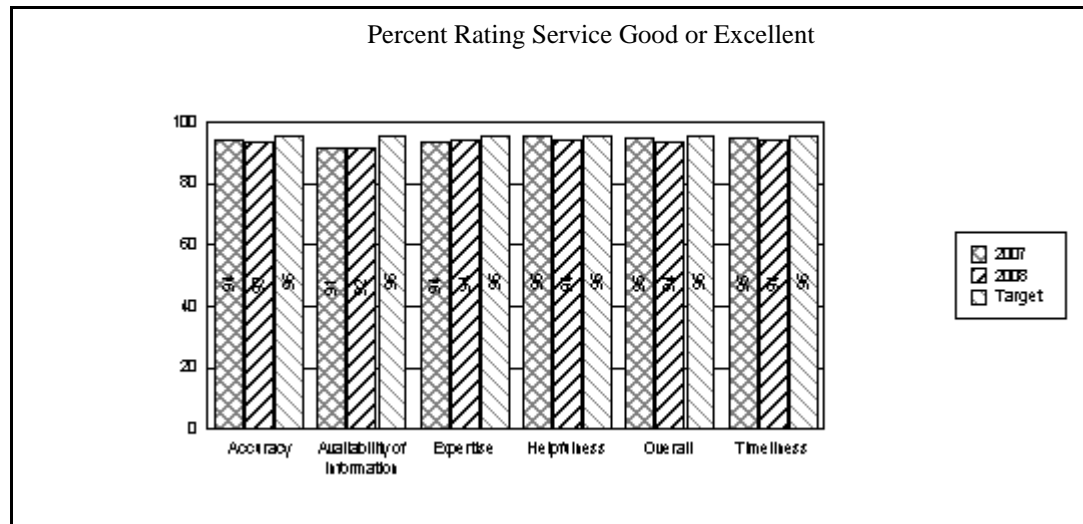


KPM #14	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	2005
Goal	Mission	
Oregon Context	Oregon Benchmarks (OBM) 1, 4, 12, 14, 15	
Data Source	Claimant Survey, Business-Employer Survey, Job Seeker-Customer Survey	
Owner	Unemployment Insurance (UI) Business & Employment Services (B & ES) John Glen (503) 947-1234 Craig Keyston (503) 947-1847 Jennifer Shawcross (503) 947-1306	



1. OUR STRATEGY

We continue to strive to provide all our customers with the highest quality customer service.

2. ABOUT THE TARGETS

Higher is better.

3. HOW WE ARE DOING

All categories of this measure are at or near target.

With 94% rating Overall Service good or excellent, and all categories rating over 91%, we believe we are providing a high level of customer service.

4. HOW WE COMPARE

With all measure ratings over 90% in every category over the past three years, we believe we consistently compare favorably under any circumstances.

5. FACTORS AFFECTING RESULTS

No significant factors.

6. WHAT NEEDS TO BE DONE

No action necessary.

7. ABOUT THE DATA

The Customer Service Survey measure is a weighted average of results from three separate surveys; all three are administered by agency staff on a periodic basis. The Claimant Survey is a telephone survey of a random sample of 35 persons who have filed UI Initial Claims in the previous month. The Business-Employer Survey is a telephone survey, administered at the local office level, of a representative sample of employers who have placed job orders with the agency in the previous month. The size of the sampling frame varies from 5-25 per month. The Job Seeker Customer Survey is a paper survey, administered at the local office level, of a representative sample of persons who have received services at one of our local offices in the previous month. The size of the sampling frame varies from 10-35 per month. The score for this measure is based on the responses of 8153 customers who received services during the period from July 1, 2007 to June 30, 2008; 378 Unemployment Insurance Claimants, 1610 Business-Employer Customers, and 6165 Job Seeker Customers.