

Ways and Means Subcommittee on General Government

Budget Presentation Legislative Administration Committee

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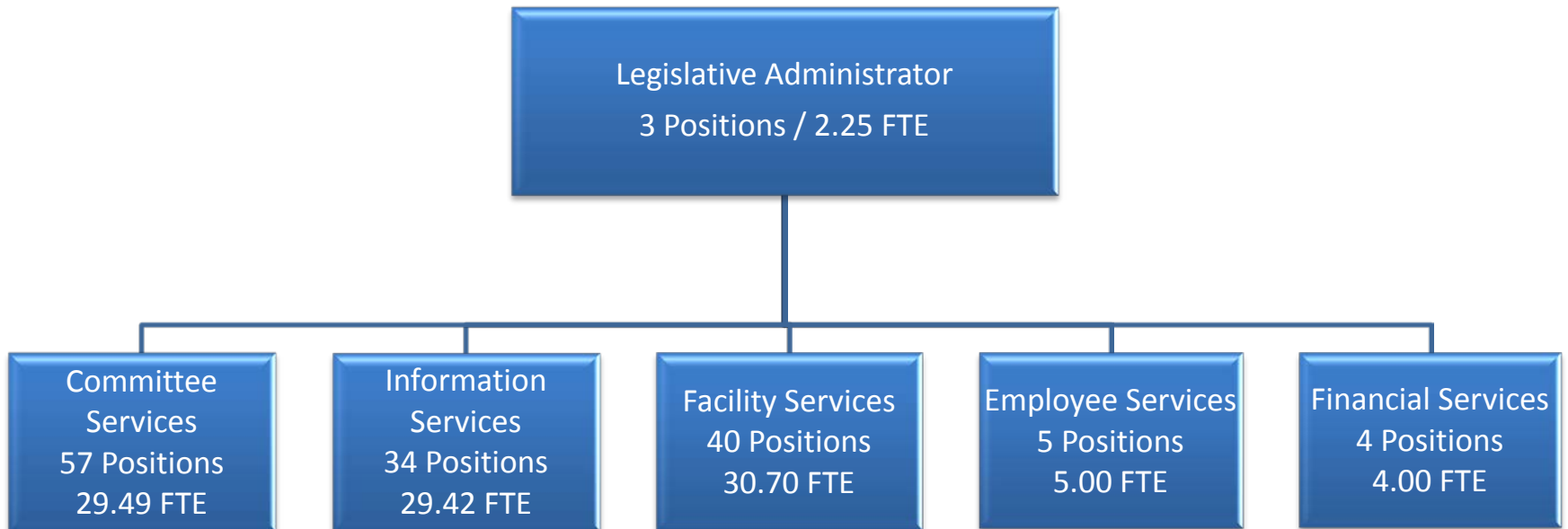


Mission Statement

Legislative Administration supports the Oregon Legislature, promotes access to the legislative process, and provides efficient, effective, and accountable customer-oriented services to all legislators, legislative departments, the public, and other government agencies.



Organizational Chart



Programs

The Fifty-fifth Legislative Assembly established the Legislative Administration Committee (LAC) as a joint committee of the Legislative Assembly. The committee consists of the presiding officers of both houses, four members of the House appointed by the Speaker, and four members of the Senate appointed by the President. The committee selects a Legislative Administrator who serves at the pleasure of the committee and under its direction. Statutory authority for LAC is in ORS 173.710

LAC provides a full range of support services through the following programs:

- Administrator's Office
- Committee Services
- Employee Services
- Facility Services
- Financial Services
- Information Services



Goals

- Standardized Well-Documented Business Processes
 - Exceptional Customer Service
 - Well-Maintained Capitol Facilities
 - Valid Manpower/Resource Needs
- Leading Edge Information Systems/Services
- Engage and Educate the Public
 - History Gateway Implementation
 - Web/Social Media Presence



Budget Drivers & Environmental Factors

Factors affecting LAC costs are:

- The continued demand for **improved information systems**
- **Maintenance and repair** of the Capitol, including security needs
- Meeting the **needs of legislative committees**

The length of legislative sessions and the number of bill introductions, amendments, and committee hearings also affect the agency's workload and costs.



Key Performance Measures

2011 – 2012 Approved Key Performance Measures (KPMs)

Customer Service: The percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.

IT Customers: The percentage of customers rating overall satisfaction with problem solution as "above average" or "excellent".

Website: The percentage approval rating of website users.

Diversity: Racial/ethnic diversity in Legislative Administration as compared to the total State's diversity.

Turnover: Annual voluntary turnover rate of the Legislative Administration continuing workforce.

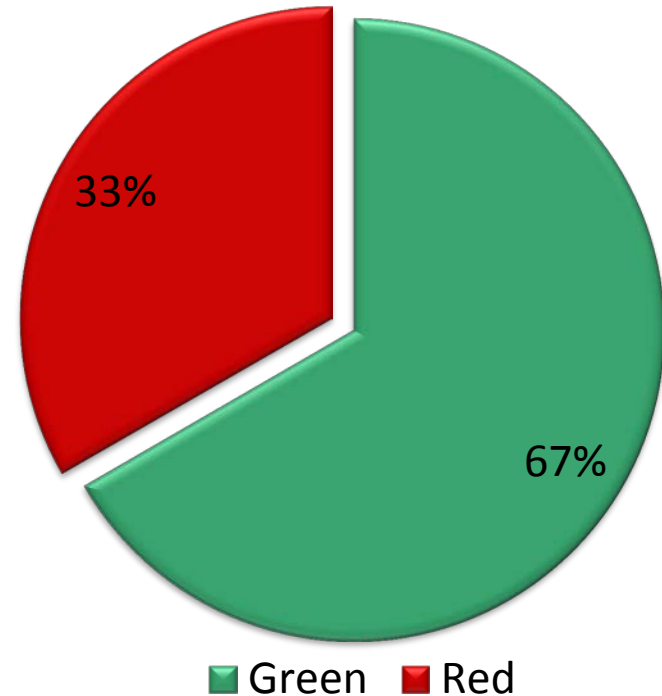
Gold Star Certificate: Number of years out of the last five that Financial Services earns State Controller's Division Gold Star Certificate for the legislative agencies it serves.



Performance Results

Of the current set of 6 measures, 4 are green and 2 are red.

- The performance results are grouped into three primary categories:
 - **Green** (100-95% of the target)
 - **Yellow** (94 – 85% of the target)
 - **Red** (84% or less of the target)



Key Performance Measures Summary



Customer Service: At target



IT Customer Service: At target



Website: Not yet at target achievement



Diversity: Not yet at target achievement



Turnover: At target



Gold State Certificate: At target



Challenges

Major challenges for Legislative Administration include:

- Performing the many inter-related responsibilities at the highest quality level
- Meeting the diverse expectations of all stakeholders, partners, and the general public
- Maintaining the Capitol in peak condition, while functioning as Oregon's seat of government, an office building and a historic monument
- All done in the context of reduced resources and constant workload

