

***ANNUAL PERFORMANCE PROGRESS REPORT - EXECUTIVE SUMMARY***  
*TIME PERIOD: FISCAL YEAR 2003 – 2004*

**Agency:** Oregon Government Standards and Practices Commission  
**Contact:** L. Patrick Hearn, Executive Director  
**Alternate:** Virginia Lutz, Executive Assistant

**PERFORMANCE TARGET ACHIEVEMENT**

Total Number of Key Performance Measures (KPMs) **4**  
 #of KPMs at target this reporting period **3**  
 # of KPMs not at target this reporting period **1**

- **Agency Influence on Chosen Benchmarks and High-Level Outcomes**

The Government Standards and Practices Commission (GSPC) is linked to Oregon Benchmark No. 35, Public Management Quality. The mission of the agency, "...to fairly and impartially administer the regulatory provisions of Government Standards and Practices law, Lobby Regulation law and the Executive Sessions provisions of Oregon Public Meetings law efficiently, expeditiously and with the highest emphasis possible on customer service..." is the foundation for the commission's high-level outcomes.

- **Successes and Barriers to Achieving Performance Measure Targets**

The agency exceeded target in 3 out of 4 performance measures. While these results may appear to be pleasing, it must be pointed out that the targets were modified in 2003 after severe budget reductions were legislatively imposed by the 2002 special legislative sessions and the 2003 regular session. The following reflects target data for the 2002 calendar year and for the 2003-04 fiscal year for this report:

	<u>2002</u>	<u>2004</u>	<u>Change</u>
PM1 – No. of days for preliminary review	71	80	+12.7%
PM2 – No. of days for investigation	58	103	+77.6%
PM3 – No. of days to issue opinion	16	25	+56%
PM4 – No. of training sessions	43	25	-42%

This data clearly illustrates that the agency's ability to perform has been significantly lessened as a result of budget and staffing reductions.

- **Future Challenges**

The greatest challenge facing the commission is obtaining and retaining sufficient budgetary resources.

***ANNUAL PERFORMANCE PROGRESS REPORT - PART I, MANAGING FOR RESULTS***  
*TIME PERIOD: FISCAL YEAR 2003 – 2004*

Agency: <b>Oregon Government Standards &amp; Practices Comm</b>	Date Submitted: November 29, 2004	Version No.: 1
Contact: Pat Hearn, Executive Director	Phone: 503-378-5105	
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Agency Name: Oregon Government Standards and Practices Commission		Agency No.: 19900
<b>The following questions shed light on how well performance measures and performance data are leveraged within your agency for process improvement and results-based management.</b>		
1	How were staff and stakeholders involved in the development of the agency's performance measures?	The staff developed the agency's performance measures with the concurrence of commission members at the time (1998-99). Suggestions that were made to the agency during the 2003 Performance Measure Review have been incorporated and two additional performance measures have been added for the 2005-07 biennium.
2	How are performance measures used for management of the agency?	Performance measure targets are reviewed and compared to actual data on an annual basis. That analysis is used to determine if performance measures need to be modified and/or targets need to be adjusted. PM targets were modified for this reporting period because of significant reductions to the agency budget.
3	What training has staff had in the use performance measurement?	The executive director has attended numerous training presentations by the staff of the Progress Board. The agency would like to have other staff attend future such sessions.
4	How does the agency communicate performance results and for what purpose?	The agency has communicated performance results biennially in budget requests to DAS, the Governor and the Legislative Assembly. Performance Reports are available on the agency Web site.  <a href="http://www.gspc.state.or.us">www.gspc.state.or.us</a>
5	What important performance management changes have occurred in the past year?	All Performance Measures were modified to increase or decrease targets during the 2003-05 budget development process as a result of funding reductions. Target data for this report shows that the agency's performance ability is significantly less than it previously was.



**ANNUAL PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS**  
 TIME PERIOD: FISCAL YEAR 2003 – 2004

Agency Name: Government Standards and Practices Commission		Agency No.: 199000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#1 - Number of days from filing of complaint to completion of preliminary review	Target	72	72	72	72	90	90	90	90	90
	Data	74	68	99	71	80	80			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked?

**To provide excellent customer service**

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? What is

the impact of your agency?

**All agency activities are tied to Oregon Benchmark #35, Public Management Quality. Benchmark data indicates that the time required for completion of preliminary**

**reviews has increased 12.7% from calendar 2002 to this reporting period**

How does the performance measure demonstrate agency progress toward the goal?

**The measure demonstrates how expediently the agency performs a segment of its**

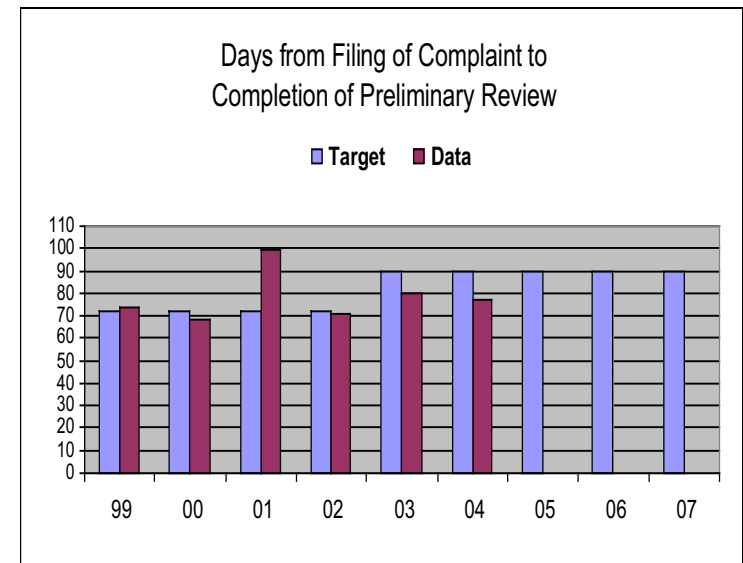
**enforcement responsibilities**

Compare actual performance to target and explain any variance.

**The data reflects that, while target was exceeded by 12.5 %, the actual number of days required increased by 12.7% over 2002**

Summarize how actual performance compares to any relevant public or private industry standards.

**There are no known standards**



What is an example of a department activity related to the measure?

**Analysis of documentary evidence submitted by the complainant and respondent to a case and preparation of a report**

What needs to be done as a result of this analysis?

**The data suggests that consideration should be given to lowering the target**

*ANNUAL PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS*  
*TIME PERIOD: FISCAL YEAR 2003 – 2004*

Agency Name: Government Standards and Practices Commission		Agency No.: 199000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#2 – Number of days from finding of cause to completion of investigation	Target	90	90	90	90	120	120	120	120	120
	Data	103	92	88	58	98	103			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked?

**To provide excellent customer service**

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? What is

the impact of your agency?

**All agency activities are tied to Oregon Benchmark #35, Public Management Quality. Benchmark data indicates that the time required for completion of investigations has increased 14.4% from calendar 2002 to this reporting period**

How does the performance measure demonstrate agency progress toward the goal?

**The measure demonstrates how expediently the agency performs a segment of its enforcement responsibilities**

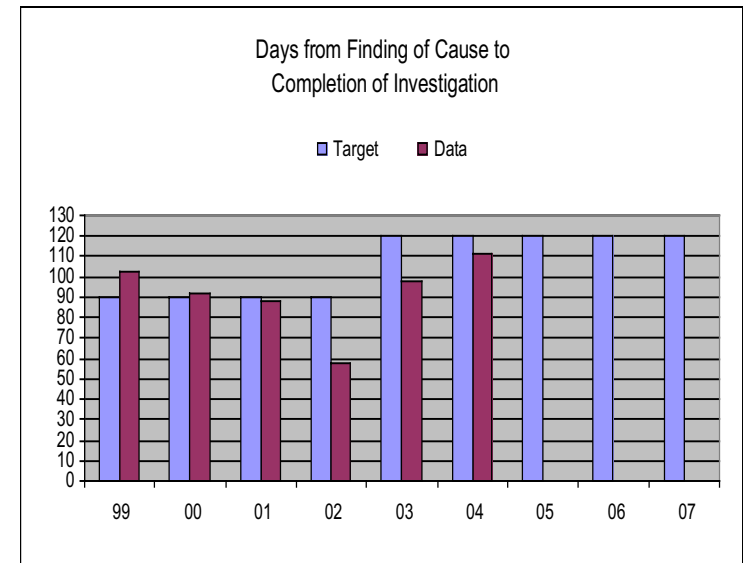
Compare actual performance to target and explain any variance.

**The data reflects that , while target was exceeded by 16.5 % , the actual number of days required increased by 78% over 2002**

Summarize how actual performance compares to any relevant public or private industry standards.

**There are no known standards**

What is an example of a department activity related to the measure?



**Analysis of documents, interviewing of witnesses, report preparation**

What needs to be done as a result of this analysis?

**The data suggest that consideration should be given to modifying the target**

*ANNUAL PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS*

*TIME PERIOD: FISCAL YEAR 2003 – 2004*

Agency Name: Government Standards and Practices Commission		Agency No.: 199000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#3 – Number of days to issue written opinion	Target	21	21	21	21	30	30	30	30	30
	Data	13	17	25	16	25	25			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked?

**To provide excellent customer service**

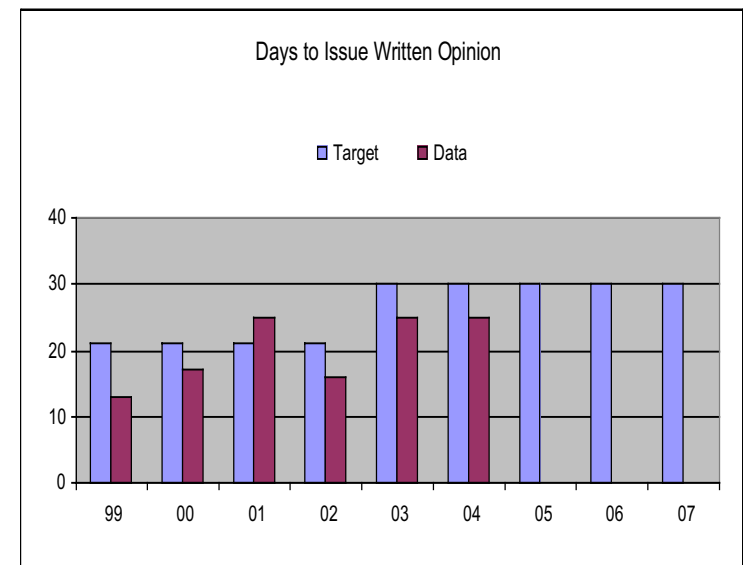
What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? What is the impact of your agency?

**All agency activities are tied to Oregon Benchmark #35, Public Management Quality. Benchmark data indicates that the time required for issuance of written opinions has increased 56% from calendar 2002 to this reporting period**

How does the performance measure demonstrate agency progress toward the goal?

**The measure demonstrates the timeliness of the agency's responses to written requests**

**for information about the application of state laws.**



Compare actual performance to target and explain any variance.

**The data reflects that, while target was exceeded by 20%, the actual number of days required increased by 56% over 2002**

Summarize how actual performance compares to any relevant public or private industry standards

**There are no known standards**

What is an example of a department activity related to the measure?

**Legal research and analysis and the preparation of formal and informal opinions about the application of state law to situations or circumstances in order to assist public officials and lobbyists with compliance**

What needs to be done as a result of this analysis?

**The data suggests that consideration should be given to lowering the target**

*ANNUAL PERFORMANCE REPORT - PART II, KEY MEASURE ANALYSIS*

*TIME PERIOD: FISCAL YEAR 2003 – 2004*

Agency Name: Government Standards and Practices Commission		Agency No.: 199000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#4 – Number of annual training presentations	Target	50	50	50	50	35	35	35	35	35
	Data	87	53	55	43	34	25			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked?

**The prevention of violations of state laws**

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? What is

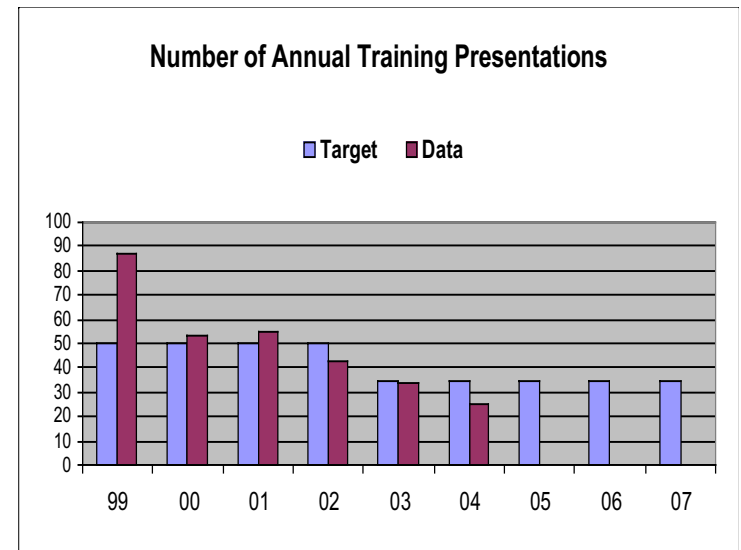
the impact of your agency?

**All agency activities are tied to Oregon Benchmark #35, Public Management Quality. Benchmark data indicates that the number of training presentations presented by agency staff dropped 42% from the calendar year 2002 to the current reporting period.**

How does the performance measure demonstrate agency progress toward the goal?

**This measure demonstrates the agency’s efforts to respond to its statutory mandate to**

**provide training to public officials and lobbyists to assist them in complying with the law.**



Compare actual performance to target and explain any variance.

**The data revealed that the number of training sessions was 29 % less than target and 42% fewer than in 2002. Reduced staffing has made it more difficult for staff to get away from the office to conduct training especially when travel overnight is necessary.**

Summarize how actual performance compares to any relevant public or private industry standards.

**There are no known standards**

What is an example of a department activity related to the measure?

**Preparation and presentation of interactive training sessions, 1-3 hours in length, to audiences ranging in size from 10 to 300 persons**

What needs to be done as a result of this analysis?

**Consideration should be given to modifying the target**