










Quick View of DCBS Key Measures










DCBS Mission Statement

The DCBS mission is to protect Oregon’s consumers and workers while supporting a positive business climate. The DCBS executive team has identified three goals, drawn from this mission, to guide the department’s activities:

- Protect consumers and workers in Oregon
- Regulate in a manner that supports a positive business climate
- Be accountable to the public we serve, with excellent service to our customers

DCBS Key Measures were identified to guide each division’s daily effort toward the agency’s mission and goals. Currently, DCBS is trending at or above target on 9 of the following 18 Key Measures (5 measures are marginal, 4 are not on a trend toward the target):

<u>Measure</u>	<u>Description</u>	<u>Trending toward target</u>
Measure #1	Regulatory condition (performance analysis , supporting data)	
Measure #2	Wage recovery for injured workers (performance analysis , supporting data)	
Measure #3	Insurance consumer relief (performance analysis , supporting data)	
Measure #4	Medical insurance pool (performance analysis , supporting data)	
Measure #5	Workers’ compensation coverage (performance analysis , supporting data)	
Measure #6	Injured worker benefits (performance analysis , supporting data)	
Measure #7	Employer safety & health recognition programs (performance analysis , supporting data)	
Measure #8	Customer satisfaction (performance analysis , supporting data)	
Measure #9	Upheld workers’ compensation decisions (performance analysis , supporting data)	

<u>Measure</u>	<u>Description</u>	<u>Trending toward target</u>
Measure #10	On-time work (performance analysis , supporting data)	
Measure #11	E-transactions for customers (performance analysis , supporting data)	
Measure #12	Consultations with safety committees (performance analysis , supporting data)	
Measure #13	Permits for minor construction work (performance analysis , supporting data)	
Measure #14	Workers' benefit requests (performance analysis , supporting data)	
Measure #15	Reemployment for injured workers (performance analysis , supporting data)	
Measure #16	Stakeholder input for rules (performance analysis , supporting data)	
Measure #17	Alternative dispute resolution (performance analysis , supporting data)	
Measure #18	Streamlined building codes (performance analysis , supporting data)	

DCBS Annual Performance Measure Report ([2004](#), [2003](#))