

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** EMPLOYMENT RELATIONS BOARD

**KPMs With Benchmark Linkages**

**Mission:** The Mission Of The Employment Relations Board Is To Resolve Disputes Concerning Labor And Employment Relations.

**Related Oregon Benchmarks (OBMs)** none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Union representation -- Average number of days to resolve a petition for union representation: (a) when a contested case hearing is required; (b) when a contested case hearing is not required.			a. 180 b. 79	a. 180 b. 79
2	Administrative Law Judge (ALJ) hearings -- Average number of days from the date of filing of a contested case to: (a) the first date an ALJ is available to hear the case; (b) the actual date of the hearing.			a. 60 b. 90	a. 60 b. 90
3	Settling cases -- Percentage of cases assigned to an ALJ that are settled or withdrawn prior to hearing.			40%	40%
4	Recommended orders -- Average number of days for an Administrative Law Judge to issue a recommended order after the record in a contested case hearing is closed.			60	60
5	Final Board orders -- Average number of days from submission of a case to the Board until issuance of a final order.			70	70
6	Process complaints in a timely manner -- Average number of days to process a case that involves a hearing, from the date of filing to the date of the final order.			300	300
7	Appeals -- Percentage of Board Orders which are (a) appealed; (b) reversed on appeal.			a. 15% b. 10%	a. 15% b. 10%
8	Mediation effectiveness -- Percentage of contract negotiations disputes that are resolved by mediation: (a) for strike-permitted employees; (b) for strike-prohibited employees.			a. 98% b. 86%	a. 98% b. 86%
9	Mediator availability -- Average number of days following a request for mediation assistance in contract negotiations to the date: (a) a mediator is available to work with the parties; (b) the first mediation session occurs.			a. 30 b. 45	a. 30 b. 45
10	Customer Satisfaction -- Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.			85%	n/a

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<b>2005-07 KPM#</b>	<b>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</b>	<b>Target 2008</b>	<b>Target 2009</b>
7	<i>Caseload -- Number of cases (i) filed/(ii) disposed/(iii) pending before: (a) Administrative Law Judges; (b) The Board.</i>		
8	<i>Cases pending -- For cases that are pending at the close of the reporting period: (a) average number of days from filing for cases pending before ALJs' (b) average number of days from submission for cases pending before the Board.</i>		

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

### LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

ERB has not adjusted targets for performance related to the request for an additional administrative law judge (ALJ), but does expect actual improvement by 15% in 2008 and 30% in 2009 for ALJ availability and case processing (Measure 2 and Measure 6). However, these improvements will not put ERB's actual performance anywhere near their stated targets. The subcommittee may want to discuss whether targets should be adjusted to reflect an "aggressive but attainable" target, or whether the targets should remain as they are – more of an "ultimate goal".

LFO recommends that measure 7 and 8 be deleted as key performance measures, but that the agency continue to track and report on the number of cases and the number of days cases are pending. Because these measures are currently provided as "information only", no targets are provided, but year to year comparisons will be available to track progress.

### SUB-COMMITTEE ACTION:

The subcommittee recommended approval of the performance measures as outlined above, opting not to change the targets for measure #2.