

Legislatively Proposed 2017 - 2019 Key Performance Measures

Published: 6/28/2017 11:28:13 PM

Agency: Governor's Office

Mission Statement:

The Governor's office provides leadership and direction to state agencies that are in the Executive Branch. The Governor's office includes the following: Program Area Policy Advisors (e.g., education, workforce, natural resources, jobs and economy, health care, workforce and labor, housing and human services, public safety, transportation, and veterans); Executive Appointments; Constituent Services; Diversity, Equity and Inclusion; Affirmative Action; Extradition Services (for all law enforcement agencies), and Regional Solutions. The focus of the Annual Performance Progress Report is on the last four program areas. These program areas track performance measures, as detailed within this report.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. CUSTOMER SATISFACTION - Percent of participants (customers) who rate the Regional Solutions process very good to excellent.	Timeliness	Approved	91.60%	90%	90%
	Overall		91.60%	90%	90%
	Helpfulness		89.60%	90%	90%
	Availability of Information		87.70%	90%	90%
	Accuracy		92%	90%	90%
	Expertise		91.80%	90%	90%
2. CERTIFIED INDUSTRIAL SITES - Number of new industrial sites / acres certified as "project ready".		Approved	1	1	1
4. NUMBER OF STATE CONTRACT AWARDS TO CERTIFIED MINORITY, WOMEN AND EMERGING SMALL BUSINESSES (MWESB)		Approved	0.70%	10%	10%
5. STATE HIRING - Number of protected classes being hired, promoted, and retained in state agencies.		Approved	19.50%	22%	22%
3. OREGON FUGITIVES RETURNED - Percent of Oregon fugitives returned to Oregon in the most cost-effective and timely manner, giving priority to the most serious offenders.		Proposed Delete	91.25	90	0

LFO Recommendation:

Approve the Key Performance Measures, and Key Performance Measure targets as shown in the above table, with one modification. Approve the proposed deletion of Key Performance Measure #3.

Change the title of Key Performance Measure #4 to "Percentage of State Contract Awards to Business Certified by the Certification Office for Business Inclusion and Diversity."

SubCommittee Action: