

**HB 5017 BUDGET REPORT and MEASURE SUMMARY**

**Joint Committee On Ways and Means**

**Prepared By:** Robert Otero, Department of Administrative Services

**Reviewed By:** Theresa McHugh, Legislative Fiscal Office

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**Legislative Branch Agencies**

**2017-19**

PRELIMINARY

**Budget Summary\***

	2015-17 Legislatively Approved Budget <sup>(1)</sup>	2017-19 Current Service Level	2017-19 Committee Recommendation	Committee Change from 2015-17 Leg. Approved	
				\$ Change	% Change
<b><u>Legislative Assembly</u></b>					
General Fund	\$ 44,220,552	\$ 46,348,363	\$ 41,692,963	\$ (2,527,589)	(5.7%)
Other Funds Limited	\$ 223,530	\$ 26,570	\$ 26,570	\$ (196,960)	(88.1%)
Other Funds Nonlimited	\$ 96,360	\$ 115,520	\$ 115,520	\$ 19,160	19.9%
Total	\$ 44,540,442	\$ 46,490,453	\$ 41,835,053	\$ (2,705,389)	(6.1%)
<b><u>Legislative Administration Committee</u></b>					
General Fund	\$ 33,756,147	\$ 21,052,003	\$ 24,336,204	\$ (9,419,943)	(27.9%)
General Fund Debt Service	\$ 6,917,060	\$ 12,873,776	\$ 12,873,776	\$ 5,956,716	86.1%
Other Funds Limited	\$ 3,085,084	\$ 1,779,757	\$ 2,778,495	\$ (306,589)	(9.9%)
Other Funds Debt Service	\$ 2,409,941	\$ 1,192,375	\$ 1,192,375	\$ (1,217,566)	(50.5%)
Other Funds Nonlimited	\$ 614,106	\$ 390,658	\$ 390,658	\$ (223,448)	(36.4%)
Other Funds Debt Service Nonlimited	\$ 4,897,766	\$ -	\$ -	\$ (4,897,766)	(100.0%)
Total	\$ 51,680,104	\$ 37,288,569	\$ 41,571,508	\$ (10,108,596)	(19.6%)
<b><u>Legislative Counsel Committee</u></b>					
General Fund	\$ 11,580,183	\$ 12,745,700	\$ 12,785,719	\$ 1,205,536	10.4%
Other Funds Limited	\$ 1,552,105	\$ 1,638,291	\$ 1,638,291	\$ 86,186	5.6%
Other Funds Nonlimited	\$ 526,136	\$ 554,913	\$ 554,913	\$ 28,777	5.5%
Total	\$ 13,658,424	\$ 14,938,904	\$ 14,978,923	\$ 1,320,499	9.7%
<b><u>Legislative Fiscal Officer</u></b>					
General Fund	\$ 4,576,706	\$ 4,989,962	\$ 4,301,378	\$ (275,328)	(6.0%)
Other Funds Limited	\$ 3,530,895	\$ 3,779,805	\$ 3,779,805	\$ 248,910	7.0%
Total	\$ 8,107,601	\$ 8,769,767	\$ 8,081,183	\$ (26,418)	(0.3%)
<b><u>Legislative Policy and Research Committee</u></b>					
General Fund	\$ -	\$ 9,792,462	\$ 8,892,462	\$ 8,892,462	100.0%
Total	\$ -	\$ 9,792,462	\$ 8,892,462	\$ 8,892,462	100.0%
<b><u>Legislative Revenue Officer</u></b>					
General Fund	\$ 2,738,657	\$ 3,286,432	\$ 3,036,432	\$ 297,775	10.9%
Total	\$ 2,738,657	\$ 3,286,432	\$ 3,036,432	\$ 297,775	10.9%
<b><u>Legislative Commission On Indian Services</u></b>					
General Fund	\$ 508,295	\$ 539,068	\$ 539,068	\$ 30,773	6.1%
Other Funds Limited	\$ 6,784	\$ 7,035	\$ 7,035	\$ 251	3.7%
Total	\$ 515,079	\$ 546,103	\$ 546,103	\$ 31,024	6.0%

## **Budget Summary\***

	<b>2015-17 Legislatively Approved Budget<sup>(1)</sup></b>	<b>2017-19 Current Service Level</b>	<b>2017-19 Committee Recommendation</b>	<b>Committee Change from 2015-17 Leg. Approved</b>
<b><u>Position Summary</u></b>				
<b><u>Legislative Assembly</u></b>				
Authorized Positions	423	423	423	0
Full-time Equivalent (FTE) positions	251.52	251.52	251.52	0.00
<b><u>Legislative Administration Committee</u></b>				
Authorized Positions	142	85	86	(56)
Full-time Equivalent (FTE) positions	100.65	71.16	72.16	(28.49)
<b><u>Legislative Counsel Committee</u></b>				
Authorized Positions	57	57	58	1
Full-time Equivalent (FTE) positions	47.60	47.60	50.84	3.24
<b><u>Legislative Fiscal Officer</u></b>				
Authorized Positions	22	22	22	0
Full-time Equivalent (FTE) positions	22.00	22.00	22.00	0.00
<b><u>Legislative Policy and Research Committee</u></b>				
Authorized Positions	0	61	61	61
Full-time Equivalent (FTE) positions	0.00	41.29	41.29	41.29
<b><u>Legislative Revenue Officer</u></b>				
Authorized Positions	8	8	8	0
Full-time Equivalent (FTE) positions	8.00	8.00	8.00	0.00
<b><u>Legislative Commission On Indian Services</u></b>				
Authorized Positions	2	2	2	0
Full-time Equivalent (FTE) positions	2.00	2.00	2.00	0.00

<sup>(1)</sup> Includes adjustments through December 2016

\* Excludes Capital Construction expenditures

## **Summary of Revenue Changes**

The Legislative Branch agencies are primarily funded with appropriations from the General Fund. Some agencies also receive donations, grants, and other miscellaneous revenues as described below:

- Legislative Assembly: General Fund supports a majority of the Legislative Assembly budget. The Assembly receives Other Funds revenues from charging customers for the duplication of legislative materials and miscellaneous receipts. The Assembly also receives Other Funds Nonlimited from the use of the House and Senate lounges by Legislative members during session.
- Legislative Administration Committee: General Fund supports a majority of the Committee's budget. The agency also receives Other Funds revenues for rent of office space, parking fees, and other items. Other Funds Nonlimited come from the Capitol Gift Shop and the Property and Surplus Stores account.
- Legislative Counsel Committee: General Fund supports approximately 84 percent of the Committee's budget. Other Funds are derived from sales of the Oregon Revised Statutes (ORS), Oregon Laws, bill drafting services, and other Legislative Counsel publications. A small portion of the publication sales income is expended as limited Other Funds and used to defray that part of the agency's General Program expenses related to ORS publication editing. The balance of the publication sales income is expended as Nonlimited within the ORS Publications Program.
- Legislative Fiscal Officer: General Fund supports approximately half of the Legislative Fiscal Office's budget. The majority of other revenue is Other Funds derived from a portion of the Central Government Service Charge assessment associated with their work.
- Legislative Policy and Research Committee: The Legislative Policy and Research Committee is completely supported by General Fund.
- Legislative Revenue Officer: The Legislative Revenue Office is completely supported by General Fund.
- Legislative Commission on Indian Services: General Fund supports over 90 percent of the commission's budget. Other Funds revenue is from registration and other fees derived from sponsorship of special meetings. The funds are used to cover costs associated with the events.

## **Summary of General Government Subcommittee Action**

House Bill 5017 is the budget bill for the seven legislative agencies: Legislative Assembly, Legislative Administration Committee, Legislative Counsel Committee, Legislative Fiscal Officer, Legislative Revenue Officer, Legislative Commission on Indian Affairs and the Legislative Policy and Research Committee. While each agency is an independent state agency, their budgets are combined into this appropriation bill.

The Subcommittee approved the total Legislative Branch budget of \$108,458,002 General Fund and \$118,941,664 total funds. The budget includes a total of 660 positions (447.81 FTE). Positions are increased by 0.9 percent from the 2015-17 Legislatively Approved Budget, while FTE is increased by 3.7 percent.

### **Legislative Assembly**

The Legislative Assembly budget includes expenses for legislative members and their staffs, the leadership and caucus offices, the Secretary of the Senate, the Chief Clerk of the House, session staff, and Senate Executive Appointments.

The Subcommittee recommended a total funds budget of \$41,835,053 and 251.52 FTE. The total funds budget is a decrease of 6.1 percent from the 2015-17 Legislatively Approved Budget through December 2016. The budget includes \$41,692,963 General Fund, \$26,570 Other Funds expenditure limitation and \$115,520 Other Funds Nonlimited. The following changes were made to the Legislative Assembly budget:

#### **Biennial Budgets**

Package 801. An increase of \$24,600 General Fund for Services and Supplies related to office and building equipment.

#### **Reversions**

Package 801. A reduction of \$3,739,445 General Fund in Personal Services and \$940,555 General Fund in Services and Supplies to account for anticipated reversions totaling \$4,680,000.

### **Legislative Administration**

The Legislative Administration Committee provides general support to the Legislature. Non-partisan services to the public, Legislative members, and government agencies include: administration, information systems, facility services, employee services, and financial services.

The Subcommittee recommended a total funds budget of \$41,571,508 and 72.16 FTE. The total funds budget is a decrease of 19.6 percent from the 2015-17 Legislatively Approved Budget through December 2016. The following is a summary of the budgetary changes:

### Administration

Package 801, LFO Analyst Adjustments. This package adds \$2,521,711 General Fund for additional Oregon State Police trooper support in the Capitol building and \$123,000 General Fund for Continuation of Operations Planning. The package also includes \$200,000 General Fund to begin planning for closed captioning in the Capitol and carries forward \$6,000,000 General Fund for the Capitol Accessibility, Maintenance and Safety project, which was not spent in 2015-17.

### Information Systems

Package 801, LFO Analyst Adjustments. This package funds Phase II of the Disaster Recovery project for \$975,000 General Fund and provides \$114,490 General Fund for reclassification of the customer engagement and leadership position. The package also provides \$521,741 Other Funds limitation for expenses related to the new bill drafting system.

### Facility Services

Package 801, LFO Analyst Adjustments. This package provides \$342,000 Other Funds limitation for anticipated lease revenue. The package also provides authorization to add one custodial position (1.00 FTE) and the reclassification of the contracts specialist position, both of which do not require additional funds.

### Reversions

Package 801, LFO Analyst Adjustments. This package reduces \$3,918,965 General Fund in Personal Services and \$2,731,035 General Fund in Services and Supplies to account for anticipated reversions totaling \$6,650,000 General Fund.

### Oregon State Capitol Foundation

Package 801, LFO Analyst Adjustments. This package includes technical adjustments to correct amounts for the Oregon State Capitol Foundation expenditures.

### **Legislative Counsel Committee**

Staff for the Legislative Counsel Committee draft legislation for Legislators, Legislative committees and state agencies. They also provide research services and legal advice to Legislators and Legislative committees. The committee publishes the Oregon Revised Statutes, which are the official codification of Oregon's statute laws.

The Subcommittee recommended a total funds budget of \$14,978,923 and 50.84 FTE. The total funds budget is an increase of 9.7 percent from the 2015-17 Legislatively Approved Budget through December 2016. The budget includes \$12,785,719 General Fund, \$1,638,291 Other Funds limitation and \$554,913 Other Funds Nonlimited.

### General Program

Package 801, LFO Analyst Adjustments. This package adds one attorney and one editor for public records needs, at a cost of \$333,682 General Fund. The package also adds one Executive Support Specialist II and authorizes reclassification of positions and additional FTE at a cost of \$306,337 General Fund. In addition, the package authorizes the reclassification of a Senior Deputy to a Chief Deputy with no funding. Finally, the package accounts for \$600,000 General Fund in anticipated reversions.

### Legislative Fiscal Officer

The Legislative Fiscal Office (LFO) researches, analyzes, and makes recommendations concerning state expenditures, financial affairs, program administration, and agency organization. LFO reports to the Joint Committee on Ways and Means during legislative sessions and to the Emergency Board during the interim. LFO determines the fiscal impact of all legislative matters. It provides staff support for legislative information management and technology committees, including budget analysis and non-technical policy recommendations concerning state agency information systems projects. LFO also conducts reviews and performance audits of selected programs for the Joint Legislative Audit Committee.

The Subcommittee recommended a total funds budget of \$8,081,183 and 22.00 FTE. The total funds budget is a decrease of 0.3 percent from the 2015-17 Legislatively Approved Budget through December 2016. The budget includes \$4,301,378 General Fund and \$3,779,805 Other Funds limitation.

### General Program

Package 801, LFO Analyst Adjustments. This package includes \$61,416 General Fund for reclassification of a Fiscal Analyst position to a Principal Analyst position and anticipated reversions of \$750,000 General Fund, resulting in a net reduction of \$570,819 General Fund in Personal Services and a reduction of \$117,765 General Fund in Services and Supplies.

### Legislative Policy and Research Office

The Legislative Policy and Research Office (LPRO) was created by the Legislative Assembly in Senate Bill 1569 (2016) and provides centralized, professional and nonpartisan research, issue analysis and committee management services for the Legislative Assembly.

The Subcommittee recommended a total funds budget of \$8,892,462 and 41.29 FTE. The Subcommittee approved the following package changes:

### Legislative Policy & Research Committee

Package 801, LFO Analyst Adjustments. This package includes a reduction of \$848,838 General Fund in Personal Services and \$51,162 General Fund in Services and Supplies to account for anticipated reversions totaling \$900,000 General Fund.

### **Legislative Revenue Officer**

The Legislative Revenue Office (LRO) provides non-partisan analysis to the Legislature on tax policy and school finance issues. The Office serves the Legislature and the public by staffing legislative committees dealing with taxes and school finance. LRO writes revenue impact statements on all bills reaching the House or Senate floor, affecting state or local revenue.

The Subcommittee recommended a General Fund budget of \$3,036,432 and 8.00 FTE. The budget is an increase of 10.9 percent from the 2015-17 Legislatively Approved Budget through December 2016 and includes eight positions (8.00 FTE).

#### **Legislative Revenue Officer**

Package 801, LFO Analyst Adjustments. This package includes technical adjustment to remove one-time revenues of \$250,000 General Funds inadvertently left in the budget.

### **Commission on Indian Services**

There are nine federally recognized Indian tribal governments located in Oregon. The commission was created to improve services for American Indians in Oregon. It gathers information relating to programs available to Indians, such as those concerning education, housing, health, fishing, economic development, cultural preservation and protection, gambling and job training. The commission assesses Indian needs and concerns through consultation and public hearings. The agency also networks with state, regional and national Indian organizations in sharing information and addressing Indian issues. While the commission is not to supersede any negotiations any tribe, band or group might have with local, state and federal governments, it provides a forum for communication between Oregon's American Indians and state government.

The Subcommittee recommended a total funds budget of \$546,103 and 2.00 FTE. The total funds budget is an increase of 6.0 percent from the 2015-17 Legislatively Approved Budget through December 2016. The budget includes \$539,068 General Fund and \$7,035 Other Funds limitation.

### **Summary of Performance Measure Action**

See attached Legislatively Adopted 2017-19 Key Performance Measures form.



## DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION

Legislative Branch Agencies  
Robert Otero-- 503-983-8670

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
2015-17 Legislatively Approved Budget at Dec 2016 *	\$ 104,297,600	\$ -	\$ 10,808,339	\$ 6,134,368	\$ -	\$ -	121,240,307	654	431.77
2017-19 Current Service Level (CSL)*	\$ 111,627,766	\$ -	\$ 8,423,833	\$ 1,061,091	\$ -	\$ -	121,112,690	658	443.57
<b><u>SUBCOMMITTEE ADJUSTMENTS (from CSL)</u></b>									
<b><u>Legislative Assembly</u></b>									
<b>SCR 006 - Biennial Budgets</b>									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ 24,600	\$ -	\$ -	\$ -	\$ -	\$ -	24,600		
<b>SCR 010 - Reversions</b>									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ (3,739,445)	\$ -	\$ -	\$ -	\$ -	\$ -	(3,739,445)	0	0.00
Services and Supplies	\$ (940,555)	\$ -	\$ -	\$ -	\$ -	\$ -	(940,555)		
<b><u>Legislative Administration Committee</u></b>									
<b>SCR 001 - Administration</b>									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ 8,844,711	\$ -	\$ -	\$ -	\$ -	\$ -	8,844,711		
<b>SCR 003 - Information Systems</b>									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 114,490	\$ -	\$ -	\$ -	\$ -	\$ -	114,490	0	0.00
Services and Supplies	\$ 975,000	\$ -	\$ 521,741	\$ -	\$ -	\$ -	1,496,741		
<b>SCR 004 - Facility Services</b>									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-	1	1.00
Services and Supplies	\$ -	\$ -	\$ 342,000	\$ -	\$ -	\$ -	342,000		
<b>SCR 010 - Reversions</b>									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ (3,918,965)	\$ -	\$ -	\$ -	\$ -	\$ -	(3,918,965)	0	0.00
Services and Supplies	\$ (2,731,035)	\$ -	\$ -	\$ -	\$ -	\$ -	(2,731,035)		
<b>SCR 050 - Oregon State Capital Foundation</b>									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ -	\$ -	\$ 134,997	\$ -	\$ -	\$ -	134,997		
<b><u>Legislative Counsel Committee</u></b>									
<b>SCR 001 - General Program</b>									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 640,019	\$ -	\$ -	\$ -	\$ -	\$ -	640,019	1	3.24
Services and Supplies	\$ (600,000)	\$ -	\$ -	\$ -	\$ -	\$ -	(600,000)		
<b><u>Legislative Fiscal Officer</u></b>									
<b>SCR 001 - General Program</b>									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ (570,819)	\$ -	\$ -	\$ -	\$ -	\$ -	(570,819)	0	0.00
Services and Supplies	\$ (117,765)	\$ -	\$ -	\$ -	\$ -	\$ -	(117,765)		

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
<b>Legislative Policy &amp; Research Committee</b>									
<b>SCR 001- Legislative Policy &amp; Research Committee</b>									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ (848,838)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (848,838)		
Special Payments	\$ (51,162)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (51,162)		
<b>Legislative Revenue Officer</b>									
<b>SCR 001 - Legislative Revenue Officer</b>									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ (200,000)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (200,000)		
Capital Outlay	\$ (50,000)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (50,000)		
TOTAL ADJUSTMENTS	\$ (3,169,764)	\$ -	\$ 998,738	\$ -	\$ -	\$ -	\$ (2,171,026)	2	4.24
SUBCOMMITTEE RECOMMENDATION *	\$ 108,458,002	\$ -	\$ 9,422,571	\$ 1,061,091	\$ -	\$ -	\$ 118,941,664	660	447.81
% Change from 2015-17 Leg Approved Budget	4.0%	0.0%	(12.8%)	(82.7%)	0.0%	0.0%	(1.9%)	0.9%	3.7%
% Change from 2017-19 Current Service Level	(2.8%)	0.0%	11.9%	0.0%	0.0%	0.0%	(1.8%)	0.3%	1.0%

\*Excludes Capital Construction Expenditures

# Legislatively Approved 2017 - 2019 Key Performance Measures

Published: 6/29/2017 4:06:50 PM

**Agency:** Legislative Administration

**Mission Statement:**

Legislative Administration supports the Oregon Legislature, promotes access to the legislative process, and provides efficient, effective, accountable and customer-oriented services to all legislators, legislative departments, the public, and other government agencies.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. CUSTOMER SERVICE - The percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall, timeliness, accuracy, helpfulness, expertise, information available.	Timeliness	Approved	94%	90%	90%
	Expertise		93%	90%	90%
	Overall		93%	90%	90%
	Helpfulness		96%	90%	90%
	Accuracy		94%	90%	90%
	Availability of Information		88%	90%	90%
2. IT CUSTOMERS - The percentage of customers rating overall satisfaction with problem solution as above average or excellent.		Approved	97%	95%	97%
3. WEB-SITE - The percentage approval rating of web-site users.		Approved	82%	80%	85%
4. DIVERSITY - Racial/ethnic diversity in Legislative Administration as compared to the total State's diversity.		Approved	119%	100%	100%
5. TURNOVER - Annual voluntary turnover rate of the Legislative Administration continuing workforce.		Approved	16.48%	20%	20%
6. GOLD STAR CERTIFICATE - Number of years out of last five that Financial Services earns State Controller's Division Gold Star Certificate for the Legislative agencies it serves.		Approved	4	5	5

**LFO Recommendation:**

LFO recommends the proposed Key Performance Measures be approved.

**SubCommittee Action:**

The Subcommittee approved the LFO recommendation.

# Legislatively Approved 2017 - 2019 Key Performance Measures

Published: 6/29/2017 4:04:42 PM

**Agency:** Legislative Counsel

**Mission Statement:**

Overseen by the Legislative Counsel Committee, the Office of the Legislative Counsel provides legal and publication services to the Legislative Assembly and its members and other agencies of state government. The office drafts measures and amendments for legislators, legislative committees and state agencies; provides legal advice to legislators and legislative committees; reviews state agency rules for legal sufficiency; prepares indexes and tables for legislative publications; edits, publishes, sells and distributes the Oregon Revised Statutes, the official bound session laws and other specialty publications.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, information available.	Helpfulness	Approved	93%	90%	90%
	Availability of Information		87%	90%	90%
	Timeliness		93%	90%	90%
	Accuracy		93%	90%	90%
	Overall		93%	90%	90%
	Expertise		93%	90%	90%
2. Nonpartisanship - Percent of customers rating their satisfaction with the agency's ability to provide services on a fair objective and nonpartisan basis as "good" or "excellent".		Approved	94%	90%	90%
3. Confidentiality - Percent of customers rating their satisfaction with the agency's ability to provide confidential services as "good" or "excellent".		Approved	93%	100%	100%
4. Quality of Legislative Publications - Percent of customers rating their satisfaction with the agency's publications as "good" or "excellent".		Approved	94%	100%	100%

**LFO Recommendation:**

The Legislative Fiscal Office recommends the proposed Key Performance Measures be approved.

**SubCommittee Action:**

The Subcommittee approved the LFO recommendation

# Legislatively Approved 2017 - 2019 Key Performance Measures

Published: 6/29/2017 4:07:17 PM

**Agency:** Legislative Fiscal Office

**Mission Statement:**

The Legislative Fiscal Office provides research, analysis, and evaluation of state expenditures, financial affairs, program administration, and agency organization.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
3. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information	Accuracy	Approved	96.88%	90%	90%
	Overall		90.63%	90%	90%
	Timeliness		90.63%	90%	90%
	Expertise		93.75%	90%	90%
	Availability of Information		78.13%	90%	90%
	Helpfulness		87.50%	90%	90%

**LFO Recommendation:**

LFO recommends the proposed Key Performance Measures be approved.

**SubCommittee Action:**

The Subcommittee approved the LFO recommendation.

# Legislatively Approved 2017 - 2019 Key Performance Measures

Published: 6/29/2017 4:08:51 PM

**Agency:** Legislative Policy and Research Office

**Mission Statement:**

The Legislative Policy and Research Office provides centralized, professional and nonpartisan research, issue analysis and committee management services to inform deliberations and development of public policy.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. 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.	Overall	Proposed New	No Data	90%	90%
	b) Timeliness		No Data	90%	90%
	c) Accuracy		No Data	90%	90%
	d) Helpfulness		No Data	90%	90%
	e) Expertise		No Data	90%	90%
	f) Availability of Information		No Data	90%	90%

**LFO Recommendation:**

LFO recommends the proposed Key Performance Measures be approved.

**SubCommittee Action:**

The Subcommittee approved the LFO recommendation.

# Legislatively Approved 2017 - 2019 Key Performance Measures

Published: 6/29/2017 4:08:06 PM

**Agency:** Legislative Revenue Office

**Mission Statement:**

As defined in ORS 173.820 under "duties and powers" the legislative revenue officer is to: (1) prepare or assist in the preparation of studies and reports and provide information and research assistance on matters relating to taxation and to the revenue of this state (2) ascertain facts concerning revenues and make estimates concerning state revenues (3) ascertain facts and make recommendations to the legislative assembly concerning the governor's tax expenditure report. (4) prepare analysis of and recommendations on the fiscal impact of all revenue measures before the legislative assembly and all other measures affecting the revenue of this state. Under ORS 173.025 the legislative revenue officer is to prepare a revenue impact statement on each measure introduced in the legislative assembly that could have any effect on revenues of local governmental units, including school districts.

Legislatively Approved KPMS	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. 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	Overall	Approved	90.47%	90%	90%
	Timeliness		95.24%	90%	90%
	Accuracy		85.71%	90%	90%
	Helpfulness		90.47%	90%	90%
	Expertise		91.71%	90%	90%
	Availability of Information		85.71%	90%	90%

**LFO Recommendation:**

LFO recommends the proposed Key Performance Measures be approved.

**SubCommittee Action:**

The Subcommittee approved the LFO recommendation.

# Legislatively Approved 2017 - 2019 Key Performance Measures

Published: 6/29/2017 4:08:34 PM

**Agency:** Indian Services, Legislative Commission on

**Mission Statement:**

Per ORS Chapters 69, 97, 172, 182, 273, 358, and 390, Oregon Laws Chapter 775 and 903, The Commission exists to compile information on services available to Indians, to assess state programs and services, and make recommendations for improvement. It serves as the state forum in which Indian problems and solutions are considered. It is required to advise on matters relating to the preservation and protection of Indian historic and archaeological resources. It is to be consulted on state agency training and reviews agency action with regard to State/Tribal relations.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. CUSTOMER SATISFACTION - Percentage of respondents to customer satisfaction survey who rank the Commission on Indian Services overall performance very good to excellent.	Overall	Approved	92%	95%	95%
	Accuracy		95%	95%	95%
	Availability of Information		95%	95%	95%
	Helpfulness		98%	95%	95%
	Timeliness		95%	95%	95%
	Expertise		95%	95%	95%
2. Best Practices Percentage of total best practices met by the Legislative Commission on Indian Services		Approved	95%	95%	95%

**LFO Recommendation:**

LFO recommends the proposed Key Performance Measures be approved.

**SubCommittee Action:**

The Subcommittee approved the LFO recommendation.