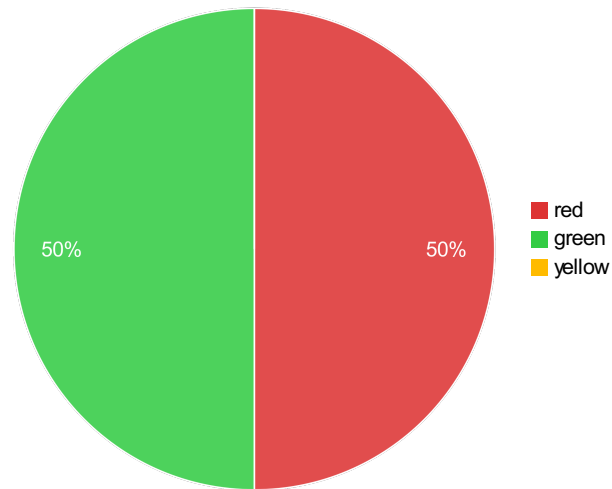# Legislative Administration

Annual Performance Progress Report

Reporting Year 2018

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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - The percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall, timeliness, accuracy, helpfulness, expertise, information available.
2	IT CUSTOMERS - The percentage of customers rating overall satisfaction with problem solution as above average or excellent.
3	WEB-SITE - The percentage approval rating of web-site users.
4	DIVERSITY - Racial/ethnic diversity in Legislative Administration as compared to the total State's diversity.
5	TURNOVER - Annual voluntary turnover rate of the Legislative Administration continuing workforce.
6	GOLD STAR CERTIFICATE - Number of years out of last five that Financial Services earns State Controller's Division Gold Star Certificate for the Legislative agencies it serves.

■ red
■ green
■ yellow

Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	0%	50%

KPM #1	CUSTOMER SERVICE - The percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall, timeliness, accuracy, helpfulness, expertise, information available.
	Data Collection Period: Jan 01 - Jan 01
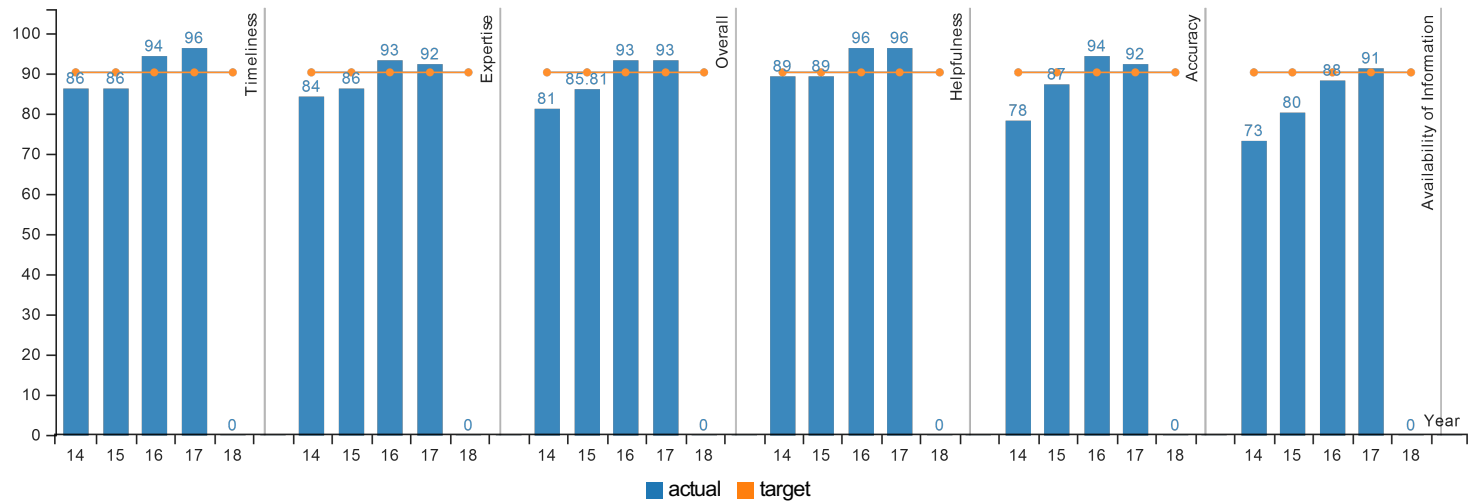
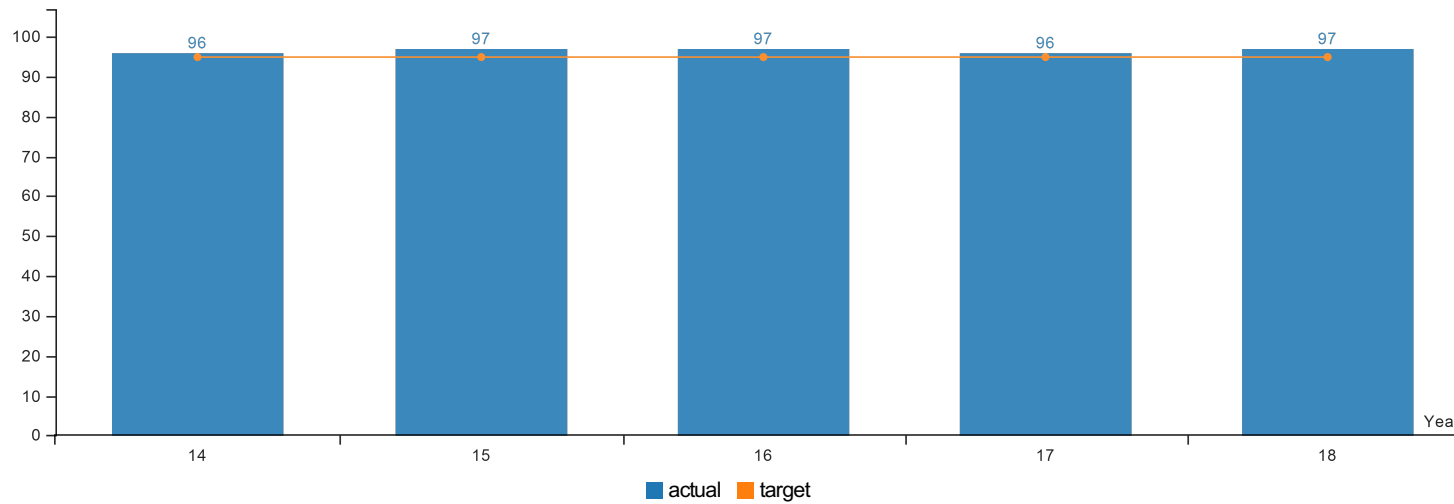| Report Year	2014	2015	2016	2017	2018
Timeliness					
Actual	86%	86%	94%	96%	No Data
Target	90%	90%	90%	90%	90%
Expertise					
Actual	84%	86%	93%	92%	No Data
Target	90%	90%	90%	90%	90%
Overall					
Actual	81%	85.81%	93%	93%	No Data
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	89%	89%	96%	96%	No Data
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	78%	87%	94%	92%	No Data
Target	90%	90%	90%	90%	90%
Availability of Information					
Actual	73%	80%	88%	91%	No Data
Target	90%	90%	90%	90%	90%

How Are We Doing

Data not currently available and will be updated with next years report

Factors Affecting Results

KPM #2	IT CUSTOMERS - The percentage of customers rating overall satisfaction with problem solution as above average or excellent.
	Data Collection Period: Jan 01 - Dec 31

Upward Trend = positive result

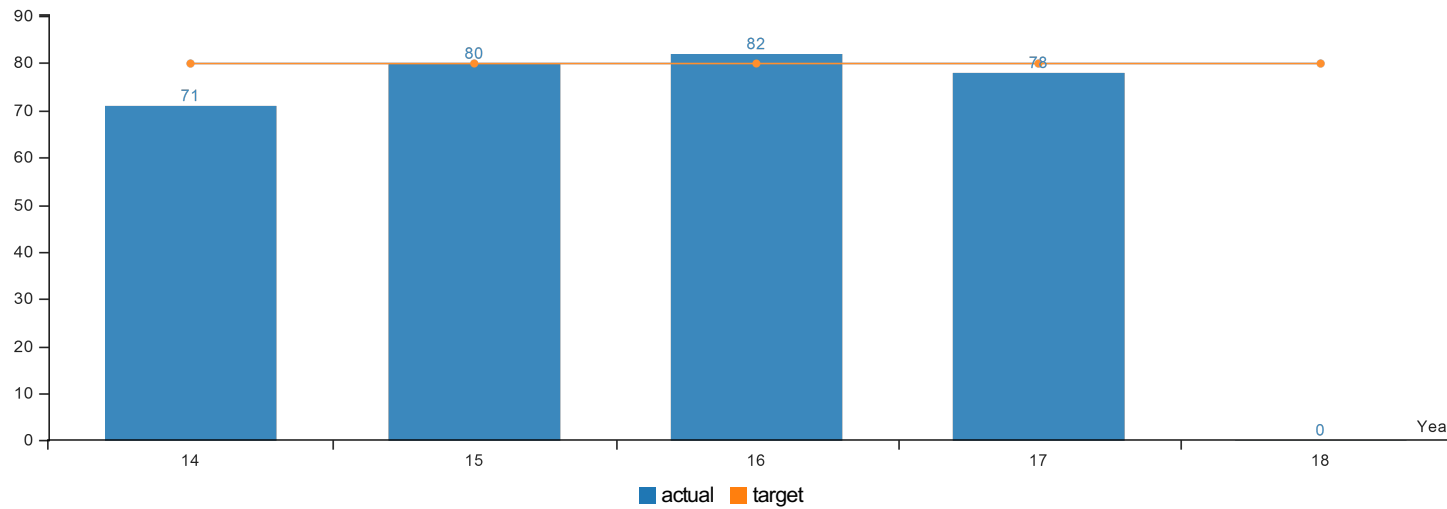| Report Year	2014	2015	2016	2017	2018
User satisfaction with IT problem resolution					
Actual	96%	97%	97%	96%	97%
Target	95%	95%	95%	95%	95%

How Are We Doing

Positive reponses from customers indicate Information Services is meeting the goal to provide quality service to Legislative customers at the target of 95% or better. Of the customers who responded to the surveys, 97% rated services as "above average" or "excellent".

Factors Affecting Results

The Legislature has a strong IT organizatioin with committed staff, a high standard for customer service, attention to unique user requirements, and continuously improving procedures, systems and processes.

KPM #3	WEB-SITE - The percentage approval rating of web-site users.
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = positive result

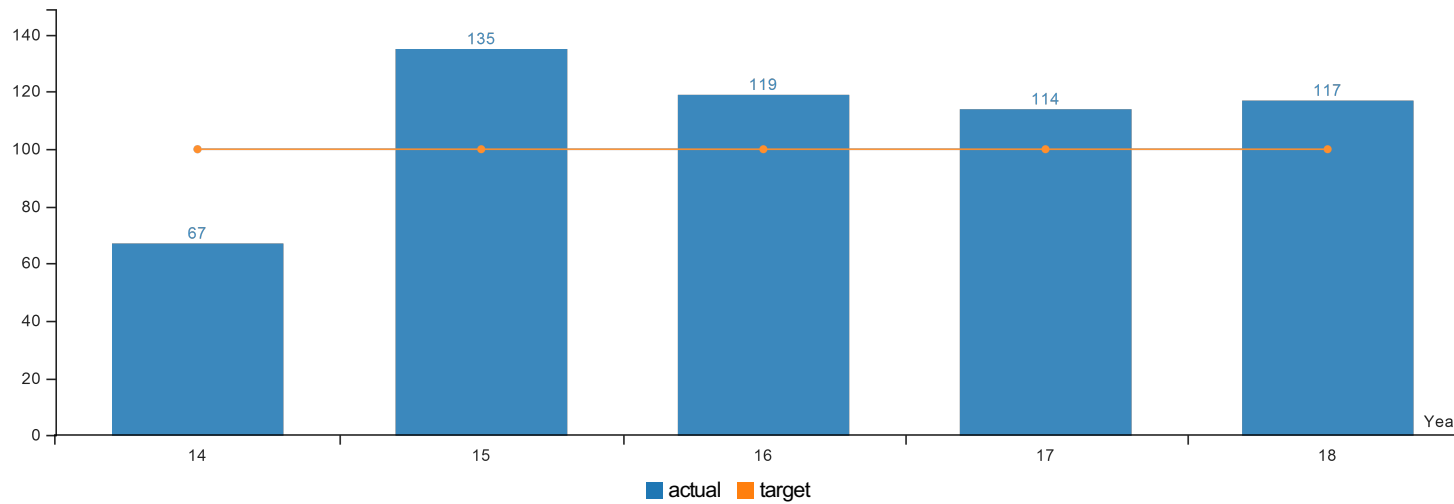| Report Year	2014	2015	2016	2017	2018
Percentage approval rating of web site users					
Actual	71%	80%	82%	78%	No Data
Target	80%	80%	80%	80%	80%

How Are We Doing

Data not currently available and will be updated with next years report

Factors Affecting Results

KPM #4	DIVERSITY - Racial/ethnic diversity in Legislative Administration as compared to the total State's diversity.
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = positive result

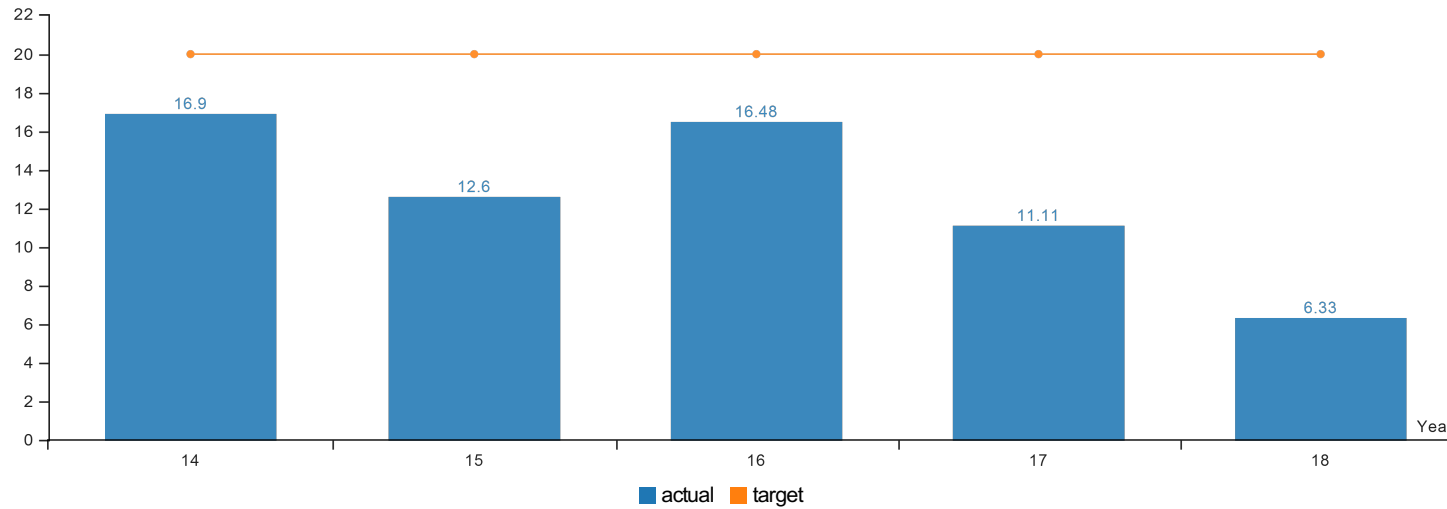| Report Year	2014	2015	2016	2017	2018
Workforce diversity representation					
Actual	67%	135%	119%	114%	117%
Target	100%	100%	100%	100%	100%

How Are We Doing

The State of Oregon diversity is 12.5% for non-white employees in the workforce. Currently the agency is exceeding that by 17%

Factors Affecting Results

The agency has had a low turnover rate over the last year and has maintained a stable diversity rate.

KPM #5	TURNOVER - Annual voluntary turnover rate of the Legislative Administration continuing workforce.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = negative result

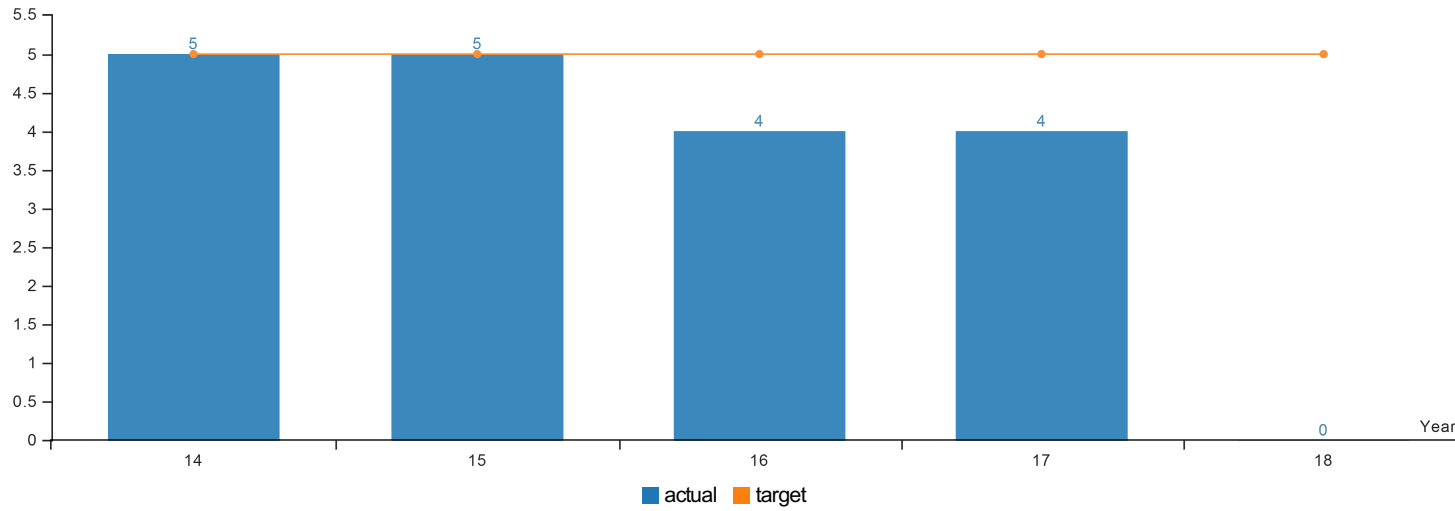| Report Year	2014	2015	2016	2017	2018
Annual turnover due to voluntary resignation					
Actual	16.90%	12.60%	16.48%	11.11%	6.33%
Target	20%	20%	20%	20%	20%

How Are We Doing

The goal is to have no more than 20% voluntary turnover and the agency is substantially exceeding that.

Factors Affecting Results

The economy is stable, but expansion is slowing and reducing opportunities outside of the agency.

KPM #6	GOLD STAR CERTIFICATE - Number of years out of last five that Financial Services earns State Controller's Division Gold Star Certificate for the Legislative agencies it serves.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

Report Year	2014	2015	2016	2017	2018
Number of years of last five that Financial Services has received Gold Star Certificate					
Actual	5	5	4	4	No Data
Target	5	5	5	5	5

How Are We Doing

Gold Stars are not yet issued for FY 2018

Factors Affecting Results