

LEGISLATIVE COUNSEL, OFFICE of the
Annual Performance Progress Report (APPR) for Fiscal Year (2013-2014)

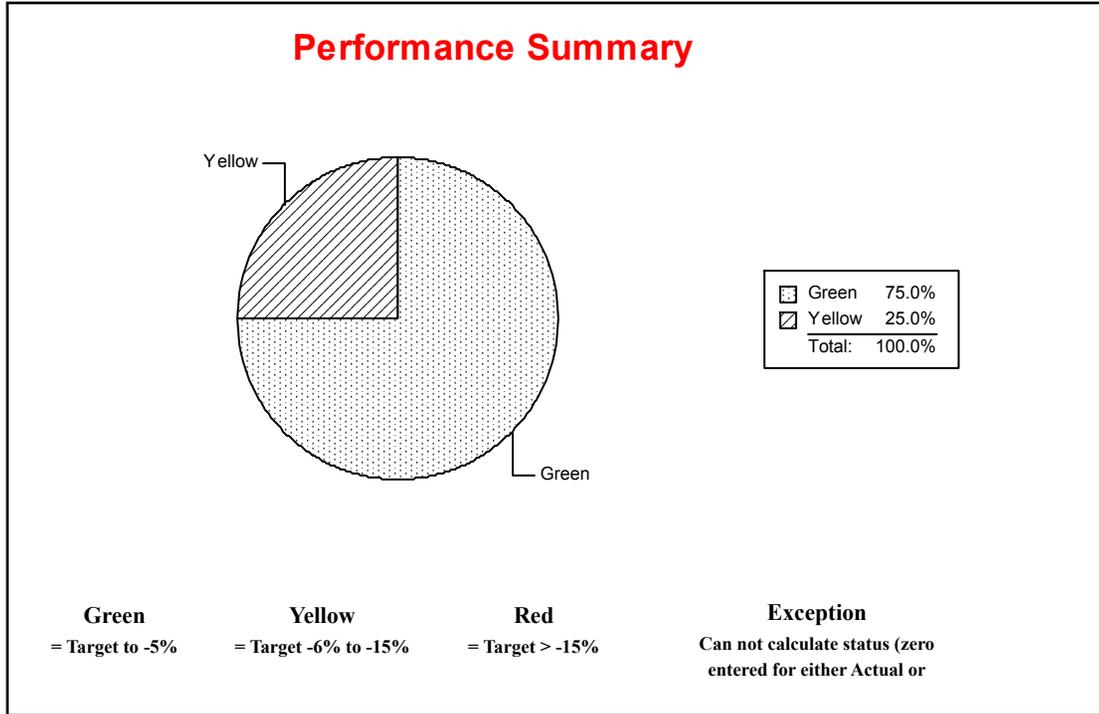
Original Submission Date: 2014

Finalize Date:

2013-2014 KPM #	2013-2014 Approved Key Performance Measures (KPMs)
1	Customer Service- Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, information available.
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".
3	Confidentiality- Percent of customers rating their satisfaction with the agency's ability to provide confidential services as "good" or "excellent".
4	Quality of Legislative Publications- Percent of customers rating their satisfaction with the agency's publications as "good" or "excellent".

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2015-2017
	Title: Rationale:

LEGISLATIVE COUNSEL, OFFICE of the	I. EXECUTIVE SUMMARY
Agency Mission: 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 print and electronic publications.	
Contact:	Contact Phone:
Alternate:	Alternate Phone:



1. SCOPE OF REPORT

This report reflects results of a customer satisfaction survey conducted among members of the Oregon Legislative Assembly and their staff on services provided by the Office of the Legislative Counsel (LC). It informs on LC's performance related to the Key Performance Measures (KPM) approved by the 2013

Legislative Assembly. LC is a non-partisan, legislative branch agency that provides legal and publication services to the Legislative Assembly including drafting measures and amendments for legislators; advising legislators on state and federal law; reviewing state agency rules for legal sufficiency; preparing indexes and tables for legislative publications; and editing, publishing and distributing the Oregon Revised Statutes (ORS) and other legislative publications.

2. THE OREGON CONTEXT

Legislative Counsel Mission.

3. PERFORMANCE SUMMARY

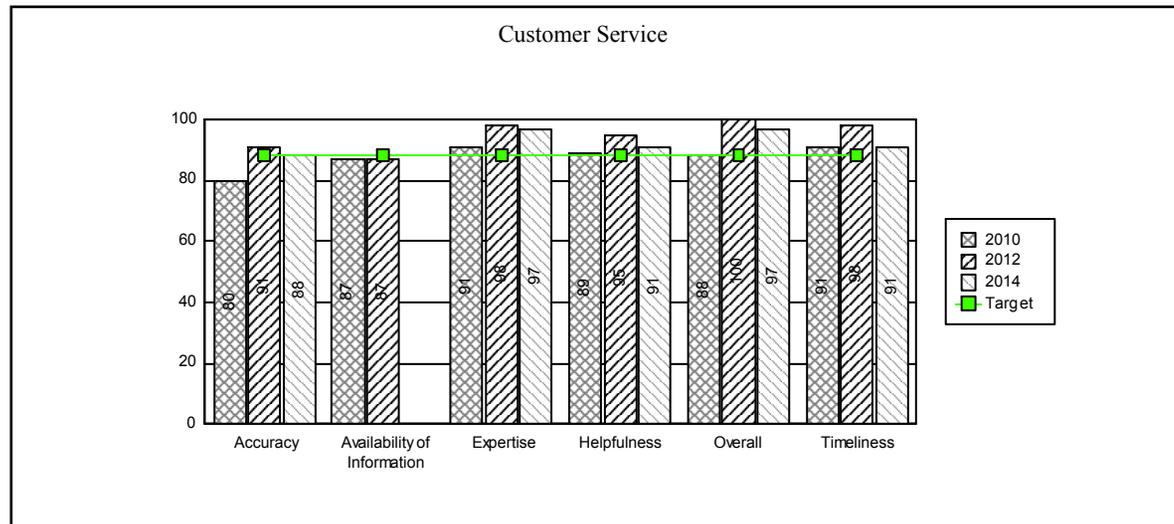
Progress is being made on LC's KPMs.

4. CHALLENGES

Challenges to provide high quality legal and publication services have increased due to a variety of circumstances, including but not limited to: the complexity of drafting requests; the length of sessions and the frequency or scope of special sessions; increased pressures on work order turnaround and printing deadlines; increased pressures on keeping the cost of LC publications down while maintaining the high quality; increased demands from requesters (members, legislative committees, state agencies and other legislative service agencies); increased number of hours worked per week for staff; increased legislative member and member support staff turnover; and increased demand to develop and provide training and information to members, agencies and various interest groups.

5. RESOURCES AND EFFICIENCY

KPM #1	Customer Service- Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, information available.	2006
Goal	LC is committed to providing accurate legal and publication services to the Legislative Assembly in a timely manner. Those services include drafting measures and amendments for Legislators; advising Legislators on state and federal law; providing legal advice to legislators and legislative committees; reviewing state agency rules for legal sufficiency; preparing indexes and tables for legislative publications; and editing, publishing and distributing the Oregon Revised Statutes and other legislative publications. Statutory authority for the Legislative Counsel Committee is found in ORS Chapter 173.	
Oregon Context		
Data Source	Customer Survey. Internal statistics and checklists.	
Owner	Dexter Johnson, Legislative Counsel, Phone: 503-986-1243	



1. OUR STRATEGY

LC is committed to providing excellent customer service to legislators, legislative staff and state agencies.

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

Following the 2014 legislative session, the legislative branch conducted a customer satisfaction survey of the members of the Legislative Assembly and legislative staff. Survey participants were asked to rate LC's performance in the areas of timeliness, accuracy, helpfulness, expertise, information available and overall performance.

4. HOW WE COMPARE

LC has not identified any outside entities with whom to compare.

5. FACTORS AFFECTING RESULTS

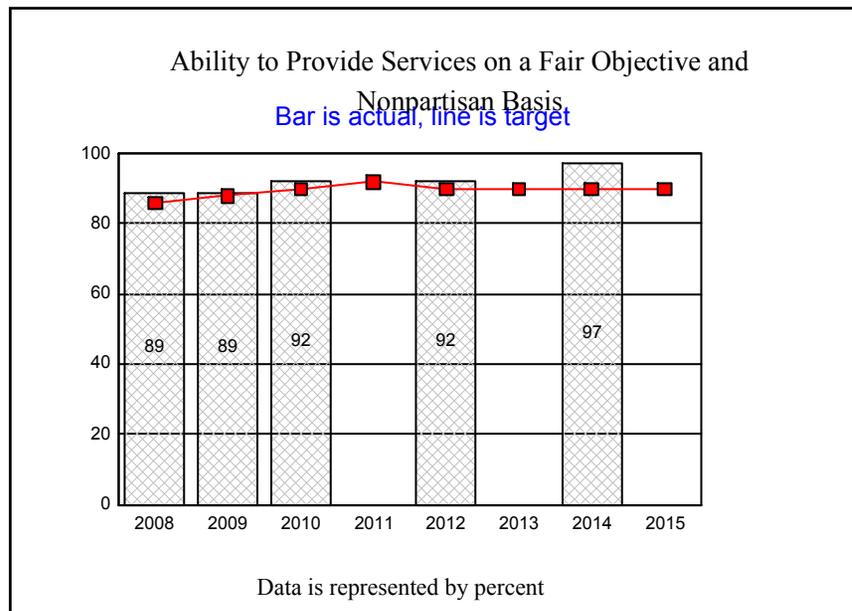
The customer satisfaction survey was not conducted immediately following session, so the results may be impacted by the delay in conducting the survey. Factors that impact customer satisfaction are volume, legislative process deadlines, timeliness requirements and staff experience. All factors outside of Legislative Counsel's direct control. Participants response totals show approximately 62 individuals elected to evaluate LC, however only an average of 33 chose to evaluate the standard customer service questions. Sample size and composition should be considered when evaluating this information.

6. WHAT NEEDS TO BE DONE

LC needs to have discussions with legislators and legislative staff about overall performance issues. Communication and education play key roles in improving the overall performance of LC.

7. ABOUT THE DATA

KPM #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".	2007
Goal	LC is committed to providing services on a fair, objective and nonpartisan basis.	
Oregon Context	Legislative Counsel Mission	
Data Source	Customer survey.	
Owner	Dexter Johnson, Legislative Counsel, Phone: 503-986-1243	



1. OUR STRATEGY

LC is committed to providing services on a fair, objective and nonpartisan basis.

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

Following the 2014 session, we conducted a customer satisfaction survey of the members of the Legislative Assembly and legislative staff. Survey participants were asked to rate LC's performance in the area of nonpartisanship.

4. HOW WE COMPARE

LC has not identified any outside entities with whom to compare.

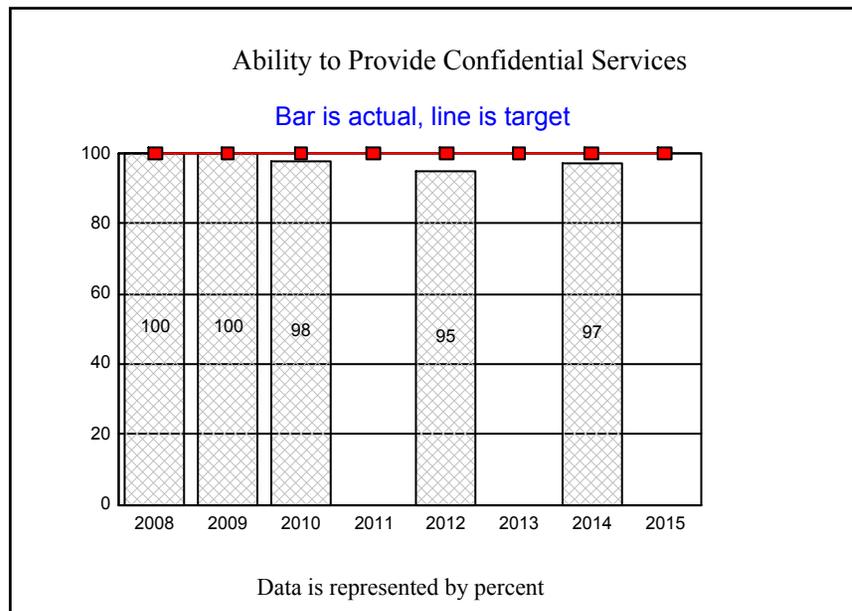
5. FACTORS AFFECTING RESULTS

The customer satisfaction survey was not conducted immediately following session, so the results may be impacted by the delay in conducting the survey.

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #3	Confidentiality- Percent of customers rating their satisfaction with the agency's ability to provide confidential services as "good" or "excellent".	2007
Goal	LC is committed to providing confidential legal services to the Legislative Assembly.	
Oregon Context	Legislative Counsel Mission.	
Data Source	Customer Survey.	
Owner	Dexter Johnson, Legislative Counsel, Phone: 503-986-1243	



1. OUR STRATEGY

LC is committed to providing confidential legal services to the Legislative Assembly.

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

Following the 2014 legislative session, we conducted a customer satisfaction survey of the 90 members of the Legislative Assembly and legislative staff.

4. HOW WE COMPARE

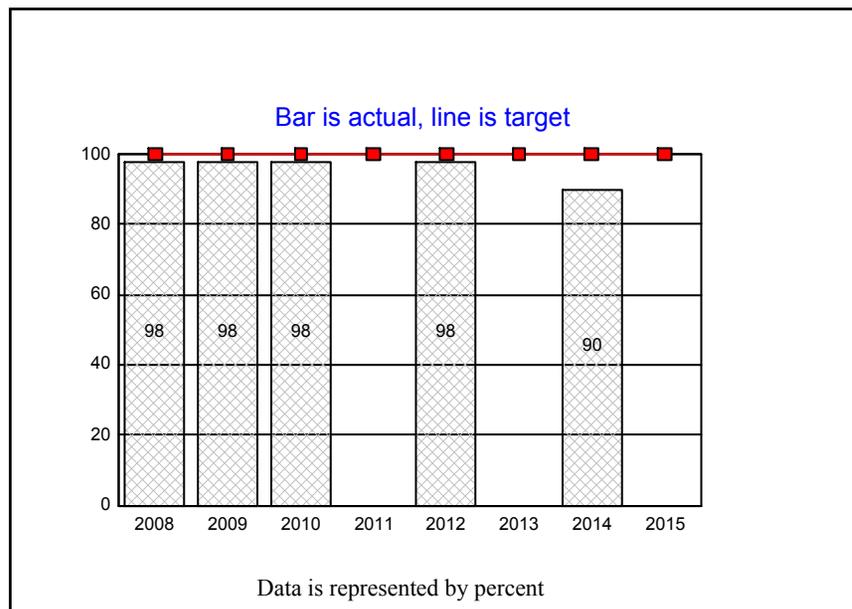
LC has not identified any outside entities with whom to compare.

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #4	Quality of Legislative Publications- Percent of customers rating their satisfaction with the agency's publications as "good" or "excellent".	2006
Goal	The Office of the Legislative Counsel remains committed to bringing all Oregonians reliable, timely and affordable updates to the states official statutes.	
Oregon Context	Overseen by the Legislative Counsel Committee, the Office of the Legislative Counsel prepares indexes and tables for legislative publications; edits, publishes, sells and distributes the Oregon Revised Statutes, the official bound session laws and other print and electronic publications.	
Data Source	Customer survey.	
Owner	Dexter Johnson, Legislative Counsel, Phone: 503-986-1243	



1. OUR STRATEGY

LC is committed to providing reliable, timely and affordable updates to the states official statutes.

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

Following the 2014 legislative session, we conducted a customer satisfaction survey of the members of the Legislative Assembly and legislative staff. Survey participants were asked to rate the quality of the products produced by LC (ORS, Oregon Laws, bill index, specialty publications).

4. HOW WE COMPARE

LC has not identified any outside entities with whom to compare.

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

Agency Mission: 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 print and electronic publications.

Contact:

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY

* Staff :

* Elected Officials:

* Stakeholders:

* Citizens:

2 MANAGING FOR RESULTS

3 STAFF TRAINING

4 COMMUNICATING RESULTS

* Staff :

* Elected Officials:

* Stakeholders:

* Citizens: