

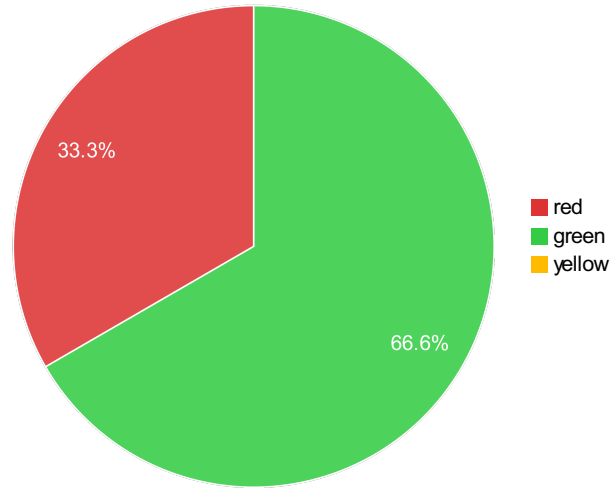
# **Governor's Office**

Annual Performance Progress Report

Reporting Year 2018

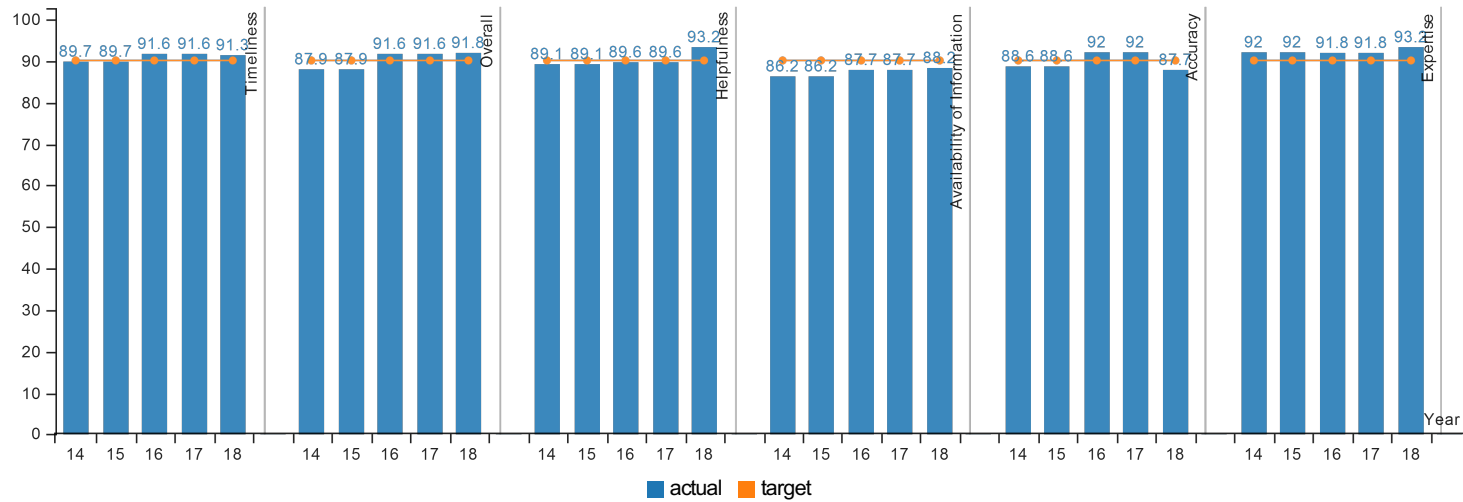
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KPM #	Approved Key Performance Measures (KPMs)
1	Customer Satisfaction - Percent of participants (customers) who rate the Regional Solutions process very good to excellent.
2	Percentage of State Contract Awards to Business Certified by the Certification Office for Business Inclusion and Diversity -
3	State Hiring - Number of protected classes being hired, promoted, and retained in state agencies.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	66.67%	0%	33.33%

KPM #1	Customer Satisfaction - Percent of participants (customers) who rate the Regional Solutions process very good to excellent.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2014	2015	2016	2017	2018
<b>Timeliness</b>					
Actual	89.70%	89.70%	91.60%	91.60%	91.30%
Target	90%	90%	90%	90%	90%
<b>Overall</b>					
Actual	87.90%	87.90%	91.60%	91.60%	91.80%
Target	90%	90%	90%	90%	90%
<b>Helpfulness</b>					
Actual	89.10%	89.10%	89.60%	89.60%	93.20%
Target	90%	90%	90%	90%	90%
<b>Availability of Information</b>					
Actual	86.20%	86.20%	87.70%	87.70%	88.20%
Target	90%	90%	90%	90%	90%
<b>Accuracy</b>					
Actual	88.60%	88.60%	92%	92%	87.70%
Target	90%	90%	90%	90%	90%
<b>Expertise</b>					
Actual	92%	92%	91.80%	91.80%	93.20%
Target	90%	90%	90%	90%	90%

#### How Are We Doing

**Goal:** Improve the quality and efficiency of delivering state services to local governments and businesses.

**Oregon Context:** OBM 35 - Public Management and Regional Solutions Mission

**Data Source:** The Governor's Regional Solutions Office conducts a customer satisfaction survey on a biennial basis. The 2018 Customer Satisfaction Survey was developed following the DAS Recommended Statewide Customer Service Performance Measure Guidelines. The Governor's Office used SurveyMonkey.com to collect and analyze the results. The Regional Solutions Office maintains copies of the raw survey results. A final report detailing the survey methodology and findings was prepared by and is available from the Regional Solutions Office.

**Owner:** Lisa Howard, Intergovernmental Coordinator

Every two years the Governor's office conducts a survey in order to assess its performance in meeting the customer satisfaction measure for Regional Solutions. The survey assesses services provided by the Regional Solutions Centers' coordinators and state agency team members. For 2018, the survey was conducted from May 25, 2018 through June 25, 2018.

The Regional Solutions KPM target is set at 90% to serve as a motivator for continually improving state agency service delivery to local jurisdictions and businesses. The survey measures how close Regional Solutions is to that 90% target for overall customer service and five specific areas of service (Timeliness, Accuracy, Helpfulness, Expertise, and Availability of Information), as per the DAS Guidelines for customer satisfaction surveys.

The 2018 survey revealed that Regional Solutions continues to provide exceptional customer service, as evidenced by the high percentage of respondents rating Regional Solutions service as "Excellent to Good." The Regional Solutions program met or exceeded the 90% target in all but two areas, and the 2018 results were very similar to 2016.

Three open ended questions were included in the 2018 survey. The data collected in the responses were quite useful. Comments addressed how the Regional Solutions program adds value to the work of organizations and what teams could do to promote economic development in the state, as well as general feedback about the program.

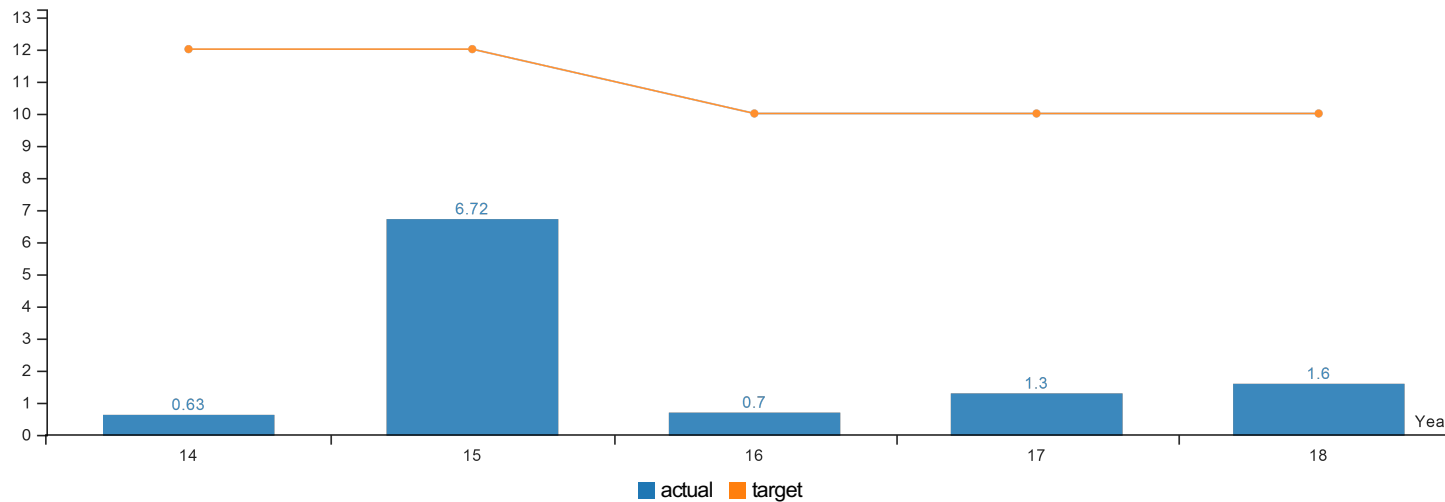
#### **Factors Affecting Results**

There are a number of factors that impact the Regional Solutions approach and the work of the Regional Solutions team members. For the most part, Regional Solutions is asked to become engaged in local projects that are complex, and many of these projects have long-standing issues that are beyond the scope of traditional state agency processes. The high customer service ratings may be influenced by the fact that the coordinators and state agency participants in Regional Solutions often play a key role in facilitating resolutions to tough issues and, in some instances, bringing a project that has run into problems to a successful conclusion. The high ratings may also reflect how the teams often work with local partners on an extended, concerted basis to get a problem addressed for the community or region.

The Regional Solutions program faces a high demand for its services compared to its limited resources. The teams must constantly balance the need to work with particular communities to move high priority projects forward, while trying to be available for all communities that request assistance. In addition, they must be flexible to respond to the widely varying capacity of partners to work on economic and community development, i.e., depending on jurisdiction size, resources, and related factors.

KPM #2	Percentage of State Contract Awards to Business Certified by the Certification Office for Business Inclusion and Diversity -
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Metric Value</b>					
Actual	0.63%	6.72%	0.70%	1.30%	1.60%
Target	12%	12%	10%	10%	10%

### How Are We Doing

#### Data used:

- ORPIN original contracts issued by state government Q3 2009 – Q2 2017 (FY 2010 - 2017)
- Added for FY2018 analysis the ORPIN report “Original State Contracts Issued 7.1.17-6.30.18”
- COBID directory 9/24/18 directory with 3451 vendors for FY2018 (9/26/17 directory with 3755 vendors for FY2017, used directory of 8/24/16 with 3428 vendors listed for previous FY's )

#### Filtering of ORPIN data for:

- Contracts with value > \$5K (Q3 '09 – Q4 '14)>\$10K (FY 2017)
- Contracts issued by state agencies
- Contracts applicable for COBID businesses, filtering out:
  - Inter government agreements
  - Sale by agency of supplies and services
  - Work orders
  - Qualified Rehabilitation Facility (QRF) contracts

- Contracts awarded to non-profits (non-profit list last updated 9/4/18 for FY2018; 9/1/17 for FY 2017, used list of 2016 for all other FY's)
- Statewide PA's (removed Price Agreements and contracts marked as statewide)

**Reporting contract values:**

- Report total award/spend value for the fiscal year the contract was issued

**Results:**

**Table 1. Results from analysis performed 9/20/18**

<b>FY</b>	<b>Total Contracts Awarded</b>	<b>COBID Contracts Awarded</b>	<b>Reporting Agencies</b>	<b>Awarding Agencies</b>	<b>% Awarded to COBID</b>
2010	\$ 1,644,255,266.00	\$ 9,396,071.00	37	20	0.6%
2011	\$ 3,929,150,253.00	\$ 39,425,072.00	35	26	1.0%
2012	\$ 1,770,200,609.00	\$ 21,446,766.00	36	20	1.2%
2013	\$ 2,099,222,928.00	\$ 36,147,065.00	34	22	1.7%
2014	\$ 1,758,035,190.00	\$ 12,762,419.00	32	19	0.7%
2015	\$ 2,855,051,377.20	\$ 94,423,195.00	33	23	3.3%
2016	\$ 4,178,055,231.08	\$ 29,408,719.00	34	22	0.7%
2017	\$ 2,347,725,162.58	\$ 30,721,868.00	35	24	1.3%
2018	\$ 2,598,852,600.00	\$ 43,521,287.00	33	18	1.6%

**Table 2. Results from analysis performed 9/20/18 for FY2018**

<b>FY</b>	<b>Total Contracts Awarded</b>	<b>COBID Contracts Awarded</b>	<b>Reporting Agencies</b>	<b>Awarding Agencies</b>	<b>% Awarded to COBID</b>
2018	\$ 2,598,852,600.00	\$ 43,521,287.00	33	18	1.6%

**Table 3. Spend on statewide PA's which use COBID vendors for FY 2018.**

<b>PA</b>	<b>Vendor</b>	<b>COBID</b>	<b>Total</b>	<b>%COBID</b>
0483	Covendis	\$ 977,393.24	\$ 8,207,234.25	12%
1408	Grainger*			
1407	North Coast Electric	-	\$ 352,175.63	0%
1409	Fastenal	\$ 481,123.12	\$ 1,998,049.53	24%

\*Diversity reports not received in time for this KPM.

**COBID CERTIFIED FIRM DATA**

Provided by Business Oregon, COBID

<b>Ethnicity/Gender</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>1/1/2018 to 9/24/18</b>
<b>African American (Male)</b>	87	105	135	142	157	180	194	200	195
<b>African American (Female)</b>	26	37	50	57	64	81	93	104	105
<b>Asian Pacific (Male)</b>	58	70	86	87	85	92	92	102	89
<b>Asian Pacific (Female)</b>	42	53	69	74	79	89	92	110	110
<b>Caucasian (Male)</b>	690	844	1085	1170	1150	1212	1187	1146	1049
<b>Caucasian (Female)</b>	799	942	1158	1227	1233	1328	1359	1411	1375
<b>Hispanic (Male)</b>	124	155	201	217	203	208	210	225	229
<b>Hispanic (Female)</b>	43	57	67	77	78	93	103	111	109
<b>Native American (Male)</b>	48	59	80	79	76	79	73	78	67
<b>Native American (Female)</b>	20	27	33	36	33	33	31	35	32
<b>Subcontinent Asian (Male)</b>	30	35	42	46	48	49	51	57	61
<b>Subcontinent Asian (Female)</b>	12	12	14	17	19	21	23	26	24
<b>Other (Male)</b>	5	6	6	5	2	1	3	4	3
<b>Other (Female)</b>	0	0	0	0	0	0	1	2	1
<b>Unknown (Male)</b>	22	23	31	26	7	4	1	5	2
<b>Unknown (Female)</b>	0	1	1	1	1	0	0	0	0
<b>Total Number of Certified Firms</b>	<b>2006</b>	<b>2426</b>	<b>3058</b>	<b>3261</b>	<b>3235</b>	<b>3470</b>	<b>3513</b>	<b>3616</b>	<b>3451</b>

<b>New Applications Received</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>1/1/18 to 9/24/18</b>
<b>ACDBE</b>					34	40	27	38	3

<b>DBE</b>				95	119	115	94	59	38
<b>MBE</b>				140	149	135	146	163	120
<b>WBE</b>				267	223	249	273	272	194
<b>SDV</b>						2	29	26	16
<b>ESB</b>				392	455	440	419	434	343
<b>Totals</b>				<b>894</b>	<b>980</b>	<b>981</b>	<b>988</b>	<b>753</b>	<b>714</b>

<b>Graduating Firms</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>1/1/18 to 9/24/18</b>
M/WBE					2		1	1	6
MBE					3	8	5	3	3
WBE					2	1	3	5	3
ESB (Minority)				1	2		1	3	75
ESB (Caucasian Female)					7	7	4	10	128
ESB (Caucasian Male)				5	16	18	11	13	106
Unknown					1				
<b>Totals</b>				<b>6</b>	<b>33</b>	<b>34</b>	<b>25</b>	<b>35</b>	<b>321*</b>

**Factors Affecting Results**

**FACTORS AFFECTING RESULTS**

- Data from subcontracting is not reported in the COBID contract values but are significant. Adding this data into future reporting will better reflect the contracting dollars going to COBID certified contractors.
- The large number of graduated firms for the ESB program for 2018 occurred due to the 12-year limitation in the program. In 2006, new rules reset the ESB program and those firms previously certified received an additional 12 years in the program reset.

**MANAGEMENT COMMENTS**

- Propose a return to the reporting threshold of \$5K to more accurately reflect the total contract dollars going to COBID certified businesses.
- Currently, the state does not have systems in place to collect subcontractor data, only direct awards to COBID Certified Firms. This data will be collected as available by the awarded firm or prime. Many opportunities for COBID Certified Firms fall within a subcontracting opportunity.
- Executive Order 18-03, promoting equity in contracting, directs all state agencies, boards and commissions within the Executive Branch, to coordinate with the Governor's Office, Department of Administrative Services, and Business Oregon for training, community engagement activities, quarterly reporting, and to create and implement community and small business engagement

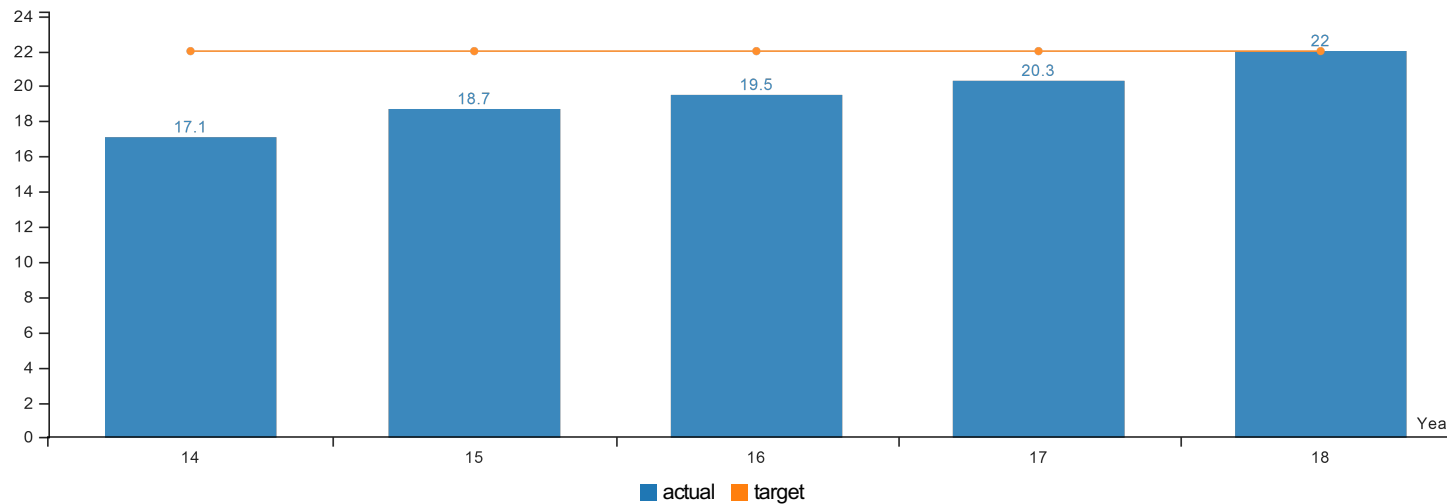


plans for the purpose of bringing the State of Oregon to an increased utilization of COBID Certified Firms. Directors of these agencies will be held accountable for inclusive public contracting practices.

- The Governor's Marketplace 2019 is planned for March and will include workshops on becoming certified, using certified businesses, accessing contract opportunities on ORPIN, and increasing agency use of ORPIN for contracting. Outcomes to watch will include increased numbers of businesses completing their COBID process and increased numbers and value of contracts being awarded to COBID certified businesses. The anticipated number of attendees is approximately 1200 over a two-day event, including speakers, exhibitors, and businesses.
- In addition, compliance with HB 2375 will improve and clarify the contracting language to make it simpler for agencies and businesses to work together.
- In 2018 the Governor's Office partnered with Oregon Small Business Development Centers in 22 location to resume the Governor's Marketplace Editions, established in 2017. The editions for 2019 will be partnered with Oregon SBDC and locations will be determined by January 2019.
- Reporting for all years prior to 2018 does not reflect all state agencies, boards and commissions under the Executive Branch. The Executive Order 18-03 has not been fully implemented at this time; however, it will provide a new starting point to see results coming from initiatives by the Governor's Office, once implemented and agencies are taking action.
- Reporting for all years prior to 2018 also do not capture contracts with COBID Certified Firms that do not have an exact NIGP or NAICS match. In 2017, DAS changed the reporting data to include all contracts with COBID Certified Firms who were awarded direct contracts, regardless of exact code match, however not all agencies have followed suit. It is anticipated that we will see a significant change in reporting of contract dollars awarded to COBID Certified Firms.
- Our office is collaborating with Business Oregon on increasing the number of COBID Certified Firms in areas that are needed by agencies, with emphasis on growing the number of minority-owned, women-owned, and service-disabled veteran owned businesses.
- A new Statewide Request for Proposal (RFP) template will be rolled out in January 2019 that will support the initiatives of the Governor's Office for increased utilization of diverse suppliers.
- A new initiative for prompt pay to subcontractors and suppliers by the prime is underway.
- Our office is researching methods to capture spending under \$10K as well as to increase the accessibility of contracts of \$10K and below for COBID Certified Firms.

KPM #3	State Hiring - Number of protected classes being hired, promoted, and retained in state agencies.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Percentage of Race and Disabled in the State Work Force</b>					
Actual	17.10%	18.70%	19.50%	20.30%	22%
Target	22%	22%	22%	22%	22%

**How Are We Doing**  
**HOW WE ARE DOING**

2014: Women – 18274 (54%); Men – 15527 (46%); People of Color – 4917 (14.5%); People with Disabilities – 880 (2.6%); Total employees – 33801\*

2015: Women – 21588 (52.8%); Men - 19280 (47.2%); People of Color – 6363 (15.6%); People with Disabilities – 1253 (3.1%); Total employees – 40879

2016: Women – 22098 (52.9%); Men – 19664 (47.1%); People of Color – 6912 (16.6%); People with Disabilities – 1217 (2.9%); Total employees – 41762

2017: Women – 23388 (54.6%); Men – 19413 (45.3%); People of Color – 7252 (16.9%); People with Disabilities – 1457 (3.4%); Total employees – 42801

2018: Women – 28368 (55.0%); Men – 23178 (45.0%); People of Color – 9773 (19.0%); People with Disabilities – 1533 (3.0%); Total employees – 51546\*\*

**2017 US Census Quick Facts for Oregon, total population estimates:**

Women 50.4%; Men 49.6%; People of Color 26%\*\*\* People with disabilities 10.3%; total population 4,142,776.

Oregon Population between ages 18 and 65: 61.8% or 2,560,236.

\*\*\* Total percentage of Black or African American alone, American Indian and Alaska Native alone, Asian alone, Native Hawaiian and other Pacific Islander alone, Two or More Races, Hispanic or Latino.

#### **Factors Affecting Results**

- \*The data from 2014 were sorted using factors that were not delineated in previous KPM reports; the total number of employees is skewed by the addition of a class(-es) within the executive branch employment numbers but the percentages are reasonably comparable.
- The total number of employees is based on the Executive branch agencies only and excluded board members, temporaries, commissions and committees.
- \*\*The 2018 data covers numbers spanning from July 1, 2017 to June 30, 2018.

#### **MANAGEMENT COMMENTS**

- The Governor's Office of Diversity, Equity, and Inclusion/Affirmative Action has an updated Executive Order, with emphasis on areas such as professional development and employee access, higher agency accountability to DI AA EEO meetings, maximized training opportunities to increase awareness, and engagement of agency employees with internal and external partners.
- Assist state agencies in successfully creating and imbedding a statewide culture of diversity, equity, and inclusion through Affirmative Action.
- Affirmative Action Manager regularly reviews and disseminates information on standardized practices that identify and eliminate systemic barriers to recruitment, employment and retention/promotion, and succession planning.
- Affirmative Action Plan process has already started for the 2019 – 2021 Biennium.
  - The Governor's Office of Diversity, Equity and Inclusion/Affirmative Action has developed guidelines to be used for all state agencies for the Affirmative Action Plan.
  - Reporting guidelines was developed based on agency Affirmative Action Representative feedback, and internal innovations that emphasize intuitive, contemporary reporting processes.