

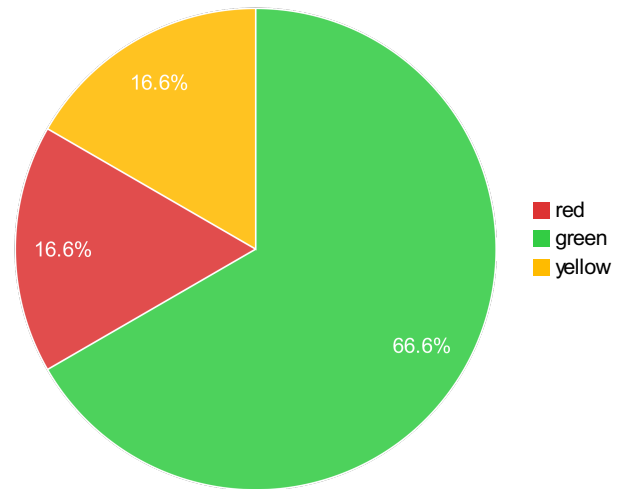
# **Government Ethics Commission**

Annual Performance Progress Report

Reporting Year 2018

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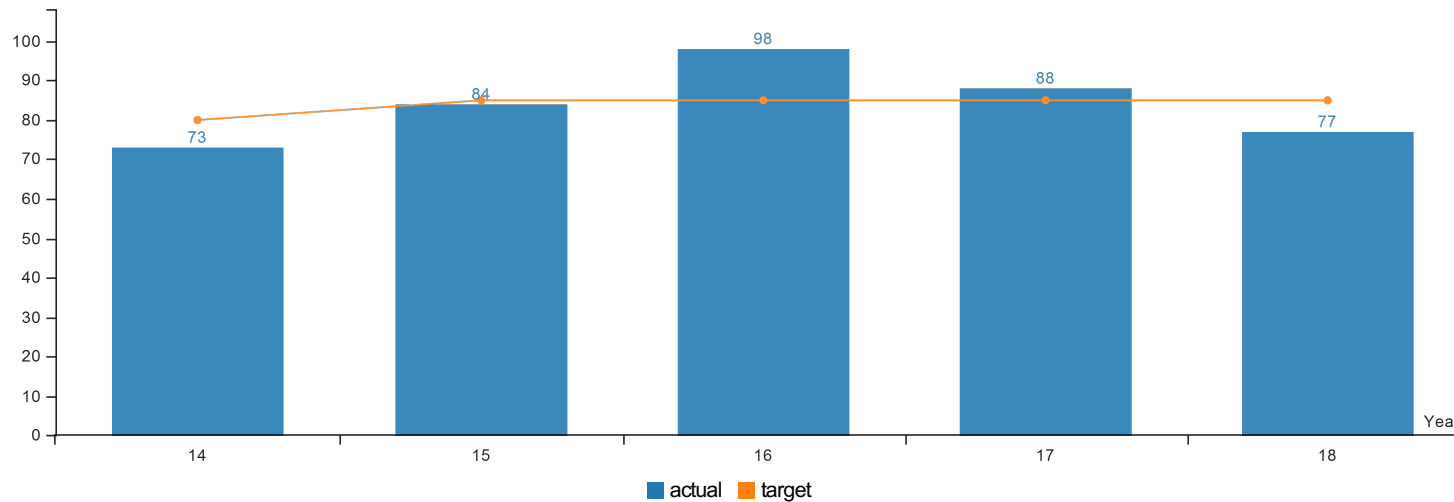
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed -
3	Training Programs Effectiveness -
4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
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.
6	Governance Best Practices - Percent of total best practices met by the commission.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	66.67%	16.67%	16.67%

KPM #1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
<b>percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions</b>					
Actual	73%	84%	98%	88%	77%
Target	80%	85%	85%	85%	85%

#### How Are We Doing

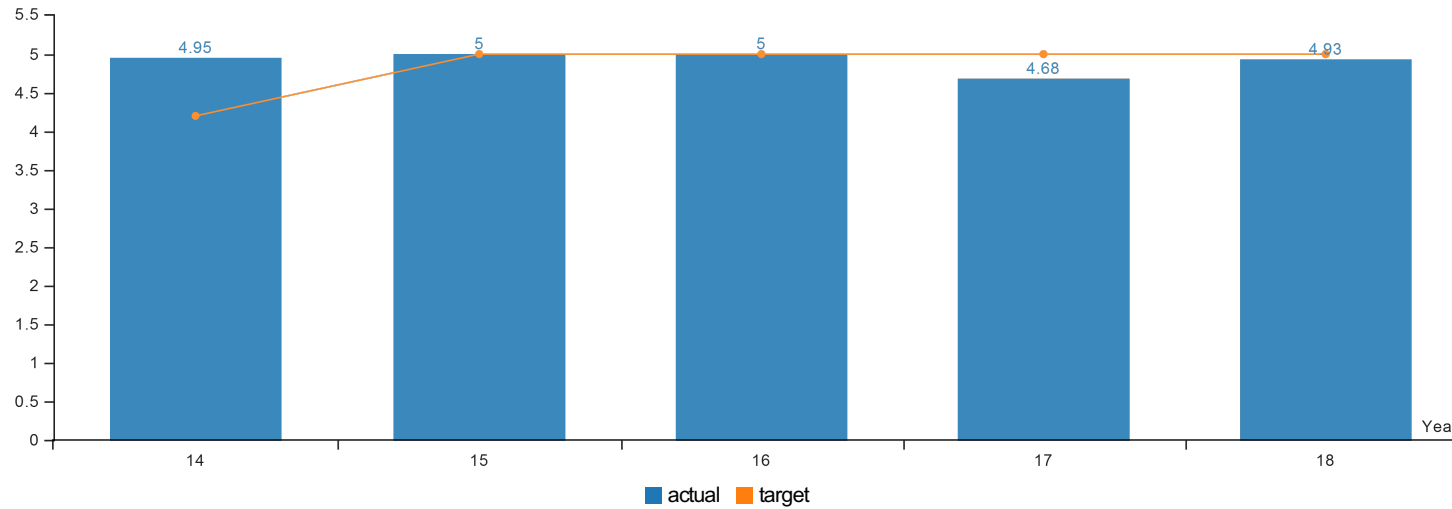
The data reflected is from the calendar year 2017. We are outperforming our target. Each of the categories, Preliminary Reviews (80%), Investigations (63%) Staff Opinions (97%) and Advisory Opinions (70%) were completed well within the statutory time limitation . During the majority of the time period, the agency was fully staffed, which helped us to excel in this measure.

#### Factors Affecting Results

Staffing, as mentioned earlier, helped the agency to exceed this measure goal. The majority of the year, the agency was fully staffed with experienced personnel.

KPM #2	Quality of investigations completed -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Quality of Investigations</b>					
Actual	4.95	5	5	4.68	4.93
Target	4.20	5	5	5	5

#### How Are We Doing

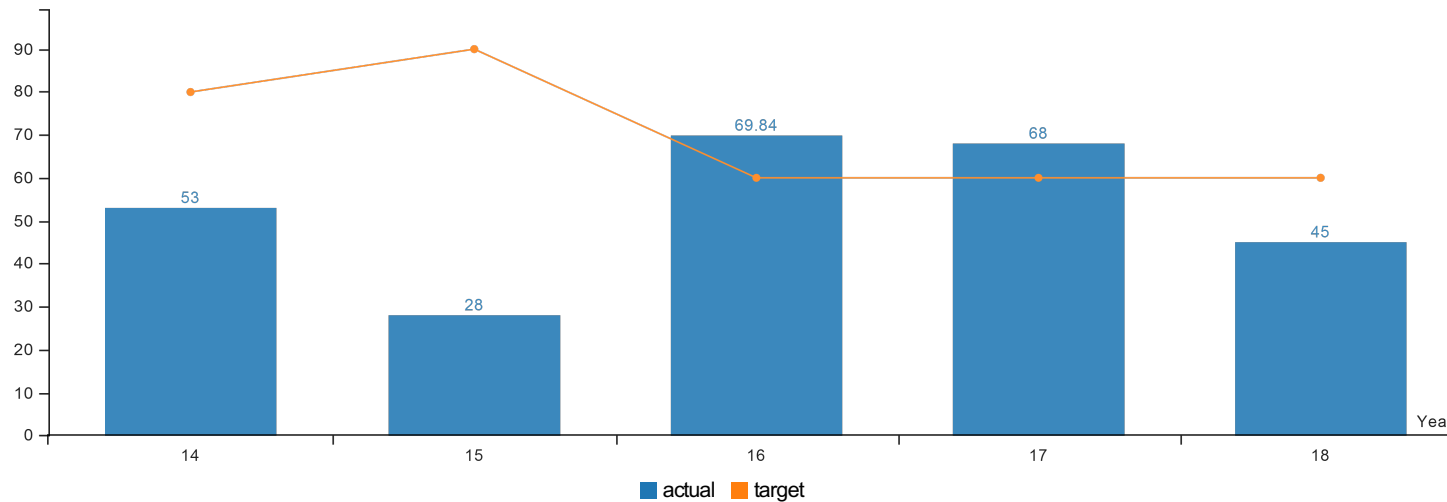
The review categories scored at Timeliness (4.8), Accessibility (5.0), Objectivity (5.0), and Organization (4.9), out of a maximum score of 5. This is an improvement from the previous year (4.68). The improvement was due to more experienced personnel. The agency will continue to strive for a perfect score (target) of 5.

#### Factors Affecting Results

Investigative personnel were more experienced in 2017 over 2016, resulting in an increased score. However we still fell short of our target of a perfect score of 5.

KPM #3	Training Program's Effectiveness -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Percentage of increase/decrease of knowledge base</b>					
Actual	53%	28%	69.84%	68%	45%
Target	80%	90%	60%	60%	60%

#### How Are We Doing

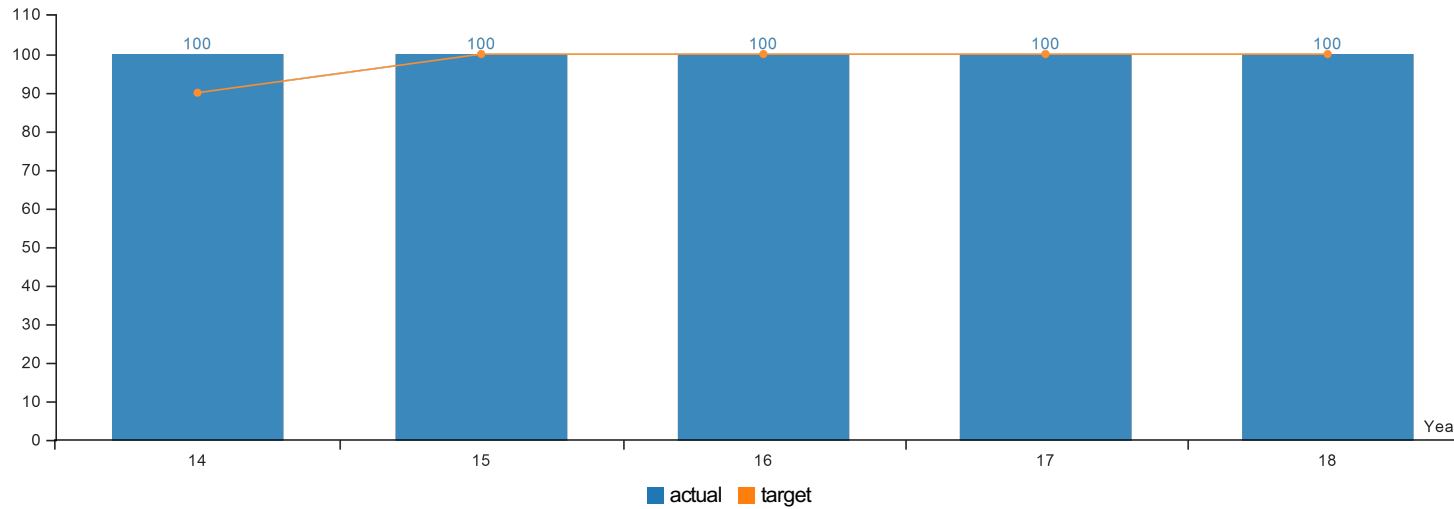
The measurement here is the difference between the number of correct answers to a pretest before the training, in comparison with the number of correct answers at the end of the training session. Before the trainings, participants scored 63.48% correct answers. At the end of the training session, participants scored 91.79% correctly. This is a substantial increase in knowledge, but below our target percentage.

#### Factors Affecting Results

The agency began using electronic devices (clickers) to capture answers to questions asked by the trainers. The participation of the attendees has dramatically increased.

KPM #4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Percentage of Contested Cases Settled Before Hearing</b>					
Actual	100	100	100	100	100
Target	90	100	100	100	100

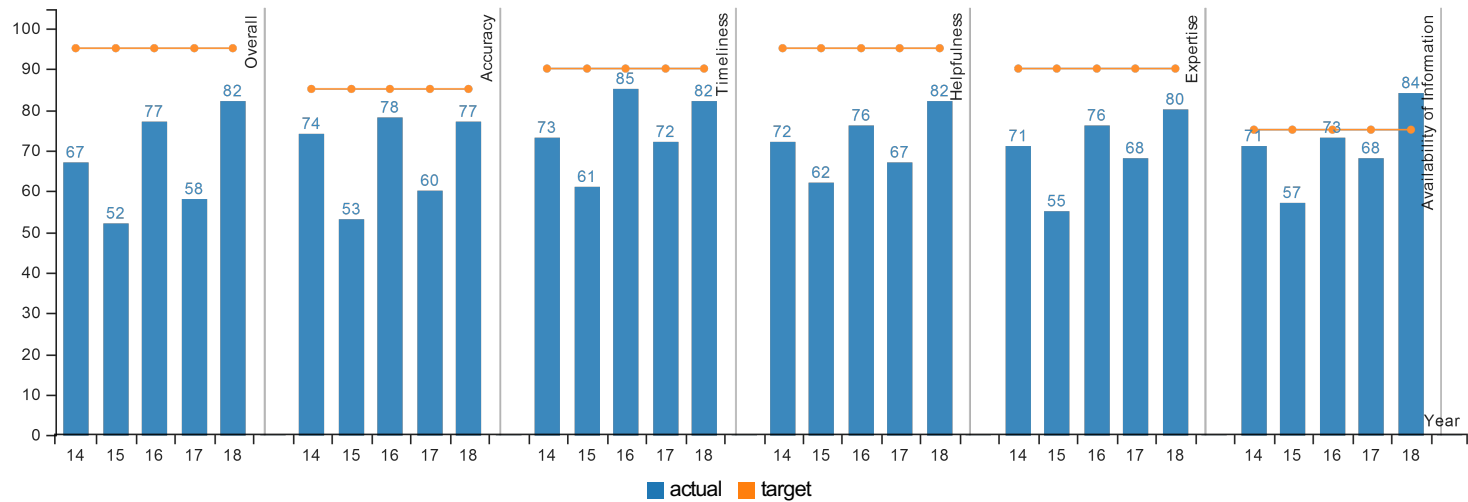
**How Are We Doing**

The data reported is for the calendar year 2017. The agency continues to settle 100 % of its cases.

**Factors Affecting Results**

The agency is required to pay the respondent's attorney fees if the agency does not prevail in a contested case proceeding. The agency is unique in state government with that requirement. The risk of taking cases to contested case hearings is simply too high; therefore, the agency prefers to settle its cases. The agency has a submitted a legislative concept to address this problem.

KPM #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.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2014	2015	2016	2017	2018
<b>Overall</b>					
Actual	67	52	77	58	82
Target	95	95	95	95	95
<b>Accuracy</b>					
Actual	74	53	78	60	77
Target	85	85	85	85	85
<b>Timeliness</b>					
Actual	73	61	85	72	82
Target	90	90	90	90	90
<b>Helpfulness</b>					
Actual	72	62	76	67	82
Target	95	95	95	95	95
<b>Expertise</b>					
Actual	71	55	76	68	80
Target	90	90	90	90	90
<b>Availability of Information</b>					
Actual	71	57	73	68	84
Target	75	75	75	75	75

**How Are We Doing**

The data included 116 responses. The agency is still affected by the Kitzhaber/Hayes cases with many comments that the agency should have been harsher with the former Governor and First Lady. Overall, I am please with the results, especially when you consider the Commission's regulatory functions. The agency will continue to focus on our customer service by looking for improvements in each category next year.

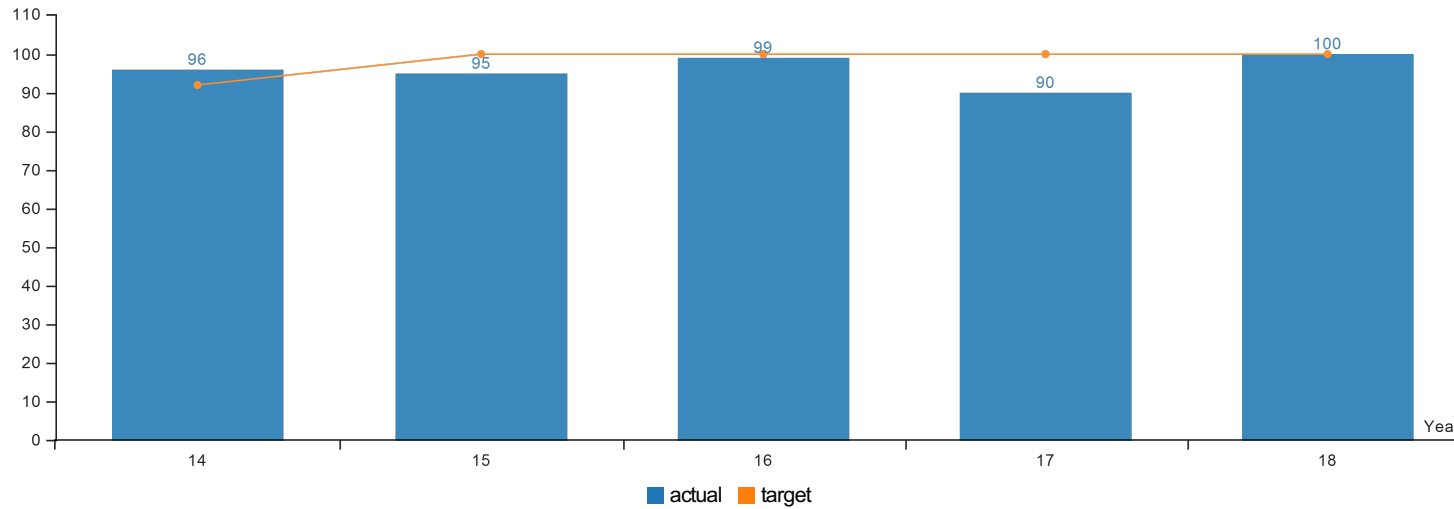
**Factors Affecting Results**

Some high profile cases have affected the comments from participants of the survey. The agency will continue to look for ways to improve its customer service. Currently, the agency's Case Management System allows the public to view the agency's final outcomes on investigations. We have received numerous positive comments on the system and the information it provides to the public on-line without the need for a public records request. The agency also continues to benefit from the information gathered and displayed on-line from its Electronic Filing System for Statements of Economic Interest (SEIs) and Lobby reports. The agency believes this continued increased on-line reporting will have positive impacts on its customer service.



KPM #6	Governance Best Practices - Percent of total best practices met by the commission.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Best Practices</b>					
Actual	96	95	99	90	100
Target	92	100	100	100	100

#### How Are We Doing

The Commission was unanimous in its assessment of the Best Practices Survey.

#### Factors Affecting Results

Future years should also see similar results, since this Commission should stay intact through the next couple of years with no turnover.