

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Advocacy Commissions Office

**Mission Statement:**

Responsible for administrative support to the Commissions as they strive for implementation and establishment of economic, social, legal and political equality for minorities in Oregon.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Customer Service - percent of customers rating service quality as good or excellent-overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information	Timeliness	Approved	100%	90%	90%
	Availability of Information		93%	90%	90%
	Helpfulness		93%	90%	90%
	Expertise		93%	90%	90%
	Overall		93%	90%	90%
	Accuracy		93%	90%	90%
2. Best Practices - Percent of total best practices met by the Commission on Asian/Pacific Islander Affairs		Approved	100%	100%	100%
3. Best Practices - Percent of total best practices met by the Commission on Black Affairs		Approved	100%	100%	100%
4. Best Practices - Percent of total best practices met by the Commission for Women.		Approved	100%	100%	100%
5. Best Practices - Percent of total best practices met by the Commission on Hispanic Affairs		Approved	100%	100%	100%

**LFO Recommendation:**

The Legislative Fiscal Office (LFO) recommends approval of the KPMs.

**SubCommittee Action:**