

Office of the Public Records Advocate

Proposed Annual Performance Progress Report

Proposed Initial Reporting Year 2026

| KPM # | Proposed Key Performance Measures (KPMs) |
|--------------|---|
| 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. |
| 2 | Council Best Practices - Percent of total best practices met by the Council. |
| 3 | Mediation Efficiency - The average number of days it takes the Office of the Public Records Advocate to complete a request to mediate a disputed public records. |
| 4 | Training Effectiveness - Percentage of training participants who responded yes to "did the training provide you with relevant and useful best practices for processing and responding to public records requests?" |

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

| | |
|--------|---|
| KPM #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. |
| | Proposed Data Collection Period: March 1 - February 28 or 29 |

| Report Year | 2026 | 2027 | 2028 | 2029 | 2030 |
|------------------------------------|------|------|------|------|------|
| Helpfulness | | | | | |
| Actual | | | | | |
| Target | 80% | 95% | | | |
| Accuracy | | | | | |
| Actual | | | | | |
| Target | 80% | 90% | | | |
| Timeliness | | | | | |
| Actual | | | | | |
| Target | 80% | 90% | | | |
| Expertise | | | | | |
| Actual | | | | | |
| Target | 80% | 95% | | | |
| Overall | | | | | |
| Actual | | | | | |
| Target | 80% | 95% | | | |
| Availability of Information | | | | | |
| Actual | | | | | |
| Target | 80% | 90% | | | |

What are we measuring

The helpfulness, accuracy, timeliness, expertise, overall effectiveness, and accessibility of our service delivery.

How are we measuring

A survey containing 6 prescribed questions and sent to those who received mediation services from the Office of the Public Records Advocate:

1. How do you rate the helpfulness of the Office of the Public Records Advocate's employees?
2. How do you rate the ability of the Office of the Public Records Advocate to provide services correctly the first time?
3. How do you rate the timeliness of the services provided by the Office of the Public Records Advocate?
4. How do you rate the knowledge and expertise of the Office of the Public Records Advocate employees?
5. How do you rate the overall quality of service provided by the Office of the Public Records Advocate?
6. How do you rate the availability of information at the Office of the Public Records Advocate?

Survey Target: Records requesters (media and general public) and records custodians (state and local public bodies) as the two groups who utilize mediation services.

How data will be gathered and frequency: Via email to a random sampling of those who received our mediation services. Completed annually.

Why are we measuring

To better understand the satisfaction of records requesters and record custodians in order to identify areas for improvement in our delivery of mediation and training services.

| | |
|--------|--|
| KPM #2 | Council Best Practices - Percent of total best practices met by the Council. |
| | Proposed Data Collection Period: April 1 - March 31 |

| Report Year | 2026 | 2027 | 2028 | 2029 | 2030 |
|--|------|------|------|------|------|
| Percent of total best practices met by the Council. | | | | | |
| Actual | | | | | |
| Target | 100% | 100% | | | |

What are we measuring

Do the members of the Public Records Advisory Council have the best practice information and resources necessary to carry out their duties.

How are we measuring

Annual self-assessment survey of the Public Records Advisory Council on best practices, using 15 prescribed questions:

1. Executive Director's performance expectations are current.
2. Executive Director receives annual performance feedback.
3. The agency's mission and high-level goals are current and applicable.
4. The board reviews the Annual Performance Progress Report.
5. The board is appropriately involved in review of agency's key communications.
6. The board is appropriately involved in policy-making activities.
7. The agency's policy option packages are aligned with their mission and goals.
8. The board reviews all proposed budgets (likely occurs every other year).
9. The board periodically reviews key financial information and audit findings.
10. The board is appropriately accounting for resources.
11. The agency adheres to accounting rules and other relevant financial controls.

12. Board members act in accordance with their roles as public representatives.
13. The board coordinates with others where responsibilities and interests overlap.
14. The board members identify and attend appropriate training sessions.
15. The board reviews its management practices to ensure best practices are utilized.

The measure is “percent of total best practices met by the board.” The measure is calculated as the percent of “yes” responses provided in a self-assessment of best practices.

Survey Target: Current members of the Public Records Advisory Council.

How data will be gathered and frequency: Via email. Completed annually.

Expected outcome: Report on percent of best practices met by the board.

Why are we measuring

To identify and rectify any potential gaps in information and resources that may prevent Council members from carrying out their duties.

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| KPM #3 | Mediation Efficiency - The average number of days it takes the Office of the Public Records Advocate to complete a request to mediate a disputed public records. |
| | Proposed Data Collection Period: January 1 - December 31 |

| Report Year | 2026 | 2027 | 2028 | 2029 | 2030 |
|---|------|------|------|------|------|
| Average number of days to resolve a request for mediation. | | | | | |
| Actual | 7 | 5 | | | |
| Target | | | | | |

What are we measuring

The average number of days it takes the Public Records Advocate and Deputy Public Records Advocate to complete a request to mediate a disputed public records request.

How are we measuring

How data will be gathered and frequency: via a “request for mediation” (RFA) tracking sheet utilized by the office capturing all requests for such assistance. Completed annually.

Why are we measuring

ORS 192.464 requires the Office of the Public Records Advocate to facilitate dispute resolution services when requested. This measure ensures the timeliness in responding to requests to facilitate disputed public records requests.

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| KPM #4 | Training Effectiveness - Percentage of training participants who responded yes to “did the training provide you with relevant and useful best practices for processing and responding to public records requests?” |
| | Proposed Data Collection Period: February 1 to January 31 |

| Report Year | 2020 | 2021 | 2022 | 2023 | 2024 |
|---|------|------|------|------|------|
| Percentage of training participants who responding yes to “did the training provide you with relevant and useful best practices for processing and responding to public records requests. | | | | | |
| Actual | | | | | |
| Target | 85% | 90% | | | |

What are we measuring

The quality, effectiveness, and impact of our training sessions.

How are we measuring

Target: All public employees and members of the public who receive public records trainings from the Office of the Public Records Advocate.

How data will be gathered and frequency: Via hard copy and direction to online survey at the conclusion of each training.

Why are we measuring

ORS 192.475 requires the Office of the Public Records Advocate to provide training for state agencies and local governments on the requirements and best practices for processing and responding to public records requests throughout the state. This measure helps us gage the effectiveness of our training and improve future training sessions.

Agency Name = Office Of The Public Records Advocate
2025-27 Biennium

Detail of Reductions to 2025-27 Current Service Level Budget

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
|--|--------------|--------------------------------|-----------------------------------|--------------|----|----------------|------------------|----|-------|---------------------|----------|---------------|---------------------------------------|---|----|
| Priority (ranked most to least preferred) | Agency | SCR or Activity Initials | Program Unit/Activity Description | GF | LF | OF | NL-OF | FF | NL-FF | TOTAL FUNDS | Pos. | FTE | Used in Gov. Budget Yes / No | Impact of Reduction on Services and Outcomes | |
| Dept | Prgm/ Div | | | | | | | | | | | | | | |
| | | First 5 Percent | | | | | | | | | | | | | |
| | | 104 | 10400-000-00 | | | (20,981) | | | | \$ (20,981) | 0 | 0.00 | No | The agency has two FTE. The only way to derive adequate reductions is to reduce the salary of one or both staff members. This will result in a reduction of services to all constituents - public employees and members of the public - even as demand for services has risen 64% since 2019 (the office's first full calendar year of operation) | |
| | | 104 | 10400-000-00 | | | (37,666) | | | | \$ (37,666) | 0 | 0.00 | No | The agency has two FTE. The only way to derive adequate reductions is to reduce the salary of one or both staff members. This will result in a reduction of services to all constituents - public employees and members of the public - even as demand for services has risen 64% since 2019 (the office's first full calendar year of operation) | |
| | | | | | | | | | | \$ - | | | | | |
| | | Second 5 Percent | | | | (58,647) | | | | \$ (58,647) | 0 | (0.30) | No | The agency has two FTE. The only way to derive adequate reductions is to reduce the salary of one or both staff members. This will result in a reduction of services to all constituents - public employees and members of the public - even as demand for services has risen 64% since 2019 (the office's first full calendar year of operation) | |
| | | | | TOTAL | - | 117,294 | (117,294) | - | - | \$ (117,294) | 0 | (0.30) | | | |

