

FY25 OPERATIONAL PLAN/PERFORMANCE PLAN

CORE FUNCTIONS: REGULATION AND COMPLIANCE SERVICES, PRODUCTS, & ACTIVITIES (SPAS):

1. Education and Training – To provide all government bodies the media, and members of the public with information to understand and improve government transparency.
2. Investigations and Hearings – To respond to inquiries, investigate complaints, and enforce activities concerning Iowa Code chapters 21 & 22.

ORGANIZATIONAL STRUCTURE:

- **Independent agency created by Iowa Code chapter 23**
- **Iowa Public Information Board**
 - Nine members appointed by Governor and confirmed by the Senate
 - Members represent media, government, and the public
 - Members appointed for four-year terms
 - Executive Director (who is an attorney) hired by the Board
- **IPIB Agency Staff**
 - Executive Director and two attorneys (change in FY25 to transition an administrative staff member to an attorney position for Complaint Process Improvement)

OPERATIONAL GOAL FOR FY26:

Education and Training

- **KPI- Develop and host online, interactive training sessions FY26.**
 - Process and development to be tracked monthly.
 - In-person training materials have been developed, but will need refinement for online use.
 - Communication efforts regarding the availability of training will be required
 - Development of registration and management processes need to occur.
 - Metric will include scheduled interactive, online training sessions held and attendance
- **KPI- Provide at least 10 in-person training to government bodies or organizations in FY26.**
 - Number of completed trainings to be tracked monthly.

Education and Training: Improved Outreach and Resources

- **KPI- FAQs rewritten and shared with partners and approved by IPIB in FY26.**
 - FAQs regarding open meetings and public records were developed 10 years ago and have not been reviewed or revised.
 - These FAQs have been helpful to members of the public in understanding open meetings and public records.

- In order to track this, the topic will be added to the IPIB monthly agenda and the number of approved FAQs will be tracked and posted on the website.

Investigation and Hearings: Complaint Process Improvement

- **KPI- Provide initial acceptance or dismissal for 75% of IPIB complaints within 60 days in FY26.**
 - Online case management system (Salesforce) allows for tracking of time frames for acceptance or dismissal on monthly basis.
- **KPI- All complaints are reviewed and opened, if applicable, within one week of receipt by FY26.**
 - New processes for complaint review and communications to be implemented July 2024
 - Salesforce allows for tracking of time frames for opening submitted complaints.