

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Government Ethics Commission

Mission Statement:

The Oregon Government Ethics Commission will impartially and effectively administer and enforce Oregon's government ethics laws for the benefit of Oregon's citizens. The Commission will emphasize education in achieving its mission. The regulatory jurisdiction of the Oregon Government Ethics Commission covers provisions of ORS Chapter 244, Oregon Government Ethics law, ORS 171.725 to 171.785 and 171.992, Lobby Regulation law, and executive session provisions of Oregon Public Meetings law, ORS 192.660

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions.		Approved	98.20%	85%	85%
2. Quality of investigations completed		Approved	5	5	5
3. Training Program's Effectiveness		Approved	69.84%	70%	70%
4. Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.		Approved	100	100	100
5. Customer Service - Percentage of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Overall	Approved	77	95	95
	Accuracy		78	85	85
	Timeliness		85	90	90
	Helpfulness		76	95	95
	Expertise		76	90	90
	Availability of Information		73	75	75
6. Governance Best Practices - Percent of total best practices met by the commission.		Approved	99	100	100

LFO Recommendation:

The Legislative Fiscal Office recommends approval of the proposed Key Performance Measures and targets.

SubCommittee Action: