

OMCB Annual Performance Progress Report for FY2011
(July 1st, 2010 to June 30th, 2011)

FY2009-2011 Legislatively Approved Annual Key Performance Measures

FY2011 Targets and Performance

KPM #	Title	Actual 2010	Target 2010	Actual 2011	Target 2011	Change over FY2010
1	Facility Inspections - percent of licensed facilities inspected not less than once per biennium.	32%	80%	39%	80%	+7%
2	Investigations - percent of investigative reports completed within six months of a complaint from any person against a licensee.	33%	70%	41%	70%	+8%
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.	77%	96%	79%	96%	+2%
4	Percent of total best practices met by the Board.	100%	100%	%	100%	%

2011 FISCAL YEAR – ACTUAL PERCENTAGE of INSPECTIONS COMPLETED

(July 1, 2010 through June 30, 2011)

FY 2011 Total Inspections	TOTAL
Funeral Establishments	76
Immediate Disposition Companies	4
Cemeteries	40
Crematories	23
TOTAL Inspections in Fiscal 2011	143
<i>Total x 2 (Biennium figure estimate)</i>	286
No. of Facility Licenses, 7/2/2010	731
Percent of relevant licensed facilities completed	39%

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.

2009-2011 BIENNIA – ACTUAL PERCENTAGE of INSPECTIONS COMPLETED

(July 1, 2009 through June 30, 2011)

2009-2011 Biennia Total Inspections	Biennia TOTAL
Funeral Establishments	128
Immediate Disposition Companies	4
Cemeteries	77
Crematories	44
TOTAL Actual Inspections in 2009-2010 Biennia	253
No. of Facility Licenses, 7/2/2009	731
Percent of relevant licensed facilities inspected	34%

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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.

FISCAL YEAR 2010 – ACTUAL PERCENTAGE of COMPLAINTS INVESTIGATED (180)

(July 1, 2010 through June 30, 2011)

Total Closed	95	Total under 180 days	39
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“OMCB” as Complainant removed from data

% complete in 180	41%
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Cases **closed** in 2011 FY only

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