

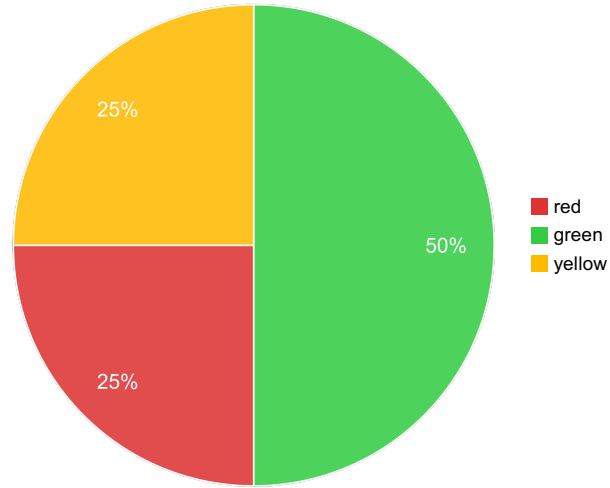
Racing Commission, Oregon

Annual Performance Progress Report

Reporting Year 2021

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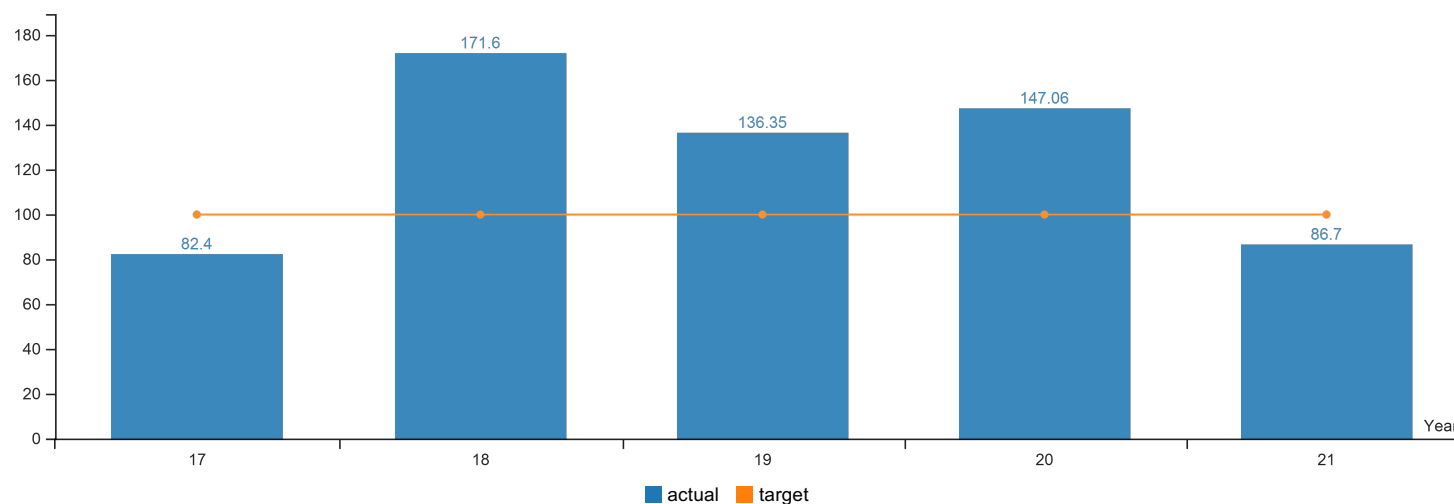
KPM #	Approved Key Performance Measures (KPMs)
1	Animal Safety - Number of race-related equine fatalities per every 1,000 starters.
2	License Turnaround Time - Average number of work days from receipt of a complete individual application and questionnaire to conclusion of a criminal background check.
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:	50%	25%	25%

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	2017	2018	2019	2020	2021
ORC KPM #1					
Actual	82.40%	171.60%	136.35%	147.06%	86.70%
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 2021 because of COVID-19 shutdowns, with all 2020 summer fair meets – Union, Prineville, Harney County, and Tillamook County – canceled. As a result, Oregon starters for FY 2021 totaled 2,307. Four 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 1.73. The national average for 2020, according to the Jockey Club, was 1.41 horses per 1,000 starters.

Totals are shown in percentages.

1.5 = 100% of goal

1.73 = 86.7% of goal

Taking a broader look, however, over the past four years, Oregon’s race-related equine fatalities are trending downward. From FY 2018 to FY 2021, the state saw a total of 12,309 starters and 14 fatalities. That works out to 1.14 horses per 1,000 starters – below the national average. We are at 132% of goal over the four-year period.

Factors Affecting Results

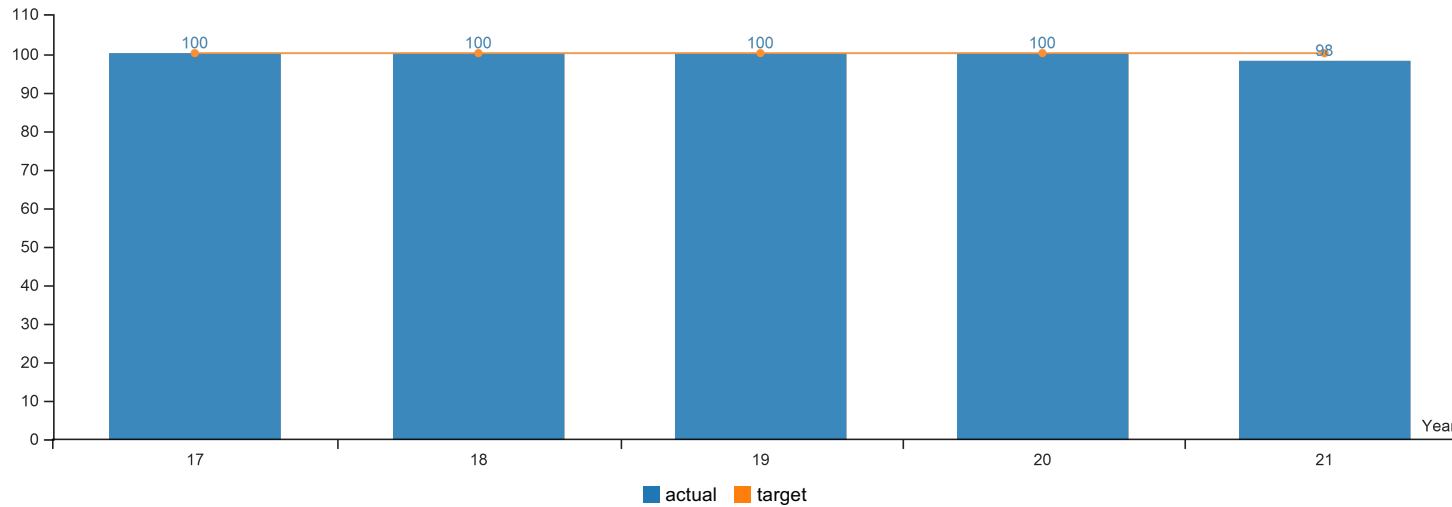
A variety of factors affect racing injuries, including condition of the racehorse, training methods, racetrack surface, medications, jockey skill, and racing luck. Reducing equine injuries is a continuing focus of the Oregon Racing Commission.

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.

The ORC is an active partner in safety committee meetings at the commercial race meet in Grants Pass, providing advice and expertise in safety initiatives that included changes to the racing surface, installation of a safety rail, and improvements to lighting, barns, and other facilities.

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	2017	2018	2019	2020	2021
ORC KPM #2					
Actual	100	100	100	100	98
Target	100	100	100	100	100

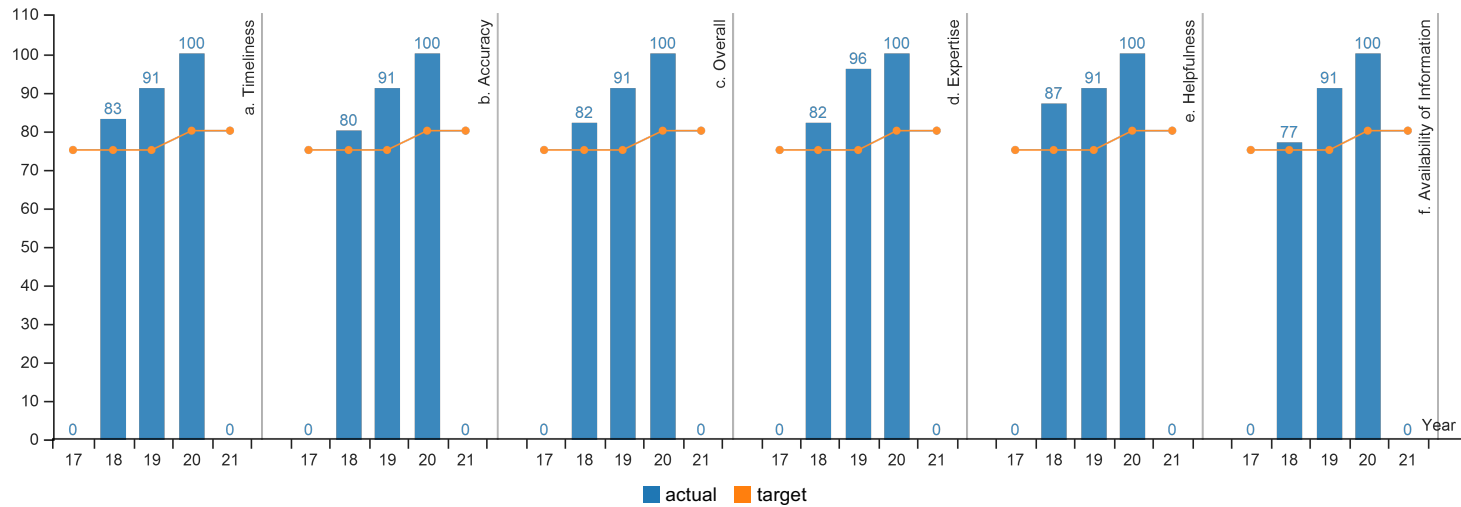
How Are We Doing

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

COVID slightly slowed the ORC's licensing process, as staff shifted from working in the office to working at home, coming in to collect mail once or twice a week. Furthermore, while the bulk of licensing has shifted to our Grants Pass office, some mail still comes to the Portland office, meaning there can be a slight delay in its being forwarded to Grants Pass. Nevertheless, the bulk of licenses are processed well within the target time. Staff workload changes, depending on the racing schedule, and applicants who require extensive background checks understandably 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	2017	2018	2019	2020	2021
a. Timeliness					
Actual		83%	91%	100%	0%
Target	75%	75%	75%	80%	80%
b. Accuracy					
Actual		80%	91%	100%	0%
Target	75%	75%	75%	80%	80%
c. Overall					
Actual		82%	91%	100%	0%
Target	75%	75%	75%	80%	80%
d. Expertise					
Actual		82%	96%	100%	0%
Target	75%	75%	75%	80%	80%
e. Helpfulness					
Actual		87%	91%	100%	0%
Target	75%	75%	75%	80%	80%
f. Availability of Information					
Actual		77%	91%	100%	0%
Target	75%	75%	75%	80%	80%

How Are We Doing

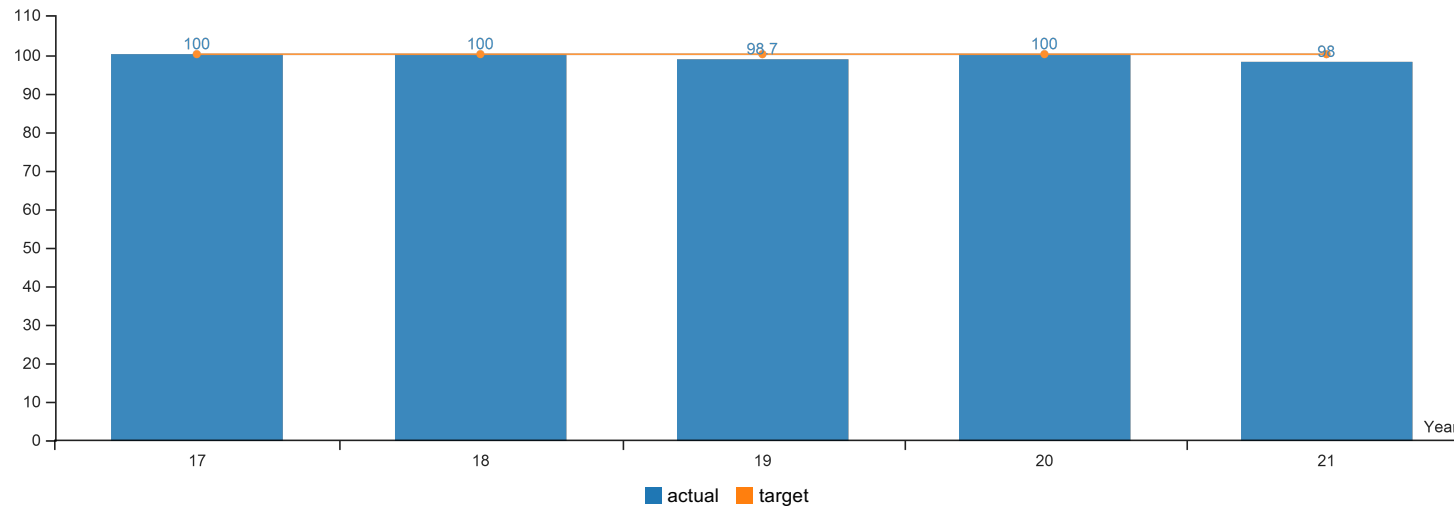
No survey this year (see below). Anecdotally, we heard from more people -- both in the racing community and at the ADWs -- who are happy with their interactions with the ORC than unhappy. During Commission meetings, representatives of industry groups frequently speak during "public comment" to thank ORC staff for their help and professionalism.

Factors Affecting Results

Like much else in 2020, our survey was hampered by COVID, in that we didn't do one. Summer fair meets were canceled, staff was adjusting to working from home, horsemen had 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	2017	2018	2019	2020	2021
ORC KPM #4					
Actual	100%	100%	98.70%	100%	98%
Target	100%	100%	100%	100%	100%

How Are We Doing

Best practices for fiscal 2021 were largely met, despite challenges presented by the pandemic.

Factors Affecting Results