# $76^{th}$ OREGON LEGISLATIVE ASSEMBLY – 2011 Regular Session BUDGET REPORT AND MEASURE SUMMARY

#### JOINT COMMITTEE ON WAYS AND MEANS

MEASURE: SB 5519-A

Carrier – House: Rep. Beyer Carrier – Senate: Sen. Nelson

Action: Do Pass as Amended and as Printed A-Engrossed

**Vote:** 24 - 1 - 0

House - Yeas: Beyer, Buckley, Cowan, Freeman, Garrard, Komp, Kotek, McLane, Nathanson, Nolan, Richardson, G. Smith, Thatcher, Whisnant

Nays:Exc:

Senate – Yeas: Bates, Devlin, Edwards, Johnson, Monroe, Nelson, Thomsen, Verger, Whitsett, Winters

- Nays: Girod

- Exc:

**Prepared By:** D.J. Vogt, Department of Administrative Services

**Reviewed By:** Steve Bender, Legislative Fiscal Office

Meeting Date: May 27, 2011

AgencyBudget PageLFO Analysis PageBienniumBureau of Labor and IndustriesH-221952011-13

| <b>Budget Summary*</b> |
|------------------------|
|------------------------|

| \$ | 14,006,222<br>6,768,262<br>2,200,000<br>1,430,297 | \$<br>11,927,913<br>8,063,580<br>2,200,000<br>1,356,446 | \$<br>11,293,461<br>8,786,043<br>2,200,000<br>1,356,446 | \$<br>(634,452)<br>145,072<br>(203,950)<br>(55,963) | % change -5.3% 1.7% -8.5% -4.0% |
|----|---|---|---|---|---------------------------------|
| \$ | 6,768,262<br>2,200,000                            | \$<br>8,063,580<br>2,200,000                            | \$<br>8,786,043<br>2,200,000                            | \$<br>145,072<br>(203,950)                          | 1.7%<br>-8.5%                   |
|    | 2,200,000   | 2,200,000   | 2,200,000   | (203,950)   | -8.5%                           |
|    |   |   |   | , , ,   |                                 |
|    | 1,430,297   | 1,356,446   | 1,356,446   | (55,963)  | -4.0%                           |
| -  |   |   |   |   |                                 |
| \$ | 24,404,781  | \$<br>23,547,939  | \$<br>23,635,950  | \$<br>(749,293)                                     | -3.1%                           |
|    |   |   |   |   |                                 |
|    | 105   | 99  | 102   | (8)   |                                 |
|    | 104.00  | 99.00   | 101.00  | (6.38)  |                                 |
|    |   |   |   |   |                                 |

# **Summary of Revenue Changes**

The Bureau of Labor and Industries (BOLI) is funded with General Fund and with Other Funds received from the following sources: revenues from technical assistance services, transfers of employer taxes from the Employment Department for the Wage Security Fund, assessments on construction contracts and projects subject to the state's prevailing wage rate laws. The agency also receives federal grant and contract funds, and federal transportation funds received under contract with the Oregon Department of Transportation.

### **Summary of Transportation and Economic Development Subcommittee Action**

The Bureau of Labor and Industries enforces state laws relating to wages; promotes the development of a skilled workforce; enforces state and federal laws relating to unlawful discrimination; and provides educational services to employers. The Subcommittee approved a budget for BOLI of \$23.6 million total funds and 101.00 full-time equivalents (FTE). The Subcommittee's approved budget is a 5.3 percent General Fund decrease from the 2009-11 Legislatively Approved Budget. To achieve the General Fund reductions, the budget continues June 2010 allotment reductions,

Excludes Capital Construction expenditures

eliminates standard inflation, makes a 5.5 percent across-the-board reduction in Personal Services and makes a 6.5 percent reduction in Services and Supplies.

The approved budget for this agency also includes a General Fund reduction to support a state General Fund supplemental ending balance. The Subcommittee approved General Fund reductions totaling \$409,607 in package 819 for this purpose. The reduction is intended to be applied against spending levels in the second year of the biennium and not to affect program delivery in the first year. To reinforce that intent, the agency's budget bill includes specific language allowing the agency to expend up to 54 percent of its total biennial General Fund appropriation in the first year of the biennium.

The amount of the reduction for the supplemental ending balance may be restored during the February 2012 session to the agency for the second year of the biennium depending on economic conditions. Therefore, the Co-Chairs of the Joint Committee on Ways and Means expect the Commissioner to closely monitor the quarterly revenue forecast and other economic indicators to gauge adequacy of funding in the second year and manage the budget accordingly.

#### Commissioner's Office/Support Services

The Commissioner's Office provides policy direction and overall management of BOLI's programs. Support Services include budget and fiscal control, employee services, information systems management, and legislative and community services. The Subcommittee approved a total funds budget of \$6,022,453 and 24.50 full-time equivalents (FTE).

The Subcommittee approved package 085, Allotment Reduction Roll-ups. This package extends June 2010 Governor's Allotment Reductions for 2009-11 through the 2011-13 biennium. It reduces General Fund by \$572,814 and eliminates four positions and 3.50 FTE.

The Subcommittee approved package 086 and package 087, which eliminate inflation and decrease projected Personal Services costs by 5.5 percent.

The Subcommittee approved package 090, Analyst Adjustments. This package reduces General Fund for the agency to the level available in the 2009-11 biennium after the 2010 Special Session and Governor's allotment reductions and reduces General Fund for the Commissioner's Office/Support Services by \$54,565.

The Subcommittee approved package 120, Email Migration, at a cost of \$90,000 Other Funds. This package provides authority to spend Other Funds to migrate from an outdated, GroupWise email system to Microsoft Exchange/Outlook, the current statewide standard.

The Subcommittee approved package 121, IT Replacement, at a cost of \$12,500 Other Funds. This package provides authority to spend Other Funds to maintain the Information Technology Replacement Schedule, which will allow the agency to remain current with information technology advancements.

The Subcommittee approved package 801, Targeted Statewide Adjustments, which reduces General Fund by \$49,086. This package implements a statewide reduction action included in the Co-Chairs' budget, a 6.5 percent reduction from total General Fund Services and Supplies expenditures included in the Governor's budget.

The Subcommittee approved package 802, Vacant Position Savings. The package changes one vacant full-time Training and Development Specialist 2 position from permanent to limited-duration status. This position is funded by charges and sales income (Other Funds), and there have been insufficient such revenues available to allow the position to be filled. This package has no expenditure or revenue impact.

The Subcommittee approved package 810, LFO Analyst Adjustments. This package retains four positions that would be eliminated in the Governor's budget, retains the agency's offices in Bend and Medford, and provides funding to allow the agency to retain its Pendleton office, if the agency decides to do so under its reorganization of the Civil Rights Division. The package eliminates an Information Systems 6 position that was essentially unfunded in the Governor's budget.

Package 810, on an agency-wide basis, also transfers \$400,337 of Personal Services expenditures from the General Fund to Other Funds (including \$108,908 to the Prevailing Wage Education and Enforcement Account and \$291,429 to the Wage Security Fund), transfers \$252,000 of Services and Supplies expenditures from the General Fund to Other Funds (all to the Wage Security Fund), and increases Other Funds expenditures for the Commissioner's Office/Support Services from the Wage Security Fund by an additional \$80,000 for rent for the Salem office, if the agency retains its Salem office.

In the Commissioner's Office/Support Services area, package 810 includes the transfer of \$347,730 of Personal Services expenditures, and of \$100,000 of Services and Supplies expenditures, from General Fund to Other Funds.

The Subcommittee approved package 811, LFO Analyst Technical Adjustments. This package makes adjustments to the Governor's budget to accurately reflect the distribution of expenditures and positions that would occur under the agency's plan for operating at the Governor's funding level. The package has no impact on total expenditures for the agency and retains them at the level in the Governor's budget. In the Commissioner's Office/Support Services area, however, the package restores the four positions eliminated in package 085, increases FTE by 2.54, and increases General Fund by \$424,432.

## **Civil Rights Division**

The Civil Rights Division enforces state and federal laws that prohibit unlawful discrimination by investigating allegations of civil rights violations in workplaces, career schools, housing and public accommodations. The Subcommittee approved a total funds budget of \$4,916,902 and 29.50 full-time equivalents (FTE).

The Subcommittee approved package 085, Allotment Reduction Roll-ups. This package extends June 2010 Governor's Allotment Reductions for 2009-11 through the 2011-13 biennium. It reduces General Fund by \$300,093 and eliminates two positions and 1.50 FTE.

The Subcommittee approved package 086 and package 087, which eliminate inflation and decrease projected Personal Services costs by 5.5 percent.

The Subcommittee approved package 090, Analyst Adjustments. This package reduces General Fund for the agency to the level available in the 2009-11 biennium after the 2010 Special Session and Governor's allotment reductions, and reduces General Fund for the Civil Rights Division by \$32,151.

The Subcommittee approved package 121, IT Replacement, at a cost of \$12,500 Other Funds. This package provides authority to spend Other Funds to maintain the information technology Replacement Schedule, which will allow the agency to remain current with information technology advancements.

The Subcommittee approved package 801, Targeted Statewide Adjustments, which reduces General Fund by \$25,740. This package implements a statewide reduction action included in the Co-Chairs' budget, a 6.5 percent reduction from total General Fund Services and Supplies expenditures included in the Governor's budget.

The Subcommittee approved package 810, LFO Analyst Adjustments. As described in the package description in the Commissioner's Office/Support Services section of this report, on an agency-wide basis, the package retains four positions that would be eliminated in the Governor's budget. These positions include one of the two Civil Rights Field Representative 2 positions that are eliminated in the Governor's budget. The Subcommittee understands that the Commissioner will determine which position to retain.

The Subcommittee approved package 811, LFO Analyst Technical Adjustments. This package makes adjustments to the Governor's budget to accurately reflect the distribution of expenditures and positions that would occur under the agency's plan for operating at the Governor's funding level. The package has no impact on total expenditures for the agency and retains them at the level in the Governor's budget but does reduce General Fund in the Civil Rights Division by \$12,095 and FTE by 0.50.

#### Wage and Hour Division

The Wage and Hour Division enforces state laws relating to minimum wage, overtime, terms and conditions of employment and prevailing wage rates on public works projects by investigating wage claims and allegations of workplace violations of those laws. The Subcommittee approved a total funds budget of \$8,169,806 and 29.00 full-time equivalents (FTE).

The Subcommittee approved package 085, Allotment Reduction Roll-ups. This package extends June 2010 Governor's Allotment Reductions for 2009-11 through the 2011-13 biennium. It reduces General Fund by \$255,942 and eliminates one position/1.00 FTE.

The Subcommittee approved package 086 and package 087, which eliminate inflation and decrease projected Personal Services costs by 5.5 percent.

The Subcommittee approved package 090, Analyst Adjustments. This package reduces General Fund for the agency to the level available in the 2009-11 biennium after the 2010 Special Session and Governor's Allotment Reductions. It reduces General Fund for the Wage and Hour Division by \$41,027.

The Subcommittee approved package 121, IT Replacement, at a cost of \$12,500 Other Funds. This package provides authority to spend Other Funds to maintain the information technology Replacement Schedule, which will allow the agency to remain current with information technology advancements.

The Subcommittee approved package 801, Targeted Statewide Adjustments, which reduces General Fund by \$39,046. This package implements a statewide reduction action included in the Co-Chairs' budget, a 6.5 percent reduction from total General Fund Services and Supplies expenditures included in the Governor's budget.

The Subcommittee approved package 810, LFO Analyst Adjustments. As described in the package description in the Commissioner's Office/Support Services section of this report, on an agency-wide basis, the package retains four positions that would be eliminated in the Governor's budget. The four positions included one of the two full-time Wage and Hour Compliance Specialist positions that are eliminated in the Governor's budget. The package adds \$122,188 General Fund to the Wage and Hour Division for this purpose.

The package also transfers \$400,337 of Personal Services expenditures (including expenditures related to two positions in the Wage and Hour Division) from the General Fund to Other Funds (including \$108,908 to the Prevailing Wage Education and Enforcement Account and \$291,429 to the Wage Security Fund), and transfers \$252,000 of Services and Supplies expenditures from the General Fund to Other Funds (all to the Wage Security Fund), and to increase Other Funds expenditures from the Wage Security Fund by an additional \$80,000. This includes the transfer of \$52,607 of Personal Services expenditures, and of \$152,000 of Services and Supplies expenditures, from General Fund to Other Funds in the Wage and Hour Division.

The Subcommittee approved package 811, LFO Analyst Technical Adjustments. This package makes adjustments to the Governor's budget to accurately reflect the distribution of expenditures and positions that would occur under the agency's plan for operating at the Governor's funding level. The package has no impact on total expenditures for the agency and retains them at the level in the Governor's budget but does reduce General Fund in the Wage and Hour Division by \$182,144 and eliminate two positions and 2.00 FTE.

## Apprenticeship and Training Division

The Apprenticeship and Training Division promotes the development of a highly skilled, competitive workforce in Oregon through apprenticeship programs and through partnerships with government, labor, business and educational institutions. The Subcommittee approved a total funds budget of \$4,526,789 and 18.00 full-time equivalents (FTE).

The Subcommittee approved package 085, Allotment Reduction Roll-ups. This package extends June 2010 Governor's allotment reductions for 2009-11 through the 2011-13 biennium. It reduces General Fund for the Apprenticeship and Training Division by \$66,815.

The Subcommittee approved package 086 and package 087, which eliminate inflation and decrease projected Personal Services costs by 5.5 percent.

The Subcommittee approved package 090, Analyst Adjustments. This package reduces General Fund for the agency to the level available in the 2009-11 biennium after the 2010 Special Session and Governor's allotment reductions. It reduces General Fund by \$29,966.

The Subcommittee approved package 121, IT Replacement, at a cost of \$12,500 Other Funds. This package provides authority to spend Other Funds to maintain the Information Technology Replacement Schedule, which will allow the agency to remain current with information technology advancements.

The Subcommittee approved package 150, ODOT Diversity Project, at a cost of \$1,500,000 Other Funds, adding one position and 1.00 FTE. The package provides Other Funds expenditure limitation for expenditures from federal transportation funds transferred from the Department of Transportation to the Bureau by contract. This continues support for the contract that was initially approved by the Emergency Board in September 2010.

The Subcommittee approved package 801, Targeted Statewide Adjustments, which reduces General Fund by \$28,199. This package implements a statewide reduction action included in the Co-Chairs' budget, a 6.5 percent reduction from total General Fund Services and Supplies expenditures included in the Governor's budget.

The Subcommittee approved package 810, LFO Analyst Adjustments. The package retains four positions agency-wide that would be eliminated in the Governor's budget including the two full-time Apprenticeship Representative positions, located in Medford and in Bend, that are eliminated in the Governor's budget.

The Subcommittee approved package 811, LFO Analyst Technical Adjustments. This package makes adjustments to the Governor's budget to accurately reflect the distribution of expenditures and positions that would occur under the agency's plan for operating at the Governor's funding level. The package has no impact on total expenditures for the agency and retains them at the level in the Governor's budget, but does reduce General Fund in the Apprenticeship and Training Division by \$230,193 and eliminates two positions and 2.00 FTE.

# **Summary of Performance Measure Action**

See attached Legislatively Adopted 2011-13 Key Performance Measures form.

# **DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION**

Bureau of Labor and Industries D.J. Vogt -- (503) 378-3117

| 5.5. Vogt - (505) 570-5117   |                        |                  | OTHER FUNDS        |             | FEDERAL FUNDS |            | TOTAL                |     |        |
|--|------------------------|------------------|--------------------|-------------|---------------|------------|----------------------|-----|--------|
| DESCRIPTION  | GENERAL<br>FUND        | LOTTERY<br>FUNDS | LIMITED            | NONLIMITED  | LIMITED       | NONLIMITED | ALL<br>FUNDS         | POS | FTE    |
| 2009-11 Legislatively Approved Budget at March 2011*                 | \$11,927,913           | \$0              | \$8,640,971        | \$2,403,950 | \$1,412,409   | \$0        | \$24,385,243         | 110 | 107.38 |
| 2011-13 ORBITS printed Current Service Level (CSL)*                  | \$14,006,222           | \$0              | \$6,768,262        | \$2,200,000 | \$1,430,297   | \$0        | \$24,404,781         | 105 | 104.00 |
| 2011-13 Governor's Recommended Budget*                               | \$11,927,913           | \$0              | \$8,063,580        | \$2,200,000 | \$1,356,446   | \$0        | \$23,547,939         | 99  | 99.00  |
| SUBCOMMITTEE ADJUSTMENTS (from GRB)                                  |                        |                  |                    |             |               |            |                      |     |        |
| Commissioner's Office/Support Services 010                           |                        |                  |                    |             |               |            |                      |     |        |
| Package 801: Targeted Statewide Adjustments<br>Services and Supplies | (49,086)               | 0                | 0                  | 0           | 0             | 0          | (49,086)             |     |        |
| Package 810: LFO Analyst Adjustments                                 | (0.47.700)             | •                | 007.050            | •           | •             |            | (0.074)              | (4) | (0.04) |
| Personal Services Services and Supplies                              | (347,730)<br>(100,000) | 0<br>0           | 337,856<br>180,000 | 0<br>0      | 0             | 0<br>0     | (9,874)<br>80,000    | (1) | (0.04) |
| Package 811: LFO Analyst Technical Adjustments Personal Services     | 323,499                | 0                | 0                  | 0           | 0             | 0          | 323,499              | 4   | 2.54   |
| Services and Supplies  | 100,933                | 0                | 0                  | 0           | 0             | 0          | 100,933              | •   | 2.01   |
| Package 819: Supplemental Statewide Ending Balance                   | (00.005)               | 0                | 2                  | 0           | 2             | 0          | (00.005)             |     |        |
| Personal Services Services and Supplies                              | (93,925)<br>(24,579)   | 0<br>0           | 0                  | 0<br>0      | 0             | 0<br>0     | (93,925)<br>(24,579) |     |        |
| Civil Rights 030   |                        |                  |                    |             |               |            |                      |     |        |
| Package 801: Targeted Statewide Adjustments<br>Services and Supplies | (25,740)               | 0                | 0                  | 0           | 0             | 0          | (25,740)             |     |        |
| Package 810: LFO Analyst Adjustments                                 |                        |                  |                    |             |               |            |                      |     |        |
| Personal Services Services and Supplies                              | 152,972<br>3,933       | 0<br>0           | 0                  | 0<br>0      | 0             | 0<br>0     | 152,972<br>3,933     | 1   | 1.00   |
| Package 811: LFO Analyst Technical Adjustments                       |                        |                  |                    |             |               |            |                      |     |        |
| Personal Services<br>Services and Supplies                           | (89,142)<br>77,047     | 0<br>0           | 0<br>0             | 0<br>0      | 0<br>0        | 0<br>0     | (89,142)<br>77,047   |     | (0.50) |
| Package 819: Supplemental Statewide Ending Balance                   |                        |                  |                    |             |               |            |                      |     |        |
| Personal Services Services and Supplies                              | (86,861)<br>(12,889)   | 0<br>0           | 0                  | 0<br>0      | 0             | 0<br>0     | (86,861)<br>(12,889) |     |        |
| Wage and Hour 040  |                        |                  |                    |             |               |            |                      |     |        |

Package 801: Targeted Statewide Adjustments

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|   |                 |                  | OTHER FUNDS |             | FEDERAL FUNDS |            | TOTAL        |       |        |
|---|-----------------|------------------|-------------|-------------|---------------|------------|--------------|-------|--------|
| DESCRIPTION   | GENERAL<br>FUND | LOTTERY<br>FUNDS | LIMITED     | NONLIMITED  | LIMITED       | NONLIMITED | ALL<br>FUNDS | POS   | FTE    |
| Services and Supplies                               | (39,046)        | 0                | 0           | 0           | 0             | 0          | (39,046)     |       |        |
| Package 810: LFO Analyst Adjustments                |                 |                  |             |             |               |            |              |       |        |
| Personal Services                                   | 69,581          | 0                | 52,607      | 0           | 0             | 0          | 122,188      | 1     | 1.00   |
| Services and Supplies                               | (152,000)       | 0                | 152,000     | 0           | 0             | 0          | 0            |       |        |
| Package 811: LFO Analyst Technical Adjustments      |                 |                  |             |             |               |            |              |       |        |
| Personal Services                                   | (191,381)       | 0                | 0           | 0           | 0             | 0          | (191,381)    | (2)   | (2.00) |
| Services and Supplies                               | 9,237           | 0                | 0           | 0           | 0             | 0          | 9,237        |       |        |
| Package 819: Supplemental Statewide Ending Balance  |                 |                  |             |             |               |            |              |       |        |
| Personal Services                                   | (70,238)        | 0                | 0           | 0           | 0             | 0          | (70,238)     |       |        |
| Services and Supplies                               | (19,552)        | 0                | 0           | 0           | 0             | 0          | (19,552)     |       |        |
| Apprenticeship and Training 050                     |                 |                  |             |             |               |            |              |       |        |
| Package 801: Targeted Statewide Adjustments         |                 |                  |             |             |               |            |              |       |        |
| Services and Supplies                               | (28,199)        | 0                | 0           | 0           | 0             | 0          | (28,199)     |       |        |
| Package 810: LFO Analyst Adjustments                |                 |                  |             |             |               |            |              |       |        |
| Personal Services                                   | 278,314         | 0                | 0           | 0           | 0             | 0          | 278,314      | 2     | 2.00   |
| Services and Supplies                               | 12,156          | 0                | 0           | 0           | 0             | 0          | 12,156       |       |        |
| Package 811: LFO Analyst Technical Adjustments      |                 |                  |             |             |               |            |              |       |        |
| Personal Services                                   | (267,824)       | 0                | 0           | 0           | 0             | 0          | (267,824)    | (2)   | (2.00) |
| Services and Supplies                               | 37,631          | 0                | 0           | 0           | 0             | 0          | 37,631       |       |        |
| Package 819: Supplemental Statewide Ending Balance  |                 |                  |             |             |               |            |              |       |        |
| Personal Services                                   | (86,616)        | 0                | 0           | 0           | 0             | 0          | (86,616)     |       |        |
| Services and Supplies                               | (14,120)        | 0                | 0           | 0           | 0             | 0          | (14,120)     |       |        |
| Special Payments                                    | (827)           | 0                | 0           | 0           | 0             | 0          | (827)        |       |        |
| TOTAL ADJUSTMENTS                                   | (\$634,452)     | \$0              | \$722,463   | \$0         | \$0           | \$0        | \$88,011     | 3     | 2.00   |
| SUBCOMMITTEE RECOMMENDATION*                        | \$11,293,461    | \$0              | \$8,786,043 | \$2,200,000 | \$1,356,446   | \$0        | \$23,635,950 | 102   | 101.00 |
| % Change from 2009-11 Leg Approved Budget           | -5.3%           | 0.0%             | 1.7%        | -8.5%       | -4.0%         | 0.0%       | -3.1%        | -7.3% | -5.9%  |
| % Change from 2011-13 Current Service Level         | -19.4%          | 0.0%             | 29.8%       | 0.0%        | -5.2%         | 0.0%       | -3.2%        | -2.9% | -2.9%  |
| % Change from 2011-13 Governor's Recommended Budget | -5.3%           | 0.0%             | 9.0%        | 0.0%        | 0.0%          | 0.0%       | 0.4%         | 3.0%  | 2.0%   |

<sup>\*</sup>Excludes Capital Construction Expenditures

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## Legislatively Approved 2011-2013 Key Performance Measures

Agency: LABOR and INDUSTRIES, BUREAU of

Mission: The mission of the Bureau of Labor and Industries is to protect employment rights, advance employment opportunities, and protect access to housing and public accommodations free from discrimination.

| Legislatively Proposed KPMs   | Customer Service<br>Category | Agency Request | Most Current<br>Result | Target<br>2012 | Target<br>2013 |
|---|------------------------------|----------------|------------------------|----------------|----------------|
| 1 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.                                 | Accuracy                     | Approved KPM   |                        | 80.00          | 80.00          |
| <ul> <li>1 - CUSTOMER SERVICE: Percent of customers rating their<br/>satisfaction with the agency's customer service as "good" or<br/>"excellent": overall, timeliness, accuracy, helpfulness, expertise,<br/>availability of information.</li> </ul> | Availability of Information  | Approved KPM   |                        | 80.00          | 80.00          |
| <ul> <li>1 - CUSTOMER SERVICE: Percent of customers rating their<br/>satisfaction with the agency's customer service as "good" or<br/>"excellent": overall, timeliness, accuracy, helpfulness, expertise,<br/>availability of information.</li> </ul> | Expertise                    | Approved KPM   |                        | 80.00          | 80.00          |
| 1 - CUSTOMER SERVICE: Percent of customers rating their<br>satisfaction with the agency's customer service as "good" or<br>"excellent": overall, timeliness, accuracy, helpfulness, expertise,<br>availability of information.                        | Helpfulness                  | Approved KPM   |                        | 80.00          | 80.00          |
| <ul> <li>1 - CUSTOMER SERVICE: Percent of customers rating their<br/>satisfaction with the agency's customer service as "good" or<br/>"excellent": overall, timeliness, accuracy, helpfulness, expertise,<br/>availability of information.</li> </ul> | Overall                      | Approved KPM   |                        | 80.00          | 80.00          |
| 1 - CUSTOMER SERVICE: Percent of customers rating their<br>satisfaction with the agency's customer service as "good" or<br>"excellent": overall, timeliness, accuracy, helpfulness, expertise,<br>availability of information.                        | Timeliness                   | Approved KPM   |                        | 80.00          | 80.00          |
| 2 - Timely Processing of Civil Rights Complaints: Percentage of target<br>met for timely: intake, completion of perfected charge, initial interview<br>and investigation (composite measure).   |                              | Approved KPM   | 71.00                  | 100.00         | 100.00         |

Print Date: 5/24/2011

#### Agency: LABOR and INDUSTRIES, BUREAU of

Mission: The mission of the Bureau of Labor and Industries is to protect employment rights, advance employment opportunities, and protect access to housing and public accommodations free from discrimination.

| Legislatively Proposed KPMs   | Customer Service<br>Category | Agency Request | Most Current<br>Result | Target<br>2012 | Target<br>2013 |
|---|------------------------------|----------------|------------------------|----------------|----------------|
| 3 - Timely Processing of Wage and Hour Complaints: Percentage of<br>target met for timely: intake and jurisdiction determination; demand<br>letter, investigation: Composite measure. |                              | Approved KPM   | 88.00                  | 100.00         | 100.00         |
| 4 - WHD: Percentage of WSF claims processed within fewer than 30 days.  |                              | Approved KPM   | 57.50                  | 75.00          | 75.00          |
| 5 - WHD: Percentage of PWR investigations completed within 90 days.   |                              | Approved KPM   | 61.40                  | 55.00          | 55.00          |
| 6 - ATD: Number of apprentices receiving journey level certificates.  |                              | Approved KPM   | 1,350.00               | 1,160.00       | 1,160.00       |
| 7 - ATD: Number of newly registered apprentices.  |                              | Approved KPM   | 1,032.00               | 2,340.00       | 2,340.00       |
| 8 - Apprenticeship Participation: Percentage of new apprenticeship participants who are minorities.   |                              | Approved KPM   | 13.78                  | 15.00          | 15.00          |
| 9 - HU: Percentage of final orders upheld on appeal to the Oregon<br>Court of Appeals.  |                              | Approved KPM   | 50.00                  | 90.00          | 90.00          |
| 10 - TA: Percentage of employer technical assistance calls or emails<br>returned no later than the next business day.   |                              | Approved KPM   | 91.00                  | 80.00          | 80.00          |
| 11 - TA: Percentage of public seminars conducted by TA with an average satisfaction rating of 4 or higher on a 5 point scale on the evaluations.                                      |                              | Approved KPM   | 98.00                  | 95.00          | 95.00          |
| 12 - Prevailing Wage Rate Pre-determinations - Response time for<br>requests by public agencies concerning potential coverage of projects<br>under state Prevailing Wage laws.        |                              | Approved KPM   | 90.50                  |                | 85.00          |

#### LFO Recommendation:

Approve the requested Key Performance Measures and KPM targets. LFO notes that reductions in the Bureau of Labor and Industries budget may have an effect on the agency's ability to meet KPM targets.

#### Sub-Committee Action:

The Subcommittee approved the Legislative Fiscal Office recommendation.

Print Date: 5/24/2011