

SB 5516 A BUDGET REPORT and MEASURE SUMMARY

Carrier: Rep. Gomberg

Joint Committee On Ways and Means

Action Date: 06/02/23

Action: Do Pass the A-Eng bill.

House Vote

Yeas: 12 - Breese-Iverson, Cate, Evans, Gomberg, Holvey, Lewis, McLain, Pham K, Reschke, Sanchez, Smith G, Valderrama

Senate Vote

Yeas: 8 - Anderson, Campos, Dembrow, Frederick, Gelser Blouin, Hansell, Sollman, Steiner

Nays: 2 - Findley, Knopp

Exc: 1 - Girod

Prepared By: Alicia Michelson, Department of Administrative Services

Reviewed By: Tom MacDonald, Legislative Fiscal Office

Legislative Branch

2023-25

Budget Summary*

	2021-23 Legislatively Approved Budget ⁽¹⁾	2023-25 Current Service Level	2023-25 Committee Recommendation	Committee Change from 2021-23 Leg. Approved	
				\$ Change	% Change
General Fund	\$ 167,500,995	\$ 170,323,090	\$ 170,323,090	\$ 2,822,095	1.7%
General Fund Debt Service	\$ 26,887,744	\$ 25,467,420	\$ 25,467,420	\$ (1,420,324)	(5.3%)
Other Funds Limited	\$ 18,052,896	\$ 13,440,425	\$ 17,190,425	\$ (862,471)	(4.8%)
Other Funds Debt Service	\$ 627,061	\$ -	\$ -	\$ (627,061)	(100.0%)
Other Funds Nonlimited	\$ 1,240,880	\$ 1,203,294	\$ 1,244,820	\$ 3,940	0.3%
Total	\$ 214,309,576	\$ 210,434,229	\$ 214,225,755	\$ (83,821)	(0.0%)

Position Summary

Authorized Positions	590	587	597	7
Full-time Equivalent (FTE) positions	476.65	478.35	487.22	10.57

⁽¹⁾ Includes adjustments through January 2023

* Excludes Capital Construction expenditures

Summary of Revenue Changes

The Legislative Branch agencies are primarily funded with appropriations from the General Fund; however, some agencies also receive donations, grants, and other miscellaneous revenues. The agencies are supported as described below:

- Legislative Counsel: General Fund supports a majority of Legislative Counsel’s budget. Other Funds are derived from sales of the Oregon Revised Statutes (ORS), Oregon Laws, bill drafting services, and other Legislative Counsel publications. A small portion of the publication sales income is expended as limited Other Funds and used to defray the agency’s General Program expenses related to ORS publication editing. The balance of the publication sales income is expended as Other Funds Nonlimited within the ORS Publications Program.
- Legislative Policy and Research Office: The Legislative Policy and Research Office is completely supported by General Fund.
- Legislative Revenue Office: The Legislative Revenue Office is completely supported by General Fund.
- Legislative Fiscal Office: General Fund supports approximately half of the Legislative Fiscal Office’s budget. The majority of the other revenue is Other Funds derived from a portion of the Central Government Service Charge assessment.
- Legislative Assembly: General Fund supports a majority of the Legislative Assembly budget. The Assembly receives Other Funds revenues from charging customers for the duplication of legislative materials and miscellaneous receipts. The Assembly also receives Other Funds Nonlimited from revenues for the use of the House and Senate lounges by Legislative members during session.

- Legislative Administration: General Fund supports a majority of Legislative Administration’s budget. The agency also receives Other Funds revenues for rent of office space, parking fees, and other items. Other Funds Nonlimited revenues come from the Capitol Gift Shop and the Property and Surplus Stores account.
- Commission on Indian Services: General Fund supports a majority of the Commission’s budget. Other Funds revenue is from registration and other fees from sponsorships used to cover costs associated with special meetings and events.

Summary of General Government Subcommittee Action

Senate Bill 5516 is the budget bill for the seven Legislative agencies: Legislative Assembly, Legislative Administration, Legislative Counsel, Legislative Fiscal Office, Legislative Policy and Research Office, Legislative Revenue Office, and the Commission on Indian Services. While each agency is an independent state agency, their budgets are all included in this appropriation bill. The Subcommittee recommended a Legislative Branch budget of \$195,790,510 General Fund, \$17,190,425 Other Funds, and \$1,244,820 Other Funds Nonlimited. The recommended budget includes 597 positions (487.22 FTE) for the seven Legislative Branch agencies and is a 1.8 percent increase from the 2023-25 Current Service Level.

Legislative Counsel

The Office of Legislative Counsel drafts legislation for legislators, legislative committees, and state agencies. They also provide research services and legal advice to legislators and legislative committees. Legislative Counsel publishes the Oregon Revised Statutes, which are the official codification of Oregon’s statutes. The Subcommittee recommended a total funds budget of \$22,802,655 and 65 positions (58.04 FTE). The total funds budget is an increase of 4.3 percent from the 2021-23 Legislatively Approved Budget. The following is a summary of the budgetary changes:

General Program:

Package 801: LFO Analyst Adjustments. This package includes several adjustments totaling an increase of \$150,453 General Fund. The adjustments include:

- \$380,483 General Fund for the establishment of one permanent Deputy Legislative Counsel (1.00 FTE) position in the Legal Services Division.
- \$175,774 General Fund for the reclassification of two Deputy Legislative Counsel positions to Senior Deputy Legislative Counsel positions in the Legal Services Division.
- \$103,960 General Fund for the establishment of one permanent Editor/Analyst 2 (0.46 FTE) position to meet increased publication demands.

- Reclassification of one Editor/Analyst I position to a Legal and Public Records Assistant and the shift of 0.50 FTE from the General Program to Drafting Services to meet agency needs. These changes have a net-zero budget impact.
- A reduction of \$509,764 General Fund in Other Services and Supplies available from agency reversions. This reduction is to pay for most of the General Fund costs for the agency, with the remaining costs offset through the elimination of one vacant position in Package 802.

Package 802: Vacant Position Reductions. This package reduces General Fund by \$150,453 to account for the elimination of one vacant Publications Specialist 1 position (1.00 FTE) that was established in 2021. The position is no longer needed, and the savings will be used to help fund General Fund costs for the agency.

ORS Publications:

Package 801: LFO Analyst Adjustments. This package increases Nonlimited Other Funds expenditure limitation by \$39,025 to align the agency's budget with the anticipated expenditures for the Oregon Revised Statute publications.

Legislative Publications Program:

Package 801: LFO Analyst Adjustments. This package increases Nonlimited Other Funds expenditure limitation by \$2,501 to align the agency's budget with the anticipated expenditures for the Oregon Revised Statute publications.

Legislative Policy and Research Office

The Legislative Policy and Research Office (LPRO) provides centralized, professional, and nonpartisan research; issue analysis; and committee management services for the Legislative Assembly. The Subcommittee recommended a total funds budget of \$19,176,672 and 78 positions (56.82 FTE). The total funds budget is an increase of 18.1 percent from the 2021-23 Legislatively Approved Budget. The following is a summary of the budgetary changes:

Administration:

Package 801: LFO Analyst Adjustments. This package increases General Fund by \$261,064 to establish one permanent Publications Editor (0.88 FTE) position to assist with agency publications and maintain the agency's website and intranet site.

Policy & Research Analysts:

Package 801: LFO Analyst Adjustments. This package increases General Fund by \$261,063 to establish one permanent Research Analyst (0.88 FTE) position to address an increase in the volume and complexity of research requests.

Committee Administration:

Package 801: LFO Analyst Adjustments. This package provides \$1,011,978 total funds for the following investments:

- \$522,126 General Fund to establish one permanent Spanish Interpreter (0.88 FTE) and one permanent American Sign Language Interpreter (0.88 FTE) to meet the increasing demand for language access services.
- \$489,852 General Fund to establish one permanent Senior Legislative Analyst (0.88 FTE) and one permanent Legislative Analyst (0.88 FTE) to address staffing constraints in Committee Services.

Legislative Revenue Office

The Legislative Revenue Office (LRO) provides non-partisan analysis to the Legislature on tax policy and school finance issues. The Office serves the Legislature and the public by staffing legislative committees dealing with taxes and school finance. LRO writes revenue impact statements on all bills reaching the House or Senate floor affecting state or local revenue. The Subcommittee recommended a total funds budget of \$4,061,769 and eight positions (7.88 FTE). The total funds budget is an increase of 14.9 percent from the 2021-23 Legislatively Approved Budget. The following is a summary of the budgetary changes:

Package 801, LFO Analyst Adjustments. This package increases General Fund by \$418,643 to establish one permanent Senior Economist (0.88 FTE) position. This position will assist with the increased workload of tax programs and increased use of statutorily directed task forces and workgroups requiring support from the Legislative Revenue Office.

Legislative Fiscal Office

The Legislative Fiscal Office (LFO) researches, analyzes, and makes recommendations concerning state expenditures, financial affairs, program administration, and agency organization. LFO reports to the Joint Committee on Ways and Means during legislative sessions and to the Emergency Board during the interim. LFO determines the fiscal impact of all legislative matters. It provides staff support for Legislative Information Management and Technology Committees, including budget analysis and non-technical policy recommendations concerning state agency information systems projects. LFO also provides support and conducts reviews for the Joint Legislative Audit Committee. The Subcommittee recommended a total funds budget of \$14,067,755 and 27 positions (27.00 FTE). The total funds budget is an increase of three percent from the 2021-23 Legislatively Approved Budget. The budget includes \$9,056,315 General Fund and \$5,011,440 Other Funds expenditure limitation.

Legislative Assembly

The Legislative Assembly budget includes expenses for legislative members and their staff, the leadership and caucus offices, the Secretary of the Senate, the Chief Clerk of the House, session staff, and Senate Executive Appointments. The Legislative Assembly budget also includes funding for the Legislative Equity Office. In addition, the budget is sufficient to cover adjustments in legislator allowances to recognize differences in the geographical size of districts. The Subcommittee recommended a total funds budget of \$72,431,111 and 333 positions (253.77

FTE). The total funds budget is an increase of 3.3 percent from the 2021-23 Legislatively Approved Budget. The following is a summary of the budgetary changes:

Legislative Equity Office:

Package 801: LFO Analyst Adjustments. This package includes \$63,504 General Fund to upward reclassify the Legislative Equity Officer position from salary range 18 to salary range 19 to reflect the recent legislative appointment to the position.

Legislative Administration

Legislative Administration provides general support to the Legislature. Non-partisan services to the public, Legislative members, and government agencies include administration, information systems, facility services, employee services, financial services, and visitor services. The Subcommittee recommended a total funds budget of 80,419,723 and 83 positions (80.71 FTE). The total funds budget is a 75.7 decrease from the 2021-23 Legislatively Approved Budget, which is largely due to a six-year capital construction appropriation approved in 2021-23 not being reflected in the 2023-25 budget. The following is a summary of the budgetary changes:

Administration:

Package 801: LFO Analyst Adjustments. This package includes a reduction of \$3,826,869 General Fund in Other Services and Supplies to help offset the General Fund increases in the Legislative Administration and other branch agencies. The General Fund is available through reversions.

Information Services:

Package 801: LFO Analyst Adjustments. This package provides \$5,067,830 total funds for the following Information Services investments:

- \$690,000 General Fund on a one-time basis for the planning stage to modernize the Oregon Legislative Information System (OLIS) and replace the related legacy applications;
- \$250,000 General Fund on a one-time basis and \$3,750,00 Other Funds to support the Document Publishing Management System (DPMS) project as it moves towards the May 2024 launch date. The Other Funds revenue represents bond proceeds that were dedicated to the DPMS project from bonds authorized in the 2021-23 biennium; and
- \$377,830 General Fund for the continuation of one limited duration Application Developer (1.00 FTE) position to a permanent position. This position will assist with the branch's legacy systems while supporting the development and operations of the new systems.

Financial Services:

Package 801: LFO Analyst Adjustments. This package includes an increase of \$294,044 General Fund for the establishment of one permanent Budget Analyst (1.00 FTE) position. This position will assist with the increased workload of the branch resulting from Capitol Accessibility, Maintenance, and Safety and IT projects.

Visitor Services:

Package 801: LFO Analyst Adjustments. This package includes an increase of \$77,780 General Fund for the upward reclassification of the Volunteer Coordinator position to an Education Outreach & Volunteer Coordinator. This package also increases the FTE for the position from 0.75 to 1.00 FTE to accurately reflect the position's duties and level of responsibility.

Commission on Indian Services

There are nine federally recognized Indian tribal governments located in Oregon. The Commission was created to improve services for American Indians in Oregon. It gathers information relating to programs available to Indians, such as those concerning education, housing, health, fishing, economic development, cultural preservation and protection, gambling, and job training. The Commission assesses Indian needs and concerns through consultation and public hearings. The agency also networks with state, regional, and national Indian organizations in sharing information and addressing Indian issues. While the Commission is not to supersede any negotiations any tribe, band, or group might have with local, state, and federal governments, it provides a forum for communication between Oregon's American Indians and state government.

The Subcommittee recommended a total funds budget of \$1,266,070 and three positions (3.00 FTE). The total funds budget is an increase of 37.4 percent from the 2021-23 Legislatively Approved Budget. The budget includes \$1,258,466 General Fund and \$7,604 Other Funds expenditure limitation. The following is a summary of the budgetary changes:

General Program:

Package 801: LFO Analyst Adjustments. This package provides \$120,963 total funds for the following investments:

- \$105,963 General Fund for the reclassification of one State Physical Anthropologist position to reflect the greater than anticipated workload and responsibilities of the position since its establishment in 2021.
- \$15,000 General Fund for the cost of three curation cabinets to facilitate the repatriation of ancestral remains and reduce the need to temporarily transfer ancestral remains into the custody of the Oregon State Police and other law enforcement agencies.

Summary of Performance Measure Action

See attached Legislatively Adopted 2023-25 Key Performance Measures form.

DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION

Legislative Branch Agencies
Alicia Michelson (971) 209-9217

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
2021-23 Legislatively Approved Budget at Jan 2023 *	\$ 194,388,739	\$ -	\$ 18,679,957	\$ 1,240,880	\$ -	\$ -	\$ 214,309,576	590	476.65
2023-25 Current Service Level (CSL)*	\$ 195,790,510	\$ -	\$ 13,440,425	\$ 1,203,294	\$ -	\$ -	\$ 210,434,229	587	478.35
SUBCOMMITTEE ADJUSTMENTS (from CSL)									
SCR 142-001 - Legislative Counsel General Program									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 660,217	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 660,217	2	1.46
Services and Supplies	\$ (509,764)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (509,764)		
SCR 142-001 - Legislative Counsel General Program									
Package 802: Vacant Position Reductions									
Personal Services	\$ (150,453)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (150,453)	(1)	(1.00)
SCR 142-002 - Legislative Counsel ORS Publications									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ -	\$ -	\$ -	\$ 39,025	\$ -	\$ -	\$ 39,025		
SCR 142-004 - Legislative Counsel Legislative Publications									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ -	\$ -	\$ -	\$ 2,501	\$ -	\$ -	\$ 2,501		
SCR 143-100 Legislative Policy & Research Committee Admin.									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 252,064	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 252,064	1	0.88
Services and Supplies	\$ 9,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,000		
SCR 143-200 Legislative Policy & Research Committee Policy & Research Analysts									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 252,063	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 252,063	1	0.88
Services and Supplies	\$ 9,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,000		
SCR 143-300 Legislative Policy & Research Committee Committee Administration									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 975,978	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 975,978	4	3.52
Services and Supplies	\$ 36,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 36,000		
SCR 144-001 Legislative Revenue Officer									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 409,643	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 409,643	1	0.88
Services and Supplies	\$ 9,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,000		

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
SCR 155-600 Legislative Assembly Legislative Equity Office									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 63,504	\$ -	\$ -	\$ -	\$ -	\$ -	63,504	0	0.00
SCR 156-001 Legislative Administration Committee									
Package 801: LFO Analyst Adjustments									
Services and Supplies	\$ (3,826,869)	\$ -	\$ -	\$ -	\$ -	\$ -	(3,826,869)		
SCR 156-003 Legislative Administration Committee Information Services									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 368,830	\$ -	\$ -	\$ -	\$ -	\$ -	368,830	1	1.00
Services and Supplies	\$ 949,000	\$ -	\$ 3,750,000	\$ -	\$ -	\$ -	4,699,000		
SCR 156-007 Legislative Administration Committee Financial Services									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 285,044	\$ -	\$ -	\$ -	\$ -	\$ -	285,044	1	1.00
Services and Supplies	\$ 9,000	\$ -	\$ -	\$ -	\$ -	\$ -	9,000		
SCR 156-008 Legislative Administration Committee Visitor Services									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 77,780	\$ -	\$ -	\$ -	\$ -	\$ -	77,780	0	0.25
SCR 425-001 Commission on Indian Services General Program									
Package 801: LFO Analyst Adjustments									
Personal Services	\$ 105,963	\$ -	\$ -	\$ -	\$ -	\$ -	105,963	0	0.00
Services and Supplies	\$ 15,000	\$ -	\$ -	\$ -	\$ -	\$ -	15,000		
TOTAL ADJUSTMENTS	\$ -	\$ -	\$ 3,750,000	\$ 41,526	\$ -	\$ -	3,791,526	10	8.87
SUBCOMMITTEE RECOMMENDATION *	\$ 195,790,510	\$ -	\$ 17,190,425	\$ 1,244,820	\$ -	\$ -	214,225,755	597	487.22
% Change from 2021-23 Leg Approved Budget	0.7%	0.0%	(8.0%)	0.3%	0.0%	0.0%	(0.0%)	1.2%	2.2%
% Change from 2023-25 Current Service Level	0.0%	0.0%	27.9%	3.5%	0.0%	0.0%	1.8%	1.7%	1.9%

Legislatively Approved 2023 - 2025 Key Performance Measures

Published: 6/2/2023 9:25:45 AM

Agency: Legislative Counsel

Mission Statement:

Overseen by the Legislative Counsel Committee, the Office of the Legislative Counsel provides legal and publication services to the Legislative Assembly and its members and other agencies of state government. The office drafts measures and amendments for legislators, legislative committees and state agencies; provides legal advice to legislators and legislative committees; reviews state agency rules for legal sufficiency; prepares indexes and tables for legislative publications; edits, publishes, sells and distributes the Oregon Revised Statutes, the official bound session laws and other specialty publications.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2024	Target 2025
1. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, and expertise.	Helpfulness	Approved	98%	90%	90%
	Timeliness		98%	90%	90%
	Accuracy		98%	90%	90%
	Overall		98%	90%	90%
	Expertise		100%	90%	90%
2. Nonpartisanship - Percent of customers rating their satisfaction with the agency's ability to provide services on a fair objective and nonpartisan basis as "good" or "excellent".		Approved	98%	90%	90%
3. Confidentiality - Percent of customers rating their satisfaction with the agency's ability to provide confidential services as "good" or "excellent".		Approved	100%	100%	100%
4. Quality of Legislative Publications - Percent of customers rating their satisfaction with the agency's publications as "good" or "excellent".		Approved	98%	100%	100%
5. Quality of Legal Advice - Percent of customers rating their satisfaction with the agency's quality of legal advice as "good" or "excellent".		Approved	100%	95%	95%
6. Gold Star Certificate - Number of years out of the last four that Legislative Counsel has earned the State Controller's Division Gold Star Certificate.		Approved	5	4	4
7. Drafting Legislative Concepts for State Agencies and Elected Officials - Percent of customers rating their satisfaction with the agency's quality of legislative concepts as "good" or "excellent".		Approved		90%	90%

LFO Recommendation:

LFO recommends approval of the Key Performance Measures (KPMs) and targets as presented, including the proposed addition of KPM #7 for drafting of legislative concepts for state agencies and elected officials.

SubCommittee Action:

The Subcommittee approved the LFO recommendation on KPMs and their targets.

Legislatively Approved 2023 - 2025 Key Performance Measures

Published: 6/2/2023 9:26:17 AM

Agency: Legislative Policy and Research Office

Mission Statement:

The Legislative Policy and Research Office provides centralized, professional and nonpartisan research, issue analysis and committee management services to inform deliberations and development of public policy.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2024	Target 2025
1. 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.	Overall	Approved	94.07%	90%	90%
	b) Timeliness		100%	90%	90%
	c) Accuracy		100%	90%	90%
	d) Helpfulness		100%	90%	90%
	e) Expertise		96.30%	90%	90%
	f) Availability of Information		94.07%	90%	90%
2. Services and Products - Percent of customers rating their satisfaction with the agency's services and products as "good" or "excellent."	Quality of Staffing Task Forces (interim)	Approved		90%	90%
	Quality of Language Access Services			90%	90%
	1) Quality of Legislative Publications			90%	90%
	2) Quality of Staffing Policy Committees			90%	90%
	3) Quality of Policy Research			90%	90%
3. Nonpartisanship - Percent of customers rating their satisfaction with the agency's ability to provide services on a fair, objective, and nonpartisan basis as "good" or "excellent."		Approved		90%	90%

LFO Recommendation:

LFO recommends approval of the KPMs and targets as proposed, including the addition of KPMs #2 and #3 for services/products and nonpartisanship.

SubCommittee Action:

The Subcommittee approved the LFO recommendation on KPMs and their targets.

Legislatively Approved 2023 - 2025 Key Performance Measures

Published: 6/2/2023 9:21:10 AM

Agency: Legislative Revenue Office

Mission Statement:

As defined in ORS 173.820 under "duties and powers" the legislative revenue officer is to: (1) prepare or assist in the preparation of studies and reports and provide information and research assistance on matters relating to taxation and to the revenue of this state (2) ascertain facts concerning revenues and make estimates concerning state revenues (3) ascertain facts and make recommendations to the legislative assembly concerning the governor's tax expenditure report. (4) prepare analysis of and recommendations on the fiscal impact of all revenue measures before the legislative assembly and all other measures affecting the revenue of this state. Under ORS 173.025 the legislative revenue officer is to prepare a revenue impact statement on each measure introduced in the legislative assembly that could have any effect on revenues of local governmental units, including school districts.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2024	Target 2025
1. 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	Overall	Approved	100%	90%	90%
	Timeliness		100%	90%	90%
	Accuracy		100%	90%	90%
	Helpfulness		100%	90%	90%
	Expertise		100%	90%	90%
	Availability of Information		86.67%	90%	90%

LFO Recommendation:

LFO recommends approval of the Key Performance Measures and targets.

SubCommittee Action:

The Subcommittee approved the LFO recommendation on KPMs and their targets.

Legislatively Approved 2023 - 2025 Key Performance Measures

Published: 6/2/2023 9:19:56 AM

Agency: Legislative Fiscal Office

Mission Statement:

The Legislative Fiscal Office provides research, analysis, and evaluation of state expenditures, financial affairs, program administration, and agency organization.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2024	Target 2025
1. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information	a) Accuracy	Approved	96%	90%	90%
	b) Overall		96%	90%	90%
	c) Timeliness		96%	90%	90%
	d) Expertise		88%	90%	90%
	e) Availability of Information		84%	90%	90%
	f) Helpfulness		88%	90%	90%

LFO Recommendation:

LFO recommends approval of the Key Performance Measures and targets.

SubCommittee Action:

The Subcommittee approved the LFO recommendation on KPMs and their targets.

Legislatively Approved 2023 - 2025 Key Performance Measures

Published: 6/2/2023 9:20:12 AM

Agency: Legislative Administration

Mission Statement:

Legislative Administration supports the Oregon Legislature, promotes access to the legislative process, and provides efficient, effective, accountable and customer-oriented services to all legislators, legislative departments, the public, and other government agencies.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2024	Target 2025
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.	Timeliness	Approved	97.08%	90%	90%
	Expertise		98.31%	90%	90%
	Overall		96.77%	90%	90%
	Helpfulness		96.55%	90%	90%
	Accuracy		96.37%	90%	90%
	Availability of Information		95.51%	90%	90%
2. IT CUSTOMERS - The percentage of customers rating overall satisfaction with problem solution as above average or excellent.		Approved	97%	97%	97%
3. WEBSITE - The percentage approval rating of website users.		Approved	82%	85%	85%
4. DIVERSITY - Racial/ethnic diversity in Legislative Administration as compared to the total State's diversity.		Approved	124%	100%	100%
5. TURNOVER - Annual voluntary turnover rate of the Legislative Administration continuing workforce.		Approved	10.45%	10%	10%
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.		Approved	4	5	5

LFO Recommendation:

LFO recommends approval of the KPMs and targets.

SubCommittee Action:

The Subcommittee approved the LFO recommendation on KPMs and their targets.

Legislatively Approved 2023 - 2025 Key Performance Measures

Published: 6/2/2023 9:36:43 AM

Agency: Commission on Indian Services

Mission Statement:

Per ORS Chapters 69, 97, 172, 182, 273, 358, and 390, Oregon Laws Chapter 775 and 903, the Commission exists to compile information on services available to Indians, to assess state programs and services, and make recommendations for improvement. It serves as the state forum in which Indian problems and solutions are considered. It is required to advise on matters relating to the preservation and protection of Indian historic and archaeological resources. It is to be consulted on state agency training and reviews agency action with regard to State/Tribal relations.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2024	Target 2025
1. CUSTOMER SATISFACTION - Percentage of respondents to customer satisfaction survey who rank the Commission on Indian Services overall performance very good to excellent.	Overall	Approved	86.84%	90%	90%
	Accuracy		89.47%	90%	90%
	Availability of Information		86.84%	90%	90%
	Helpfulness		94.73%	90%	90%
	Timeliness		78.38%	90%	90%
	Expertise		92.10%	90%	90%
2. Best Practices Percentage of total best practices met by the Legislative Commission on Indian Services		Approved	95%	95%	95%

LFO Recommendation:

LFO recommends approval of the KPMs and targets as proposed.

SubCommittee Action:

The Subcommittee approved the LFO recommendation on KPMs and their targets.