

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Labor and Industries, Bureau of

Mission Statement:

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	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
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.	a) Overall	Approved	91	100	100
	b) Accuracy		95	100	100
	c) Availability of Information		89	100	100
	d) Expertise		94	100	100
	e) Helpfulness		90	100	100
	f) Timeliness		94	100	100
2. Timely Processing of Civil Rights Complaints - Percentage of target met for timely: intake, completion of perfected charge, initial interview and investigation (composite measure).		Approved	85%	72%	72%
3. Timely Processing of Wage and Hour Complaints - Percentage of target met for timely: intake and jurisdiction determination; demand letter, investigation: Composite measure.		Approved	83.20%	80%	80%
4. WHD - Percentage of WSF claims processed within fewer than 30 days.		Approved	87	80	80
5. WHD - Percentage of PWR investigations completed within 90 days.		Approved	54	65	65
6. ATD - Number of apprentices receiving journey level certificates.		Approved	973	1,200	1,375
7. ATD - Number of newly registered apprentices.		Approved	2,997	2,200	2,200
8. Apprenticeship Participation - Percentage of new apprenticeship participants who are minorities.		Approved	20.72%	15%	18.50%
9. Administrative Prosecution Unit (APU) - Percentage of cases scheduled for hearing within 30 days of assignment to APU.		Approved	98	75	88
10. TA - Percentage of employer technical assistance calls or emails returned no later than the next business day.		Approved	99%	95%	95%
11. Prevailing Wage Rate Pre-determinations - Response time for requests by public agencies concerning potential coverage of projects under state Prevailing Wage laws.		Approved	97.10	92	92

LFO Recommendation:

The Legislative Fiscal Office recommends Key Performance Measures and targets as presented above. The Legislative Fiscal Office notes that while the agency has exceeded targets in recent reporting years for timeliness related to Wage and Hour Division and Civil Rights Division complaints, these targets are not recommended for upward adjustment at this time because recommended staff reductions in these divisions will make existing targets more difficult to achieve.

The following targets have been adjusted:

KPM #8, from 15% to 18.75% based on data from recent reporting years and recommendations from the State Apprenticeship Council; and

KPM #9, from 75% to 88%, based on data from recent reporting years.

SubCommittee Action: