

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Racing Commission, Oregon

Mission Statement:

The Mission of the Oregon Racing Commission is to regulate and to facilitate all aspects of the pari-mutuel industry in the State of Oregon for the benefit of the citizenry, the licensees, the participants and the economy of the State of Oregon.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Animal Safety - Number of horses euthanized by the Oregon Racing Commission veterinarian due to catastrophic injury occurring during racing per every 1,000 starters.		Approved	273%	1.50%	1.50%
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.		Approved	50	5	5
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.	a) Timeliness	Approved	82%	75%	75%
	b) Accuracy		82%	75%	75%
	c) Overall		80%	75%	75%
	d) Expertise		82%	75%	75%
	e) Helpfulness		62%	75%	75%
	f) Availability of Information		82%	75%	75%
4. Best Practices - Percent of total best practices met by the Board.		Approved	100%	100%	100%

LFO Recommendation:

The Legislative Fiscal Office recommends approval of key performance measures and targets as presented. It should be noted that the Last Reported Result for KPM #1 does not represent an increase in catastrophic injuries; on the contrary, it represents the fact that they improved upon the target, by having fewer injuries (0.55% vs the target of 1.50% of starts). Because reporting for the measure can be - depending on your perspective - counterintuitive, it is recommended that when reporting on KPM #1 - Animal Safety, the Racing Commission include in future reporting narrative the actual *number* of catastrophic injuries, as well as the rate of injuries as a percentage of total starts, to provide context and additional transparency.

SubCommittee Action: