

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Mortuary and Cemetery Board

Mission Statement:

The mission of the Oregon Mortuary and Cemetery Board is to protect public health, safety and welfare by fairly and efficiently performing its licensing, inspection and enforcement duties; by promoting professional behavior and standards in all facets of the Oregon death care industry; and, by maintaining constructive relationships with licensees, those they serve and others with an interest in the Board's activities.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Facility Inspection - Percent of licensed facilities inspected not less than once per biennium.		Approved	0%	100%	100%
2. Complaint Investigation - Percent of investigative reports completed within six months of a complaint from any person against a licensee.		Approved	0%	100%	100%
3. 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.	Overall	Approved	0%	95%	95%
	Availability of Information		0%	95%	95%
	Helpfulness		0%	95%	95%
	Accuracy		0%	95%	95%
	Timeliness		0%	95%	95%
	Expertise		0%	95%	95%
4. BEST PRACTICES - Percent of total best practices met by the Board.		Approved	0%	100%	100%

LFO Recommendation:

Approve the 2017-19 Key Performance Measures and targets as proposed.

SubCommittee Action: