

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: Oregon Board of Accountancy

KPMs With Benchmark Linkages

Mission: The Board of Accountancy protects the public by regulating the practice and performance of all services provided by licensed accountants.

Related Oregon Benchmarks (OBMs)

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information		No change	Overall 90%	Overall 90%
2	Percent of complaints processed within six months from date of receipt		No change	75%	75%
3	Percent of complaints that result in disciplinary action		New	47%	43%
4	Percent of contested cases resolved by consent agreement prior to formal hearing		New	60%	60%

2005-07 KPM#	<i>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</i>	Target 2008	Target 2009
	None		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

- LFO recommends the Board revise complaint KPM to be track backlog and aging of complaints.

SUB-COMMITTEE ACTION:

- Report to Joint Legislative Audit Committee, during the interim, with a revised KPM on complaint backlog to reflect number and aging of complaint backlog.