

## Performance Measures/Benchmarks

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### PERFORMANCE MEASURES AND BENCHMARKS

Oregon Benchmarks are 90 quality of life indicators that measure how well Oregon is achieving the goals set out in *Oregon Shines*, the state's 20-year strategic vision. Performance measures are used by state agencies to measure and report on their effectiveness and efficiency in carrying out their respective missions. Oregon Revised Statute 291.110, first enacted in 1993, requires agencies to link performance measures to Oregon Benchmarks.

The 2001 Legislative Assembly passed House Bill 3358 (Chapter 582, Oregon Laws 2001) directing the Oregon Progress Board, in cooperation with the Legislature, the Secretary of State, and the Department of Administrative Services (DAS), to develop guidelines for state agencies to more consistently link agency performance to the Oregon Benchmarks. With assistance from an advisory group made up of appointed and elected officials, agency managers, business people, and performance experts, the Progress Board recommended, and DAS adopted, a set of five criteria that agencies are expected to meet in developing performance measures for 2003-05. Measures must: 1) gauge progress toward goals and mission; 2) use standard terminology and definitions; 3) be few in number; 4) identify performance targets that would be achieved during the biennium; and 5) use accurate and reliable data sources.

For the first time, a special DAS committee reviews and critiques all agency performance measures. A "Performance Measurement Review" is developed for each agency assessing whether the measures meet the five performance measure criteria listed above. Copies of the full critiques along with a description of each agency's performance measurements are available at the Oregon Progress Board.

Agencies will also file an annual performance report in September 2003 that will assess progress toward the identified targets, describe how performance data is used, and identify problems. All agencies subject to the Governor's budget authority are expected to participate in the performance measurement review process.

In addition to the efforts described above, the Governor-elect intends to continue the Progress Board and to expand its role to include connecting their efforts to how state government sets priorities and determines investment policies. The Board will also assist in the development of performance measures for agency directors. The Board will help establish appropriate measurements that clearly demonstrate whether we are achieving the results we intend, and, if not, what changes should be made to improve outcomes.