

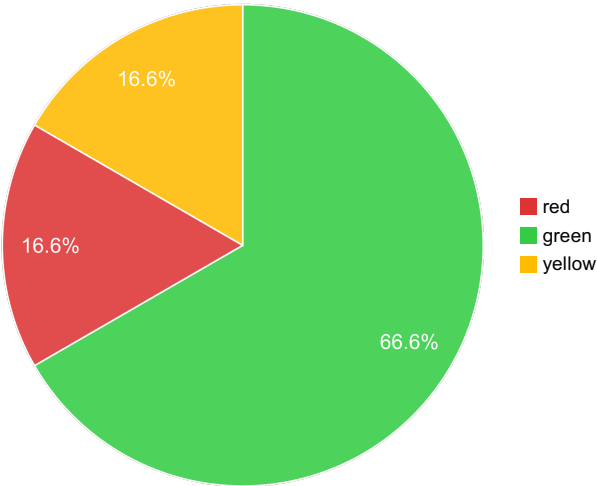
Government Ethics Commission

Annual Performance Progress Report

Reporting Year 2025

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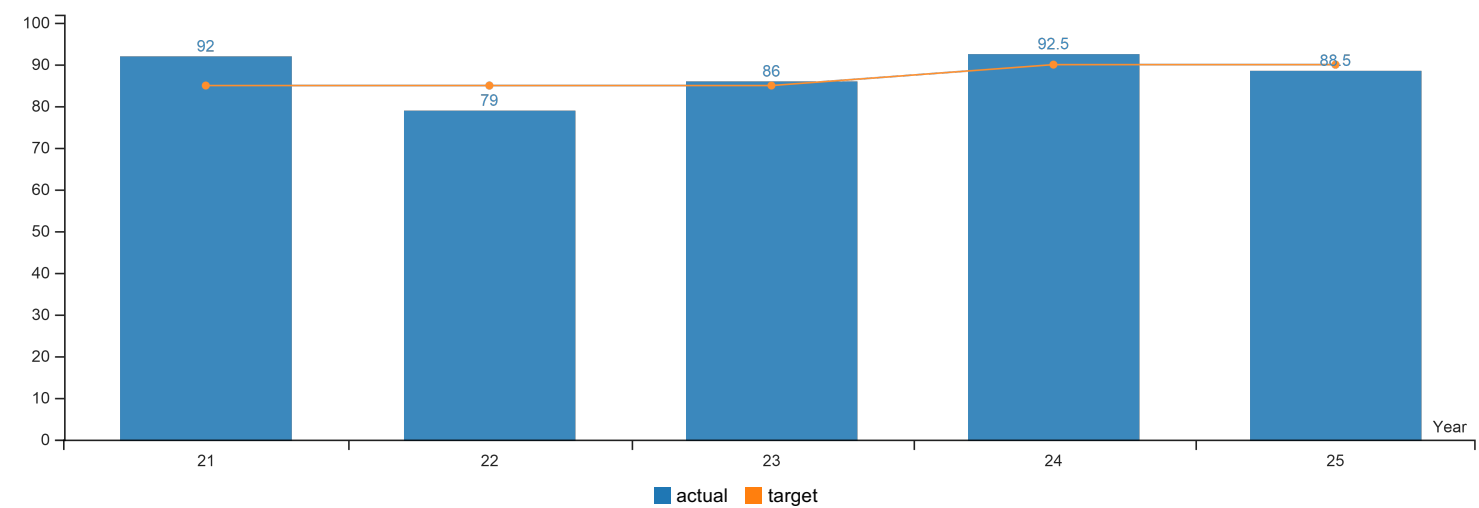
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed through peer review. -
3	Training Program's Effectiveness - Percentage of wrong answers 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	2021	2022	2023	2024	2025
percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions					
Actual	92%	79%	86%	92.50%	88.50%
Target	85%	85%	85%	90%	90%

How Are We Doing

The data is reflected from calendar year 2024. Categories are as follows: Preliminary Reviews (88%), Investigations (78%), Staff Advisory Opinions (95%), and Commission Advisory Opinions (93%). The average (88.5%) exceeds our goal of 90% and demonstrates the efficiency of the agency at providing agency and completing investigations.

Factors Affecting Results

With the passage of House Bill 2805 in the 2023 Legislative Session, OGEC now has jurisdiction over the entirety of Public Meetings Law. Previously OGEC only had jurisdiction over the executive session provisions of Public Meetings Law.

OGEC hired two new investigators and three new trainers that started in the fourth quarter of 2023, all of whom produce advice. In 2024, the Compliance & Enforcement Coordinator was promoted to Executive Director which created a crucial vacancy. Additionally, a long-term investigator retired, and another investigator promoted to another state agency. Much of 2024 was spent training staff in Public Meetings Law and onboarding new staff to all of OGEC’s jurisdictions.

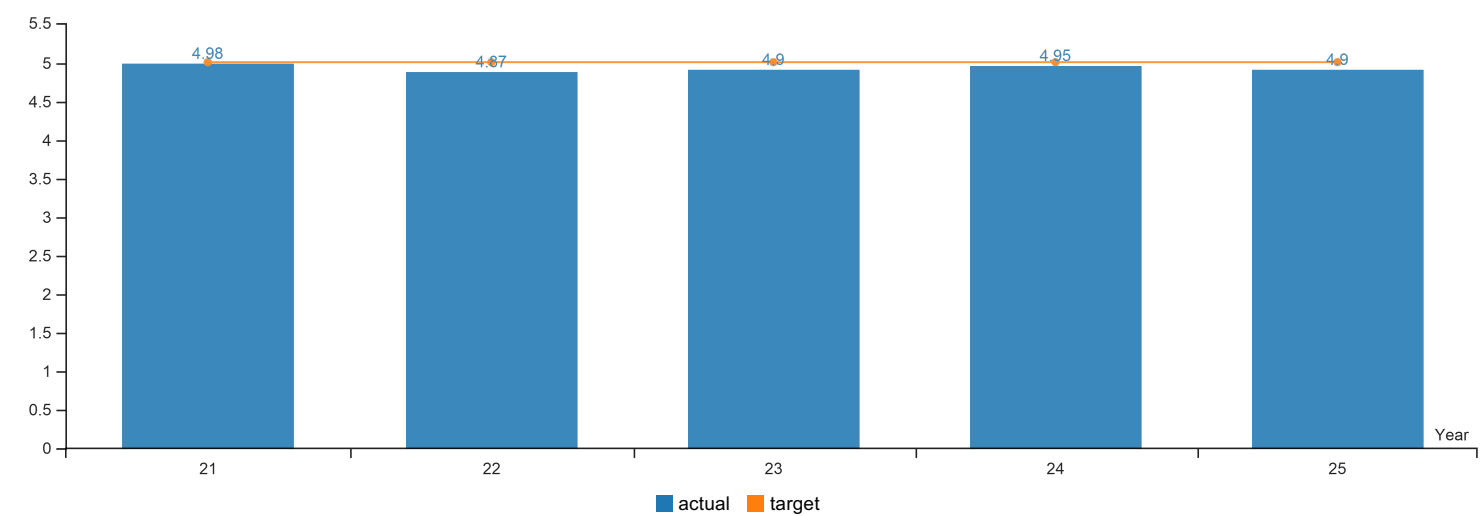
This new area of law required a level of review by the Department of Justice, which could have had a negative impact on the agency’s timeliness. However, OGEC was able to navigate a complex area of law, with increased scrutiny, and still meet the agency’s overall time limits.

Historically, there has been a steady increase in complaints and requests for advice which is a growing burden on OGEC resources. In 2022, there were 198 requests for advice. In 2023, there were 396 requests for advice, and in 2024, there were a record breaking 721 requests for advice.

OGEC's staff demonstrated their competence and expertise, as they produced high quality Staff Advisory Opinions and Commission Advisory Opinions. This demonstrates how quickly new staff were able to learn statutes and administrative rules, while existing staff were able to produce excellent products while facing a high demand.

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

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Quality of Investigations					
Actual	4.98	4.87	4.90	4.95	4.90
Target	5	5	5	5	5

How Are We Doing

The review categories scored at Timeliness (4.85), Accessibility (4.95), Objectivity (4.95), and Organization (4.85) 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. The investigators each reviewed 5 different cases, providing a random sampling of 25 different cases covering all three jurisdictions under OGEC's purview.

Factors Affecting Results

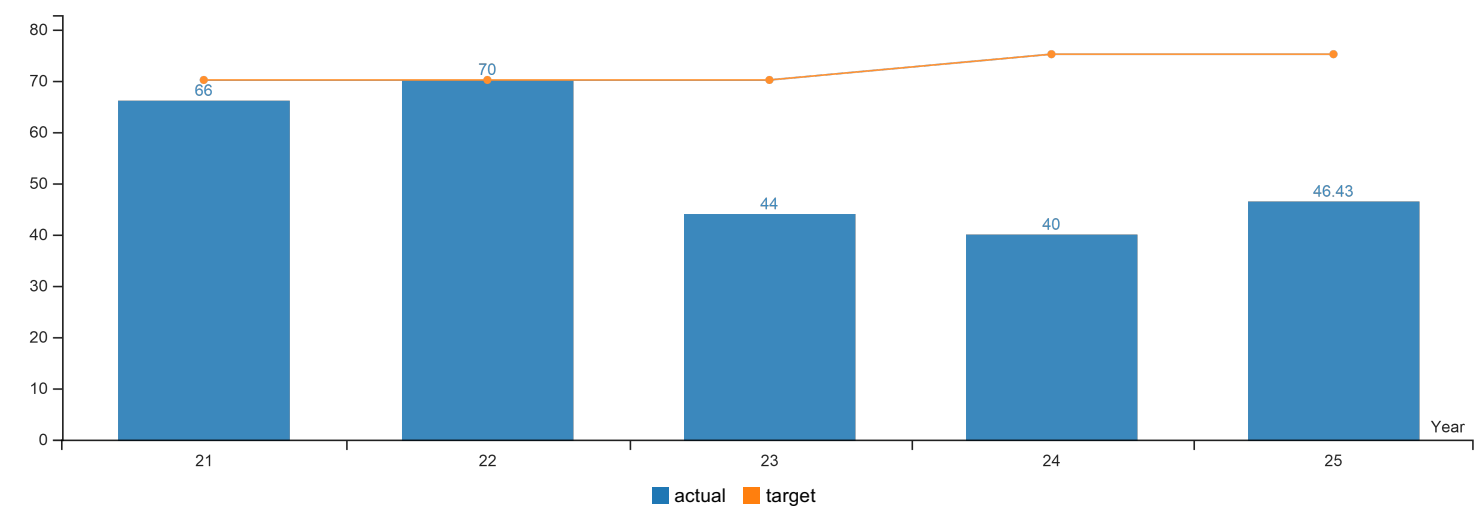
There was significant growth with the Investigation staff in 2023. OGEC hired two new Investigators in the fourth quarter of 2023 with the expansion of OGEC's jurisdiction. OGEC now has jurisdiction over the entirety of Public Meetings Law. Previously OGEC only had jurisdiction over the executive session provisions of Public Meetings Law.

Additionally, the two tenured Investigators left the agency, one retired and one accepted a promotion. The Compliance & Enforcement Coordinator accepted a promotion in the beginning of 2024 to the Executive Director role. This meant, in 2024, OGEC was essentially onboarding an entirely new investigative team. OGEC led to an intensive onboarding process to bring all the new investigative staff up to speed, while OGEC adapted to the new jurisdiction and new Executive Director.

In 2024, investigators maintained a high level of quality while handling an increasing volume of cases. For example, in 2022, OGEC had 155 cases. In 2023, OGEC has 207 cases, but in 2024, OGEC had a record 272 cases. The investigators are also partially responsible for writing advice, and OGEC has been experiencing an increase in requests for advice, which is an additional burden on the investigators. The investigators also assist in providing verbal advice over the phones, which disrupts their workflows. The investigators have shown their tenacity by being able to adapt to these demands and still meet stringent deadlines.

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	2021	2022	2023	2024	2025
Percentage of increase/decrease of knowledge base					
Actual	66%	70%	44%	40%	46.43%
Target	70%	70%	70%	75%	75%

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 2024. In October of 2024, Public Meetings Law was added to the training curriculum.

Halfway through 2022, the training program changed the polling process for learners from True/False or Yes/No questions to multiple choice questions, including answers that are partially correct. 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%. This change made to the question format will continue to impact the percentage of correct responses as the questions are significantly harder. While the change in question format does have impact on the percentage of incorrect answers, our training department will continue to use this format as it does cause learners to think critically and brings forth additional discussion in the trainings which otherwise would not have happened.

Before the trainings, participants answered 33.71% of the questions incorrectly. After the trainings, participants answered 18.94% of the questions incorrectly. This shows a decrease of 46.43% of incorrect answers. This is a significant increase in knowledge but does not meet expectations.

In the three months that Public Meetings Law trainings occurred, OGE staff trained over 1,200 public officials in Public Meetings Law. Before trainings, participants answered 32.52% of the questions incorrectly and after the trainings, participants answered 15.99% of the questions incorrectly, which is a decrease of 54.99% of incorrect answers. This percentage is quite impressive for three months of tireless work.

Factors Affecting Results

The change in question format 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 2024, pre-test scores continued to be higher than previous pre-test scores indicating that learners were coming into the training with more knowledge which decreased the opportunity for improved scoring.

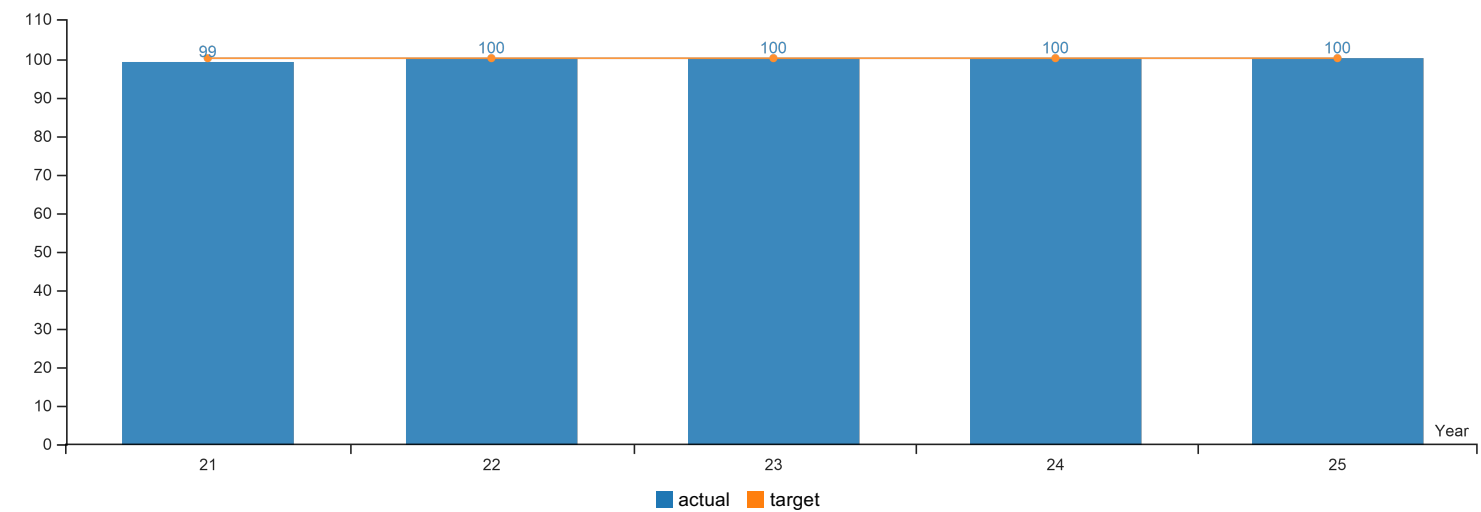
The training team expanded its training material with Public Meetings Law in October of 2024 after Oregon Administrative Rules were written regarding Public Meetings Law and could be incorporated into the training materials.

The training team is exploring ideas on how to better measure the effectiveness of the training and updating the key performance measures.

Data was not always capturable due to system restrictions.

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	2021	2022	2023	2024	2025
Percentage of Contested Cases Settled Before Hearing					
Actual	99	100	100	100	100
Target	100	100	100	100	100

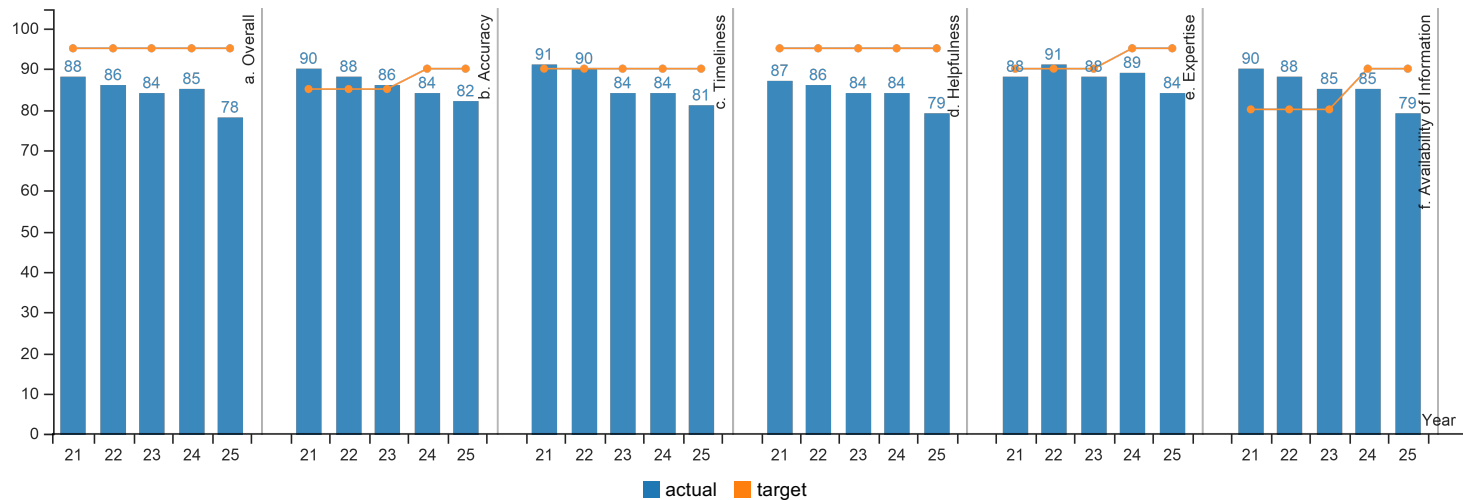
How Are We Doing

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	2021	2022	2023	2024	2025
a. Overall					
Actual	88	86	84	85	78
Target	95	95	95	95	95
b. Accuracy					
Actual	90	88	86	84	82
Target	85	85	85	90	90
c. Timeliness					
Actual	91	90	84	84	81
Target	90	90	90	90	90
d. Helpfulness					
Actual	87	86	84	84	79
Target	95	95	95	95	95
e. Expertise					
Actual	88	91	88	89	84
Target	90	90	90	95	95
f. Availability of Information					
Actual	90	88	85	85	79
Target	80	80	80	90	90

How Are We Doing

The data includes 825 responses, which is an uptick from the prior year of 639 responses. Our overall satisfaction score was 78%. OGEC's expertise was rated 84%, which was the agency's highest rated metric. OGEC continues to focus on our customer service by looking for improvements in each year. This data is reporting on the 2024 data.

Many constituents shared their appreciation for OGEC's ability to provide advice and opinions on issues they face as public officials and lobbyists. Multiple constituents expressed their gratitude for OGEC's trainers and their willingness to travel to their locations, even in rural Oregon. The continued additions to OGEC's website, including updated training calendars and resources, were a frequently mentioned compliment. Many people took the time to compliment OGEC staff on their overall demeanor and helpfulness

Factors Affecting Results

2024 was a tumultuous year for OGEC as the long-time director Ronald Bersin retired and the new Executive Director Susan Myers was hired. OGEC was adapting to the passage of House Bill 2805 in 2023 gave OGEC jurisdiction over Public Meetings Law in September of 2023. Additionally, OGEC could not provide advice or training until April of 2024 when House Bill 4117 was passed. OGEC was onboarding new staff for HB 2805, onboarding a new Executive Director, hiring a Compliance & Enforcement Coordinator, writing Public Meetings Law Rules, and adjusting to the influx of complaints, requests for advice, and trainings that only continued to grow. These all led to slower response times and complaints as OGEC struggled to adjust and get the authority to issue advice for Public Meetings Law.

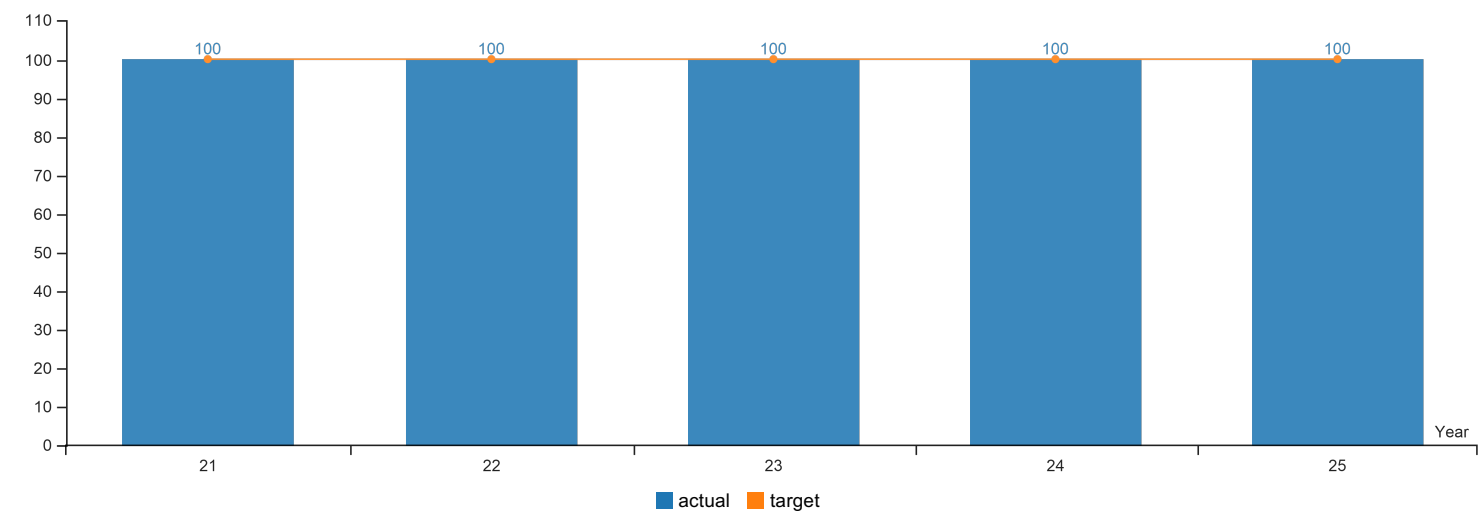
OGEC continues to be impacted by 2019 HB 3377 which requires lobbyists to take "Respectful Workplace" trainings provided by the Legislative Equity's Office. OGEC's responsibility is to provide a reporting mechanism for the lobbyists to report completed trainings. There is a significant negative impact on OGEC's customer service results as lobbyists were and continue to be unable to communicate successfully with the Legislative Equity's Office representative, infrequent training opportunities or dissatisfaction with the overall training experience from the Equity Office. OGEC is working with the Legislative Equity's Office to communicate available trainings as soon as they become available to help alleviate some of the lobbyists' concerns.

There are and continue to be complaints about the constraints around OGEC's jurisdiction. Many would like OGEC's jurisdiction to expand upon "ethics" and to include how a public body spends its money.

There were controversial cases in 2024 and the public shared their opinions on how the Commission handled those cases, including several in Southern Oregon. The OGEC staff can only make recommendations on how to proceed, but ultimately it is the 9 members of the Commission who make the decisions on each case.

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	2021	2022	2023	2024	2025
Best Practices					
Actual	100	100	100	100	100
Target	100	100	100	100	100

How Are We Doing

OGEC continues to actively include and engage Commissioners in ongoing projects and goals. The Commission supports additional training for its members and more consistency throughout the investigative process, including enforcement. The Commission members noted concerns of increased workload due to the demands of Public Meetings Law.

Factors Affecting Results

As noted by the Commission, the passage of House Bill 2805 and the addition of Public Meetings Law has caused an increase in the workload of the OGEC staff. The Commission would like to see some changes in legislation and changes in reporting system software, which hopefully will be addressed in the upcoming biennium. The Commission continues to use the hybrid meeting setup, which has allowed increased participation and flexibility. OGEC will continue to encourage Commissioner involvement in best practices to ensure successful outcomes.