

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Liquor Control Commission, Oregon

Mission Statement:

Support businesses, public safety and community livability through education and the enforcement of liquor and marijuana laws.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Sales to Minors - Percentage of licensees who refuse to sell to minor decoys.		Approved	81%	82%	82%
2. RATE OF SECOND VIOLATION - Percentage of licensees detected to have violated a liquor law in a second, separate, incident occurring within 2 years after the year of the first violation.		Approved	11.60%	12%	12%
3. Licensing Time - Average days from application receipt to license issuance.		Approved	78	75	75
4. 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.	Expertise	Approved	86%	85%	85%
	Helpfulness		90%	85%	85%
	Availability of Information		69%	85%	85%
	Overall		82%	85%	85%
	Timeliness		80%	85%	85%
	Accuracy		79%	85%	85%
5. OLCC Rate of Return - Net OLCC distribution divided by actual expenses.		Approved	\$2.51	\$2.70	\$2.51
6. Best Practices - Percent of total best practices met by the Board.		Approved	100%	100%	100%
7. Sales to Minors- Recreational Marijuana - This measure is the rate at which licensees refuse to sell marijuana products to minor decoys.		Proposed New	No Data	82%	82%
8. Time to license- marijuana - Average days to license completed marijuana applications.		Proposed New	No Data	85	85

LFO Recommendation:

The Legislative Fiscal Office recommends key performance measures as presented.

For the purposes of new KPM #8, the proposed target of 85 days is based on OLCC's reported average time to issue a marijuana license to a new applicant in 2016. It should be noted that this target is unlikely to be met for 2017 and possibly 2018 given the number of licensing applications in excess of 2015-17 forecasted estimates, coupled with renewals that are estimated to be complex due to changes in licensee business plans and facilities. However, this target may be legitimate as a longer term goal.

The Legislative Fiscal Office will work with the OLCC to determine whether a new key performance measure might be merited for work related to medical marijuana tracking pursuant to OLCC duties prescribed by SB 1057 and HB 2198, if adopted.

SubCommittee Action: