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 | 2019 | 2020 | 2021 | 2022 | 2023 |
|-----------------------|------|------|------|------|------|
| Best Practices | | | | | |
| Actual | 98 | 99 | 100 | 100 | 100 |
| Target | 100 | 100 | 100 | 100 | 100 |

How Are We Doing

The Commission staff collaborated with Commission members to help draft bills that were presented in the 2023 Legislative Session. OGEC continues to actively include and engage Commissioners in ongoing projects and goals. The Commission members spoke highly of the staffing and leadership of OGEC, as well as OGEC's ability to maintain smooth operations during COVID and staff turnover. The Commission applauds itself for being able to maintain its nonpartisanship makeup and neutrality with cases that come before them.

Factors Affecting Results

The Commission experienced some turnover in 2022 due to resignations and term expirations but also benefited from the passage of Senate Bill 63 in the 2021 Legislative Session. The Commission was able to confirm the first two Commissioners serving a second term in the beginning in 2022. The Commission continues to utilize the hybrid meeting setup which was implemented during the COVID-19 pandemic, which has allowed increased participation and flexibility. OGEC will continue to encourage Commissioner involvement in best practices to ensure successful outcomes.