

LINKS TO OREGON BENCHMARKS

Agency Name: Government Standards and Practices Commission	
Contact Person: L. Patrick Hearn	Phone: 503-378-5105
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Essence of Mission*:

To enforce and prevent, with an emphasis on service, violations of Oregon state laws that prohibit public officials from using their position for financial gain, require persons who lobby the Legislature to register and report their lobbying expenditures, and specify limited purposes for which the governing bodies of public bodies may meet in non-public sessions

Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):

#35 – Public Management Quality

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Excellent Customer Service		Number of days from filing of complaint to completion of preliminary review (Statutory maximum=90 days)	19900-01	1999		72	90	
Excellent Customer Service		Number of days from finding of cause to completion of investigation (Statutory maximum=120 days)	19900-02	1999		90	120	
Excellent Customer Service		Number of days to issue written opinions of advice upon request from public officials and lobbyists	19900-03	1999		21	45	
Prevent violations of all three areas of law under agency's jurisdictions		Number of annual training presentations to public officials and lobbyists	19900-04	1999		50	25	

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*Mission Statement

The mission of the Oregon Government Standards and Practices Commission is to fairly and impartially administer the regulatory provisions of ORS Chapter 244, Oregon Government Standards and Practices law; ORS 171.725 to 171.785 and 171.992, Lobby Regulation and ORS 192.660, Oregon Public Meetings law efficiently, expediently and with the highest emphasis possible on customer service.

PERFORMANCE MEASURE DATA SUMMARY

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Performance Measure Definition (numbered as shown below)	Data					Targets					
	1999	2000	2001	2002	2003	2000	2001	2002	2003	2004	2005
19900-01 Number of days from filing of complaint to completion of preliminary review	74	68	99	71	78	72	72	72	90	90	90
19900-02 Number of days from finding of cause to completion of investigation	103	92	88	58	86	90	90	90	120	120	120
19900-03 Number of days to issue written opinion	13	17	25	16	25	21	21	21	30	30	30
19900-04 Number of annual training presentations	87	53	55	43	34	50	50	50	35	35	35

PERFORMANCE MEASURE DATA SOURCES

Key Performance Measure	PM #	Data Source
Number of days from filing of complaint to completion of preliminary review	19900-01	Agency case log data base and individual case files
Number of days from finding of cause to completion of investigation	19900-02	Agency case log data base and individual case files
Number of days to issue written opinions of advice upon request from public officials and lobbyists	19900-03	Agency opinions data base and individual files
Number of annual training presentations to public officials and lobbyists	19900-04	Agency director's calendar and training files

. Performance Measures Review

Agency:	Government Standards and Practices Commission
Date:	12/20/02 (Revised 06/11/03)
Reviewer:	Rita Conrad
Approved:	Jeff Tryens

Mission: To enforce and prevent, with an emphasis on service, violations of Oregon state laws that prohibit public officials from using their position for financial gain, require persons who lobby the Legislature to register and report their lobbying expenditures, and specify limited purposes for which the governing bodies of public bodies may meet in non-public sessions (Essence of mission.)

Summary

The agency presents four measures aligned with two goals and with Oregon Benchmark #35, public management quality. A mission statement is included. The measures do not fully meet the criteria set out in the Performance Measure Guidelines. The relationship between measure #4 and its goal needs clarification. It is not clear that the scope of agency responsibility is addressed. The measures conform to standard definitions, but lack any outcome measure other than efficiency measures. Targets are included, and reflect significant budget cuts and declining service levels. A data sources sheet is included.

Comments and recommendations specific to basic criteria

1. Gauge progress towards goals and pertinent benchmarks – PARTIALLY MEETS

The agency presents four measures aligned with two goals (customer service and violation protection) and with Oregon Benchmark #35, public management quality. A mission statement is not offered. The three measures for the customer service goal all address timeliness of processing complaints. The fourth measure addresses the goal of preventing violations through training, although it is not clear who is being trained and for what kinds of violations.

2. A few key measures – PARTIALLY MEETS

The agency is encouraged to more completely tell its performance story by clarifying these measures and perhaps adding any that may be necessary to address the full scope of its responsibility.

3. Conforms with standard concepts and definitions – PARTIALLY MEETS

Three of the measures are efficiency and one is an output measure. These conform to standard concepts and definitions, but there are no outcome measures such as, for example, one for customer satisfaction.

4. Targets – PARTIALLY MEETS

All measures have targets. Targets reflect significant budget cuts and declining service levels.

5. Accurate and reliable data – MEETS

A data sources sheet included.