

DAS 2007- 09 KPM#	State Services Division 2007-09 Key Performance Measures (KPMs)	Comments
1	<u>CUSTOMER SERVICE</u> - 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.	
6	<u>FLEET MANAGEMENT</u> – Fleet management evaluated as effective by independent party.	New
12	<u>PROCUREMENT EFFECTIVENESS</u> – Estimated savings resulting from price agreement pricing compared to prices that would be paid without the benefit of a price agreement.	
13	<u>RISK MANAGEMENT</u> – Annual number of: a) workers' compensation; b) liability; c) property; and, d) total claims per 100 FTE.	New language, new data

KPM # 1 CUSTOMER SERVICE – Percent of customers rating their satisfaction with the division's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.											
Goal(s): Excellent customer service										Measure since: 2006	
HLO(s): Mission: Lead the pursuit of excellence in state government											
Strategy: Foster excellent customer relations											
Source: DAS' Annual customer satisfaction survey											
Owner: David Hartwig, 503-378-5526											
Overall	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actual							72%				
Target								90%	90%	90%	
Timeliness											
Actual							71%				
Target								90%	90%	90%	
Accuracy											
Actual							76%				
Target								90%	90%	90%	
Helpfulness											
Actual							76%				
Target								90%	90%	90%	
Expertise											
Actual							80%				
Target								90%	90%	90%	
Availability of Information											
Actual							63%				
Target								90%	90%	90%	

#6 FLEET MANAGEMENT – Fleet management operations are evaluated as effective by independent party (yes/no).											NEW
Goal(s): Efficient and effective government infrastructure										Measure since: 2006	
HLO(s): Mission: Lead the pursuit of excellence in state government; OBM #35 – Governing Magazines ranking of public management quality											
Strategy: Ensure management operations and costs for fleet transportation are competitive											
Source: Enough description of data source/methodology to allow an auditor to validate the data. Use endnote to explain skipped years and details.											
Owner: Dan Clem, Statewide Fleet Services Program Manager, 503-378-2307 ext. 230										New measure	
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Biennially Reported
Actual											
Target								Yes		Yes	

#12 PROCUREMENT EFFECTIVENESS – Estimated savings resulting from price agreement pricing compared to prices that would be paid without the benefit of a price agreement.											Relates to 2005-07 KPM #16
Goal(s): Efficient and effective government infrastructure										Measure since: 2002	
HLO(s): Mission: Lead the pursuit of excellence in state government; OBM #35 – Governing Magazines ranking of public management quality											
Strategy: Contain procurement costs through use of negotiated price agreements.											
Source: Data systems in the State Procurement Office.											
Owner: Dianne Lancaster, State Procurement Office, 503-378-3529											
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Fiscal Year
Actual			6.9%	7.5%	7.9%						
Target			6.9%	7.5%	7.5%	8.0%	8.5%	8.5%	8.5%	8.5%	

#13

RISK MANAGEMENT – Annual number of: a) workers’ compensation (WC); b) liability; c) property; and, d) total claims per 100 FTE.

Relates to 2005-07 KPM #12

Goal(s): Efficient and effective government infrastructure											Measure since: 1999	
HLO(s): Mission: Lead the pursuit of excellence in state government; OBM #35 – Governing Magazines ranking of public management quality												
Strategy: Minimizing claims overall; Reduce level of injuries and related workers compensation costs												New wording
Source: Program reports on number of claims; target is average of last 5 years (industry standards) for WC and liability; 3 years for property												New data
Owner: Bob Nies, Risk Management Program, 503-378-5521												
a) WC	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Fiscal Year	
Actual	5.63	5.79	5.28	5.13	5.22	4.86						
Target									5.26	5.26		
b) liability claims												
Actual	1.01	1.05	1.21	1.05	1.03	.92						
Target									1.05	1.05		
c) property claims												
Actual	1.11	.99	1.04	.31	.38	.25						
Target									.32	.32		
d) total												
Actual	7.75	7.83	7.54	6.49	6.46	6.04						
Target			10	10	10	10	10	10	6.62	6.62		