

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: DEPARTMENT OF CONSUMER & BUSINESS SERVICES

KPMs With Benchmark Linkages

**Mission:** To protect and serve Oregon's consumers and workers while supporting a positive business climate in the state.

**Related Oregon Benchmarks (OBMs)**

OBM 9 – Cost of Doing Business

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	REGULATORY CONDITION – Percent of regulated entities operating at desirable levels of acceptability or soundness.	9		88%	88%
2	WAGE RECOVERY FOR INJURED WORKERS – Difference in percentage wage recovery for workers who use return-to-work programs versus workers who do not.	9		15	15
3	INSURANCE CONSUMER RELIEF – Percent of confirmed complaints resolved with relief for the consumer.			70%	70%
4	WORKERS' COMPENSATION COVERAGE – Number of claims against employers without workers' compensation coverage per 1,000 total claims.	9		3.0	3.0
5	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	9		90%	90%
6	UPHELD WORKERS' COMPENSATION DECISIONS – Percent of Workers' Compensation Board decisions affirmed on appeal to the Judiciary.	9		96%	96%
7	ON-TIME WORK – Percent of timelines for key department activities that are met.	9		95%	95%
8	E-TRANSACTIONS FOR CUSTOMERS – Percent of customer transactions completed electronically.	9	New Data	43%	45%
9	CONSULTATIONS WITH SAFETY COMMITTEES – Percent of OR-OSHA employer consultations where the consultant works actively with employee safety committees.			88%	88%
10	PERMITS FOR MINOR CONSTRUCTION WORK – Number of building permits that can be used by contractors in multiple jurisdictions for minor construction work.	9		58,520	61,450
11	REEMPLOYMENT FOR INJURED WORKERS – Difference in percentage of eligible workers who return to work using return-to-work programs from those who do not use return-to-work programs.	9		13	14
12	STREAMLINED BUILDING CODES – Number of Oregon-specific building codes modifications made to the national model codes.	9		951	951
13	OCCUPATIONAL INJURY AND ILLNESS INCIDENCE RATES – Number of occupational injury and illness cases per 100 full-time workers.		New measure	5.1	5.0

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14	TIMELY WORKER BENEFITS – Percent of injured workers who receive timely benefits from insurers.		New measure	95%	95%
15	ACCURATE WORKER BENEFITS – Percent of injured workers who receive accurate benefits from insurers.		New measure	95%	95%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
4	MEDICAL INSURANCE POOL – Number of Oregon Medical Insurance Pool enrollees.		
6	INJURED WORKER BENEFITS – Percent of injured workers who receive timely and accurate benefits.		
7	EMPLOYER SAFETY & HEALTH RECOGNITION PROGRAMS – Number of Oregon employers who have voluntarily implemented outstanding safety and health programs and as a result are members of one of two OR-OSHA self-sufficiency programs, the Voluntary Protection Program or the Safety and Health Achievement Recognition Program.		
14	WORKERS' BENEFIT FUND REIMBURSEMENTS – Percent of Workers' Benefit Fund expenditure requests determined to be eligible.		
16	STAKEHOLDER INPUT FOR RULES – Percent of permanent rules developed with stakeholder input.		
17	ALTERNATIVE DISPUTE RESOLUTION – Percent of cases closed that use alternative dispute resolution.		

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

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### LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

#### Adopt the Key Performance Measures with the following:

1. Reword KPM 2 to be consistent with the language in KPM 11, “difference in percentage”, to minimize confusion in understanding KPM 2.
2. Include the following budget note:

The Department of Consumer and Business Services is directed to update the Legislative Fiscal Office quarterly on its progress in revising its key performance measures. The Legislative Fiscal Office may request the Department to seek advice or concurrence from an appropriate interim committee on its key performance measures.

### SUB-COMMITTEE ACTION:

Approved the Legislative Fiscal Office recommendation.