

## II. KEY MEASURE ANALYSIS

Agency Mission: To serve and protect Oregon’s consumers and workers while supporting a positive business climate in the state.

KPM #7	ON-TIME WORK Percent of timelines for key department activities that are met.	Measure since: 2000
Goal	DCBS Goal #3: Be accountable to the public we serve, with excellent service to our customers.	
Oregon Context	Oregon Benchmark #9: Oregon’s national rank in the cost of doing business.	
Data source	Composite of several division-level measures. See “About the Data” for sources.	
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1. **OUR STRATEGY**

Provide timely service to customers. To increase this measure, we have evaluated work processes to determine efficiency opportunities and use of technology. We also have focused on responsiveness and timely work during customer service training sessions.

2. **ABOUT THE TARGETS**

DCBS has set optimistic targets for this measure to encourage improvement in activities such as closing complaints, completing applications, responding to inquiries, and issuing orders.

3. **HOW WE ARE DOING**

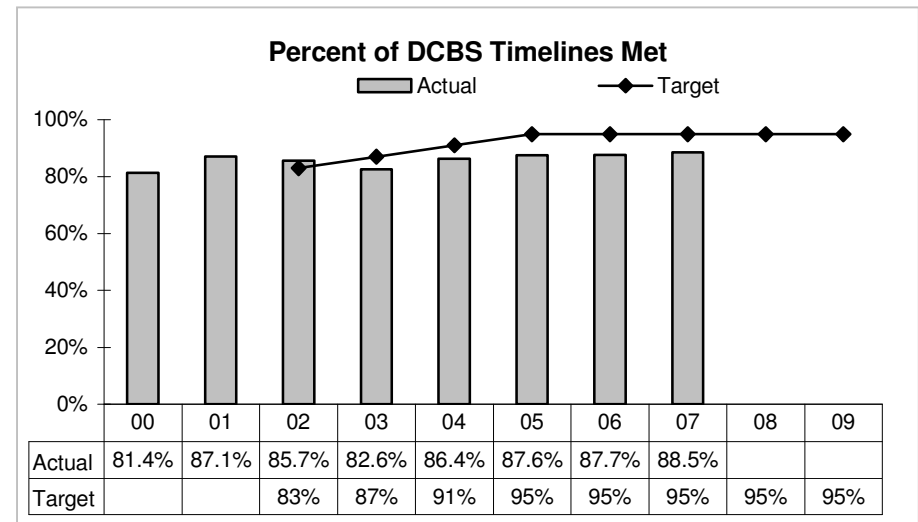
DCBS has been able to maintain relatively high performance levels after seeing a steady increase between 2000 and 2004. While short of the targeted 95 percent, performance on this measure still reflects substantially improved service to Oregonians. In several cases, our timeliness standards are stricter than the statutory requirements.

4. **HOW WE COMPARE**

Statistics for public or private industry standards on timeliness are not available for comparison to key activities for any division contributing to this measure.

5. **FACTORS AFFECTING RESULTS**

Improvement toward the target is challenging. We have an expectation of continuous improvement and hold ourselves to a stricter standard for timeliness than required by law. We evaluate whether faster processing time would benefit our customers; if so, we strive to achieve more aggressive timeliness. We have made significant strides in this area already. For example, several units in the Workers’ Compensation Division have achieved significant improvement through use of alternative dispute resolution, which has dramatically improved the time it takes to resolve disputes. Staffing levels can directly affect timeliness results.



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6. **WHAT NEEDS TO BE DONE**

We need to continue to develop and implement processes for improvement and streamlining and apply best practices that are observed in various areas of the department.

7. **ABOUT THE DATA**

Data for this measure is on a fiscal year basis and represent more than 20 key agency activities, such as issuing workers' compensation orders and filing insurance complaints. Data is available at the division and program levels by contacting DCBS.