

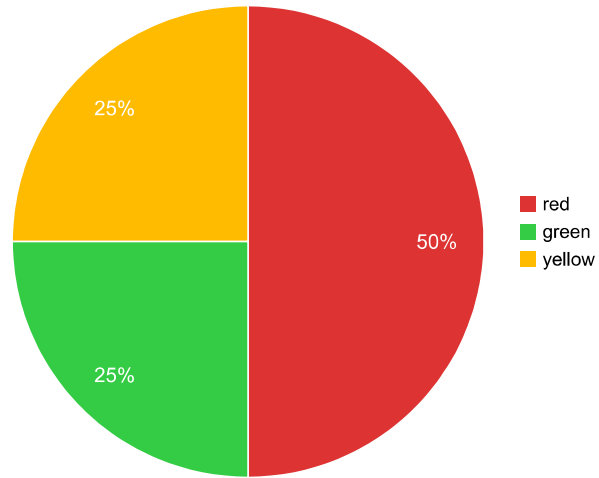
# Racing Commission, Oregon

Annual Performance Progress Report

Reporting Year 2022

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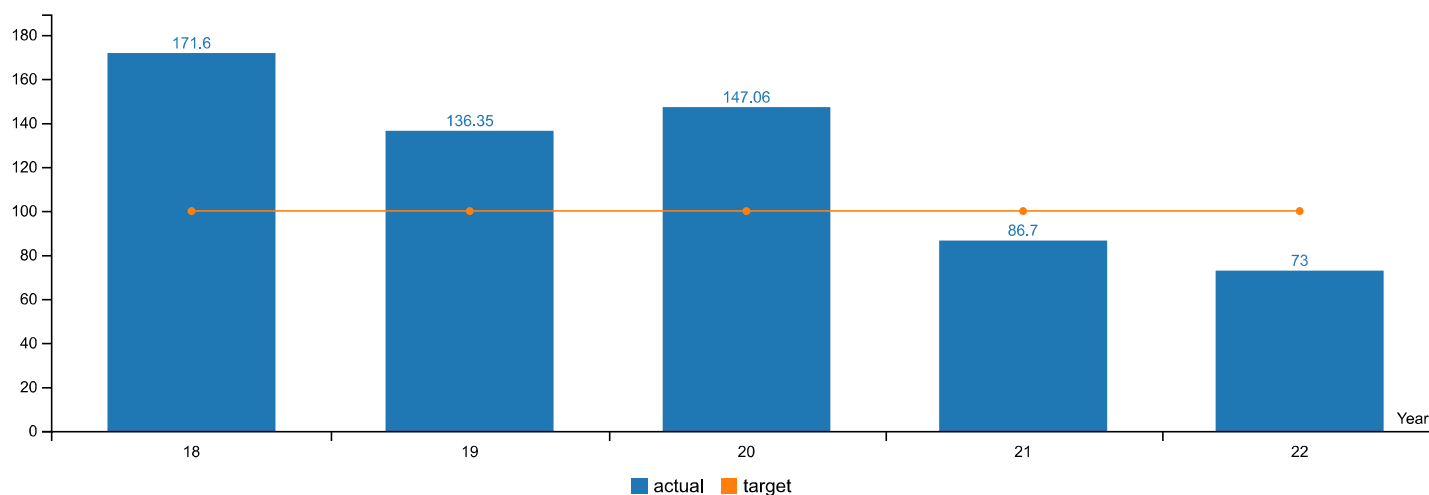
KPM #	Approved Key Performance Measures (KPMs)
1	Animal Safety - Number of race-related equine fatalities per every 1,000 starters.
2	License Turnaround Time - Average number of work days from receipt of a complete individual application and questionnaire to conclusion of a criminal background check.
3	Excellent Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
4	Best Practices - Percent of total best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	25%	25%	50%

KPM #1	Animal Safety - Number of race-related equine fatalities per every 1,000 starters.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
<b>ORC KPM #1</b>					
Actual	171.60%	136.35%	147.06%	86.70%	73%
Target	100%	100%	100%	100%	100%

### How Are We Doing

The Oregon Racing Commission continues to see a downward trend in race-related equine fatalities when viewed over a span of several years. Oregon has a modest racing season, which gives outsized statistical influence to breakdowns in any given year. For example, pre-pandemic, in 2019, the state saw 3,621 horses start in races. By comparison, New York that year had 21,547 starters; Kentucky had 15,435; and even New Mexico – not usually considered a big horseracing venue – had 10,505 – nearly three times that of Oregon.

The Oregon racing season was further curtailed in FY 2022 because of cancellation of some races at each of the summer fair meets – Prineville, Tillamook County, and Union – due to various causes, and the cancellation of the spring commercial race meet in Grants Pass. As a result, Oregon starters for FY 2021 totaled 1,464. Three of those horses suffered race-related fatalities.

Oregon's target is no more than 1.5 fatalities per 1,000 starters; the rate for FY 2021 was 2.05. The national average for 2021, according to the Jockey Club, was 1.39 horses per 1,000 starters.

Totals are shown in percentages.

1.5 = 100% of goal

2.05 = 73% of goal

Taking a broader look, however, over the past five years, Oregon's race-related equine fatalities are trending downward. From fiscal year 2018-2022, the state saw a total of 13,773 starters and 17 fatalities. That works out to 1.23 horses per 1,000 starters – below the national average. We are at 122% of goal over the five-year period.

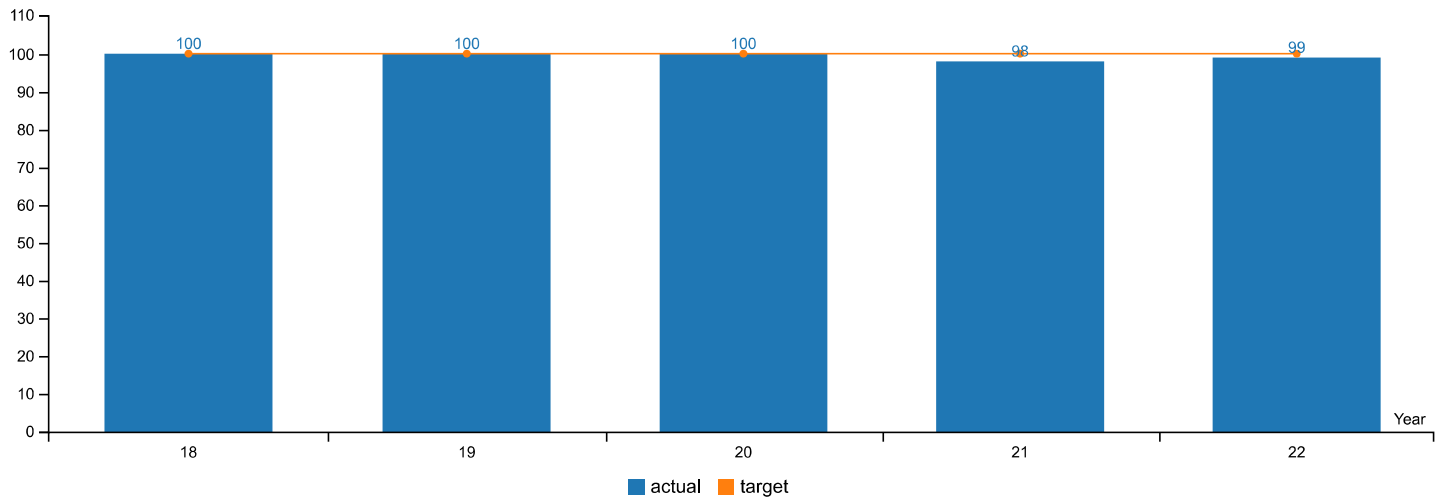
### Factors Affecting Results

A variety of factors affect racing injuries, including condition of the racehorse, training methods, racetrack surface, medications, jockey skill, and racing luck. Reducing equine injuries is a continuing focus of the Oregon Racing Commission.

In 2020, the ORC increased the number of pre-race examinations performed so that every horse scheduled to compete on a given day is examined by a Commission veterinarian that morning, an industry best practice. Medication reforms have been enacted that bring the ORC into alignment with other jurisdictions in an effort to provide safe, therapeutic medication levels consistent with best industry practices. The ORC has hired a track consultant to assist the fair meets in maintaining safe, consistent track surfaces.

KPM #2	License Turnaround Time - Average number of work days from receipt of a complete individual application and questionnaire to conclusion of a criminal background check.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
<b>ORC KPM #2</b>					
Actual	100	100	100	98	99
Target	100	100	100	100	100

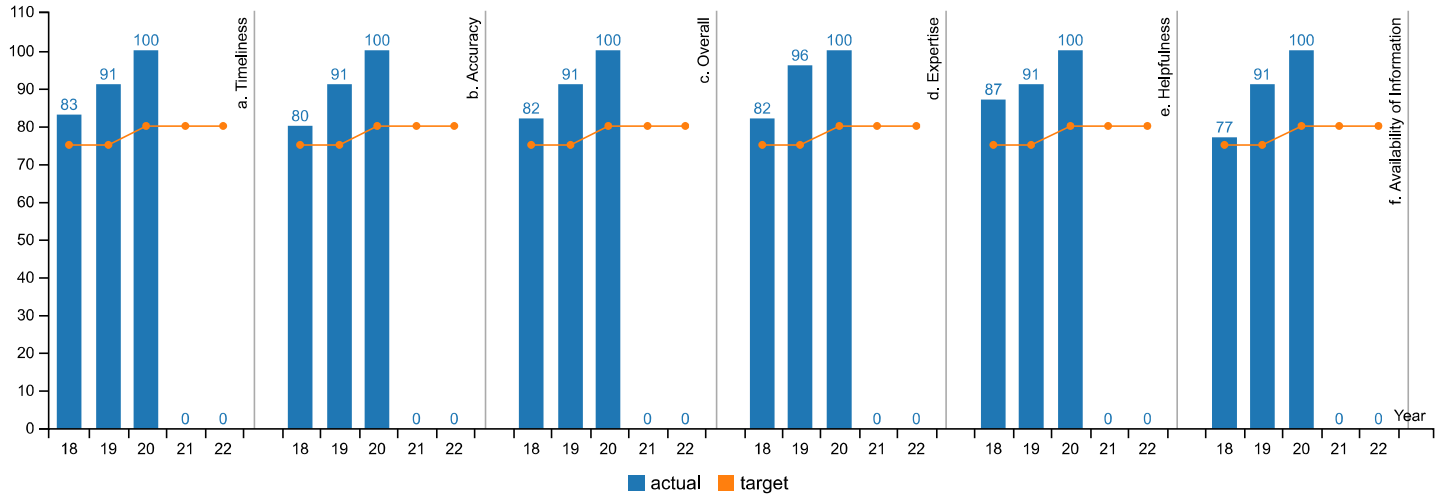
**How Are We Doing**

The ORC Licensing Office has a target of issuing licenses within 5 days of receipt. In most cases, licenses are processed the same day they are received.

**Factors Affecting Results**

The ORC maintains offices in Portland and Grants Pass, with most staff working remotely. The bulk of licensing is handled in Grants Pass, but some licensing mail comes to the Portland office and must be forwarded, occasionally resulting in a slight delay. Nevertheless, the bulk of licenses are processed well within the target time. The Commission has added two part-time employees to help with licensing during high-volume times or when the chief investigator is absent. Vacations, changes in staff workload -- depending on the racing schedule -- and applicants who require extensive background checks may require more time to process.

KPM #3	Excellent Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2018	2019	2020	2021	2022
<b>a. Timeliness</b>					
Actual	83%	91%	100%	0%	0%
Target	75%	75%	80%	80%	80%
<b>b. Accuracy</b>					
Actual	80%	91%	100%	0%	0%
Target	75%	75%	80%	80%	80%
<b>c. Overall</b>					
Actual	82%	91%	100%	0%	0%
Target	75%	75%	80%	80%	80%
<b>d. Expertise</b>					
Actual	82%	96%	100%	0%	0%
Target	75%	75%	80%	80%	80%
<b>e. Helpfulness</b>					
Actual	87%	91%	100%	0%	0%
Target	75%	75%	80%	80%	80%
<b>f. Availability of Information</b>					
Actual	77%	91%	100%	0%	0%
Target	75%	75%	80%	80%	80%

**How Are We Doing**

We received no survey comments this year. Anecdotally, we heard from more people – both in the racing community and at the ADWs – who are happy with their interactions with the ORC than unhappy. At Commission meetings, representatives of industry groups frequently speak during “public comment” to thank ORC staff for their help and professionalism.

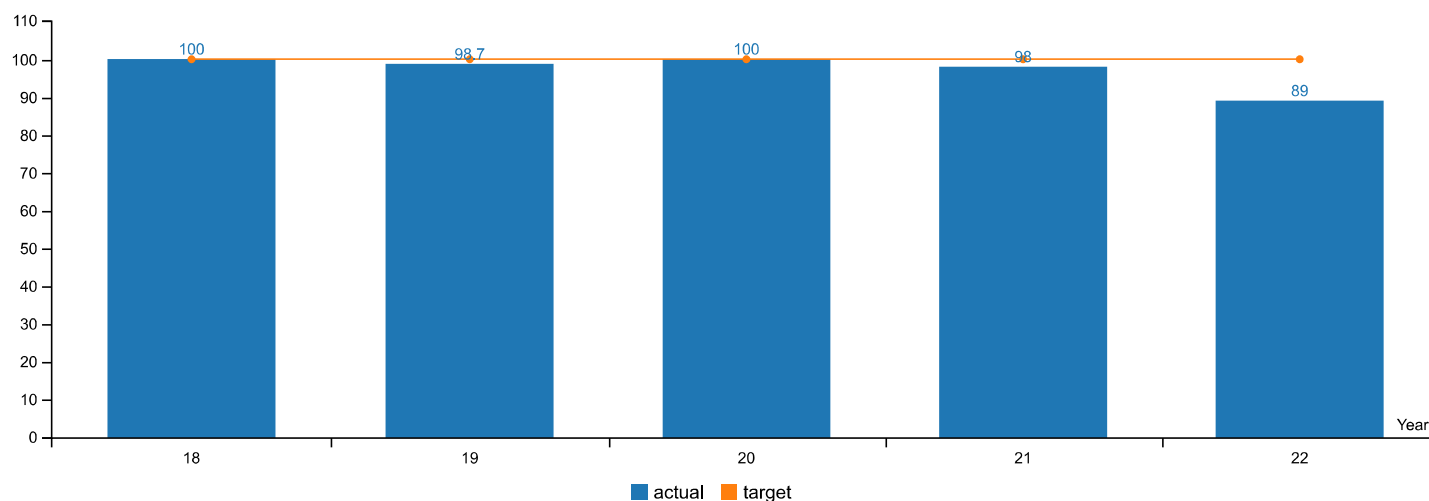
The exception to this general customer satisfaction was feedback received on the Commission's February 2022 vote not to approve historic horseracing machines at The Flying Lark in Grants Pass, an action that followed recommendations by the Department of Justice and the Governor's Office. Most of the response to that decision, which subsequently led to cancellation of the commercial race meet, was negative.

**Factors Affecting Results**

The ORC did not actively distribute a survey this past year, due to a variety of factors: COVID, cancellation of race days, staff adjusting to working from home; as well as horsemen having their own challenges to deal with.

KPM #4	Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
<b>ORC KPM #4</b>					
Actual	100%	98.70%	100%	98%	89%
Target	100%	100%	100%	100%	100%

#### How Are We Doing

The Best Practices target is 100 percent; for fiscal 2022 the Commissioners in their self-evaluation scored themselves at 89 percent.

Commissioners indicated most of the best practices were met in the past fiscal year. Exceptions were identifying and attending training sessions, reviewing key communications, and practices related to review of the executive director.

#### Factors Affecting Results

The pandemic stalled the executive director's performance review, which was further postponed when he announced his plans to retire in early 2022. His successor started Sept. 1, 2022, and the Commission expects to get back on track with reviews. The five-member Commission also has been running short one or two members, making it more difficult attend training.