# Oregon Racing Commission

Annual Performance Progress Report

Reporting Year 2023

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KPM #	Approved Key Performance Measures (KPMs)
1	Animal Safety - Number of race-related equine fatalities per every 1,000 starters. Oregon's target is no more than 1.5 fatalities per 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. Target equals 5-day turnaround.
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.

■ red
■ green
■ yellow
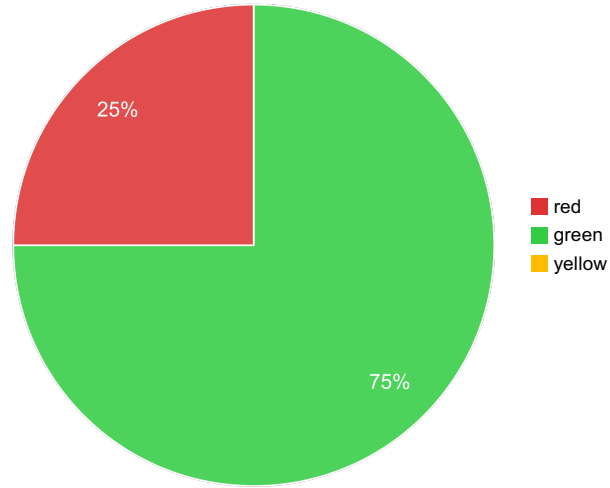
Performance Summary		Green	Yellow	Red
		= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:		75%	0%	25%

| KPM #1 | Animal Safety - Number of race-related equine fatalities per every 1,000 starters. Oregon's target is no more than 1.5 fatalities per 1,000 starters. |
| | Data Collection Period: Jul 01 - Jun 30 |

Upward Trend = positive result
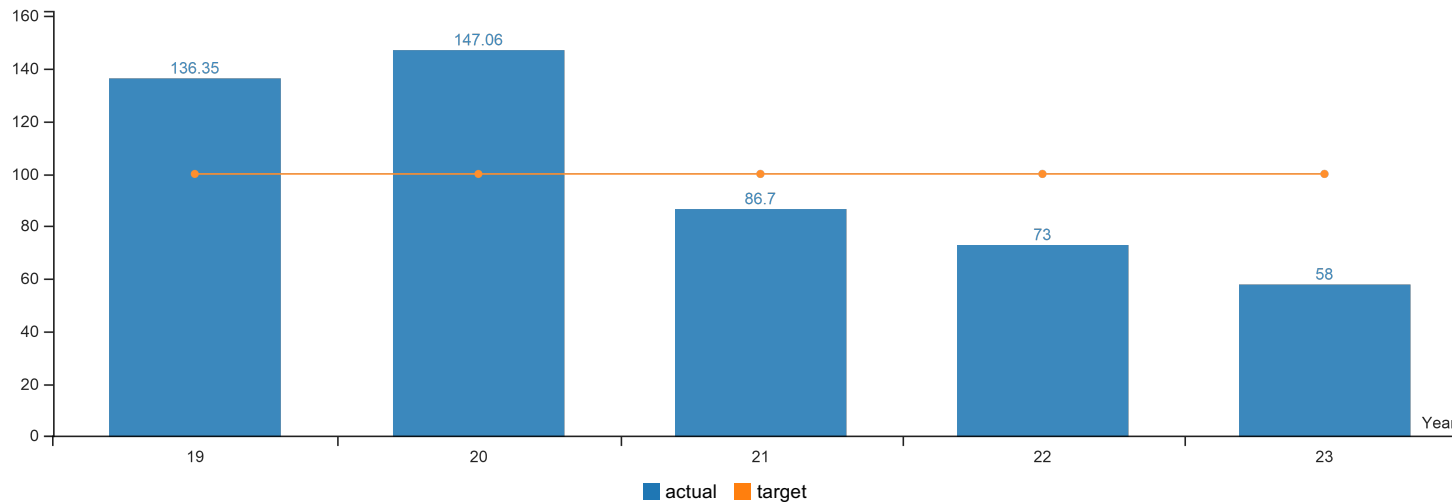
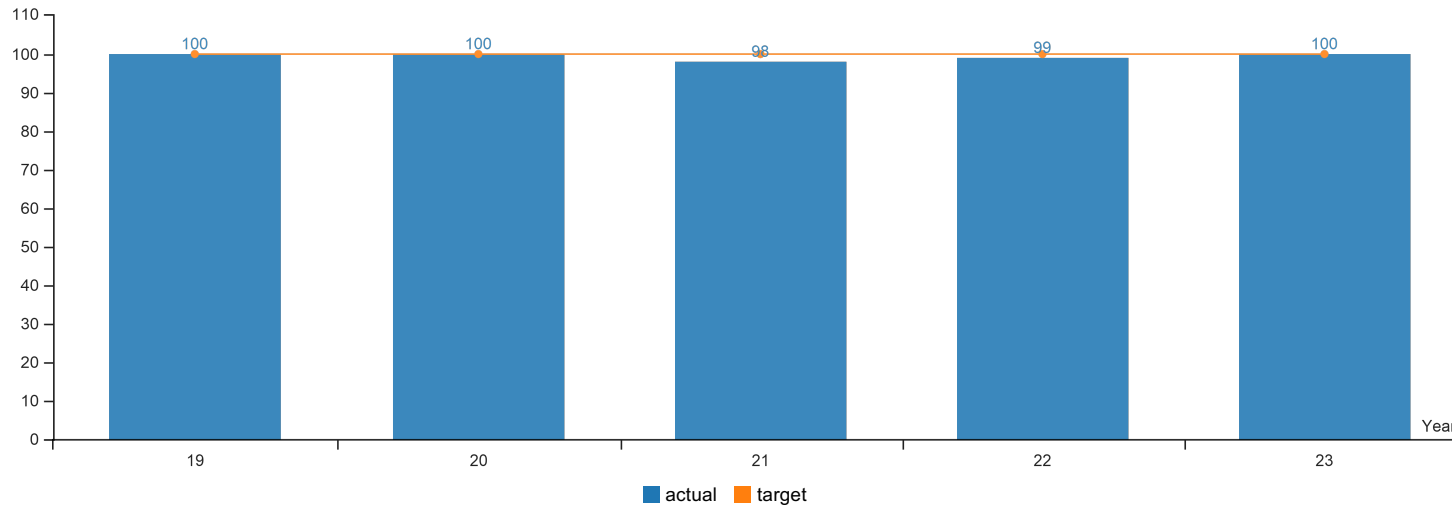| Report Year	2019	2020	2021	2022	2023
ORC KPM #1					
Actual	136.35%	147.06%	86.70%	73%	58%
Target	100%	100%	100%	100%	100%

How Are We Doing

The target is 1.5 for every 1000 starts. In FY 2023, we had 771 starts and out of those, we had 2 catastrophic injuries. This provided a rate of 2.65 per 1000 starts 2.65 of 1.5 is 58% of the target.

Factors Affecting Results

One of the fatalities was during a race, shortly after leaving the starting gate. This was due to a heart attack. The other was after the race had been completed when two jockeys got too close together in celebration and one horse kicked the other leading to a catastrophic injury.

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. Target equals 5-day turnaround.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result

Report Year	2019	2020	2021	2022	2023
ORC KPM #2					
Actual	100	100	98	99	100
Target	100	100	100	100	100

How Are We Doing

The licensing department completes the majority of license applications prior to five days and strives to process them within 48 hours. The licensing department has met this goal in most cases. The only licensing applications that were delayed beyond five days were due to additional documentation requirements or missing information.

Factors Affecting Results

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
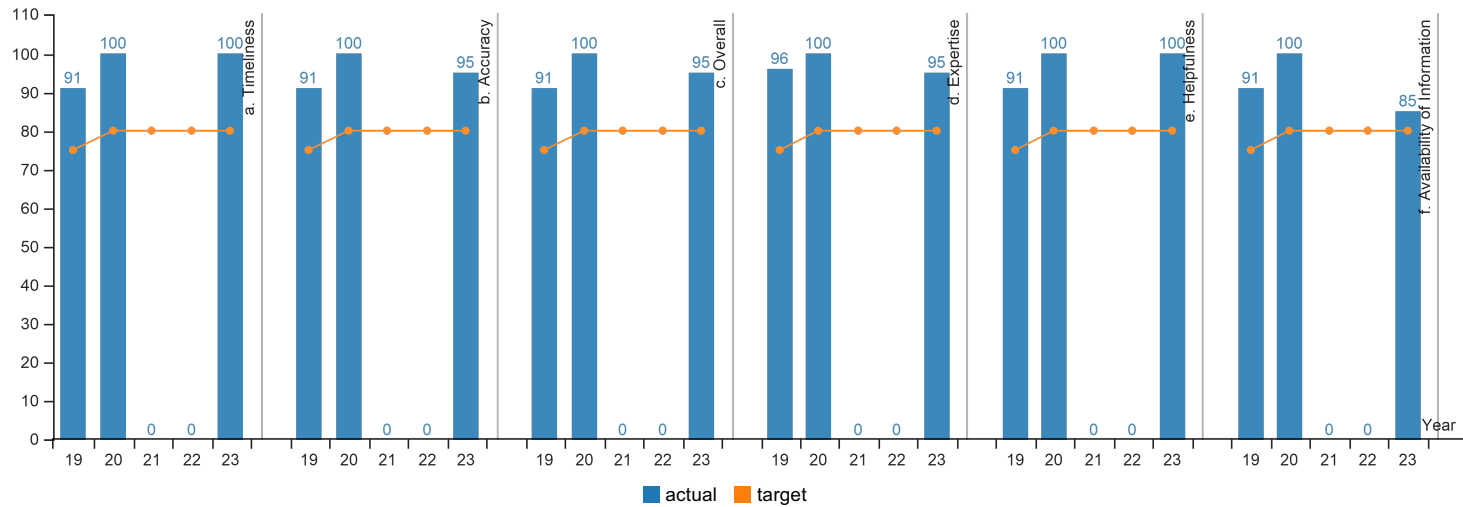
Report Year	2019	2020	2021	2022	2023
a. Timeliness					
Actual	91%	100%	0%	0%	100%
Target	75%	80%	80%	80%	80%
b. Accuracy					
Actual	91%	100%	0%	0%	95%
Target	75%	80%	80%	80%	80%
c. Overall					
Actual	91%	100%	0%	0%	95%
Target	75%	80%	80%	80%	80%
d. Expertise					
Actual	96%	100%	0%	0%	95%
Target	75%	80%	80%	80%	80%
e. Helpfulness					
Actual	91%	100%	0%	0%	100%
Target	75%	80%	80%	80%	80%
f. Availability of Information					
Actual	91%	100%	0%	0%	85%
Target	75%	80%	80%	80%	80%

How Are We Doing

According to our survey, we have exceeded our targets.

Factors Affecting Results

Since our most recent survey last fall (FY 23) the agency has implemented the following:

All interested parties are sent the entire packet for all commission meetings except any confidential materials.

The ORC website now also houses all documents that are used for any public commission meetings.

The ORC has created common forms in other languages that best serve our current demographics for each racing season.

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

Upward Trend = positive result
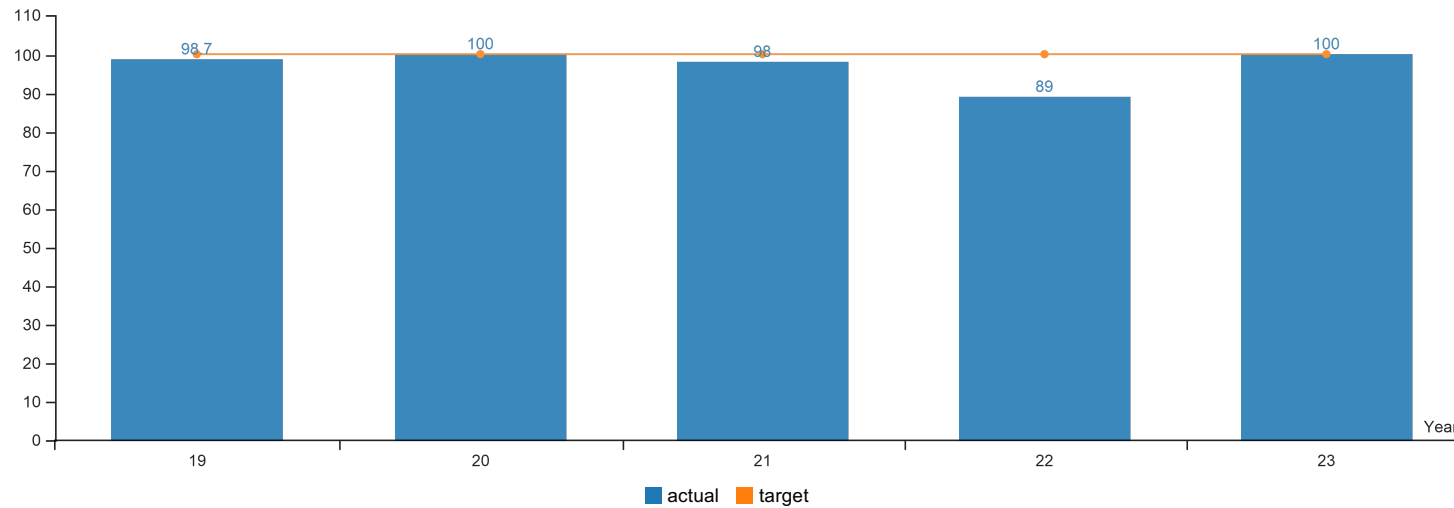
Report Year	2019	2020	2021	2022	2023
ORC KPM #4					
Actual	98.70%	100%	98%	89%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The ORC Commissioners rated themselves at 100%. The two newest commissioners did not answer all of the questions as they did not believe they had been in place long enough to evaluate all areas.

Factors Affecting Results