

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: BOARD OF EXAMINERS OF LICENSED DIETITIANS

KPMs With Benchmark Linkages

Mission: To protect the public's health, safety, and well being by regulating licensed dietetic practice.

Related Oregon Benchmarks (OBMs) none

7

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Percentage of complaints determined to be unfounded or resulting in final order within nine months			100%	100%
2	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.			96%	96%
3	Best Practices Percent of total best practices met by the Board.		New Measure		

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

LEGISLATIVE FISCAL OFFICE RECOMMENDATION: Approve the agency's proposed performance measures and add the new best practices measure.

SUB-COMMITTEE ACTION: Approved the Legislative Fiscal Office recommendation.