

Measures of Efficiency and Customer Satisfaction Oregon State Agencies, 2003-2005

ID#	Type	Agency	Agency Goal	Bench- mark	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target
1	EF	Accountancy	Goal 1: Protect the public from unethical and/or sub-standard accounting practices in Oregon		Percentage of complaints processed within six months from date of receipt	120-3	1997	Mod	8%	75%
2	CS	Accountancy	Goal 2: Provide excellent customer service		Percentage of customers interacting with Board of Accountancy staff who rate services "good" or "excellent" in previous licensing period	120-4	2003	New	Not available	75%
3		Agriculture	No efficiency/customer satisfaction measures							
4		Asian Affairs	No efficiency/customer satisfaction measures							
5		Aviation	No efficiency/customer satisfaction measures							
6	EF	Black Affairs	Goal 2. Monitor existing state & local programs and state legislation designed to meet the needs, concerns, and issues of African American and Black communities in Oregon.	Mission	Percent of monthly legislation and/or constituent reports issued on time.	11700-2	2001	Mod.	N/A	100%
7	EF	Black Affairs	Goal 3: Identify, research and issue recommendations regarding solution for problems affecting Oregon's African American and Black communities.		Percent of yearly "State of African Americans and Blacks in Oregon" issued on time. (Nov. 15)	11700-4		New	0%	100%
8	EF	Blind Commission	Goal 2: To provide rehabilitative teaching services to older blind Oregonians to maximize their independence in the home and reduce dependency on advanced levels of care before necessary		Cost per client in the Older Blind Program	585-08	1997		344	465
9	EF	BOLI	Goal 1.a. - Oregonians who allege discriminatory treatment learn promptly whether their alleged treatment violates Oregon law.	Mission	% of charging documents completed within 15 days of receipt of completed intake questionnaires	839-1		N	n/a	40%
10	EF	BOLI	Goal 1.b. - Oregonians with accepted civil rights complaints are interviewed promptly to determine if there is sufficient basis for full investigation	Mission	% of initial interviews conducted within 30 days	839-2	1998		35%	35%
11	EF	BOLI	Goal 1.c: Complaints of discrimination are resolved within 150 days of filing.	Mission	% of complaints resolved within 150 days	839-3	1998		59%	60%
12	EF	BOLI	Goal 2.a. Allegations of unpaid wages are resolved quickly to minimize the impact of not being paid.	Mission	% of wage claims processed within 45 days	839-4	1998		77%	80%
13	EF	BOLI	Goal 2.c. Workers who do not receive wages already earned when a business fails benefit promptly from Oregon's unique Wage Security Fund.	Mission	% of wage security claims processed within 15 days	839-5	1998		35%	50%

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14	EF	BOLI	Goal 2.d. Prevailing wage rate complaints are resolved quickly to protect both the worker and the public's investment in infrastructure.	Mission	% of prevailing wage rate investigations completed within 90 days	839-6	1998		71%	75%
15	EF	BOLI	Goal 2.e. Allegations of unpaid wages for farm and forest labor workers must be evaluated promptly to avoid exploitation of highly vulnerable workers	Mission	% of farm labor wage claims completed within 30 days	839-7	1994		39%	50%
16	EF	BOLI	Goal 2.f. Parties to an administrative law proceeding (complainants, claimants, and respondents) receive early feedback about the strategy and timetable for prosecuting a case.	Mission	% of cases where decision to close, settle or charge and set for hearing is determined within 90 days of case assignment	839-8		N	n/a	75%
17	EF	BOLI	Goal 3.a. Proposed orders are issued quickly after the close of a case	Mission	% of proposed orders issued within 30-45 days of close	839-9	1997		54%	80%
18	EF	BOLI	Goal 4b. Employers calling or e-mailing for technical assistance receive prompt, accurate information to assist them in complying with Oregon law.	Mission	% of calls or mail returned not later than the next business day	839-11		N	90% est.	95%
19	CS	BOLI	Goal 4.c. Seminar participants receive accurate information in a user-friendly atmosphere to assist them in complying with Oregon law.	Mission	% of seminar evaluations with satisfaction ratings of 4 or higher on a 5 point scale	839-12	1998		95%	95%
20		Children & Families	No efficiency/customer satisfaction measures							
21	EF	Chiropractic Examiners	Goal 1. Assure public protection	Mission	Average number of days to resolve a complaint	811-1	08/01/02	New	364	180
22	EF	Chiropractic Examiners	Goal 1. Assure public protection	Mission	Percent of sexual misconduct/boundary cases resolved within 180 days	811-2	08/01/02	New	18% (3 out of 18 closed)	0.5
23	EF	Clinical Social Workers	Goal 1. Assure Consumer Protection	Mission	The percentage of complaints that go to resolution in the same year as received.	124-01	06/21/05	Mod	75%	85%
24	CS	Clinical Social Workers	Goal 2: Provide Excellent Customer Service	Mission	Percent of respondents who rate the customer service good (7-8) or better (9-10).	124-03	06/24/05	New	Unk	80%
25		Columbia River Gorge C.	No efficiency/customer satisfaction measures							
26	CS	Community Colleges and Workforce Development	Goal 2. Oregon's workforce is well trained and has access to a wide variety of training programs.	29	Percent of companies ranking training they received through community college Business and Industry Training System (BITS) as good or better	7	06/22/05		93%	93%

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27	EF	Construction Contractors	Goal 2. Provide excellent customer service to all who wish to use our services.	Mission	Average days to close an enforcement investigation.	91500-6	1994		138 days	60 days
28	EF	Construction Contractors	Goal 2. Provide excellent customer service to all who wish to use our services.	Mission	Average days to issue a claims final order.	91500-7	1994	--	160 days	120 days
29	CS	Construction Contractors	Goal 2. Provide excellent customer service to all who wish to use our services.	Mission	Percent of people who are parties to claims who perceive that the claims process is fair.	91500-8	2002	New	60%***	75%
30	CS	Construction Contractors	Goal 3. To regulate in a manner that supports a fair, honest, and competitive business climate in the construction industry.	Mission	Percent of contractors satisfied with the agency's processing of license and renewal information.	91500-9	2002		79%	89%
31	EF	Corrections	Goal 2: Safe, Civil and Productive Organization		Rate of workers compensation time loss claims per 100 employees on a fiscal year basis.	8	06/22/05	No	1.23/100	1.00/100
32	EF	Corrections	Goal 3: Operational Efficiency		Percent of DOC health care cost per inmate as compared to the average OMAP cost per capita	9	06/24/05	New	73.2% 75.8%	92%
33	EF	Corrections	Goal 3: Operational Efficiency		Rate of electrical consumption by the department in kilowatt hours per month.	10	06/22/05	No	4,321,849 kwh/mo	4,182,800 kwh/mo
34	CS	Criminal Justice	Goal 2: Provide relevant research and policy analysis	Mission	Percent of surveyed customers rating agency assistance good or excellent.	4	06/25/05	New	N/A	75%
35	CS	DAS - Budget & Management	Goal 2: Give state leaders and the public objective and accurate information for the wise use of state resources.	OBM- 35	Percent of respondents to Department-wide Performance Satisfaction Survey who rank BAM very good to excellent.	10700-2		New		80%
36	CS	DAS - Human Resources	Goal 8: State managers knowledgeable in effective management practices	Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank HRS very good to excellent.	10700-10		New		80%
37	CS	DAS - Community Solutions	Goal 3: Improve the quality and efficiency of delivering state services to local communities.	OBM-35	Average ranking of performance by customers on a 0 – 5 scale.	10700-3		new	N/A	5
38	CS	DAS - Facilities	Goal 5: Provide quality facilities to state agencies at a competitive rate.	Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank Facilities very good to excellent.	10700-6	06/24/05	New		80%
39	CS	DAS - Information Resource Mangement	Goal 11: Position the State of Oregon's agencies to become more citizen accessible via internet technology.	Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank IRMD very good to excellent.	10700-14		New	N/A	90%
40	CS	DAS - Economic Analysis	Goal 12: Provide reliable and certain forecasting information about the State of Oregon	Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank Office of Economic Analysis very good to excellent.	10700-15		New		80%

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41	CS	DAS - Economic Analysis	Goal 12: Provide reliable and certain forecasting information about the State of Oregon	Mission	Percent of members of Governor's Council of Economic Advisors' who rank the reliability of the economic forecast very good to excellent.	10700-16		New		80%
42	CS	DAS - PEBB	Goal 16: Provide high quality benefits at affordable cost for employees and state	OBM-54	Average employee satisfaction with PEBB benefit program in annual survey (scale of 1-10)	10700-21	06/20/05	Mod	6.8	7
43	EF	DAS - PEBB	Goal 16: Provide high quality benefits at affordable cost for employees and state	OBM- 54	Cost of administrative assessment for PEBB operations as a percentage of monthly premiums	10700-22	06/24/05	Mod	0.60%	0.60%
44	CS	DAS - PEBB	Goal 16: Provide high quality benefits at affordable cost for employees and state	Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank PEBB very good to excellent.	10700-24	New			80%
45	CS	DAS - Procurement	Goal 22: Strategic, cost effective, value added statewide price agreements, term contracts and purchases that minimize agency costs.	Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank TPPS very good to excellent.	10700-34		New	N/A	80%
46	CS	DAS - Progress Board	Goal 15: Provide high quality service to all stakeholders.	Mission	Average ranking of performance by customers on a 0 – 5 scale.	10700-20	06/21/05	Mod.	4.5	4.6
47	CS	DAS - Risk Management	Goal 17: Minimize State Claims	Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank Risk Management very good to excellent.	10700-26		New		80%
48	CS	DAS - State Controller		Mission	Percent of respondents to Department-wide Performance Satisfaction Survey who rank SCD very good to excellent.	10700-31				80%
49	CS	DCBS	Goal 2: Provide Excellent Customer Service	OBM #9; Mission	Percent of DCBS customer survey respondents who rate their experience with the department as satisfactory or better.	4400-8	06/24/05	New	71%	100%
50	EF	DCBS	Goal 2: Provide Excellent Customer Service	OBM #9; Mission	Percent of timelines for key department activities that are met.	4400-10	06/24/05	New	New	97%
51	EF	DCBS	Goal 2: Provide Excellent Customer Service	OBM #9	Percent of customer transactions completed electronically.	4400-11	06/24/05	New	90%	7%
52	EF	Dentistry	Goal 1. Protect the public by assuring that licensees are competent to practice safely and ethically.	Mission	Average time from receipt of a new complaint * to completed investigation (ready to be submitted to the Board).	833413-02		New	6.5 mths	< 4.0 mths
53	EF	Dentistry	Goal 1. Protect the public by assuring that licensees are competent to practice safely and ethically.	Mission	Average number of working days from the receipt of completed paperwork to issuance of a license (either new or renewal).	833413-03	1997	Mod-ified	12 days (Total)	10 days (Workg)

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54	CS	Dentistry	Goal 2. Excellent Communications. The public and licensees will receive timely, useful communications regarding Board services, policies and standards of practice.	Mission	Percent of User Surveys returned from the website reporting that the site provides the appropriate information and is easily understood.	833413-04		New	Not available	95%
55	CS	Dietitians, Examiners of Licensed	Provide Excellent Customer Service	Mission	Percentage of licensees rating agency service as at least "good."	83300-3	N.A.	New	N.A.	50%
56	CS	Disabilities Commission	Goal 2: To connect Oregonians with disabilities with the services they need.		Percentage of Clients receiving assistive technology services and related training through Technology Access for Life Needs (TALN) who rated services good or excellent.	405000-3		New	91%	90%
57	CS	Disabilities Commission	Goal 2: To connect Oregonians with disabilities with the services they need.	59, 60	Percentage of Clients receiving services and/or technical assistance through Client Assistance Program (CAP) who rated services good or excellent.	405000-4		New	100%	90%
58	CS	Disabilities Commission	Goal 2: To connect Oregonians with disabilities with the services they need.	59, 60	Percentage of Clients receiving services and/or technical assistance through Deaf and Hard of Hearing Access Program who rated services good or excellent.	405000-5		New	84%	85%
59	CS	Disabilities Commission	Goal 2: To connect Oregonians with disabilities with the services they need.	59, 60	Percentage of Clients receiving general services and/or technical assistance through the Oregon Disabilities Commission administrative office who rated services good or excellent.	405000-6		New	N/A	N/A
60		Dispute Resolution	No efficiency/customer satisfaction measures							
61		DOGAMI	No efficiency/customer satisfaction measures							
62	CS	Economic & Community Development	Goal 3: Manage for Results		CUSTOMER SATISFACTION – Overall department rank for performance on customer survey (5 point scale)	12300-16	2000		No new data	4.2
63	EF	Economic & Community Development	Goal 3: Manage for Results	4	PRODUCTIVITY – Jobs created/retained per FTE	12300-17	2000		62.3	41.6
64	EF	Economic & Community Development	Goal 3: Manage for Results		PRODUCTIVITY – Number of projects per FTE	12300-18	2000		4.9	5
65	EF	Economic & Community Development	Goal 3: Manage for Results		CYCLE TIME – Average number of days from application to commitment for: a. infrastructure projects, b. technical assistance projects	12300-19	2000		a. 67 days; b. 16 days	a. 60 days; b. 16 days

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66	EF	Economic & Community Development	Goal 3: Manage for Results		RETURN ON INVESTMENT – Return to General Fund per dollar of state grant invested	12300-20	2000		\$1.80	\$2.77
67	EF	Economic & Community Development	Goal 3: Manage for Results	11	RETURN ON INVESTMENT – Public dollars saved through Oregon Bond Bank per dollar of bond issued	12300-21	2000		\$0.44	\$0.34
68	EF	Economic & Community Development	Goal 3: Manage for Results	11	RETURN ON INVESTMENT – Partner investment per dollar of state grant	12300-22	2000		\$3.53	\$4.99
69	CS	Education	Goal 6.A: ODE meets the administrative and informational needs of students, teachers, schools, school districts and community stakeholders.	Mission	% of stakeholders who rate the department's services as good or excellent	58100-23	2000	New		
70	EF	Education	Goal 6.B: Accurate and timely student scores are available to clients.	Mission	% of student assessment reports meeting the department standard for timeliness	58100-24	2003	New		
71	EF	Education	Goal 6.C: Payments to schools, contractors & vendors are accurate and timely.	Mission	% of payments to schools, vendors & contractors that meet department standard of timeliness and accuracy.	58100-26	2003	New		
72	EF	Employee Relations	Goal 1 -To timely process petitions concerning union representation	n/a	Average number of days to process all union representation related petitions	11500-1	n/a	Mod.	211 days	140
73	EF	Employee Relations	Goal 2 - To timely process complaints and appeals	n/a	Average number of days between close of record and issuance of recommended decision	11500-2	n/a	New	n/a	45
74	EF	Employee Relations	Goal 2 - To timely process complaints and appeals	n/a	Average number of days between oral argument on appeal from recommended decision and issuance of final order	11500-3	n/a	New	n/a	60
75	EF	Employee Relations	Goal 2 - To timely process complaints and appeals	n/a	Average number of days between case filing and final order	11500-4	n/a	Mod.	321 days	280
76	CS	Employment	Goal 1: Match Employers with Job Seekers	OBM 1,4,12,14 & 15	Employer Satisfaction – % of employers who rate department services good or excellent on average.	471-3	2002	New		
77	CS	Employment	Goal 1: Match Employers with Job Seekers	OBM 1,4,12,14 & 15	Job Seeker Satisfaction –% of job seekers who rate department services good or excellent on average.	471-4	2002	New		
78	EF	Employment	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	Mission	First Payment Timeliness – % of initial unemployment insurance payments made within 21 days of eligibility.	471-5	1995		94%	
79	EF	Employment	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	Mission	Non-Monetary Separations Timeliness – % of claims which are related to job separation that are adjudicated within 21 days of issue detection.	471-6	1998		81%	

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80	EF	Employment	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	Mission	Non-Monetary Non-Separations Timeliness- % of claims which are unrelated to job separation that are adjudicated within 14 days of issue detection.	471-7	1998		67%	
81	EF	Employment	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	Mission	Lower Authority Appeals Timeliness – % of cases requesting a hearing that are heard or are otherwise resolved within 30 days of the date of request.	471-9	1995		60%	
82	EF	Employment	Goal 2: Timely, Fair & Accurate Unemployment Insurance Payments	Mission	Higher Authority Appeals Timeliness – % of cases requesting an appeal that receive a decision within 45 days of the date of request.	471-11	1995		91%	
83	CS	Energy	Customers have a high degree of satisfaction with Office of Energy conservation and renewable resource programs	Mission	Average participant satisfaction with major energy conservation and renewable resource programs	33000-03	1997		4.5 of 5.0	4.5 of 5.0
84	CS	Environmental Quality	Goal 1: Deliver excellence in performance and product.		Average percent of Air and Water Quality permitted sources that rate the Department's performance as meeting or exceeding expectations.	34000-01	2	No	65%	75%
85	EF	Environmental Quality	Goal 1: Deliver excellence in performance and product.	OBM #10a	Percentage of air contaminant discharge permits issued within the target period (OBM #10a)	34000-3	92	No	NA	85%
86	EF	Environmental Quality	Goal 1: Deliver excellence in performance and product.	OBM #10b	Percentage of wastewater discharge permits issued within the target period (OBM #10b)	34000-4	92	No	NA	40%
87	EF	Fish and Wildlife	Goal 3: Reduce wildlife damage complaints.	OBM	Number of wildlife damage complaints responded to per Wildlife FTE.	3	2002	New	31.10	29.60
88	EF	Fish and Wildlife	Goal 4: Increase the efficiency and number of species and populations monitored.	OBM	Natural fish populations monitored annually per FTE.	4	2002	New	1.01	1.06
89	EF	Fish and Wildlife	Goal 4: Increase the efficiency and number of species and populations monitored.	OBM	Hatchery fish populations monitored annually per FTE.	5	2002	New	0.25	0.26
90	EF	Fish and Wildlife	Goal 4: Increase the efficiency and number of species and populations monitored.	OBM	Wildlife species monitored annually per FTE.	6	2002	New	0.79	0.83
91	EF	Forestry	Goal 1: Maintain Biological Diversity	88	Operation contacts per program FTE	629-2	1988		233	205
92	EF	Forestry	Goal 2: Maintain Productive Capacity	81, 82	Acres with improved management (includes planning, tree planting, timber stand improvement, tax program certifications) accomplished per FTE	629-5	1989-91		4323	2100
93	EF	Forestry	Goal 3: Maintain Ecosystem Health and Vitality	81, 82	Forest health assists accomplished per FTE	629-16	1990		483	400
94	EF	Forestry	Goal 3: Maintain Ecosystem Health and Vitality	81, 82	Acres surveyed per FTE	629-17	1990		8621	8500

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95	EF	Forestry	Goal 3: Maintain Ecosystem Health and Vitality	78	Number of urban forestry technical assists per FTE	629-20	1992		142	120
96	EF	Government Standards & Practices	Excellent Customer Service		Number of days from filing of complaint to completion of preliminary review -(Statutory maximum=90 days)	19900-1	1999		72	90
97	EF	Government Standards & Practices	Excellent Customer Service		Number of days from finding of cause to completion of investigation -(Statutory maximum=120 days)	19900-2	1999		90	120
98	EF	Government Standards & Practices	Excellent Customer Service		Number of days to issue written opinions of advice upon request from public officials and lobbyists	19900-3	1999		21	45
99	EF	Health Licensing Office	Goal 1. Protect and advocate for Oregon consumers using health services regulated by HLO.	Mission	Percent of "critical" status complaints investigated within one week of receipt (unlicensed activity and high risk health issues).	831-002	2001	NEW	81%	95%
100	CS	Health Licensing Office	Goal 3. Provide excellent customer service.	Mission	Percent of HLO customer survey results with a rating above satisfactory.	831-006	Mid - 2002	NEW	45%	75%
101		Hispanic Affairs	No efficiency/customer satisfaction measures							
102		Housing and Community Services	No efficiency/customer satisfaction measures							
103		Human Services	Operational measures are being developed.							
104	EF	Insurance Pool Governing Board	Goal 1: Provide access to health insurance, thereby reducing percent of uninsured Oregonians.	#54	FHIAP administrative expenses as a percentage of total cost	44200-06	1998		14%	10%
105	EF	Investigators' Bd	Goal 1: To fairly and efficiently perform initial and renewal licensing of private and provisional investigators	N/A	Percent of licenses issued to qualified applicants within 3 working days of receipt of all required documentation.	113-01		New	N/A	95%
106	EF	Investigators' Bd	Goal 2: To fairly and efficiently perform enforcement of standards for licensed investigators	N/A	Percent of complaint investigations initiated within 7 working days of receipt of all required documentation.	113-02		New	N/A	95%
107	EF	Judicial Fitness	Goal 1: Provide excellent customer service	Mission	Percent of requests for forms fulfilled the same day or next day	17500-1	2001	New	Not Available	100%
108	EF	Judicial Fitness	Goal 1: Provide excellent customer service	Mission	Percent of calls responded to the same day or next day	17500-2	2001	New	Not Available	90%
109	EF	Justice	Goal 1: Efficiently provide highest quality legal services to the state.	Mission	Amount of monies recovered for the state divided by the cost of recovery.	137-3	2002	New	N/A	\$8.37

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110	EF	Justice	Goal 1: Efficiently provide highest quality legal services to the state.	Mission	Average time from receipt of contracting document to first substantive response to agency. (work days)	137-4	2002	New	N/A	13
111	EF	Justice	Goal 1: Efficiently provide highest quality legal services to the state.	Mission	As directed by HB5022 (2001 Session) budget note; percent of legal billing receivables collected within 30 days.	137-5	2002	New	N/A	80%
112	CS	Justice	Goal 2: Client Satisfaction	Mission	Percentage of state agencies responding that rank the quality of legal services provided as good to excellent.	137-7	2002	New	N/A	90%
113	EF	Justice	Goal 3: Enhance public safety by identifying, investigating, and prosecuting criminal activity and supporting the victims of crime.	Mission	Percentage of crime victims compensation orders issued within 90 days of receipt.	137-9	2002	New	N/A	90%
114	EF	Land Conservation & Development	Goal V: Improve Service: Deliver the highest level of customer service possible.	Mission	Percent of periodic review work tasks approved according to schedule.	660-18	37408	New		Leg. Revised
115	CS	Land Conservation & Development	Goal V: Improve Service: Deliver the highest level of customer service possible.	Mission	UNDER DEVELOPMENT: Percent of citizens, interest groups, and state, local and tribal governments who rate the department's services as good or excellent.					
116	EF	Land Use Board of Appeal	LUBA Goal 1. Resolve land use appeals quickly.	68, 71, 74, 80, 81	Percentage of appeals of land use decisions that are resolved within statutory deadlines or, if all parties agree, within no more than a 7 day extension of the statutory deadline.	1		Mod	53%	90%.
117	EF	Land Use Board of Appeal	LUBA Goal 1. Resolve land use appeals quickly.	68, 71, 74, 80, 81	Percentage of record objections that are resolved within 60 days after the record objection is received by LUBA.	2		Mod	NA	90%
118	CS	Library	Goal 1: Improve library services to state government; increase usage and user satisfaction.	HLO	Percent of state agency customers rating service "very good" or "excellent."	54300-02	1993		[84% in FY 2001]	80%
119	CS	Library	Goal 2: Improve, adapt, and market talking book and Braille services to a growing user population.	HLO	Percentage of Talking Book and Braille Services customers rating service "very good" or "excellent."	54300-07	1993		[92% in FY 2000]	92%
120		Liquor Cpntrl	No efficiency/customer satisfaction measures							
121	EF	Long-Term Care Ombudsman	Goal #1: Identify, investigate and resolve complaints made by or on behalf of residents of long-term care facilities.	Mission	Average initial response time to non-referred* cases.	11400-02		New	.98 days	.90 days
122	EF	Long-Term Care Ombudsman	Goal #1: Identify, investigate and resolve complaints made by or on behalf of residents of long-term care facilities.	Mission	Average time to close non-referred* cases.	11400-03		New	32.78 days	30 days

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123	EF	Long-Term Care Ombudsman	Goal #1: Identify, investigate and resolve complaints made by or on behalf of residents of long-term care facilities.	OBM 51 Mission	Average initial response time to abuse complaints.	11400-05		New	.83 days	.80 days
124	CS	Long-Term Care Ombudsman	Goal #2: Establish a routine presence in long-term care facilities using a cadre of trained program volunteers.	Mission	Percent of ombudsman trainees reporting satisfaction with the six-day certification program.	11400-10		New	99%	99%
125	CS	Marine Board	Goal 3. Excellent Customer Service	Mission	Percent of recreational boaters who rate the Marine Board customer service as good to excellent.	25000-08	2002	New	N/A	85%
126	CS	Marine Board	Goal 3. Excellent Customer Service	Mission	Percent of boaters that rate the agency website "BoatOregon.com" as good to excellent.	25000-09	2002	New	86%	88%
127	CS	Marine Board	Goal 3. Excellent Customer Service	Mission	Percent of boaters that rate the agency publications as good to excellent.	25000-10	2002	New	78%	82%
128	EF	Medical Examiners	Goal 3: Inform licensees regarding the Board's expectations for delivery of health care consistent with contemporary standards.	Mission	Percentage of participants rating informational presentations by Executive staff as 'good' or better.	847000-04	2002	New	n/a	85%
129	EF	Medical Examiners	Goal 6: Ensure efficient internal operations and provide human resources to accomplish the Board's mission effectively.	Mission	Average number of days to process an application for medical licensure.	847000-08	2000		53.24 days	45 days
130	EF	Medical Examiners	Goal 6: Ensure efficient internal operations and provide human resources to accomplish the Board's mission effectively.	Mission	Average number of days to process and mail a license renewal.	847000-09	2000		10.43 days	15 days
131		Military	No efficiency/customer satisfaction measures							
132	EF	Mortuary and Cemetery Board	Goal 1. To fairly and efficiently perform licensing, inspection and enforcement duties.	Mission	Percent of new licenses issued within 15 days from receipt of a complete renewal application.	833017-1	NA	Mod.	NA	80%
133	EF	Mortuary and Cemetery Board	Goal 1. To fairly and efficiently perform licensing, inspection and enforcement duties.	Mission	Percent of licensed facilities inspected not less than once per biennium.	833017-2	NA	New	NA	95%
134	EF	Mortuary and Cemetery Board	Goal 1. To fairly and efficiently perform licensing, inspection and enforcement duties.	Mission	Average time from receipt of a complaint from any person against a licensee to completion of the investigative report.	833017-3	NA	New	NA	6 mos.
135	EF	Mortuary and Cemetery Board	Goal 1. To fairly and efficiently perform licensing, inspection and enforcement duties.	Mission	Average number of work days from receipt of a complete application and questionnaire to conclusion of a criminal background check.	833017-4	NA	New	NA	7
136	CS	Naturopathic Examiners	Goal 1: Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	mission	% Of customer service surveys returned indicating satisfaction in all areas.	833418-1	NA	New	NA	80%

Measures of Efficiency and Customer Satisfaction Oregon State Agencies, 2003-2005

ID#	Type	Agency	Agency Goal	Bench- mark	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target
137	EF	Naturopathic Examiners	Goal 1: Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	mission	Average number of days to respond to licensee requests	833418-2		Mod	7 days	4 days
138	EF	Naturopathic Examiners	Goal 1: Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	mission	Average time that takes the board to issue a new license from initial application.	833418- 3		Mod	8 weeks	4 weeks
139	EF	Naturopathic Examiners	Goal 1: Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	mission	Average time that takes the board to renew a license.	833418- 4			6 weeks	4 weeks
140	EF	Naturopathic Examiners	Goal 2: Ensure public protection – assuring consumers are being provided highest quality health care	mission	Average time from receipt of a new complaint to completion of the investigation.	833418-5	1995	Mod	12.5 months	6 months
141	CS	Nursing	Goal 1a. Excellent Customer Service: Customer satisfaction with the licensure application process.	Mission	Percent of customers who rate the Board positively in the following service areas: (a) accuracy of information, (b) courtesy of staff, (c) ease of access to staff	85100-1	1996		85% 86% 72%	90% 90% 90%
142	EF	Nursing	Goal 1b. Excellent Customer Service: Responsiveness to Customers	Mission	Percent of all ACD (Automated Call Distributor) telephone calls answered by a live representative within 10 seconds.	85100-2	2002	New	N/A	
143	EF	Nursing	Goal 1b. Excellent Customer Service: Responsiveness to Customers	Mission	Percent of business days in which the license verification hotlines (telephone and internet) are, at close of business, current to the previous business day	85100-3	2002	New	N/A	
144	EF	Nursing	Goal 1c. Excellent Customer Service: Operational Effectiveness	Mission	Percent of renewal applications processed within 5 working days.	85100-4	1996	Mod	Not Avail.	
145	EF	Nursing	Goal 1c. Excellent Customer Service: Operational Effectiveness	Mission	Percent of initial applications processed within 5 working days.	85100-5	1996	Mod	Not Avail.	
146	EF	Nursing	Goal 1e. Excellent Customer Service: Efficiency of e-commerce operations	Mission	Percent of e-commerce RN renewals compared to total RN renewals	85100-8	2002	New	N/A	50%
147	EF	Nursing	Goal 2a. Ensure the safety of those Oregonians who are cared for by nurses: Timeliness of complaint resolution	Mission	Percent of cases investigated and referred to Board within 120 days of receipt of complaint.	85100-9	1996	Mod	91%	98%
148	CS	Nursing Home Administrators	Goal 1. Provide excellent customer service	Mission	% of customer service surveys returned indicating satisfaction in all areas.	833419-1	2001	Mod.	80%	100%
149	EF	Nursing Home Administrators	Goal 2. Protect nursing home residents from unethical and/or incompetent nursing home practices		Average time to complete an investigation from the receipt of a complaint.	8833419 - 5		New	NA	120 days
150	EF	Occupational Therapy	Goal 2. Maintain current level of efficiency for licensing.	Mission	% of licenses issued within three days of receipt of all required documentation.	833420-2	2002	NEW	95%	95%

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ID#	Type	Agency	Agency Goal	Bench- mark	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target
151	EF	Occupational Therapy	Goal 4. All OT practitioners provide competent services.	Mission	% of formal investigations resolved within one year (typically there are less than six investigations each year.	833420-4		NEW	100%	100%
152	CS	ODOT	Goal 4. Provide Excellent Customer Services	Mission	Percent of department customers who are satisfied with services	730-21	N/A	New	83.5%	85.0%
153	EF	ODOT	Goal 4. Provide Excellent Customer Services	Mission	DMV Field Office Wait Time (minutes)	730-22a	1992	N/A	13.8	15
154	EF	ODOT	Goal 4. Provide Excellent Customer Services	Mission	DMV Phone Queue Time (seconds)	730-22b	1992	N/A	44	45
155	EF	ODOT	Goal 4. Provide Excellent Customer Services	Mission	DMV Title Transaction Time (days)	730-22c	1992	N/A	20.1	21
156	EF	OUS	Goal 4.1 Cost effectiveness -Manage programs to provide above average quality at average cost.	26 7b	Revenues per student as a percent of average revenues per student at peer universities (100%=peer average revenues per FTE student)	580-28	2003	New	88%	72%
157		Parole & Post- Prison Supervision	No efficiency/customer satisfaction measures							
158	EF	PERS	Goal 1. Provide high quality service to members.	53	Service Retirements Established per FTE.	459-01	Jan-97	Mod	2.18	2.25
159	EF	PERS	Goal 1. Provide high quality service to members.	53	Percentage of service retirements paid in 1-15 days.	459-02	Jan-97	Mod	79%	80%
160	EF	PERS	Goal 1. Provide high quality service to members.	53	Direct cost per retirement established.	459-03	Jan-97	Mod	\$156	\$130
161	CS	PERS	Goal 1. Provide high quality service to members.	53	Customer satisfaction rating with service retirement established.	459-04	Jan-97	Mod	89%	90%
162	EF	Pharmacy Board	Goal 2 Provide excellent customer service	Mission	Average number of days to complete an investigation from complaint to board presentation	83300-4	2000	Mod	59	60*
163	EF	Pharmacy Board	Goal 2 Provide excellent customer service	Mission	Average number of days to process completed applications for original license/registration	83300-5	2000	Mod	7 days	6 days
164	EF	Pharmacy Board	Goal 2 Provide excellent customer service	Mission	Average number of days to process completed applications for renewal license/registration	83300-6	2000	Mod	6 days	4 days
165		Police	No efficiency/customer satisfaction measures							
166	EF	Professional Counselors Board	Goal 1: Protect consumers	Mission	Average number of days to complete an investigation from complaint to board presentation. [60 days between Board meetings]	10800-2		New	171 days	90 days
167	CS	Professional Counselors Board	Goal 2: Provide excellent customer service	Mission	Percent of respondents who give a positive rating on the website survey.	10800-3		New	Unk	85% positive

Measures of Efficiency and Customer Satisfaction Oregon State Agencies, 2003-2005

ID#	Type	Agency	Agency Goal	Benchmark	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target
168	EF	Psychiatric Security Review	Goal 2: To review client's progress in a timely manner		% of hearings scheduled within statutory timeframes	39900-02	Jun-05		89.8%	95.0%
169	EF	Psychologist Examiners	Goal 1. Assure Oregonians receive professional and ethical psychology services	Mission	Percent of uncontested case consumer complaint investigations completed within six months.	12200-04	Jun-05	Mod	48%	50%
170	CS	Psychologist Examiners	Goal 2. Provide excellent customer service	Mission	Percent of stakeholders that rate Board service as "good" or "excellent"	12200-06	Jun-05	New	N/A	80%
171	CS	Public Safety Standards & Training	Provide accessible and accurate records for all DPSST constituents.		Constituent satisfaction with access and availability of records	259-02		New		
172		Public Utility C.	No efficiency/customer satisfaction measures							
173		Racing C.	No efficiency/customer satisfaction measures							
174	EF	Radiologic Technology	Goal 3. Provide excellent customer service.	Mission	Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 15 business days.	833426-6		New	N/A	95%
175	EF	Radiologic Technology	Goal 3. Provide excellent customer service.	Mission	Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.	833426-7		New	N/A	90%
176	EF	Real Estate	Goal 3. Excellent customer service.	NA	Average number of days to close a formal complaint.	19900-3	1995		141	130
177	CS	Real Estate	Goal 3. Excellent customer service.	NA	Percentage of license and examination survey respondents who rate the Agency positively.	19900-4	1995		96%	97%
178	EF	Revenue	Goal 1 - By June 2005, identify and reduce the tax gap (the difference between what is owed and what is collected) by 50 percent ...	Mission	Dollars collected per revenue agent per month	1500-1	2002	New	\$87,380	\$89,323
179	EF	Revenue	Goal 2 - By 2005 all Department of Revenue stakeholders, employees, and external partners will give us an "A" grade for customer service.	OMB #33 Mission	Taxpayer Assistance Contacts per Employee	1500-3	2002	New	32,945	34,000
180	EF	Revenue	Goal 2 - By 2005 all Department of Revenue stakeholders, employees, and external partners will give us an "A" grade for customer service.	Mission	Personal Income Tax Nonfiler assessments issued per employee per month.	1500-4	2002	New	49	60
181	EF	Revenue	Goal 2 - By 2005 all Department of Revenue stakeholders, employees, and external partners will give us an "A" grade for customer service.	Mission	Personal Income Tax and Corporation Tax cases closed per revenue agent per month.	1500-5	2002	New	230	249

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ID#	Type	Agency	Agency Goal	Bench- mark	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target
182	EF	Revenue	Goal 1 - By June 2005, identify and reduce the tax gap (the difference between what is owed and what is collected) by 50 percent ...	Mission	Delinquent Personal Income Tax returns filed per filing enforcement employee per month	1500-6	2002	New	19	23
183	CS	Revenue	Goal 2 - By 2005 all Department of Revenue stakeholders, employees, and external partners will give us an "A" grade for customer service.	Mission	Assessor satisfaction of DOR service level	1500-7	2002	New	95%	97%
184	EF	Revenue	Goal 2 - By 2005 all Department of Revenue stakeholders, employees, and external partners will give us an "A" grade for customer service.	Mission	Average days to issue refund	1500-8	2002	New	20 -2001	17
185	EF	Revenue	Goal 1 - By June 2005, identify and reduce the tax gap (the difference between what is owed and what is collected) by 50 percent ...	Mission	Percent of personal income tax returns filed electronically	1500-9	2002	New	26.2% -2001	35%
186		State Fair	No efficiency/customer satisfaction measures							
187	CS	State Lands	Goal 4: High Level of public support	Mission	Percentage of customers or stakeholders who rate their satisfaction with agency services or products as good to excellent	14100-11	2002	New	50%	90%
188	EF	Student Assistance Commission	Goal 3: Protect the value of a college degree (by regularly reviewing schools and programs that offer college degrees in Oregon and screening potential new programs).	#24 #25 #26	Time to Complete a Degree Program Review	575-7	1999	Mod.	4.4 months	4.4 months
189	EF	Tax Practitioners	Goal 2. Protect the consumer	Mission	Average number of hours to make an initial response to a consumer complaint	119-3	2000		72hrs	24hrs
190	EF	Teacher Standards and Practices	Goal 3. Provide high quality services to all stakeholders.	Mission	Percent of total application and renewal forms submitted through the Web site	584-4	2002	new	0	60%
191	EF	Teacher Standards and Practices	Goal 3. Provide high quality services to all stakeholders.	Mission	Percent of completed applications processed in 2 days if expedited	584-6	2000	mod.	95%	100%
192	EF	Teacher Standards and Practices	Goal 3. Provide high quality services to all stakeholders.	Mission	Percent of completed applications processed in 20 days	584-7	1999	mod.	50%	95%
193	EF	Teacher Standards and Practices	Goal 3. Provide high quality services to all stakeholders.	Mission	Percent of higher education institutional annual reports responded to in 60 days	584-8	2000	mod.	no data	100%
194	EF	Teacher Standards and Practices	Goal 3. Provide high quality services to all stakeholders.	Mission	Percent of investigated cases resolved in 180 days (unless pending in another forum)	584-9	2001	mod.	20%	50%
195		Veterans' Affairs	No efficiency/customer satisfaction measures							

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ID#	Type	Agency	Agency Goal	Bench- mark	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target
196	EF	Veterinary Medical Examining B.	Goal 1. Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	Mission	Average number of days to respond to licensee requests	833418-	NA	New	3 days	1 day
197	EF	Veterinary Medical Examining B.	Goal 1. Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	Mission	Average time to issue a new license from initial application.	833418- 2		New	6 weeks	3 weeks
198	CS	Veterinary Medical Examining B.	Goal 1. Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	Mission	Percent of licensees who rate Board good or better.	833418- 3		New	NA	90%
199	EF	Veterinary Medical Examining B.	Goal 1. Excellent customer service: – timely, useful communications regarding Board services, policies and standards of practice	Mission	Average time to renew a license.	833418- 4			6 weeks	4 weeks
200	EF	Veterinary Medical Examining B.	Goal 2. Ensure public protection – assuring consumers are being provided highest quality veterinary care	Mission	Average time from receipt of a new complaint to completion of the investigation.	833418-5		New	120 days	90 days
201	EF	Water Resources	Goal 6. Assure that the Department is operated efficiently		Average time from submittal of water management and conservation plans to issuance of preliminary review of plan.	690-9		New	Not avail.	90 days
202	EF	Water Resources	Goal 6. Assure that the Department is operated efficiently		Number of water rights administered per state FTE.	690-10		New	560 / FTE/Year	560 / FTE/Year
203	EF	Water Resources	Goal 6. Assure that the Department is operated efficiently		Number of water right permits, certificates, and transfer final orders issued per FTE.	690-11	1997		197 / FTE/Year	70 / FTE/Year
204	EF	Water Resources	Goal 6. Assure that the Department is operated efficiently		Number of places where water is legally taken out of stream and used (points of diversion) per FTE of field staff.	690-12		New	2415	2000
205	EF	Water Resources	Goal 6. Assure that the Department is operated efficiently		Number of administrative transactions processed per FTE.	690-13	1997		893/ FTE./Year	757/ FTE/Year
206		Watershed Enhancement Board	No efficiency/customer satisfaction measures							
207		Youth Authority	No efficiency/customer satisfaction measures							