

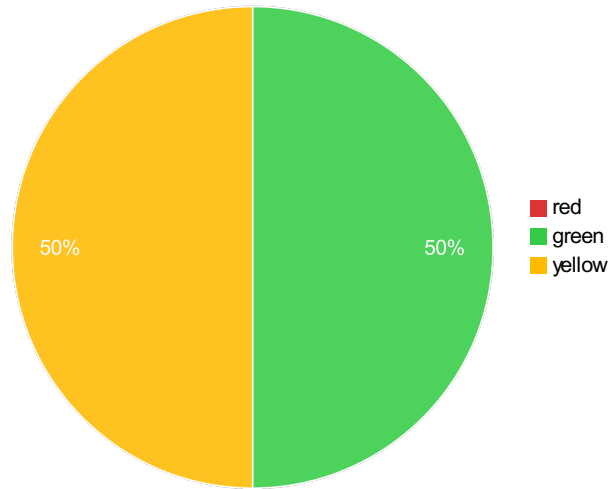
# Indian Services, Legislative Commission on

Annual Performance Progress Report

Reporting Year 2018

Published: 6/7/2018 9:26:06 AM

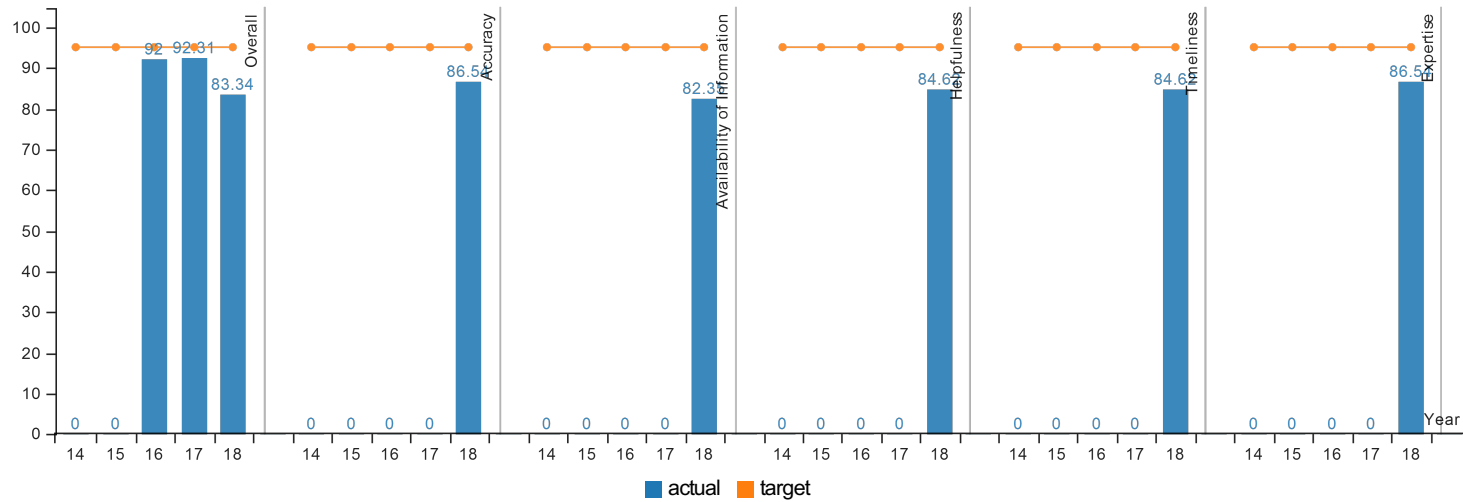
KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SATISFACTION - Percentage of respondents to customer satisfaction survey who rank the Commission on Indian Services overall performance very good to excellent.
2	Best Practices Percentage of total best practices met by the Legislative Commission on Indian Services -



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	50%	0%

KPM #1 CUSTOMER SATISFACTION - Percentage of respondents to customer satisfaction survey who rank the Commission on Indian Services overall performance very good to excellent.

Data Collection Period: Jan 01 - Jan 01



Report Year	2014	2015	2016	2017	2018
<b>Overall</b>					
Actual	No Data	No Data	92%	92.31%	83.34%
Target	95%	95%	95%	95%	95%
<b>Accuracy</b>					
Actual	No Data	No Data	No Data	No Data	86.54%
Target	95%	95%	95%	95%	95%
<b>Availability of Information</b>					
Actual	No Data	No Data	No Data	No Data	82.35%
Target	95%	95%	95%	95%	95%
<b>Helpfulness</b>					
Actual	No Data	No Data	No Data	No Data	84.62%
Target	95%	95%	95%	95%	95%
<b>Timeliness</b>					
Actual	No Data	No Data	No Data	No Data	84.62%
Target	95%	95%	95%	95%	95%
<b>Expertise</b>					
Actual	No Data	No Data	No Data	No Data	86.54%
Target	95%	95%	95%	95%	95%

How Are We Doing

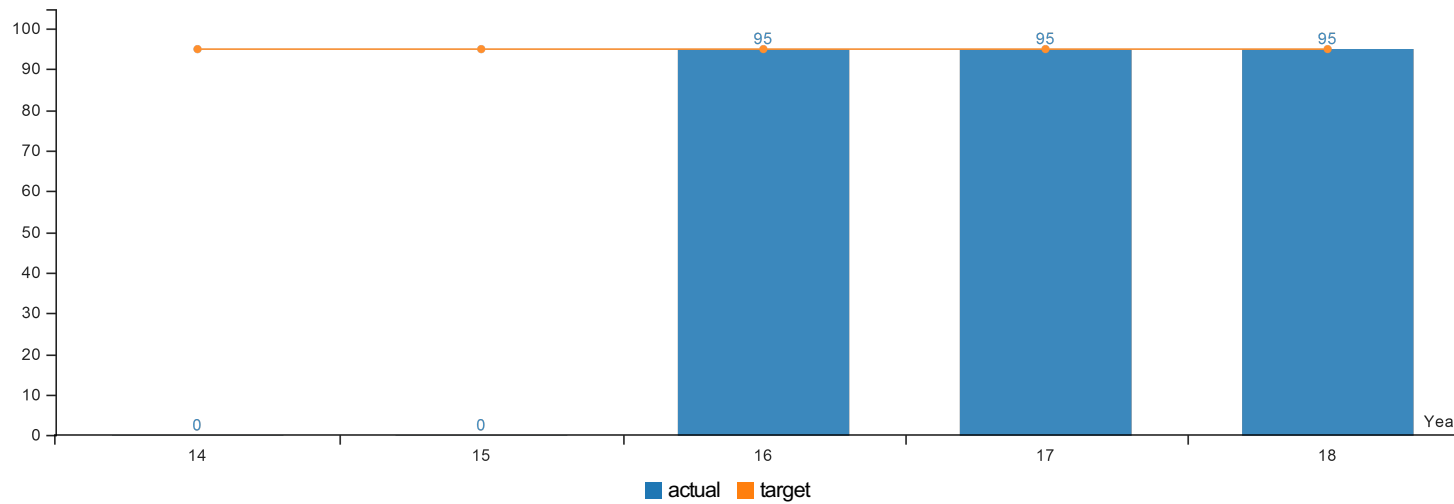
Responses to customer satisfaction surveys consistently report high satisfaction with the services provided by the Commission. Our goal is to maintain or exceed our level of customer service and continue to respond to all feedback to ensure our work product is helpful and high satisfaction. This two-person legislative agency strives to provide optimal service to the public, Oregon's nine tribal governments, multiple executive & legislative branch offices, government officials and representatives of business & various organizations. Staff supports the 14-member Commission to work on ways to improve state-tribal relations for the benefit of all Oregonians. We will continue to maximize resources to educate, advise and assist in a vast number of areas that touch on Tribes, Indians and the State of Oregon and fulfill a function to the best of our ability that does not exist anywhere else in the State.

#### **Factors Affecting Results**

Please note--We receive frequent positive feedback from clients at meetings, events we sponsor, via email and in person which suggest that the low response rate to this one-time annual written survey does not adequately reflect how well we are doing insofar as one or two responses in the fair-good range can skew the results. In order to more accurately match the LCIS customer satisfaction survey with the somewhat unique services and products we provide to our customers, the LCIS customer satisfaction survey varies in format somewhat from the measures in the recording chart above to give us a fuller picture of how we are doing. The LCIS survey is meant to get feedback about the priorities our customers want addressed and to have a guide to assess areas in which we provide the most assistance-- as well as a way to focus on the products and services of most value-- by delving a little more deeply into the types of products and interactions users have with LCIS.

KPM #2	Best Practices Percentage of total best practices met by the Legislative Commission on Indian Services -
	Data Collection Period: Jan 01 - Jan 01

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Best Practices</b>					
Actual	No Data	No Data	95%	95%	95%
Target	95%	95%	95%	95%	95%

#### How Are We Doing

The Commission is operating with the highest levels of governance, as described by DAS' best practices standards.

#### Factors Affecting Results

The Commission has engaged the Commission members in ongoing strategic planning processes that address many of these criteria.