

Legislative Counsel

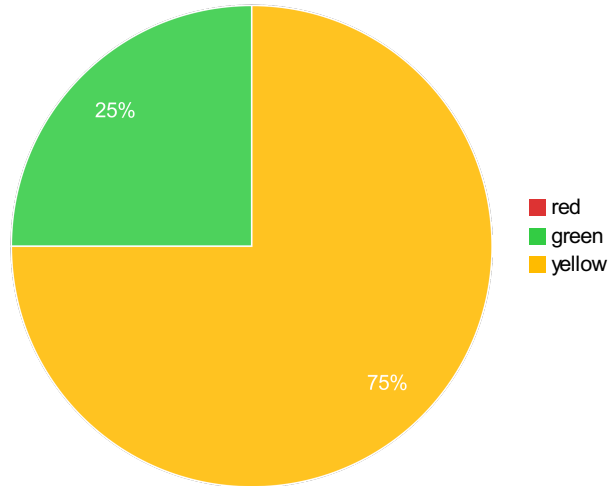
Annual Performance Progress Report

Reporting Year 2018

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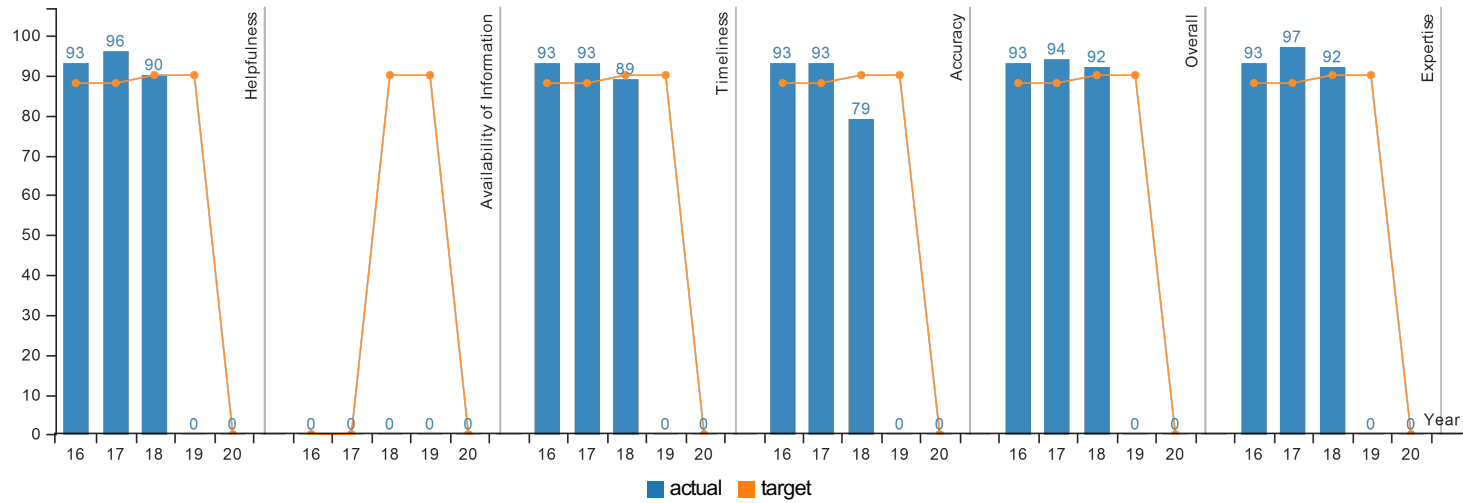
KPM #	Approved Key Performance Measures (KPMs)
1	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, information available.
2	Nonpartisanship - Percent of customers rating their satisfaction with the agency's ability to provide services on a fair objective and nonpartisan basis as "good" or "excellent".
3	Confidentiality - Percent of customers rating their satisfaction with the agency's ability to provide confidential services as "good" or "excellent".
4	Quality of Legislative Publications - Percent of customers rating their satisfaction with the agency's publications as "good" or "excellent".

Proposal	Proposed Key Performance Measures (KPMs)
Delete	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.
New	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.
New	Quality of Legal Advice - Percent of customers rating their satisfaction with the agency's quality of legal advice as "good" or "excellent".



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	25%	75%	0%

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



Report Year	2016	2017	2018	2019	2020
Helpfulness					
Actual	93%	96%	90%	No Data	No Data
Target	88%	88%	90%	90%	0%
Availability of Information					
Actual	No Data	No Data	No Data	No Data	No Data
Target	0%	0%	90%	90%	0%
Timeliness					
Actual	93%	93%	89%	No Data	No Data
Target	88%	88%	90%	90%	0%
Accuracy					
Actual	93%	93%	79%	No Data	No Data
Target	88%	88%	90%	90%	0%
Overall					
Actual	93%	94%	92%	No Data	No Data
Target	88%	88%	90%	90%	0%
Expertise					
Actual	93%	97%	92%	No Data	No Data
Target	88%	88%	90%	90%	0%

How Are We Doing

LC's goal is to provide premium legal and publication services to the Legislative Assembly. In July 2018, a customer satisfaction survey was conducted to rate the overall service of the agency. The survey was sent to Legislators, legislative staff and the lobby. There were 107 respondents who rated the Legislative Counsel section of the survey. The percentage of respondents who rated Customer Service as "Good" or "Excellent" for Timeliness - 89%; Accuracy - 79%; Helpfulness - 90%; Expertise - 92%; Overall Quality of Services - 92%; and Quality of Legal Advice - 92%. Ninety-two percent of respondents answered that the Quality of Services Provided by Legislative Counsel were "Getting Better" or "Staying the Same".

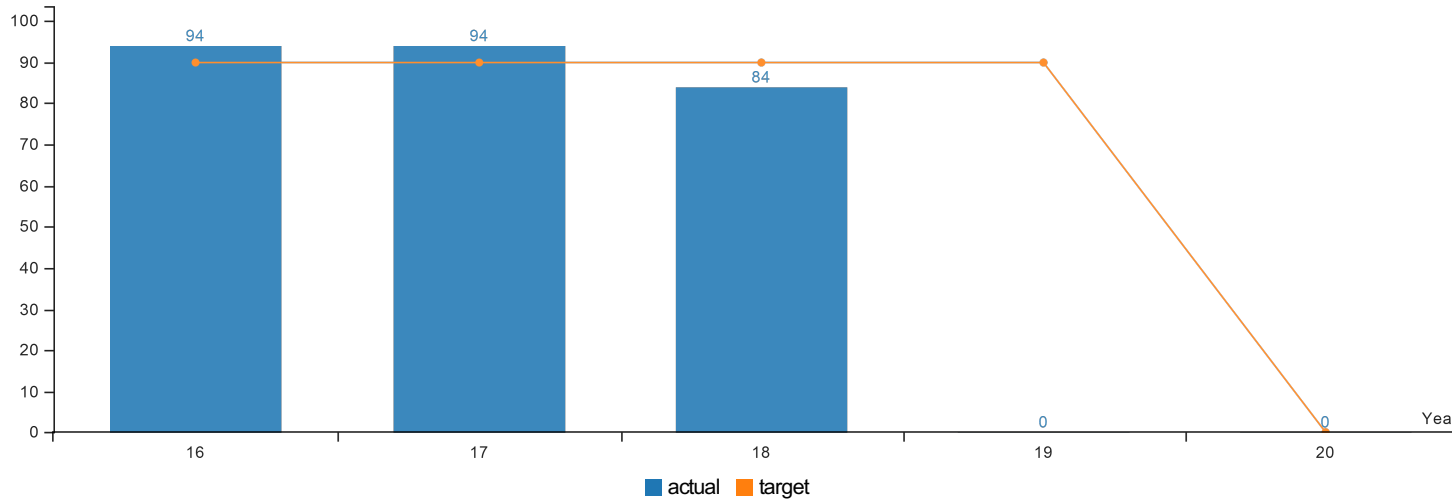
Factors Affecting Results

The Legislative Administrator indicated lobbyists participated in the survey in significantly greater numbers than in years past.

KPM #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".

Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Ability to Provide Services on a Fair Objective and Nonpartisan Basis					
Actual	94%	94%	84%	No Data	No Data
Target	90%	90%	90%	90%	0%

How Are We Doing

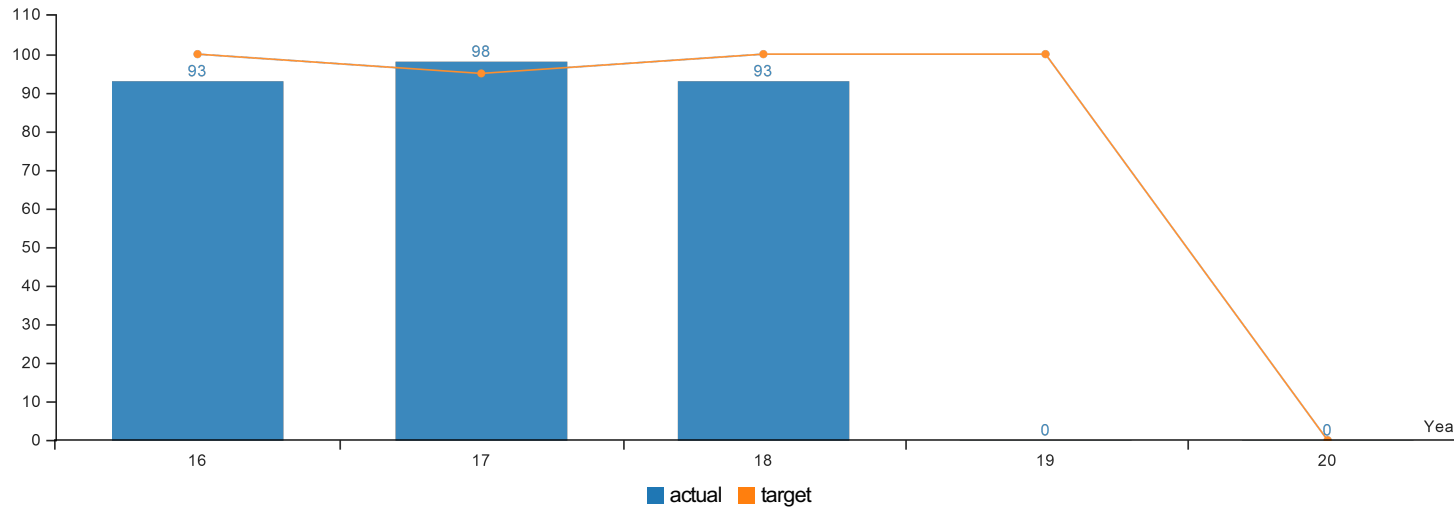
The customer satisfaction survey showed 84% of respondents rated their satisfaction with the agency's ability to provide services in a fair, objective and nonpartisan basis as "Good" or "Excellent".

Factors Affecting Results

The Legislative Administrator indicated lobbyists participated in the survey in significantly greater numbers than in years past.

KPM #3	Confidentiality - Percent of customers rating their satisfaction with the agency's ability to provide confidential services as "good" or "excellent".
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Ability to Provide Confidential Services					
Actual	93%	98%	93%	No Data	No Data
Target	100%	95%	100%	100%	0%

How Are We Doing

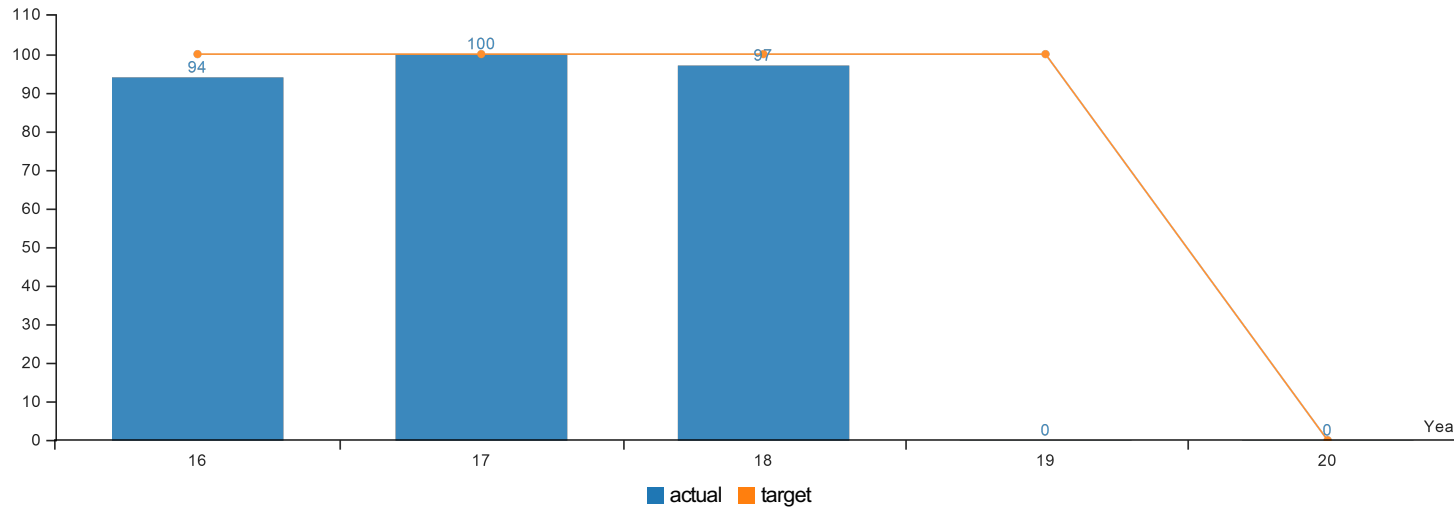
LC's goal is to cultivate strong working relationships with our customers to ensure that all requests for legal services are handled in a confidential manner. Ninety-three percent of respondents responded "Good" or "Excellent" when rating Legislative Counsel's success in maintaining confidentiality.

Factors Affecting Results

The Legislative Administrator indicated lobbyists participated in the survey in significantly greater numbers than in years past.

KPM #4	Quality of Legislative Publications - Percent of customers rating their satisfaction with the agency's publications as "good" or "excellent".
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Metric Value					
Actual	94%	100%	97%	No Data	No Data
Target	100%	100%	100%	100%	0%

How Are We Doing

LC strives to provide accurate information in a timely manner. This means producing *Oregon Laws*, *Oregon Revised Statutes* and other legislative publications in an accurate, economical and timely manner. Ninety-seven percent of respondents responded “Good” or “Excellent” when rating the quality of the legislative publications produced by Legislative Counsel.

Factors Affecting Results

The Legislative Administrator indicated lobbyists participated in the survey in significantly greater numbers than in years past.