

OMCB Annual Performance Progress Report for FY 2012

(July 1 2011 through June 30 2012)

Legislatively Approved Annual Key Performance Measures -- Targets and Summary Performance

KPM	Title	Actual 2011	Actual 2012	% Change	Target 2012
1	Facility Inspections - percent of licensed facilities inspected not less than once per biennium.	39%	53%	+14%	80%
2	Investigations - percent of investigative reports completed within six months of a complaint from any person against a licensee.	41%	55%	+14%	70%
3	Customer Service - percent of persons rating their satisfaction with the agency's customer service as "good" or "excellent": Overall, timeliness, accuracy, helpfulness, expertise, availability of information.	79%	90%	+11%	96%
4	Percent of total best practices met by the Board.	100%			100%

KPM #1 DETAIL: ACTUAL PERCENTAGE of INSPECTIONS COMPLETED

FY 2012 Total Inspections	TOTAL
Funeral Establishments	58
Immediate Disposition Companies	8
Cemeteries	112
Crematories	13
TOTAL Inspections for Fiscal Year 2012	191
<i>Total x 2 (Biennium figure estimate)</i>	382
Number of Facility Licenses, July 2011	722
Percent of relevant licensed facilities completed	53%

Data Notes (Inspections):

- Number of inspections are based on manual tabulation of BIRs (Board Inspection Reports). Total number of inspections includes statutory inspections as well as inspections for other cause (for change of ownership, new facility, etc).

- Number of facilities does not include registered cemeteries (which are not inspected) or removal registrations.

KPM #2 DETAIL: ACTUAL PERCENTAGE of COMPLAINTS INVESTIGATED (180)

Total Closed	84	Total under 180 days	46
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øOMCBø as Complainant removed from data

% complete in 180	55%
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Cases **closed** in FY 2012 only

First date used for report, if multiple reports filed. (This was based on approach in FY09 to date tab in FY2008 report)

KPM #3 DETAIL: CUSTOMER SERVICE EMAIL SURVEY DETAIL RESULTS

