

LEGISLATIVE REVENUE OFFICE

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, availability of information

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

LEGISLATIVE REVENUE OFFICE

I. EXECUTIVE SUMMARY

Agency Mission: 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.

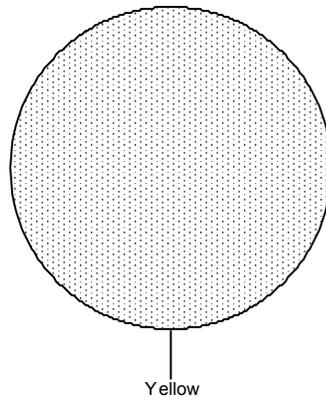
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Performance Summary



Yellow	100.0%
Total:	100.0%

Green
= Target to -5%

Yellow
= Target -6% to -15%

Red
= Target > -15%

Exception
Can not calculate status (zero entered for either Actual or

1. SCOPE OF REPORT

This report informs on the Legislative Revenue Offices (LRO) performance related to the Key Performance Measures (KPM) approved by the 2011 Legislature. LRO's primary business functions are as a non partisan, legislative branch agency that provides revenue impact statements and analyzes matters pertaining to state revenues, property taxes, and school finance to the Legislature.

2. THE OREGON CONTEXT

LRO Mission:

- Provide objective, unbiased research and analysis on revenue issues for the House and Senate Revenue Committees, the Joint Tax Credits Committee, the Legislature in general and the public.
- Prepare revenue impact statements on proposed legislation.
- Prepare research reports on initiatives and major public finance issues with revenue implications.
- Staff the House and Senate Revenue Committees, the Joint Tax Credit Committee, interim revenue committees and designated task forces and work groups.

3. PERFORMANCE SUMMARY

LRO is in the process of developing new KPMs.

4. CHALLENGES

Since the role of the agency is to provide high quality, objective information and analysis to the legislature, only the users of that information can judge the effectiveness of the agency. Therefore, the agency's performance is best measured by evaluations performed by legislative leadership and members of the house and senate revenue committees. The challenge would be to obtain participation from these groups and to find other ways to measure agency performance from other facets of work.

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, availability of information	2008
Goal	Better informed and objective decision making processes; clearly defined legislative intent and a balanced state budget	
Oregon Context	<p>LRO mission:</p> <ul style="list-style-type: none"> ·Provide objective, unbiased research and analysis on revenue issues for the House and Senate Revenue Committees, the Joint Tax Credits Committee, the Legislature in general and the public. ·Prepare revenue impact statements on proposed legislation. ·Prepare research reports on initiatives and major public finance issues with revenue implications. ·Staff the House and Senate Revenue Committees, the Joint Tax Credits Committee, interim revenue committees and designated task forces and work groups. 	
Data Source	LROs internally conducted customer service survey.	
Owner	Corinne Gavette, Office Manager, Phone: 503-986-1264	



1. OUR STRATEGY

LRO is committed to providing excellent customer service to legislators and their staff. Also assist the public in finding materials and informations relating to Committee meetings, Bills and other information.

2. ABOUT THE TARGETS

Target was set at 98% for each service component based on baseline data.

3. HOW WE ARE DOING

The majority of survey respondents rated overall service in 2012 at 92.5%.

4. HOW WE COMPARE

LRO has not identified a reasonable comparable entity where similar survey information is readily available.

5. FACTORS AFFECTING RESULTS

LRO's survey sample included legislative members and legislative staff. The sample size is still relatively small; n=22.

6. WHAT NEEDS TO BE DONE

LRO needs to conduct future surveys to gather specific information about product quality and to gather more concrete suggestions for improvement.

7. ABOUT THE DATA

The survey was conducted using SurveyMonkey, with data being stored in the program files.

LEGISLATIVE REVENUE OFFICE**III. USING PERFORMANCE DATA**

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

1. INCLUSIVITY

* **Staff :** Overall, LROs KPM process is in its infancy. At this time involvement has largely been internal, involving LRO staff. During the 2013-15 biennium, LRO will explore ways to broaden involvement in future agency planning efforts.

* **Elected Officials:**

* **Stakeholders:**

* **Citizens:**

2 MANAGING FOR RESULTS

LRO is working on developing internal measures to ensure effective management of key business process.

3 STAFF TRAINING**4 COMMUNICATING RESULTS**

* **Staff :**

* **Elected Officials:**

* **Stakeholders:**

* **Citizens:**