

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Consumer & Business Services, Department of

Mission Statement:

To protect and serve Oregon's consumers and workers while supporting a positive business climate in the state.

| Legislatively Proposed KPMs | Metrics | Agency Request | Last Reported Result | Target 2018 | Target 2019 |
|---|-----------------------------|----------------|----------------------|-------------|-------------|
| 3. OCCUPATIONAL INJURY AND ILLNESS INCIDENCE RATES - Number of occupational injury and illness cases per 100 full-time workers. | | Approved | 3.70 | 4.20 | 4.10 |
| 4. TIMELY WORKER BENEFITS - Percent of injured workers who receive timely benefits from insurers. | | Approved | 91.70% | 93% | 93% |
| 5. ACCURATE WORKER BENEFITS - Percent of injured workers who receive accurate benefits from insurers. | | Approved | 90.60% | 95% | 95% |
| 8. WORKERS' COMPENSATION COVERAGE - Number of claims against employers without workers' compensation coverage per 1,000 accepted disabling claims. | | Approved | 2.10 | 2.50 | 2.50 |
| 9. WORKERS' COMPENSATION INSURER PERFORMANCE - Percentage of workers' compensation insurers meeting standards for benefit delivery and reporting. | | Approved | 83.80% | 85% | 85% |
| 10. UPHELD WORKERS' COMPENSATION DECISIONS - Percent of Workers' Compensation Board decisions affirmed on appeal to the Judiciary. | | Approved | 85.70% | 96% | 96% |
| 11. PERMITS FOR MINOR CONSTRUCTION WORK - Number of building permits that can be used by contractors in multiple jurisdictions for minor construction work. | | Approved | 75,000 | 75,000 | 75,000 |
| 12. ON-TIME WORK - Percent of timelines for key department activities that are met. | | Approved | 86.70% | 95% | 95% |
| 13. E-TRANSACTIONS FOR CUSTOMERS - Percent of customer transactions completed electronically. | | Approved | 64.70% | 67.50% | 70% |
| 14. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information. | Expertise | Approved | 98.20% | 93.80% | 93.80% |
| | Availability of Information | | 96.30% | 90% | 90% |
| | Helpfulness | | 97.80% | 92.80% | 92.80% |
| | Overall | | 97.60% | 92.60% | 92.60% |
| | Accuracy | | 97.30% | 92.70% | 92.70% |
| | Timeliness | | 94.60% | 90.40% | 90.40% |
| 1. CUSTOMER RESPONSE TIME - Average elapsed time, in days, between a customer's initial contact with office and internal owner's communication of decision. | | Proposed New | No Data | 10 | 10 |
| 2. EFFECTIVE REGULATION - Percent of licensees receiving a satisfactory examination score. | | Proposed New | No Data | 98% | 98% |
| 6. RE-EMPLOYMENT OF INJURED WORKERS - Difference in percentage from workers with disabling injuries from those without disabling injuries. | | Proposed New | No Data | 10% | 10% |

| Legislatively Proposed KPMs | Metrics | Agency Request | Last Reported Result | Target 2018 | Target 2019 |
|--|---------|-----------------|----------------------|-------------|-------------|
| 1. PERFORMANCE OF FINANCIAL SERVICE ENTITIES - Percentage of financial services entities rated satisfactory or higher. | | Proposed Delete | 88% | 77% | TBD |
| 2. INSURANCE CONSUMER RELIEF - Percent of confirmed complaints resolved with relief for the consumer. | | Proposed Delete | 82.10% | 75% | TBD |
| 6. REEMPLOYMENT FOR INJURED WORKERS - Difference in percentage of eligible workers who return to work using return-to-work programs from those who do not use return-to-work programs. | | Proposed Delete | 8.50 | 11 | TBD |
| 7. WAGE RECOVERY FOR INJURED WORKERS - Difference in percentage wage recovery for workers who use return-to-work programs versus workers who do not. | | Proposed Delete | 12% | 13% | TBD |

LFO Recommendation:

The Legislative Fiscal Office recommends the approval of the Key Performance Measures and targets as presented.

SubCommittee Action: