

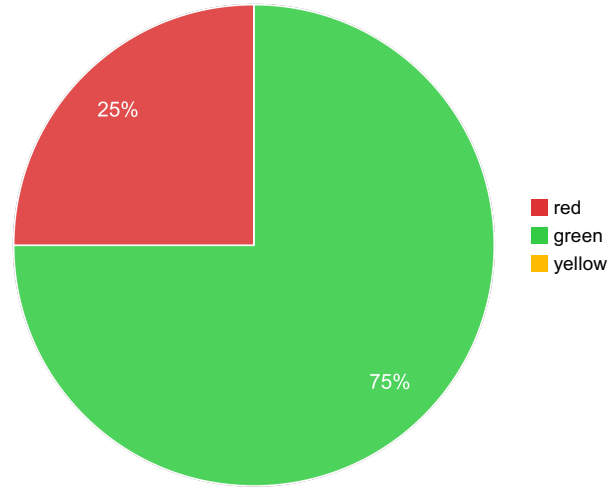
Oregon Racing Commission

Annual Performance Progress Report

Reporting Year 2024

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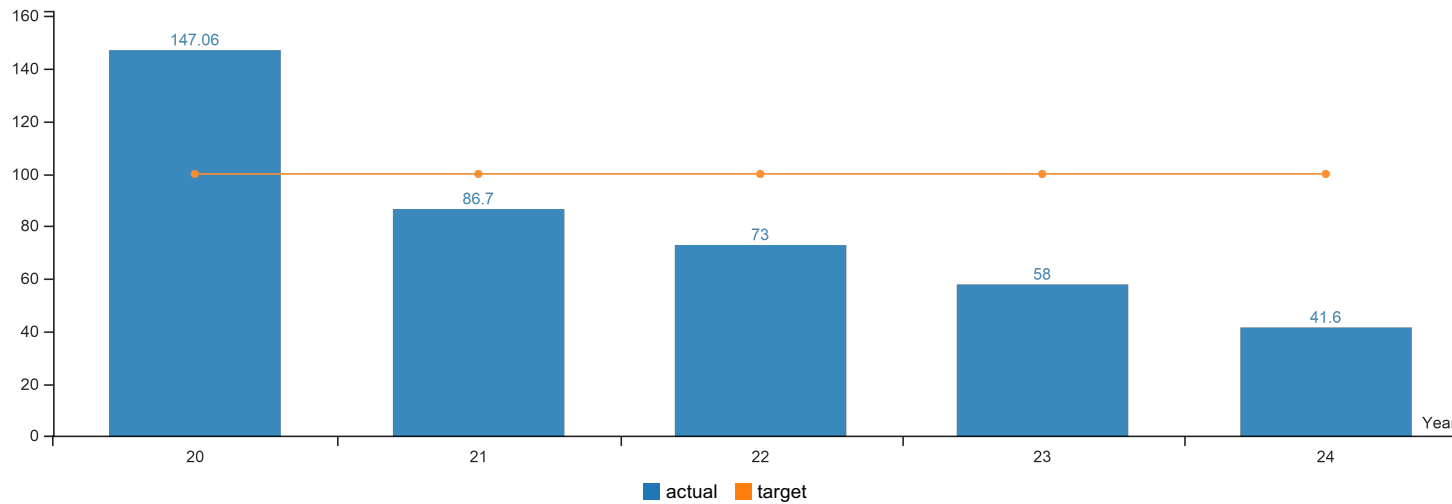
KPM #	Approved Key Performance Measures (KPMs)
1	Animal Safety - Number of race-related equine fatalities per every 1,000 starters. Oregon's target is no more than 1.5 fatalities per 1,000 starters.
4	License Turnaround Time - Average number of work days from receipt of a complete individual application and questionnaire to conclusion of a criminal background check. Target equals 5-day turnaround.
5	Best Practices - Percent of total best practices met by the Board.
6	Excellent Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.



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

KPM #1	Animal Safety - Number of race-related equine fatalities per every 1,000 starters. Oregon's target is no more than 1.5 fatalities per 1,000 starters.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
ORC KPM #1					
Actual	147.06%	86.70%	73%	58%	41.60%
Target	100%	100%	100%	100%	100%

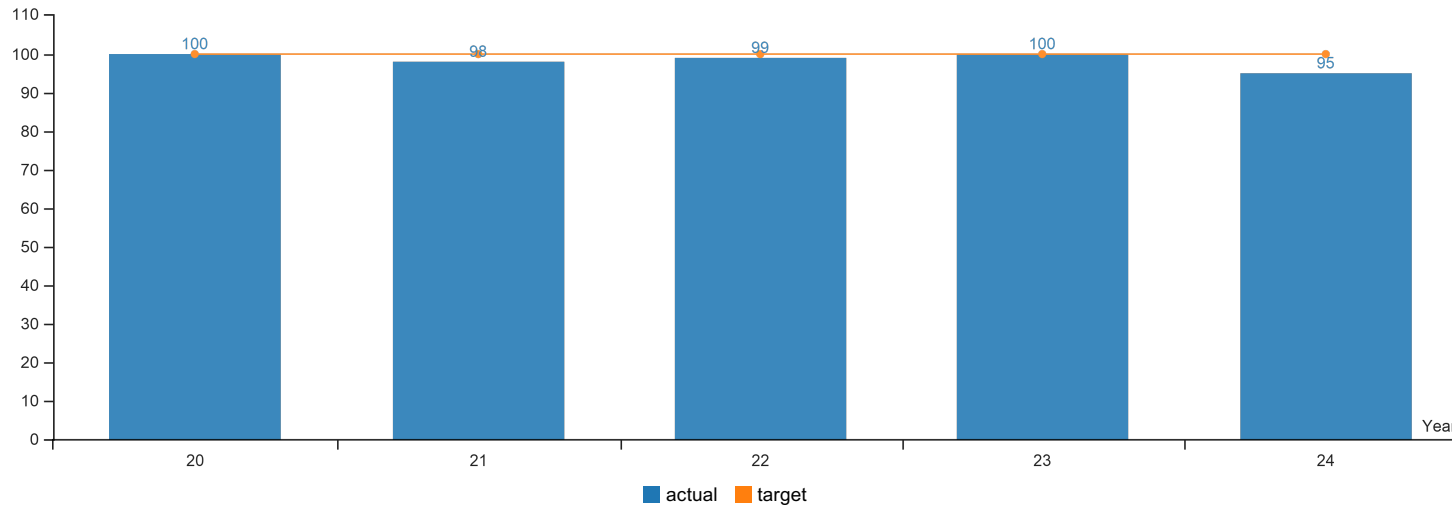
How Are We Doing

The Oregon Racing Commission saw an increase in fatalities in fiscal year 2024. The number per 1000 was 3.6 on a goal of 1.5. Five horses were euthanized due to racing injuries that were catastrophic.

Factors Affecting Results

KPM #4	License Turnaround Time - Average number of work days from receipt of a complete individual application and questionnaire to conclusion of a criminal background check. Target equals 5-day turnaround.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
ORC KPM #2					
Actual	100	98	99	100	95
Target	100	100	100	100	100

How Are We Doing

95% of licenses were processed within five days of receipt.

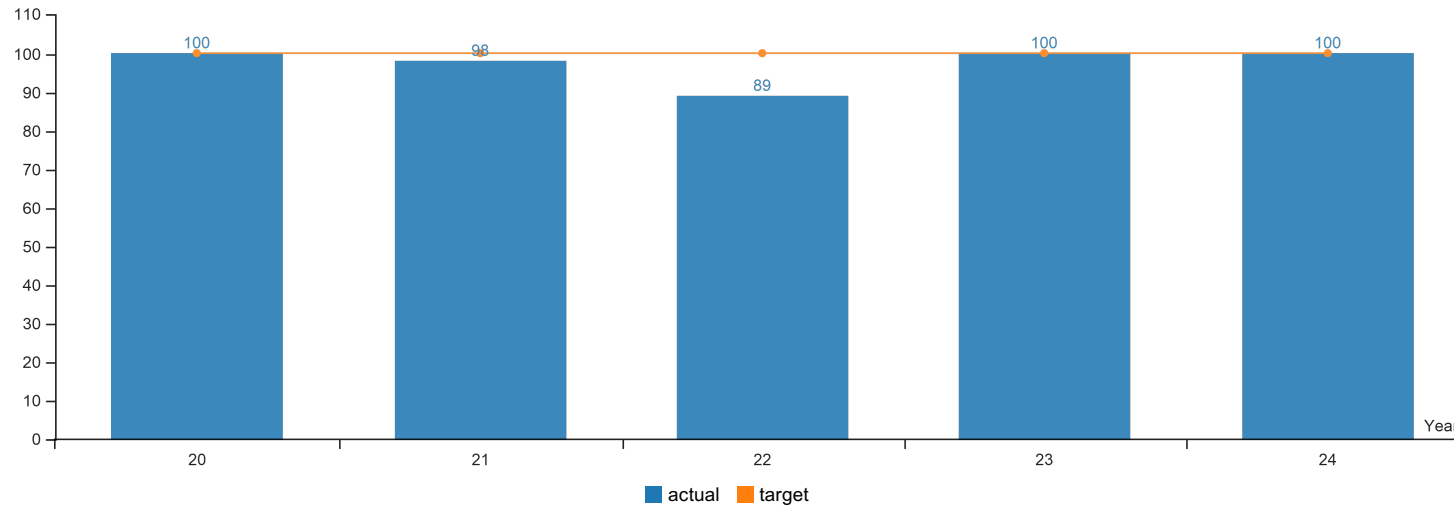
Factors Affecting Results

One of the factors impacting this was the resignation of our Chief Investigator which caused us to bring on our seasonal investigator early and provided a short gap in coverage.

An additional factor was that the current system requires all licenses to be manually completed and mailed in to a PO Box. A new licensing database is currently in the final stages of procurement and this will greatly increase processing times and customer service.

KPM #5	Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result

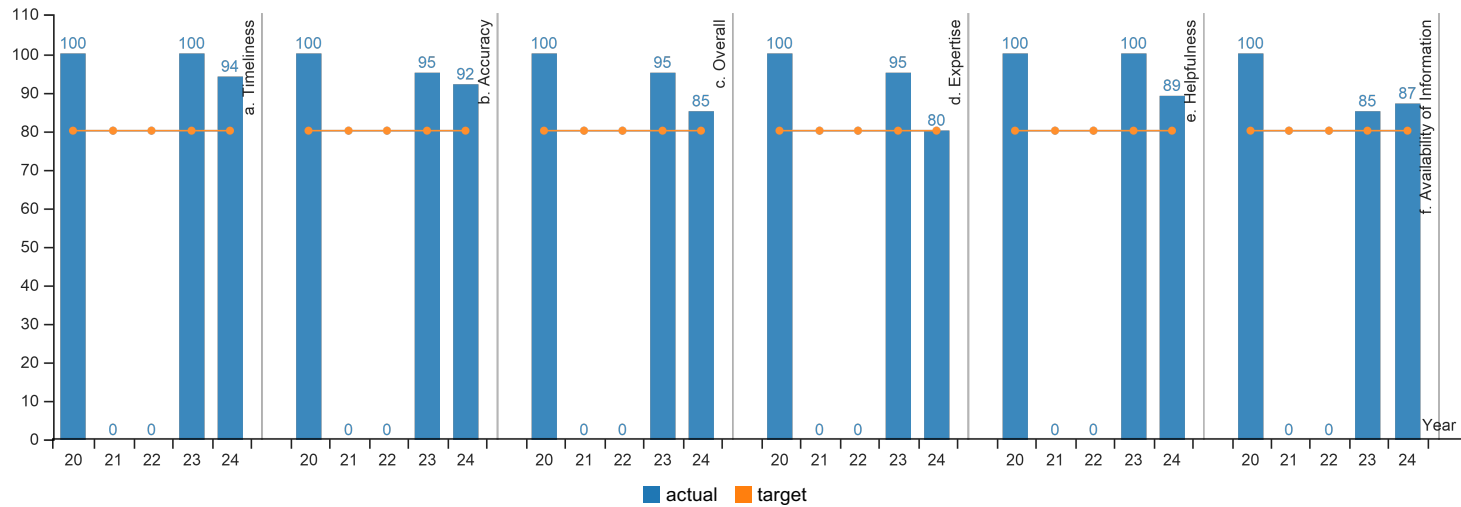


Report Year	2020	2021	2022	2023	2024
ORC KPM #4					
Actual	100%	98%	89%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

KPM #6	Excellent Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2020	2021	2022	2023	2024
a. Timeliness					
Actual	100%	0%	0%	100%	94%
Target	80%	80%	80%	80%	80%
b. Accuracy					
Actual	100%	0%	0%	95%	92%
Target	80%	80%	80%	80%	80%
c. Overall					
Actual	100%	0%	0%	95%	85%
Target	80%	80%	80%	80%	80%
d. Expertise					
Actual	100%	0%	0%	95%	80%
Target	80%	80%	80%	80%	80%
e. Helpfulness					
Actual	100%	0%	0%	100%	89%
Target	80%	80%	80%	80%	80%
f. Availability of Information					
Actual	100%	0%	0%	85%	87%
Target	80%	80%	80%	80%	80%

How Are We Doing

Overall, our survey results were very good. One area of concern is the fact that most of the commissioners are new and do not have a background in horse racing.

Factors Affecting Results