

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Veterinary Medical Examining Board

Mission Statement:

To protect animal health and welfare, public health, and consumers of veterinary services.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Public Protection - Average time from receipt of a new complaint to completion of the investigation.		Approved	196	150	150
2. Public Protection - Percent of decisions not contested, appealed and/or upheld on appeal.		Approved	99%	95%	95%
3. Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent.	Timeliness	Approved	75%	90%	90%
	Overall		83%	90%	90%
	Accuracy		78%	90%	90%
	Availability of Information		74%	90%	90%
	Expertise		74%	90%	90%
	Helpfulness		69%	90%	90%
4. BEST PRACTICES - Percent of best practices met by the Board.		Approved	100%	100%	100%
5. Facility Inspections - Percent of registered veterinary facilities inspected not less than once per biennium.		Proposed New	No Data	100%	100%

LFO Recommendation:

The Legislative Fiscal Office proposes a new KPM #5 related to annual inspections of registered veterinary facilities as part of the Board's facility registration program approved by HB 2474 (2015).

Approve the 2017-2019 Key Performance Measures and targets as proposed.

SubCommittee Action: