

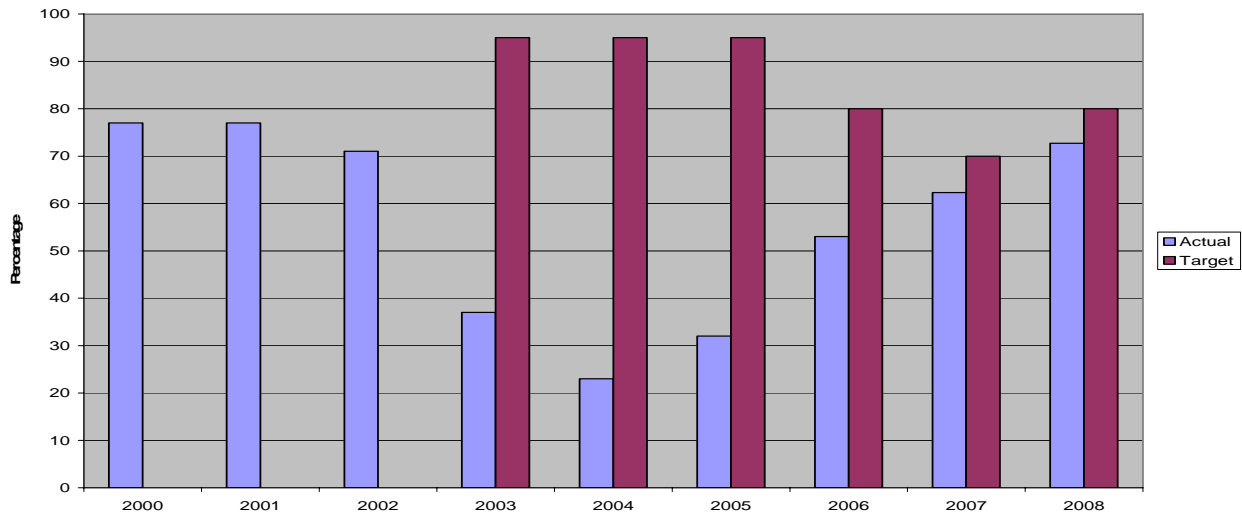
Oregon Mortuary & Cemetery Board Annual Performance Progress Report FY2008

(July 1st, 2007 to June 30th, 2008)

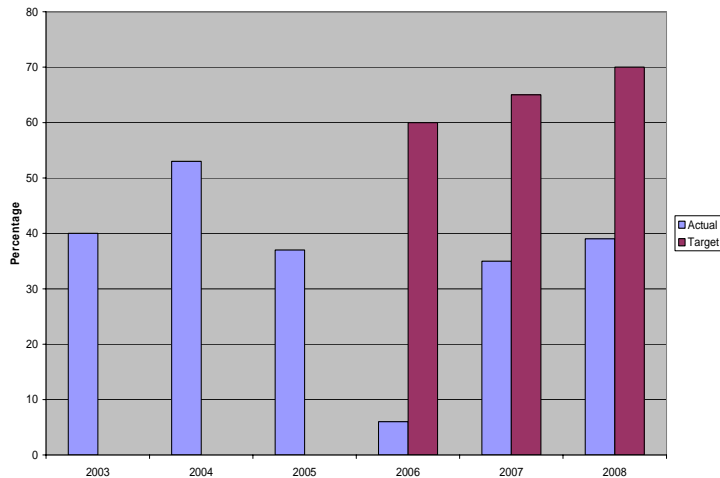
FY2007-2009 Legislatively Approved Annual KPM, Targets and Performance

KPM #	Title	Percent Improved	Actual 2008	Target 2008	Target 2009
1	Facility Inspection Percent of licensed facilities inspected not less than once per biennium.	11%	73%	80%	80%
2	Percent of investigative reports completed within six months of a complaint from any person against a licensee.	4%	39%	70%	70%
3	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	11%	84%	94%	96%
4	Percent of total best practices met by the Board.	NA		New	100%

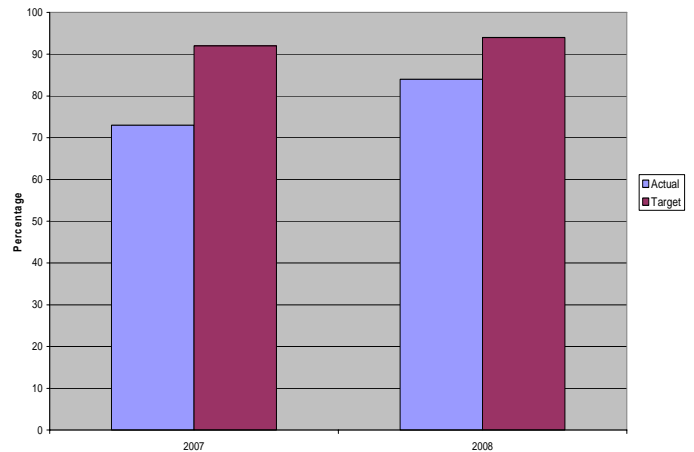
KPM #1: Facility Inspections



KPM#2: Complains Investigated in under 180 Days



KPM#3: Overall Customer Service Satisfaction



FISCAL 2008 – ACTUAL PERCENTAGE of INSPECTIONS COMPLETED
(July 1, 2007 through June 30, 2008)

2007	TOTAL
Funeral Establishments	81
Immediate Disposition Companies	6
Cemeteries	121
Crematories	28
TOTAL Inspections in Fiscal 2008	256
<i>256 x 2 (Biennium figure)</i>	<i>512 Inspections</i>
No. of Facility Licenses, 6/30/2008	704
Percent of relevant licensed facilities completed	72.72%

Data Notes:

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

FISCAL 2008 – ACTUAL PERCENTAGE of COMPLAINTS INVESTIGATED
(July 1, 2007 through June 30, 2008)

Total Closed	72	Total under 180	28
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OMCB Complainant removed from data

Cases **closed** in FY only

% complete in 180

39%

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

FISCAL 2008 – ACTUAL PERCENTAGE of CUSTOMER SURVEY RESULTS
(July 1, 2007 through June 30, 2008)

Question	Total	Poor	Good or Excellent	% Poor	% GE
TIMELINESS					
How do you rate the timeliness of services provided by the OMCB?	38	1	35	3%	92%
ACCURACY					
How do you rate the ability of the Board to provide services correctly the first time?	35	0	32	0%	91%
HELPFULNESS					
How do you rate the helpfulness of the Board employees?	39	4	33	10%	85%
EXPERTISE					
How do you rate the knowledge and expertise of the Board employees?	35	2	30	6%	86%
AVAILABILITY OF INFORMATION					
How do you rate the availability of information from the Board?	36	1	29	3%	81%
OVERALL SERVICE					
How do you rate the overall quality of service provided by the Board?	37	4	31	11%	84%
How does the service you received from the Board compare to that provided by other states?	16	4	12	25%	75%