

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** Bureau of Labor and Industries

**KPMs With Benchmark Linkages**

**Mission:** The Bureau of Labor and Industries promotes the development of a highly skilled, competitive workforce in Oregon through partnerships with government, labor, business, and education; to protect the rights of workers and citizens to equal, nondiscriminatory treatment; to encourage and enforce compliance with state laws relating to wages, hours, terms and conditions of employment; and to advocate policies that balance the demands of the workplace and employers with the protections of workers and their families.

**Related Oregon Benchmarks (OBMs)**

OBM 25 – Postsecondary Credentials; OBM 1 – Employment in Rural Oregon;

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.		No Change	Overall: 80%	Overall: 80%
2	CRD: Percentage of inquiries responded to within 2 business days.		No Change	85%	85%
3	CRD: Percentage of initial interviews conducted within 40 days.		No Change	50%	50%
4	CRD: Percentage of complaints fully investigated within 180 days (statute allows up to 1 year)		No Change	65%	65%
5	WHD: Percentage of minimum wage and overtime claims completed within 45 days.		No Change	80%	80%
6	WHD: Percentage of WSF claims processed within fewer than 30 days.		No Change	75%	75%
7	WHD: Percentage of PWR investigations completed within 90 days.		No Change	55%	55%
8	WHD: Percentage of migrant/seasonal farm labor workers' claims processed within fewer than 31 days.		No Change	65%	65%
9	ATD: Number of apprentices receiving journey level certificates.	25	No Change	1,148	1,160
10	ATD: Number of newly registered apprentices.		No Change	2,329	2,340
11	Apprenticeship Participation: Percentage of new apprenticeship participants who are: a) minorities; b) female. <i>[Merges proposed KPM #11 and #12]</i>		New Wording	a) 15.3% b) Tbd	a) 15.5% b) Tbd
13	ATD: Number of newly registered training agents outside the Willamette Valley.	1	No Change	25	25
14	HU: Percentage of final orders upheld on appeal to the Oregon Court of Appeals.		No Change	85%	87%
15	TA: Percentage of employer technical assistance calls or emails returned no later than the next business day.		No Change	95%	95%
16	TA: Percentage of public seminars conducted by TA with an average satisfaction rating of 4 or higher on a 5 point scale on the evaluations.		No Change	95%	95%
17	Prevailing Wage Rate Pre-determinations – Response time for requests by public agencies concerning potential coverage of projects under state Prevailing Wage laws.		No Change	85%	90%

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2005-07 KPM#	<b>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</b>	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:**

In general, the Bureau of Labor and Industry’s key performance measures are process management rather than outcome oriented. Rather than try and quickly identify outcome measures that track agency results, LFO recommends that the agency dedicate time in the interim to researching possible measures used by other agencies or states, assessing existing internal performance data, and identifying agency high-level priorities to identify new KPMs that align with the agencies most important work and communicate agency results. BOLI should also seek to reduce the total number of measures that are reported.

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

1. Have agency review process timeliness measures (KPM 2-10, 13, 15, 16 and 17) with the intention of minimizing the number of process measures. The agency could suggest a composite measure of timeliness and/or to suggest replacing process measures with more out-come oriented measures.
2. Merge proposed KPM 11 and 12 into a multi-part measure to create more concise reporting of the participant pool of the Apprenticeship and Training program.
3. Include the following budget note:  
 The Legislative Fiscal Office (LFO) will schedule a meeting with the Bureau of Labor and Industries (BOLI) during the first six months of the 2007-09 biennium to identify revisions to the key performance measures.

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LFO will request the participation of other agencies that have regulatory-related outcome measures to assist with the development of revised outcome measures for BOLI. BOLI is directed to report every six months thereafter on its progress in revising its key performance measures. LFO will schedule an appearance before the Joint Legislative Audit Committee to seek advice and concurrence when the key performance measure revisions have been finalized.

**SUB-COMMITTEE ACTION:**

The Subcommittee approved the Legislative Fiscal Office recommendations, and approved the budget note.