

Ways and Means Subcommittee on General Government

Budget Presentation
Legislative Administration Committee

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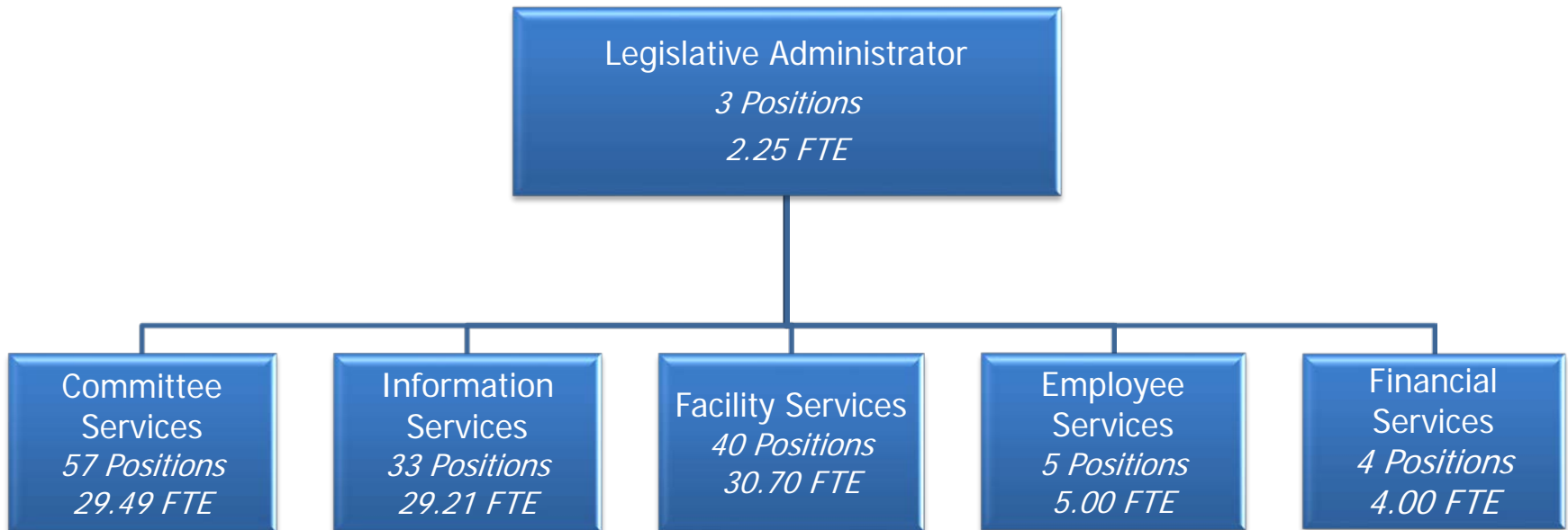


Mission Statement

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



Key Performance Measures

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.



Accomplishments

- Oregon State Capitol Renovation Project (Design Phase)
- Facility Services Projects
 - Garage door replacements
 - Completed roof recoating (house wing)
 - Security enhancements
- Information Services Projects
 - Audio/Video system upgrade
 - Wi-Fi antenna replacements
- Additional Citizen Engagement Opportunities
- New Employee Onboarding Process



Goals

- Development of Legislative Administration Strategic Plan
 - Standardized well-documented business processes that support exceptional customer service
 - Validate staffing/resource needs
 - Ensure maintenance of Capitol facilities and support systems
- Update Information Services Strategic Technology Plan
- Continuity of Operations
 - IS cold site establishment
 - Emergency Action Plan
 - Business Continuity Plan
- Engage and Educate the Public



Budget Drivers & Environmental Factors

Factors affecting LAC costs are:

- Personnel service costs
- Maintenance and operation of the Capitol
- Maintenance and operation of information systems
- Meeting the needs of legislative committees
- Oregon State Capitol Renovation Project



Challenges

Notable 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, while functioning as Oregon's seat of government, an office building and a historic monument
- Uncertainty associated with the Renovation Project

