

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: OREGON MORTUARY AND CEMETERY BOARD

KPMs With Benchmark Linkages

Mission: The mission of the Oregon Mortuary and Cemetery Board is to protect public health, safety and welfare by fairly and efficiently performing its licensing, inspection and enforcement duties; by promoting professional behavior and standards in all facets of the Oregon death care industry; and, by maintaining constructive relationships with licensees, those they serve and others with an interest in the Board's activities.

Related Oregon Benchmarks (OBMs) none

| 2007-09 KPM# | Legislatively Adopted KPMs for 2007-09 | OBM # | Changes to 2005-07 | Target 2008 | Target 2009 |
|--------------|--|-------|--------------------|-------------|-------------|
| 1 | Facility Inspection Percent of licensed facilities inspected not less than once per biennium. | | No Change | 80% | 80% |
| 2 | Complaint Investigation Percent of investigative reports completed within six months of a complaint from any person against a licensee. | | No Change | 70% | 70% |
| 3 | 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 | 94% | 96% |
| 4 | 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 key performance measures and add the new best practices measure.

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