

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Business Oregon

**Mission Statement:**

Business Oregon works to create, retain, expand and attract businesses that provide sustainable, living-wage jobs for Oregonians through public-private partnerships, leveraged funding and support of economic opportunities for Oregon companies and entrepreneurs.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Number of jobs created		Approved	1,482	1,900	1,900
2. Number of jobs retained		Approved	6,016	5,600	5,600
3. Personal income tax generated by the Department's investment in jobs		Approved	\$25,800,000.00	\$20,300,000.00	\$23,000,000.00
4. New export sales of assisted clients		Approved	\$47,125,000.00	\$47,800,000.00	\$47,800,000.00
5. b. Number of federal contracts awarded to Oregon businesses receiving Government Contract Assistance Program assistance.		Approved	325	200	200
5. a. Total dollar amount of federal contracts awarded to Oregon Businesses receiving Government Contract Assistance Program assistance.		Approved	\$76,035,795.00	\$76,000,000.00	\$76,000,000.00
6. Number of new industrial sites/acres certified "project ready."		Approved	1	1	1
7. Number of community capital projects assisted for planning (infrastructure, community and organizational).		Approved	41	37	37
8. Number of community capital construction financing projects that address public health and safety issues.		Approved	41	40	40
9. Number of community capital construction financing projects that assist with future economic and community development.		Approved	15	25	25
10. 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.	Helpfulness	Approved	84%	90%	90%
	Expertise		89%	90%	90%
	Overall		81%	90%	90%
	Accuracy		87%	90%	90%
	Timeliness		82%	90%	90%
	Availability of Information		76%	90%	90%

**LFO Recommendation:**

Approve the Key Performance Measures, and the Key Performance Measure targets, identified in the above table.

**SubCommittee Action:**