

# PERFORMANCE MEASURE DATA SUMMARY

Agency Name: BOARD OF DENTISTRY	
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Performance Measure Definition (numbered as shown below)	Data					Targets					
	1997	1998	1999	2000	2001	2000	2001	2002	2003	2004	2005
Agency # - 1 Percent of licensees in compliance with continuing education requirements.			Not available	Not available	97%				98%	99%	100%
Agency # - 2 Average time from receipt of a new complaint to completed investigation (ready to be submitted to the Board).				6.5 months	5.8 months				5.5 months	5.0 months	<4.0 months
Agency # - 3 Average number of working days from the receipt of completed paperwork to issuance of a license (either new or renewal).				12 days (including cashiering)	Data not available *				<10 working days	<10 working days	<10 working days
Agency # - 4 Percent of User Surveys returned from the website reporting that the site provides the appropriate information and is easily understood.				New Measure					90&	93&	95%
Agency # - 5 Standards and regulations will be collaboratively reviewed and updated annually by OBD and interested stakeholders.				New Measure					By Dec. 15 of each year	By Dec. 15 of each year	By Dec. 15 of each year

\* The application process for new licenses changed in mid-2001, therefore the Board's data base needs some minor programming to gather the information needed determine this value.