

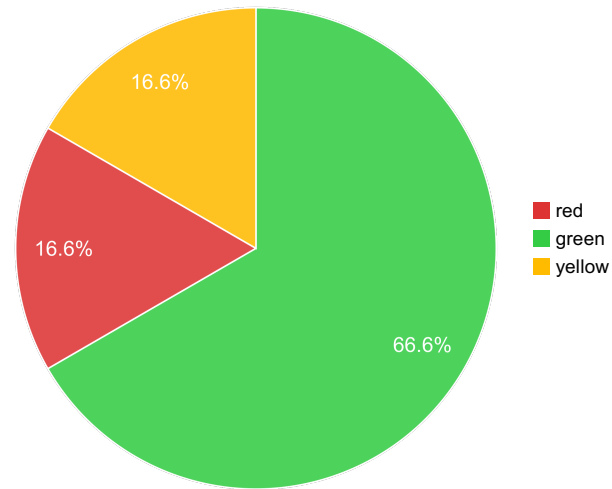
# Government Ethics Commission

Annual Performance Progress Report

Reporting Year 2024

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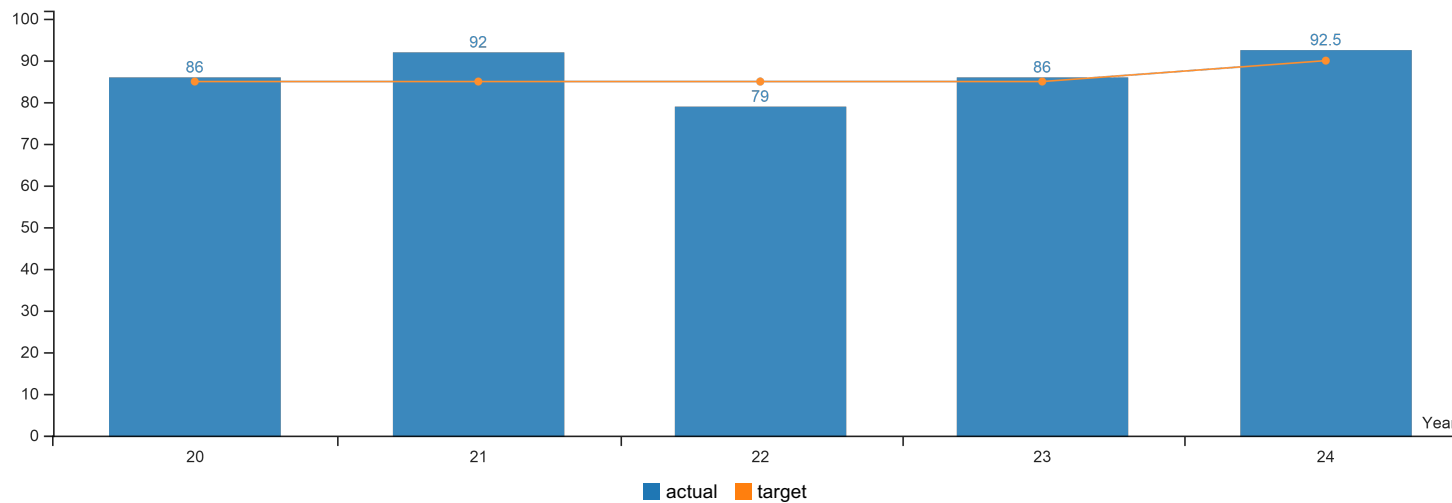
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed through peer review. -
3	Training Program's Effectiveness - Percentage of wrong answers by training participants on questions after training compared to the percentage of wrong answers prior to training.
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	2020	2021	2022	2023	2024
<b>percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions</b>					
Actual	86%	92%	79%	86%	92.50%
Target	85%	85%	85%	85%	90%

### How Are We Doing

The data is reflected from calendar year 2023. Categories are as follows: Preliminary Reviews (94%), Investigations (92%), Staff Opinion (88%), and Advisory Opinion (96%). The average (92.50%) is slightly over our goal of 90%, but is still within statutory limits.

### Factors Affecting Results

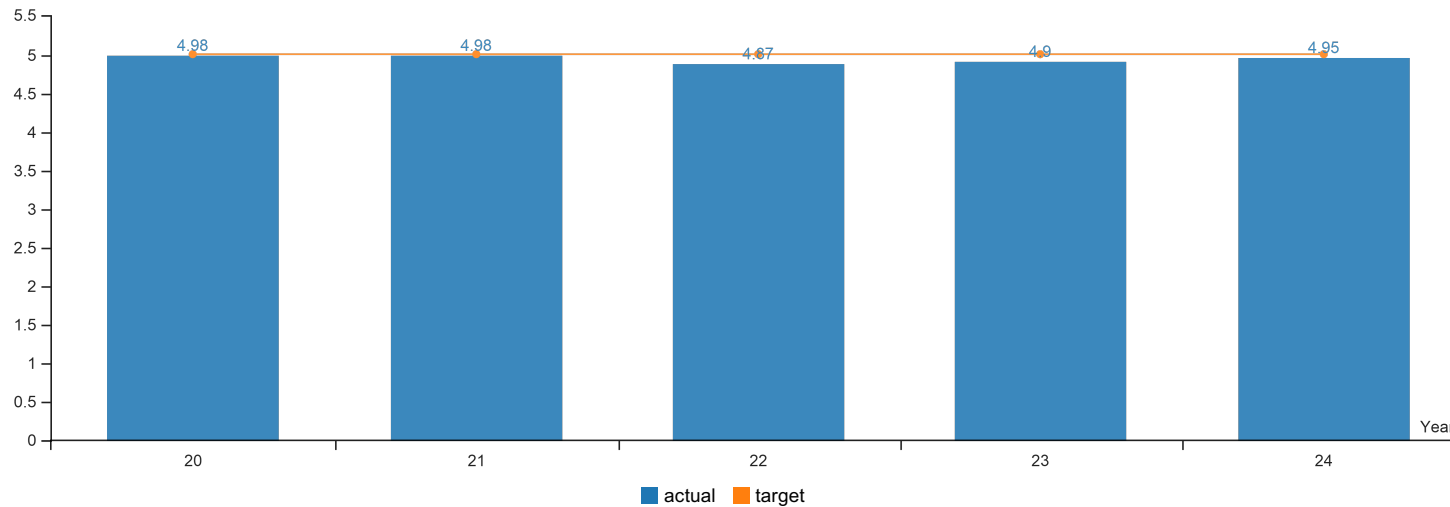
With the passage of House Bill 2805 in the 2023 Legislative Session, OGEC now has jurisdiction over the entirety of Public Meetings Law. Previously OGEC only had jurisdiction over the executive sessions provisions of Public Meetings Law.

Historically, there has been a steady increase in complaints and requests for advice which is a growing burden on OGEC resources. OGEC added two new investigators and new two trainers that started in the fourth quarter of 2023, all of whom produce advice. The additional staff were able to help alleviate some of the pressure but the increasing demand continues to grow each year, outpacing the growth of OGEC staff.

OGEC's staff demonstrated their competence and expertise, as they produced high quality Staff Opinions and Advisory Opinions well within the statutory limitations. This demonstrates how quickly new staff are able to learn statutes and administrative rules, while existing staff were able to produce excellent products while facing a high demand.

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

\* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
<b>Quality of Investigations</b>					
Actual	4.98	4.98	4.87	4.90	4.95
Target	5	5	5	5	5

#### How Are We Doing

The review categories scored at Timeliness (5), Accessibility (5), Objectivity (4.9), and Organization (4.9) for an average score of 4.95 out of a maximum score of 5. OGEC will continue to strive for a perfect score of 5 in all categories.

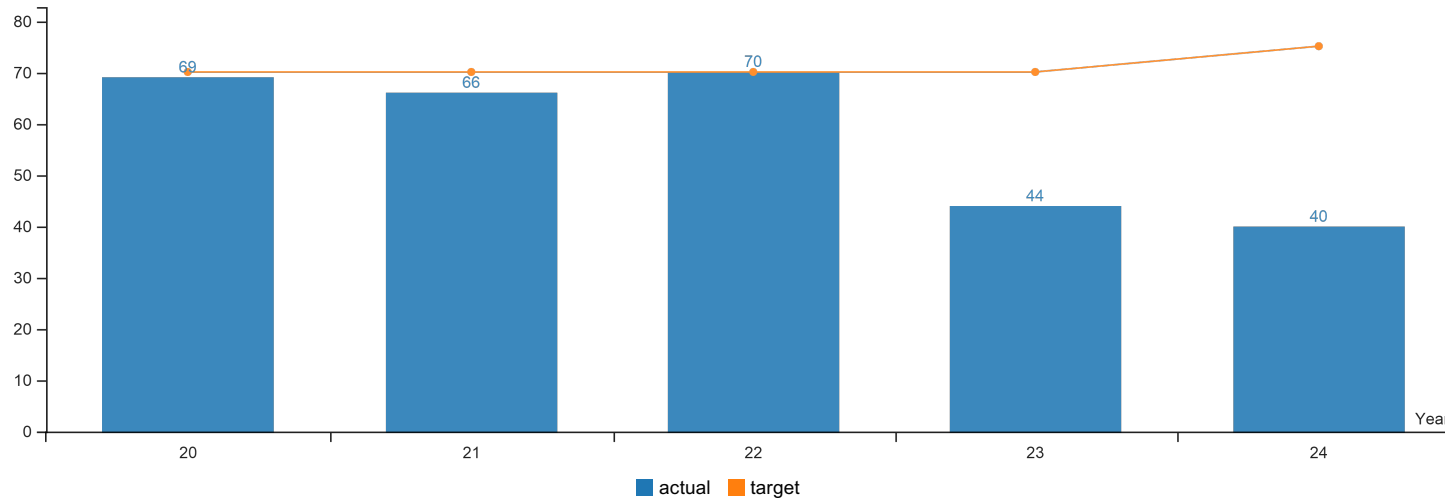
#### Factors Affecting Results

There was significant growth with the Investigation staff in 2023. OGEC hired two new Investigators in the fourth quarter with the expansion of OGEC's jurisdiction. For 2023 cases, investigators maintained a high overall quality of the work performed. The investigative staff are coordinating with the agency's administrative staff to continue to increase organizational scores and accurate data entry. OGEC continues to explore ways to increase efficiency and accessibility.

KPM #3 Training Program's Effectiveness - Percentage of wrong answers by training participants on questions after training compared to the percentage of wrong answers prior to training.

Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
<b>Percentage of increase/decrease of knowledge base</b>					
Actual	69%	66%	70%	44%	40%
Target	70%	70%	70%	70%	75%

**How Are We Doing**

The training program's effectiveness is measured by the difference between the number of incorrect answers to a pretest before the training in comparison to the number of incorrect answers at the end of the training session in 2023. Halfway through 2022, the training program changed the polling process for learners from True/False or Yes/No questions to multiple choice questions, including answers that are partially correct. In prior years, the question format provided learners a 50% chance of a correct response. The change to multiple choice decreased the chance of a correct response to 25%. This change made to the question format will continue to impact the percentage of correct responses as the questions are significantly harder.

Before the trainings, participants answered 36.10% of the questions incorrectly. After the trainings, participants answered 21.29% of the questions incorrectly. This shows a decrease of 39.57% of incorrect answers. This is a significant increase in knowledge but does not meet expectations.

While the change in question format does have impact on the percentage of incorrect answers, our training department will continue to use this format as it does cause learners to think critically and brings forth additional discussion in the trainings which otherwise would not have happened.

**Factors Affecting Results**

The training team expanded in 2023 with two new Trainers in the fourth quarter and a Curriculum & Training Coordinator.

The change in question format is partially responsible for the higher percentage of incorrect questions in the post tests. The change in question format, while having a negative effect on the training program's numbers, provided learners a more in-depth and engaging learning experience.

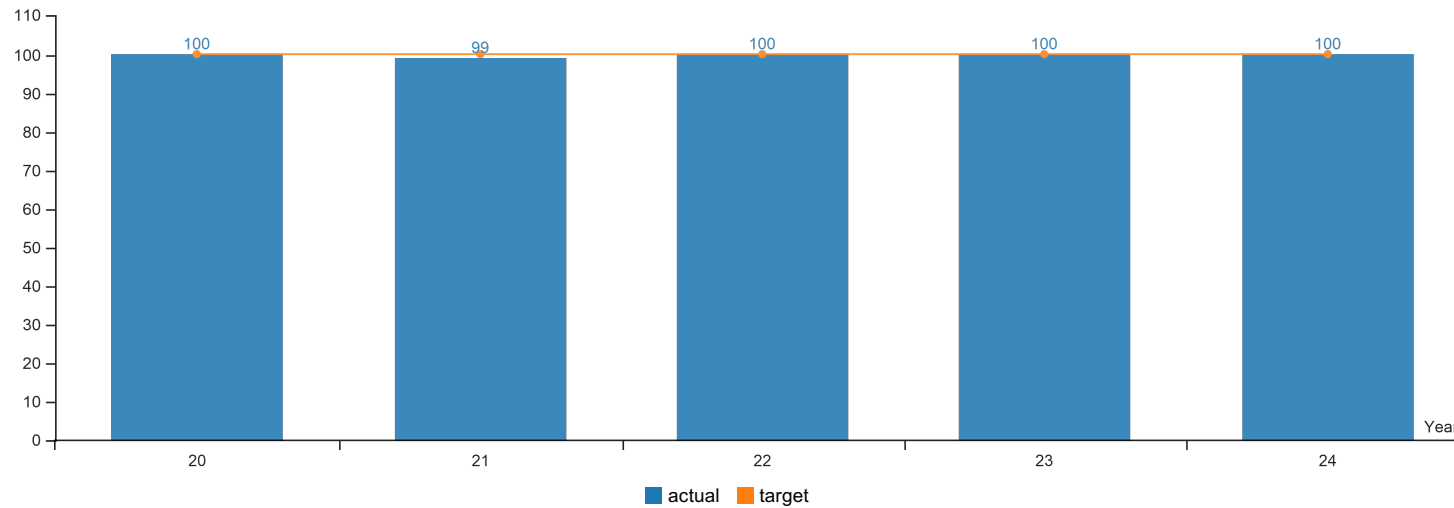
Additionally, in 2023, pre-test scores continued to be higher than previous pre-test scores indicating that learners were coming into the training with more knowledge which decreased the opportunity for improved scoring.

The training team has taken an active role with outreach, increasing the overall training numbers, and attempting to establish relations with jurisdictions and public bodies across Oregon. The KPMS do not capture the outreach efforts, overall numbers of learners, or improvements to training, but those should be highlighted. OGEC's team has built and enhanced OGEC's virtual presence, including creating "Ethics Matters," an electronic newsletter delivered through GovDelivery. The training team continues to establish connections throughout Oregon, including rural and small jurisdictions, ensuring all public bodies are given the opportunity for learning.

Data was not always capturable due to system restrictions.

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	2020	2021	2022	2023	2024
<b>Percentage of Contested Cases Settled Before Hearing</b>					
Actual	100	99	100	100	100
Target	100	100	100	100	100

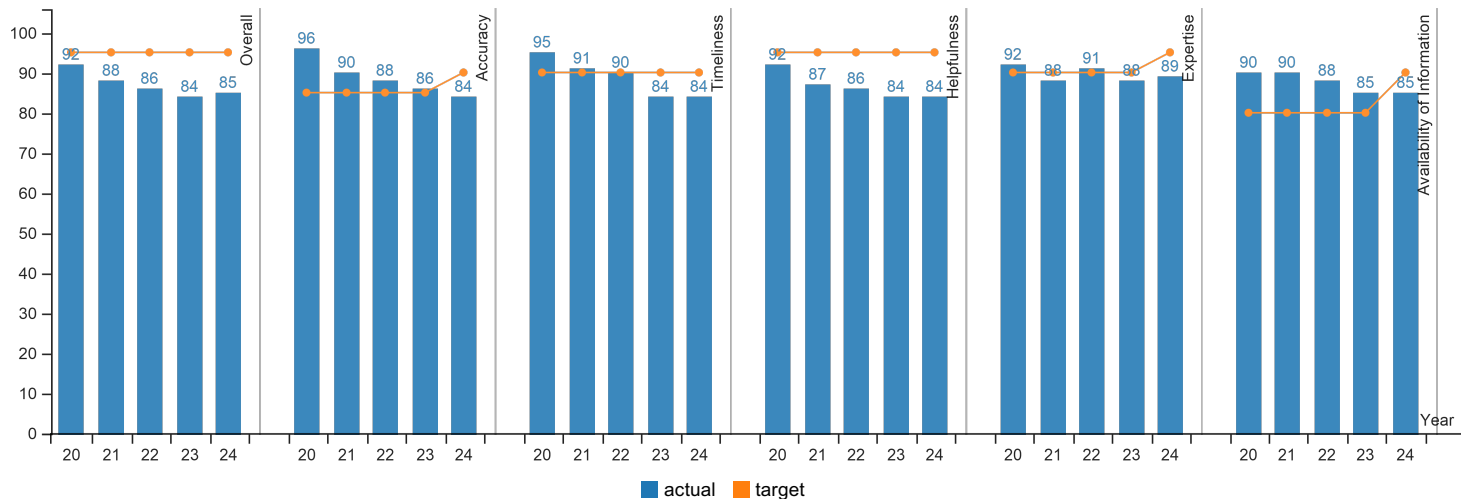
#### How Are We Doing

OGEC continues to strive to settle 100% of its cases.

#### Factors Affecting Results

Previously, OGEC was required to pay the respondent's attorney fees if OGEC does not prevail in a contested case proceeding. OGEC was unique in state government with that requirement. The risk of taking cases to contested case hearings was simply too high; therefore, OGEC preferred to settle its cases. Legislation in 2019 changed this requirement, however, OGEC continues to settle cases as a cost saving method and because OGEC's mission focuses education, not penalization.

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	2020	2021	2022	2023	2024
<b>Overall</b>					
Actual	92	88	86	84	85
Target	95	95	95	95	95
<b>Accuracy</b>					
Actual	96	90	88	86	84
Target	85	85	85	85	90
<b>Timeliness</b>					
Actual	95	91	90	84	84
Target	90	90	90	90	90
<b>Helpfulness</b>					
Actual	92	87	86	84	84
Target	95	95	95	95	95
<b>Expertise</b>					
Actual	92	88	91	88	89
Target	90	90	90	90	95
<b>Availability of Information</b>					
Actual	90	90	88	85	85
Target	80	80	80	80	90

How Are We Doing



The data includes 639 responses for 2023. Our overall satisfaction score was 88%. OGEC's expertise was rated 89% which was the agency's highest rated metric. OGEC continues to focus on our customer service by looking for improvements in each year.

#### **Factors Affecting Results**

During the 2022 Legislative Session, House Bill 4114 was passed which required all school board members of each common and union high school district to file the annual Statement of Economic Interest, starting in 2023. It also had a negative impact on OGEC's 2022 Customer Service Survey as multiple school board members used the survey to express their displeasure with the bill being passed and implemented.

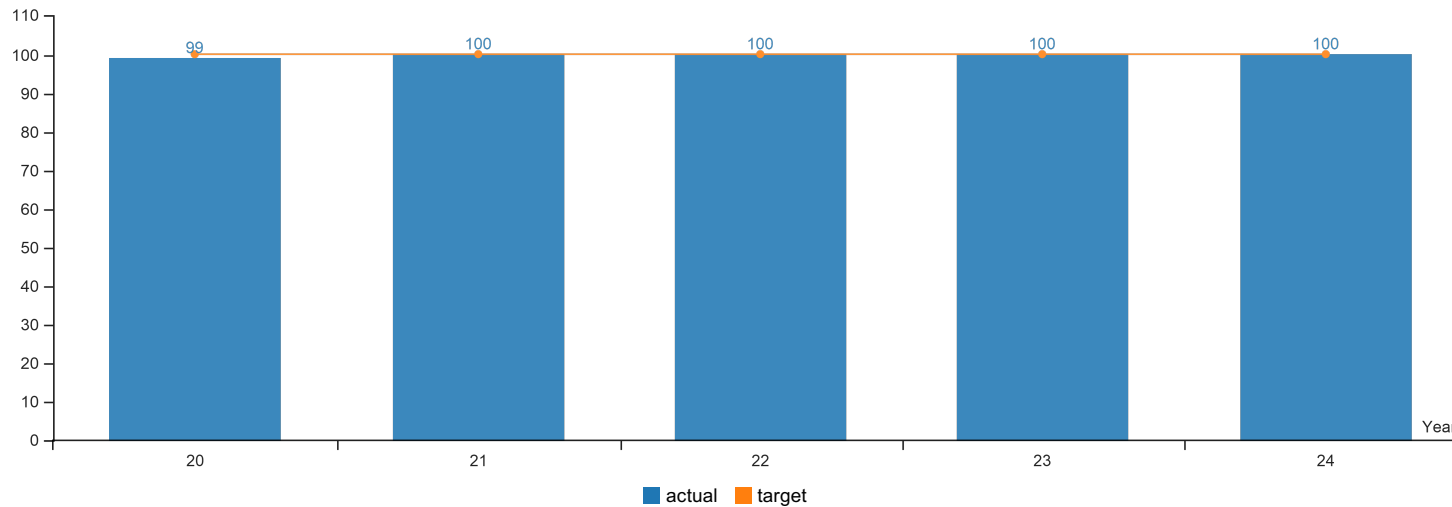
Multiple constituents remarked that they were disappointed that OGEC was not responsible for the enforcement of Public Meetings Law and marked OGEC's performance down because of this. The passage of House Bill 2805 in 2023 should address some of these concerns going forward as OGEC was given jurisdiction over Public Meetings Law in September of 2023. OGEC was not able to provide advice or training until 2024 which was another repeatedly noted reason for poor scores.

OGEC continues to be impacted by 2019 House Bill 3377 which requires lobbyists to take "Respectful Workplace" trainings provided by the Legislative Equity's Office (LEO). OGEC's responsibility is to provide a reporting mechanism for the lobbyists to report completed trainings. There is a significant negative impact on OGEC's customer service results as lobbyists were and continue to be unable to communicate successfully with the LEO's representative, infrequent training opportunities or dissatisfaction with the overall training experience from LEO.

Many constituents shared their appreciation for OGEC's quick responses and ability to provide advice and opinions on issues they face as public officials and lobbyists. Multiple constituents expressed their gratitude for OGEC's trainers and their willingness to travel to their locations, especially in rural Oregon. OGEC hired 5 new employees by the end of 2023, during a time of construction and leadership transition. OGEC maintained high levels of customer service even during times of upheaval.

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	2020	2021	2022	2023	2024
<b>Best Practices</b>					
Actual	99	100	100	100	100
Target	100	100	100	100	100

#### How Are We Doing

The Commission supported and assisted OGEC staff with presenting the budget and drafted bill in the 2023 Legislative Session. OGEC continues to actively include and engage Commissioners in ongoing projects and goals. The Commission supports additional training for its members and more consistency throughout the investigative process, including enforcement. The Commission members applauded the agency for its relatively smooth leadership transition and expansion.

#### Factors Affecting Results

The Commission did experience some turnover due to term expiration and changes in employment. The Commission continues to utilize the hybrid meeting setup, which has allowed increased participation and flexibility. OGEC will continue to encourage Commissioner involvement in best practices to ensure successful outcomes.