

Oregon Mortuary & Cemetery Board Annual Performance Progress Report for FY2009
(July 1st, 2008 to June 30th, 2009)

**FY2007-2009 Legislatively Approved Annual Key Performance Measures
FY2009 Targets and Performance**

KPM #	Title	Actual 2008	Target 2008	Actual 2009	Target 2009	Change over FY2008
1	Facility Inspections - percent of licensed facilities inspected not less than once per biennium.	73%	80%	36%	80%	-37%
2	Investigations - percent of investigative reports completed within six months of a complaint from any person against a licensee.	39%	70%	44%	70%	+5%
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.	84%	94%	92%	96%	8%
4	Percent of total best practices met by the Board.	0%	100%	TBD	100%	TBD

2009 FISCAL YEAR – ACTUAL PERCENTAGE of INSPECTIONS COMPLETED
(July 1, 2008 through June 30, 2009)

FY 2009 Total Inspections	TOTAL
Funeral Establishments	46
Immediate Disposition Companies	2
Cemeteries	52
Crematories	16
TOTAL Inspections in Fiscal 2009	116
<i>Total x 2 (Biennium figure estimate)</i>	232
No. of Facility Licenses, 6/30/2008	703
Percent of relevant licensed facilities completed	33%

2007-2009 BIENNIA – ACTUAL PERCENTAGE of INSPECTIONS COMPLETED
(July 1, 2007 through June 30, 2009)

2007-2009 Biennia Total Inspections	Biennia TOTAL
Funeral Establishments	127
Immediate Disposition Companies	8
Cemeteries	193
Crematories	44
TOTAL Actual Inspections in 2007-2009 Biennia	383
No. of Facility Licenses, 6/30/2008	703
Percent of relevant licensed facilities inspected	54%

Data Notes:

- 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.
- FY2009 performance results were impacted as anticipated by operational decision not to fill open positions until funding for 2009-2011 biennium was secured, given potential to be required to eliminate positions July 1st, 2009.

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FISCAL YEAR 2009 – ACTUAL PERCENTAGE of COMPLAINTS INVESTIGATED (180)
(July 1, 2008 through June 30, 2009)

Total Closed	74	Total under 180 days	33
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"OMCB" as Complainant removed from data

Cases closed in 2009 FY only

% complete in 180

45%

First date used for report, if multiple reports filed. (This was based on approach in FY08 to date tab in FY2007 report)

Note: Operational procedures implemented by Staff resulted in slight increase in investigations completed within 180 days in spite of staffing shortage.

FISCAL YEAR 2009 – ACTUAL PERCENTAGE of CUSTOMER SURVEY RESULTS (180)
(July 1, 2008 through June 30, 2009)

Question	Question	Total	Poor	Good or Excellent	% Poor	% GE
TIMELINESS How do you rate the timeliness of services provided by the OMCB?	TIMELINESS How do you rate the timeliness of services provided by the OMCB?	72	4	64	6%	89%
ACCURACY How do you rate the ability of the Board to provide services correctly the first time?	ACCURACY How do you rate the ability of the Board to provide services correctly the first time?	64	1	57	2%	89%
HELPLESSNESS How do you rate the helpfulness of the Board employees?	HELPLESSNESS How do you rate the helpfulness of the Board employees?	73	3	64	4%	88%
EXPERTISE How do you rate the knowledge and expertise of the Board employees?	EXPERTISE How do you rate the knowledge and expertise of the Board employees?	69	2	62	3%	90%
AVAILABILITY OF INFORMATION How do you rate the availability of information from the Board?	AVAILABILITY OF INFORMATION How do you rate the availability of information from the Board?	72	5	59	7%	82%
OVERALL SERVICE How do you rate the overall quality of service provided by the Board?	OVERALL SERVICE How do you rate the overall quality of service provided by the Board?	71	2	65	3%	92%
How does the service you received from the Board compare to that provided by other states?	How does the service you received from the Board compare to that provided by other states?	27	3	23	11%	85%