

**AGENCY PERFORMANCE PLAN
FY 2021**

Name of Agency: Iowa Public Information Board				
Agency Mission: To further state and local government transparency and foster informed citizen participation through education, training, dispute resolution and enforcement activities concerning Iowa Code Chapters 21 and 22.				
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual FY20	Link to Strategic Plan Goal(s)
CF: Regulation & Compliance				
Desired Outcome(s):				
Provide education, training, dispute resolution and enforcement activities				Goal #1: Provide information, education, training, dispute resolution and enforcement activities to enhance compliance with Chapters 21 and 22 and enable citizen participation. Goal #2: Increase citizen and public official knowledge of the requirements in Iowa Code chapters 21 & 22.
Obtain compliance through advice, complaint resolution and prosecution.				Goal #3: Receive and resolve compliance complaints and questions concerning Chapters 21 and 22.
Issue declaratory orders and advisory opinions.				Goal #4: Provide a legal compliance resource to public and public officials.
Monitor regulatory and legal environment to suggest modifications to governor and legislature.				Goal #5: Provide regulatory and legislative advice and suggest changes to regulatory and statutory environment.
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual FY20	Strategies/Recommended Actions
1. Investigations & Hearings Unit# 592 0P22	Percent of non-contested or appealed cases resolved less than 60 days.	90% of non-contested cases or appealed cases are resolved in less than 60 days.	96%	<ul style="list-style-type: none"> • Documentation of current and past performance information on case handling. • Emphasize efficient and prompt contested case handling procedures

	<p>Meeting all filing deadlines in contested cases</p> <p>Number of cases resolved.</p> <p>Percent of opinion and declaratory order requests handled timely.</p>	<p>95%</p> <p>700 cases</p> <p>100%</p>	<p>100%</p> <p>791</p> <p>100%</p>	<ul style="list-style-type: none"> • Maintain full staffing of 3 FTEs
<p>2. Education and Training Unit# 592 0P22</p>	<p>Percent of educational brochures and materials available for distribution and the website are current.</p> <p>Percent of training presentation requests met.</p> <p>Number of trainings/presentations made.</p>	<p>90% of all educational brochures, materials, and reports available, including the website up-to-date.</p> <p>90% of all requests for training presentations met.</p> <p>10 presentations annually to civic and governmental entities.</p>	<p>100%</p> <p>100%</p> <p>12</p>	<ul style="list-style-type: none"> • Develop necessary educational and training materials. • Accept as many opportunities to provide written or oral training presentations as possible. • Utilize the website as a training resource and avenue of all current information and events.