

PERFORMANCE MEASURES AND BENCHMARKS

Oregon Benchmarks are quality of life indicators that measure how well Oregon is achieving the goals set out in *Oregon Shines*, the state's 20-year strategic vision. Performance measures are used by state agencies to measure and report on their effectiveness and efficiency in carrying out their respective missions. Oregon Revised Statute 291.110, first enacted in 1993, requires agencies to link performance measures to Oregon Benchmarks. All agencies subject to the Governor's budget authority are expected to participate in the performance measurement process.

The 2001 Legislative Assembly passed House Bill 3358 (Chapter 582, Oregon Laws 2001) directing the Oregon Progress Board, in cooperation with the Legislature, the Secretary of State, and the Department of Administrative Services (DAS), to develop guidelines for state agencies to more consistently link agency performance to the Oregon Benchmarks. With assistance from an advisory group made up of appointed and elected officials, agency managers, business people, and performance experts, the Progress Board recommended, and DAS adopted, a set of criteria that agencies are expected to meet in developing performance measures. Measures must: 1) gauge progress toward goals and mission; 2) use standard terminology and definitions; 3) be few in number; 4) identify performance targets that would be achieved during the biennium; 5) use accurate and reliable data sources; 6) measure customer satisfaction; 7) have an assigned organizational unit responsible for achieving the target; and 8) address comparable information where possible.

For the second biennium, a Performance Measure Work Group chaired by the Progress Board reviewed each agency's performance measures proposed for the 2005-07 biennium against the criteria mentioned above. The Secretary of State, the DAS Division of Budget and Management, the Legislative Fiscal Office, and state agencies were represented on this committee. The reviews focused primarily on changes agencies requested to their legislatively approved, 2003-05 performance measures. A "Review of Requests to Modify Performance Measures" was developed for each agency assessing whether the changes requested met the performance measure criteria listed above.

The Director of DAS reviews the Work Group recommendations regarding each agency's request to add, delete, or modify performance measures. Agencies were instructed to include their requests in the Governor's recommended budget along with the Work Group review. During the Ways and Means process of the 2005 legislative session, the Legislature will at its discretion approve, disapprove, and/or change each agency's proposed 2005-07 performance measures.

Annual Performance Progress Reports on legislatively approved performance measures are due from all agencies on September 30 of each year. Annual reports on performance measures approved for the 2003-05 biennium are at <http://egov.oregon.gov/DAS/OPB/APPR.shtml>.

Performance Measures/Benchmarks
