

RESULTS



INDIANA
DEPARTMENT
OF LABOR

1ST QUARTER, CALENDAR YEAR, 2013 PERFORMANCE METRICS

DATED: TUESDAY, APRIL 23, 2013

A PRODUCTION AND ANALYSIS BY THE DIVISION OF QUALITY, METRICS & STATISTICS

THE MATERIAL ACCURACY OF HISTORICAL METRICS PRODUCED BEFORE QUARTER 1, 2013 IS NOT REASONABLY ASSURED AT THIS TIME

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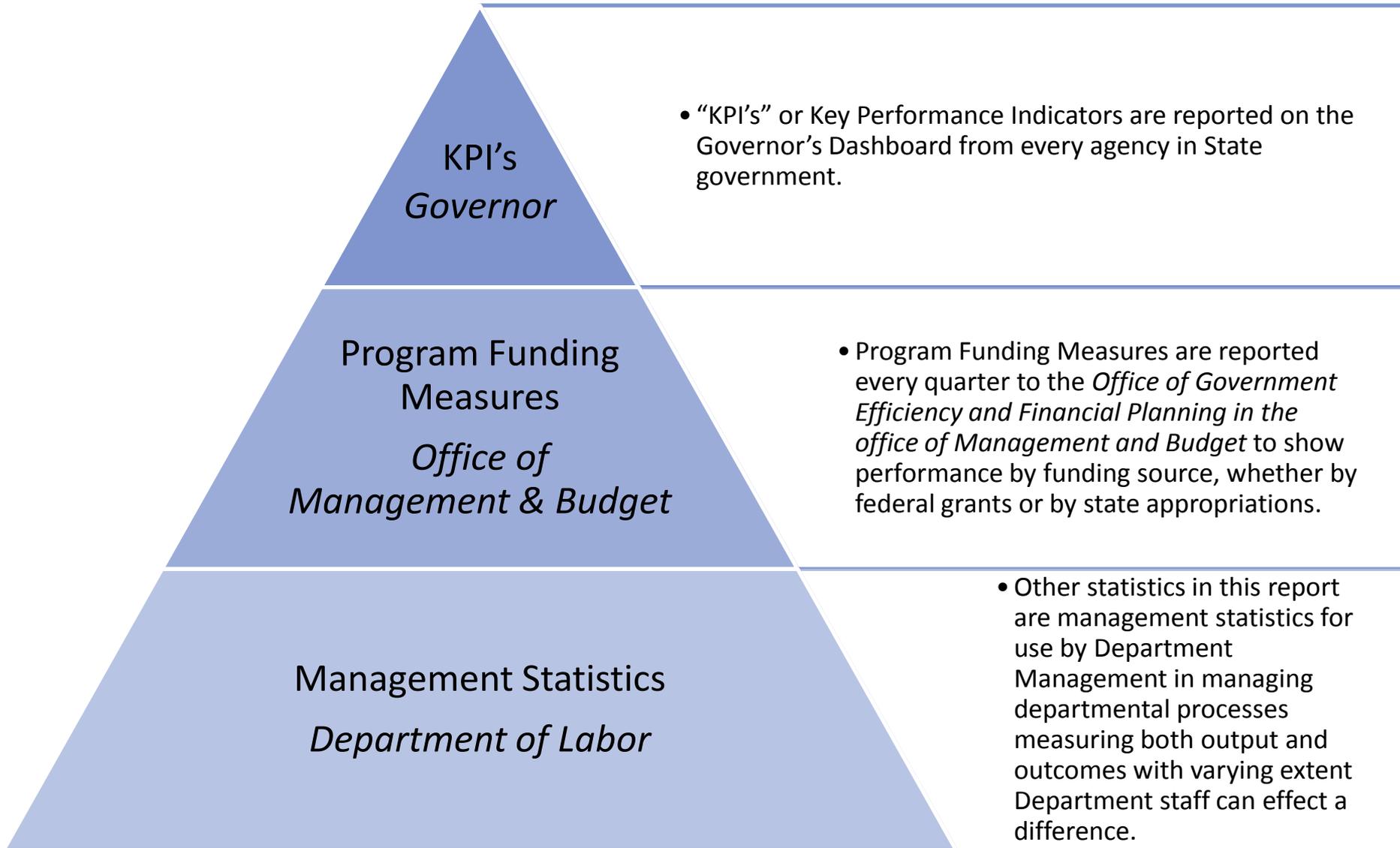
A. Total IDOL Miles Driven

B. IDOL Miles Driven by Personal, Fleet & Rental

C. Percentage of IDOL Miles Driven for Reimbursement

D. IDOL Miles Driven Against January '06 Benchmark

Three Tiers of Measures



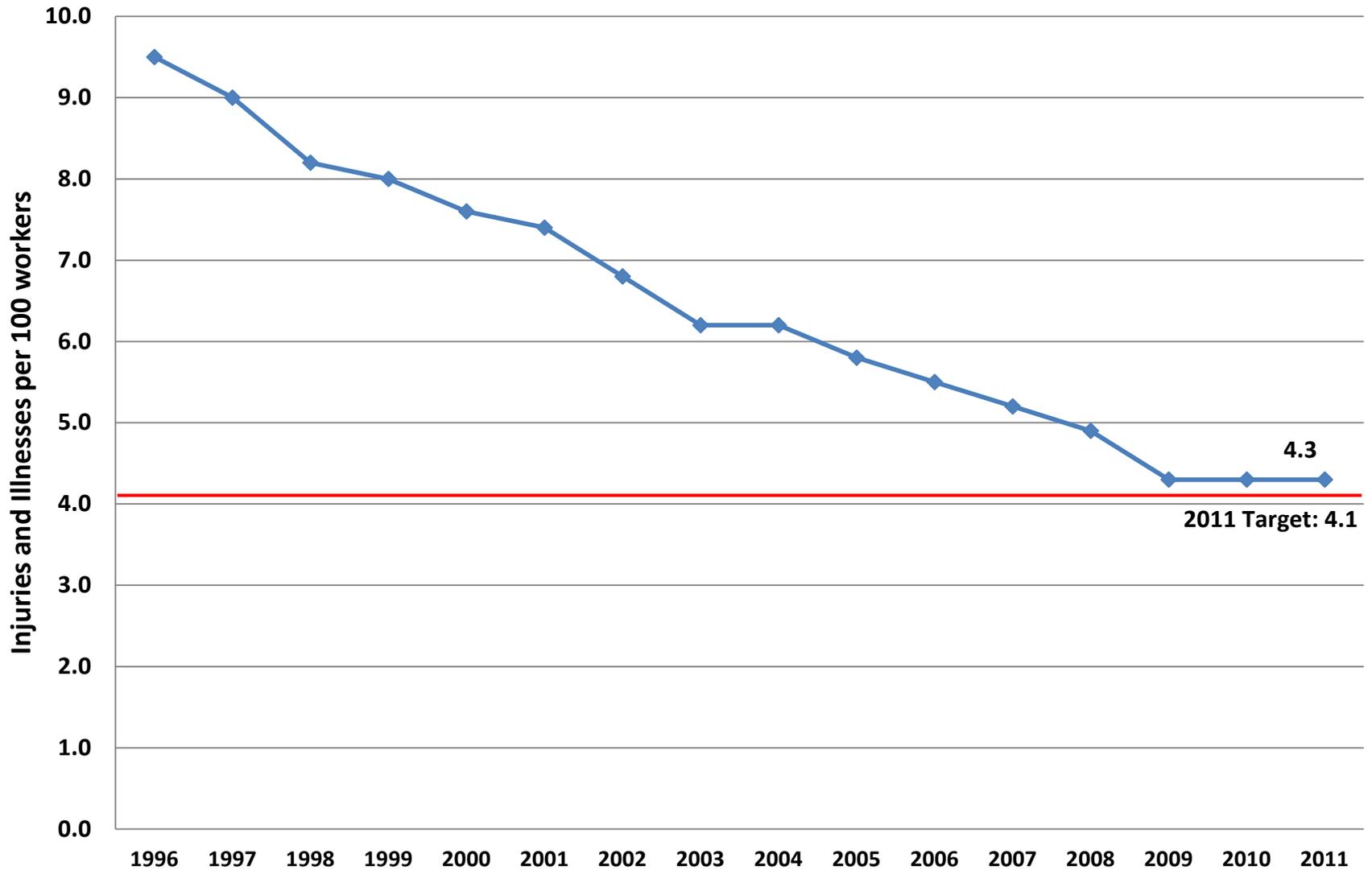
Key Performance Indicators and Program Funding Measures

The following nine slides are the metrics reported by the Indiana Department of Labor to both the Office of the Governor and the Indiana Office of Management and Budget.

The first three slides tell the overall performance of the Department in **Key Performance Indicators (KPI's)** which appear on the Governor's Dashboard.

The remaining six slides demonstrate how the Department is managing its various sources of funding which are formally known as **Program Funding Measures**.

KPI #1: Annual Non Fatal Occupational Injury and Illness Rate for Indiana

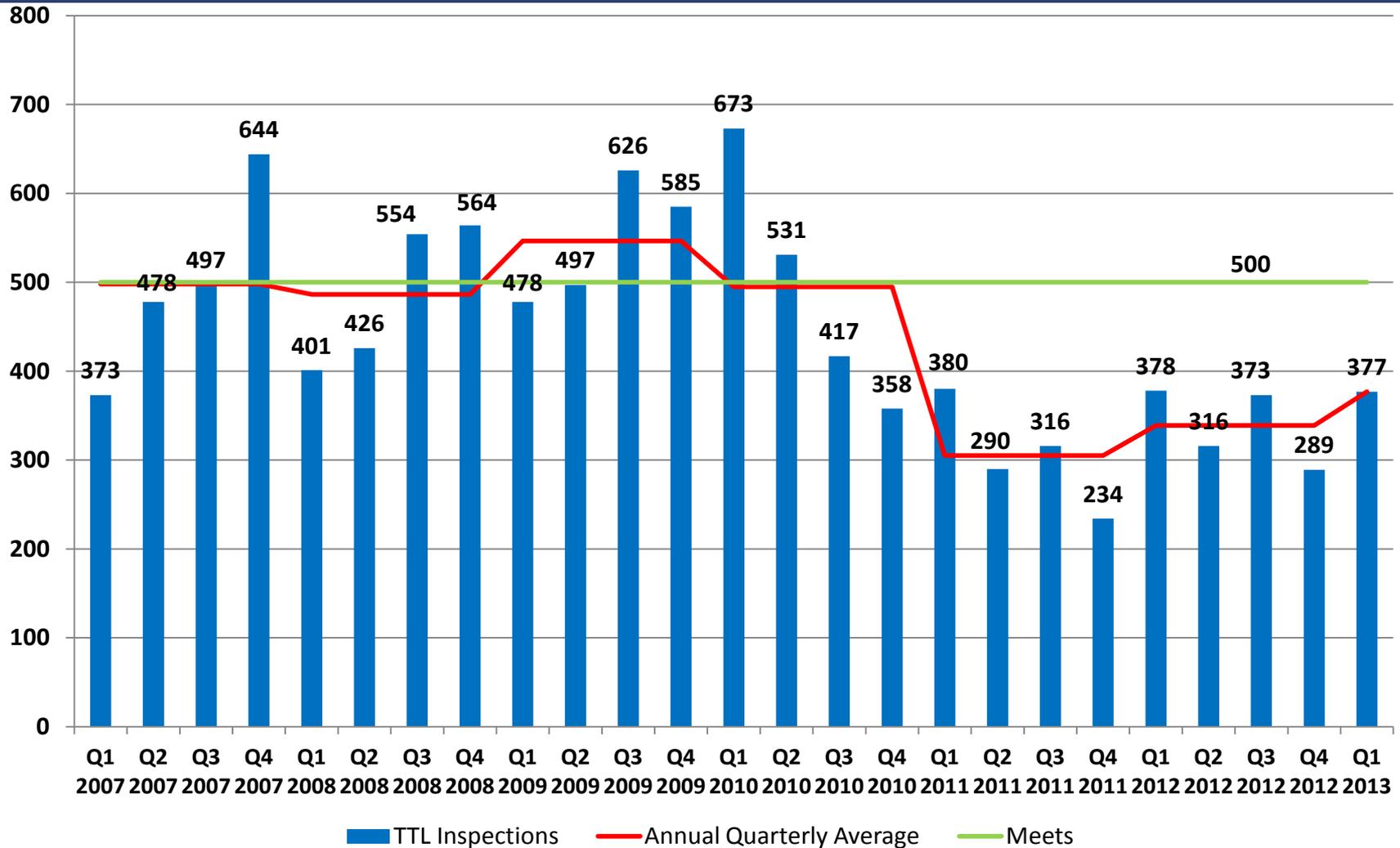


The 2011 rate was released by the Federal Bureau of Labor Statistics on October 25, 2012 and the 2012 rate is anticipated to release around the same time in 2013.

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KPI #2:

Number of Indiana Occupational Health and Safety (IOSHA) Inspections

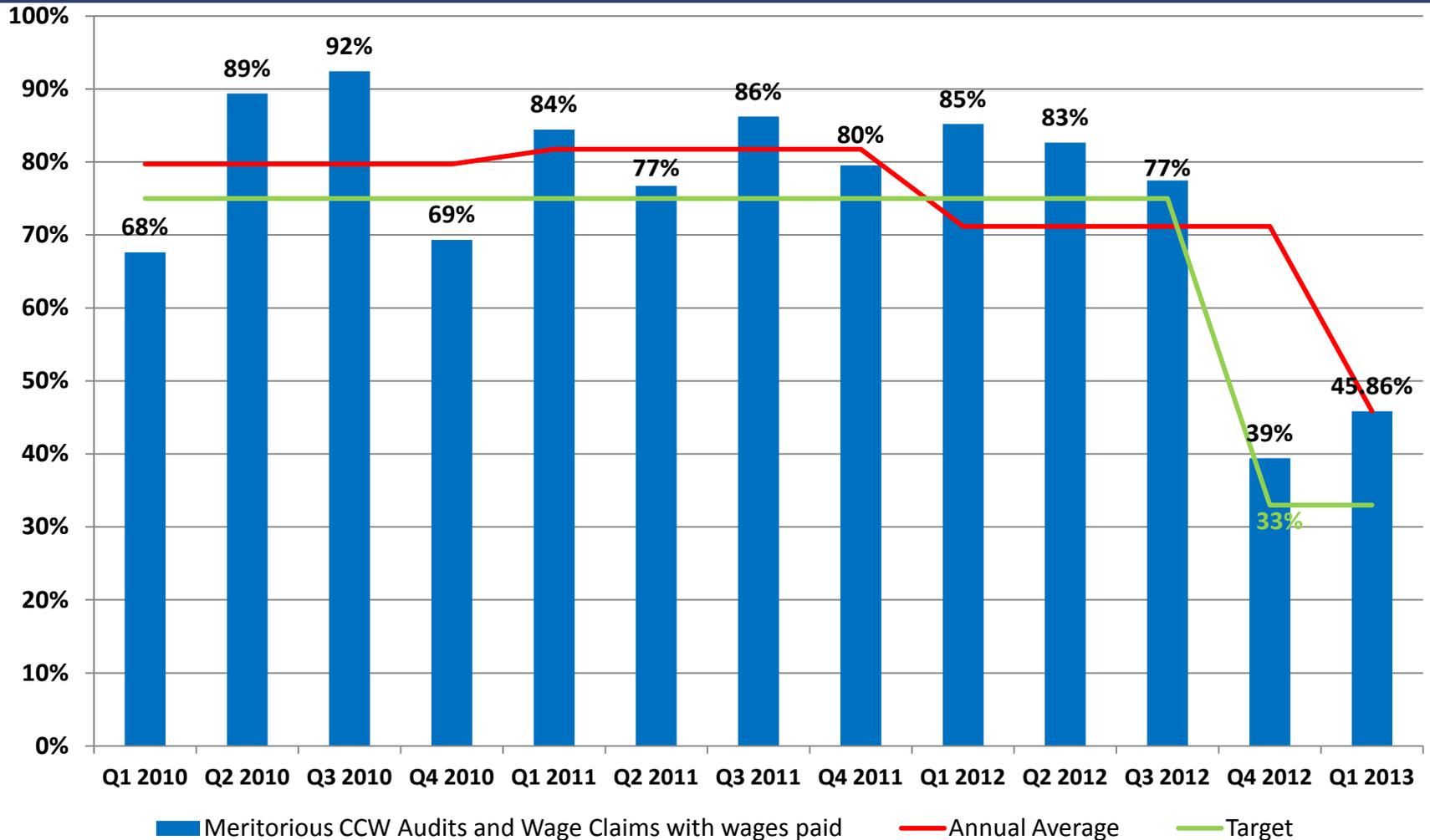


Inspections are counted as “done” when the compliance officer completes his or her on-site inspection and closing conference at the Hoosier employer being inspected.

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KPI #3:

Percentage of Meritorious Wage Claims and Common Construction Wage Audits which Result in Monetary Recovery



Effective Q4 2012, the methodology for determining a “meritorious wage claim” changed. The denominator increased to include all wage claims investigated by the Department that shows the claimant is indeed owed monetary compensation or where the employer provides no evidence to refute the claim. The failure of the employer to respond no longer classifies the claim as non meritorious.

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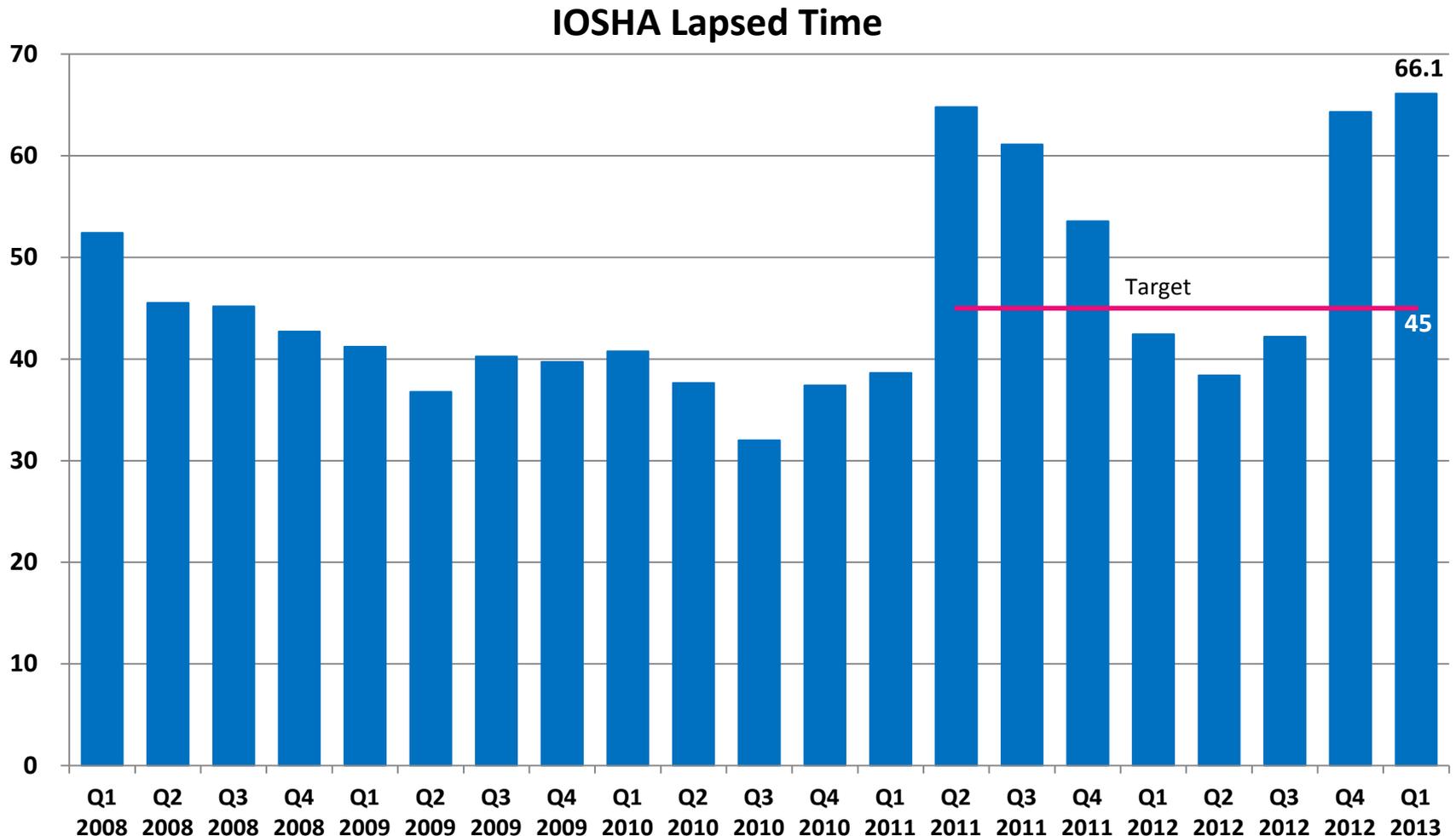
Program Funding Metrics

KPI's can double as Program Funding Metrics.

Fund Center Name	Program Objective	Program Indicator
IOSHA	Reduce occupational injuries and illnesses	Non-Fatal occupational injury and Illness rate Outcome oriented
	Improve safety through efficient customer service and compliance review	Average lapsed time for inspections with citations Outcome oriented
Operations, Wage & Hour and Bureau of Child Labor	Enforce employee's right to lawful wages	Percent of meritorious wage claims and CCW audits resulting in recovery of wages owed Outcome oriented
	Enforce Indiana child labor laws through regulation	Number of child labor inspections Output oriented
Employment of Youth Bureau of Child Labor	Enforce Indiana child labor laws through education	Number of child labor law training classes conducted Output oriented
INSafe	Improve safety and health through outreach, education and training	Number of safety and health consultations Output oriented
Bureau of Mines	Enhance underground mine safety	Number of mine inspections Output oriented
Quality, Metrics & Statistics	Produce reliable and clean data to measure IOSHA and INSafe safety and health outcomes	Bureau of Labor Statistics survey return rate Outcome oriented

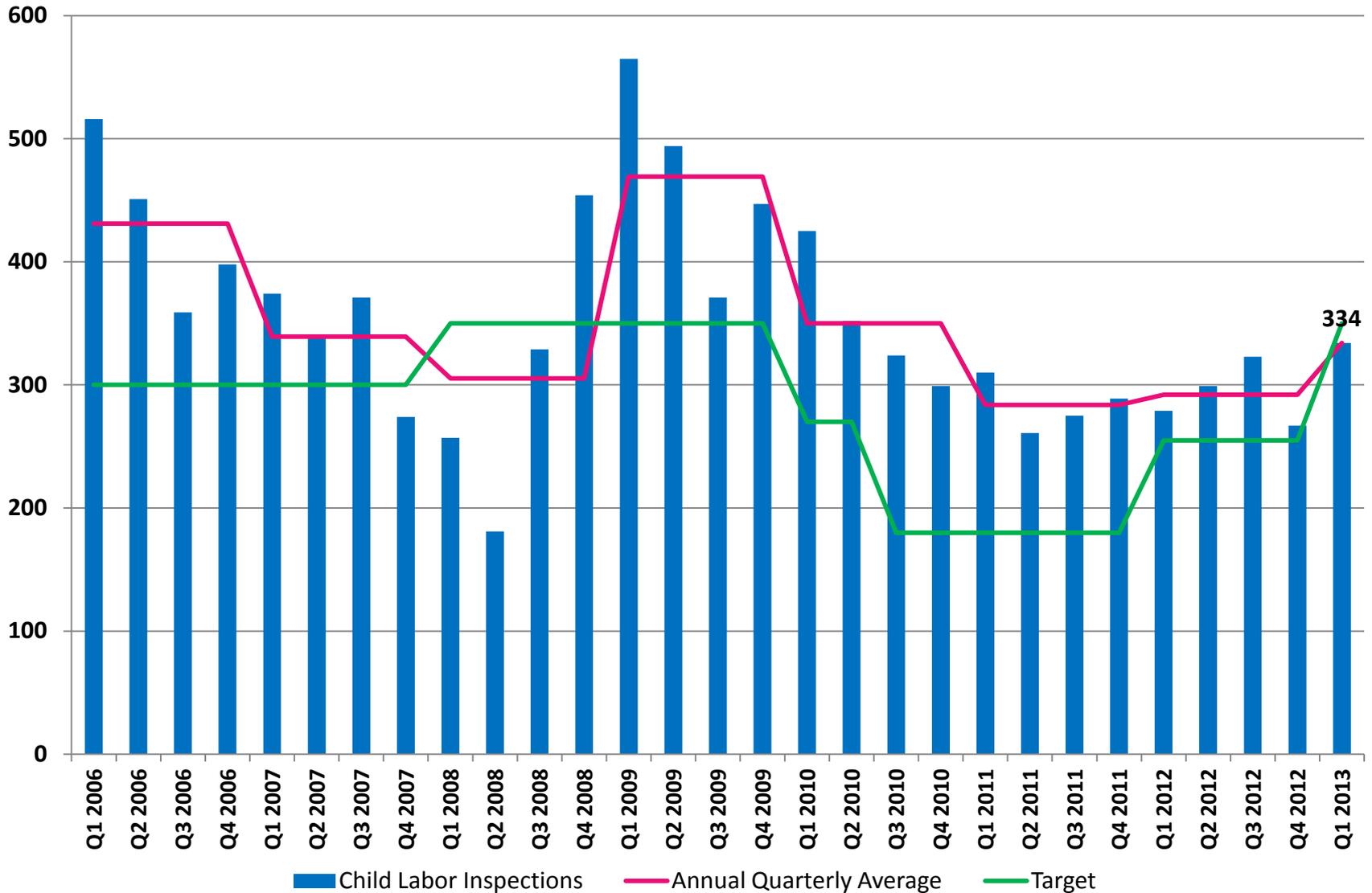
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Lapsed Time for IOSHA Inspections with Citations



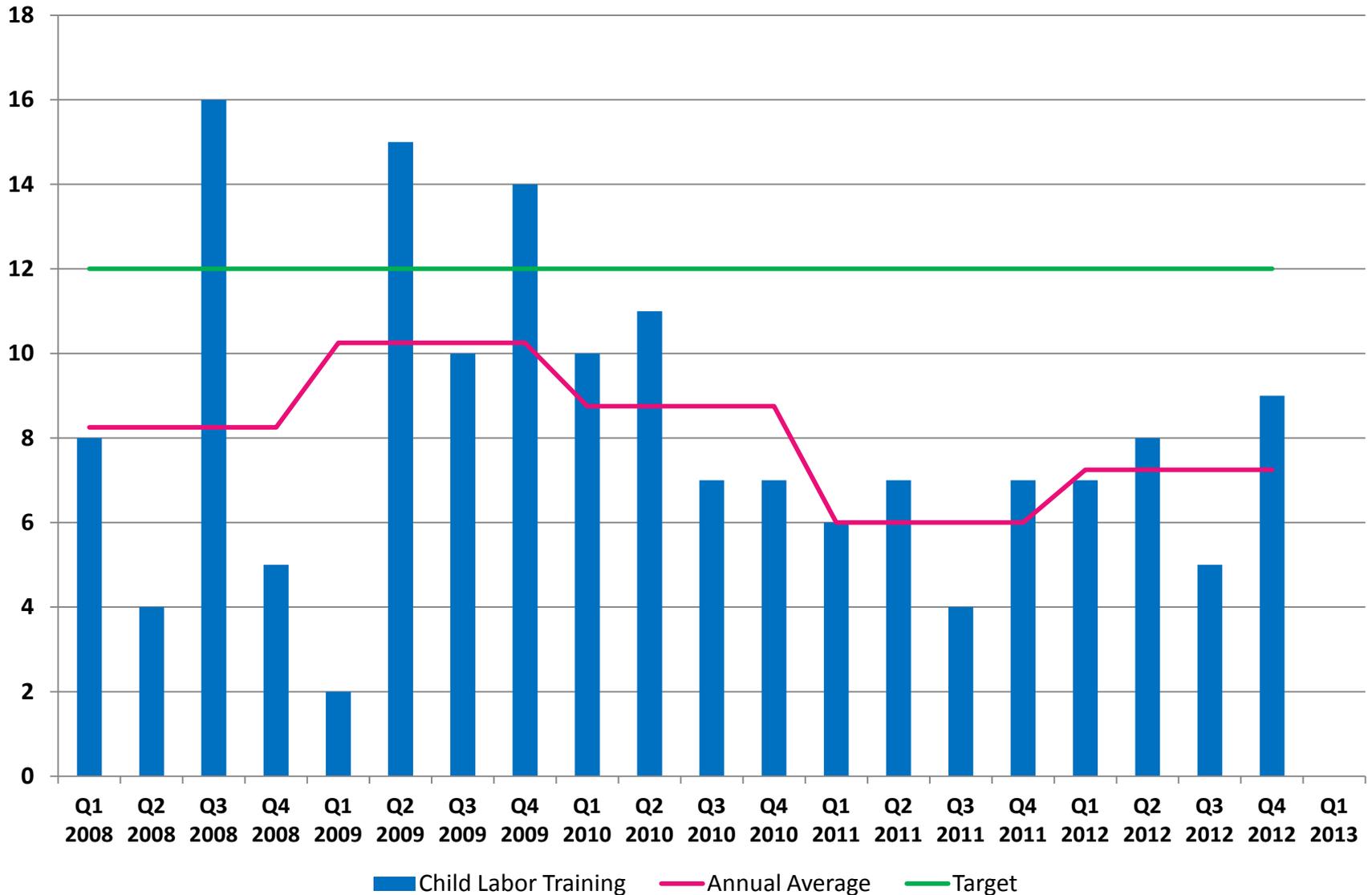
This metric measures the days it takes, on average, for all IOSHA inspections from which Citations are issued. We count the time from the “Opening Conference” through the “Citation Issued” date. **Beginning Q2 2011, only those inspections with citations will be counted in lapse time which increased the overall metric.**

Child Labor Inspections Completed



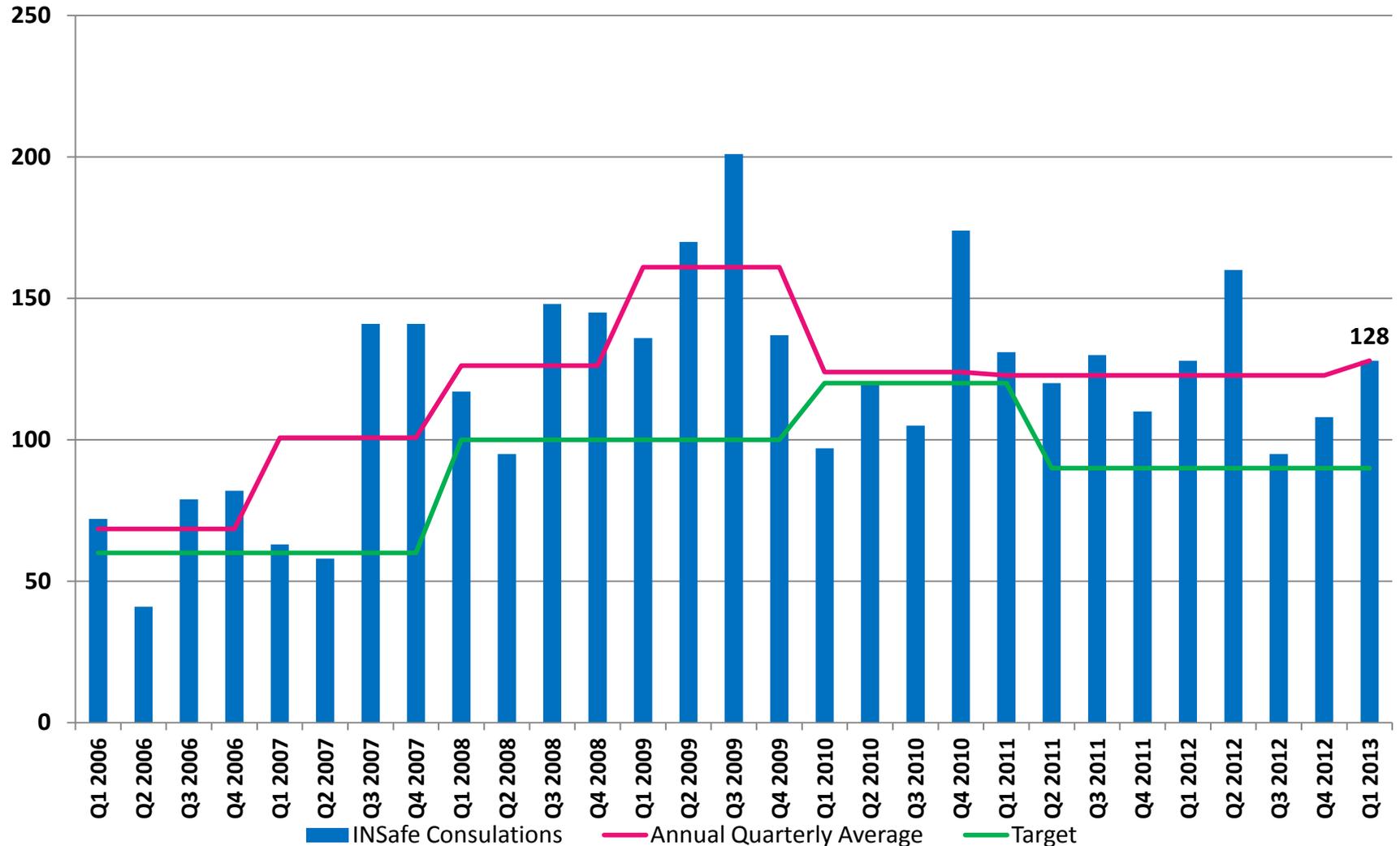
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Child Labor Trainings



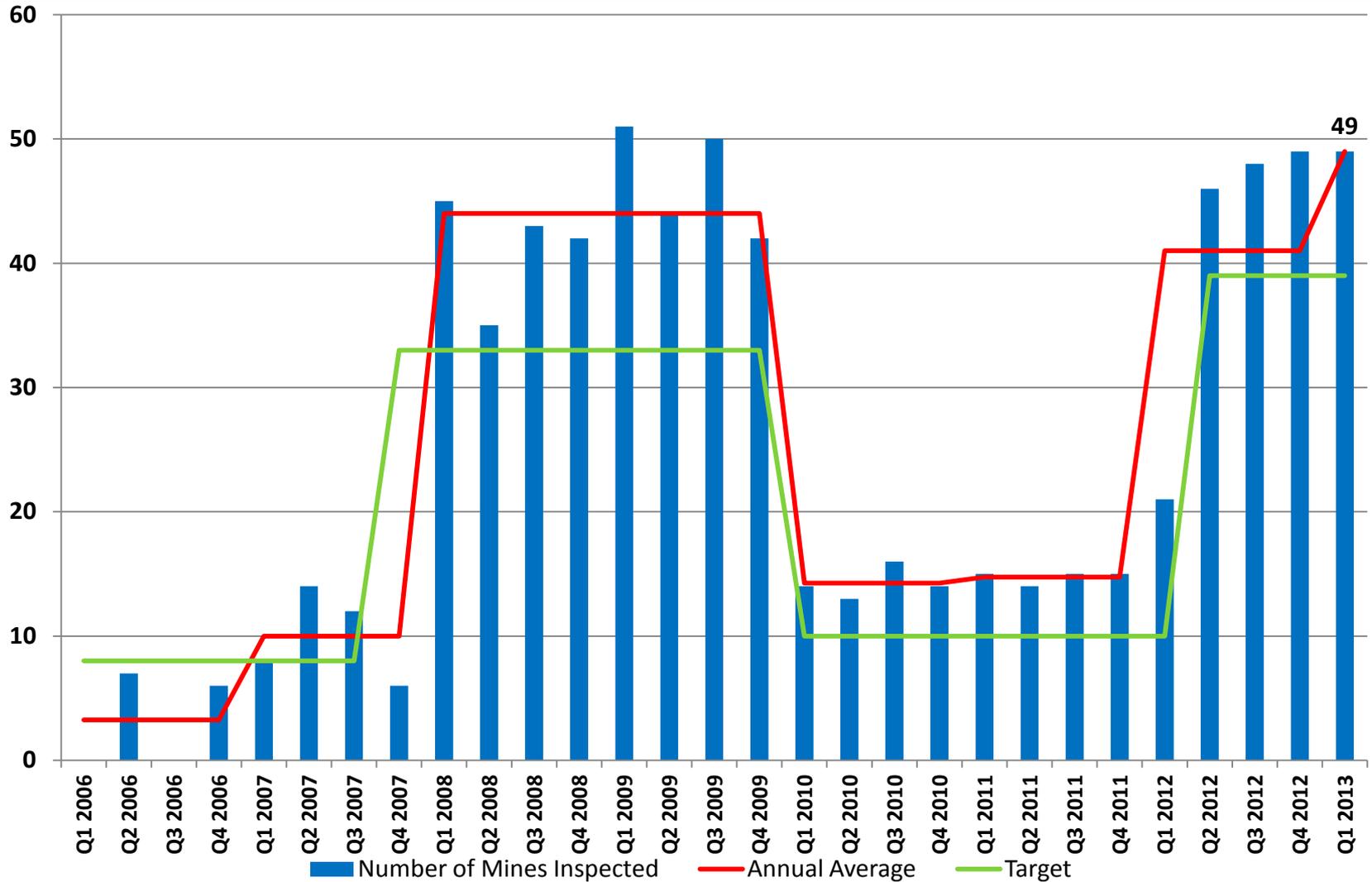
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Quarterly Number of INSafe Consultations



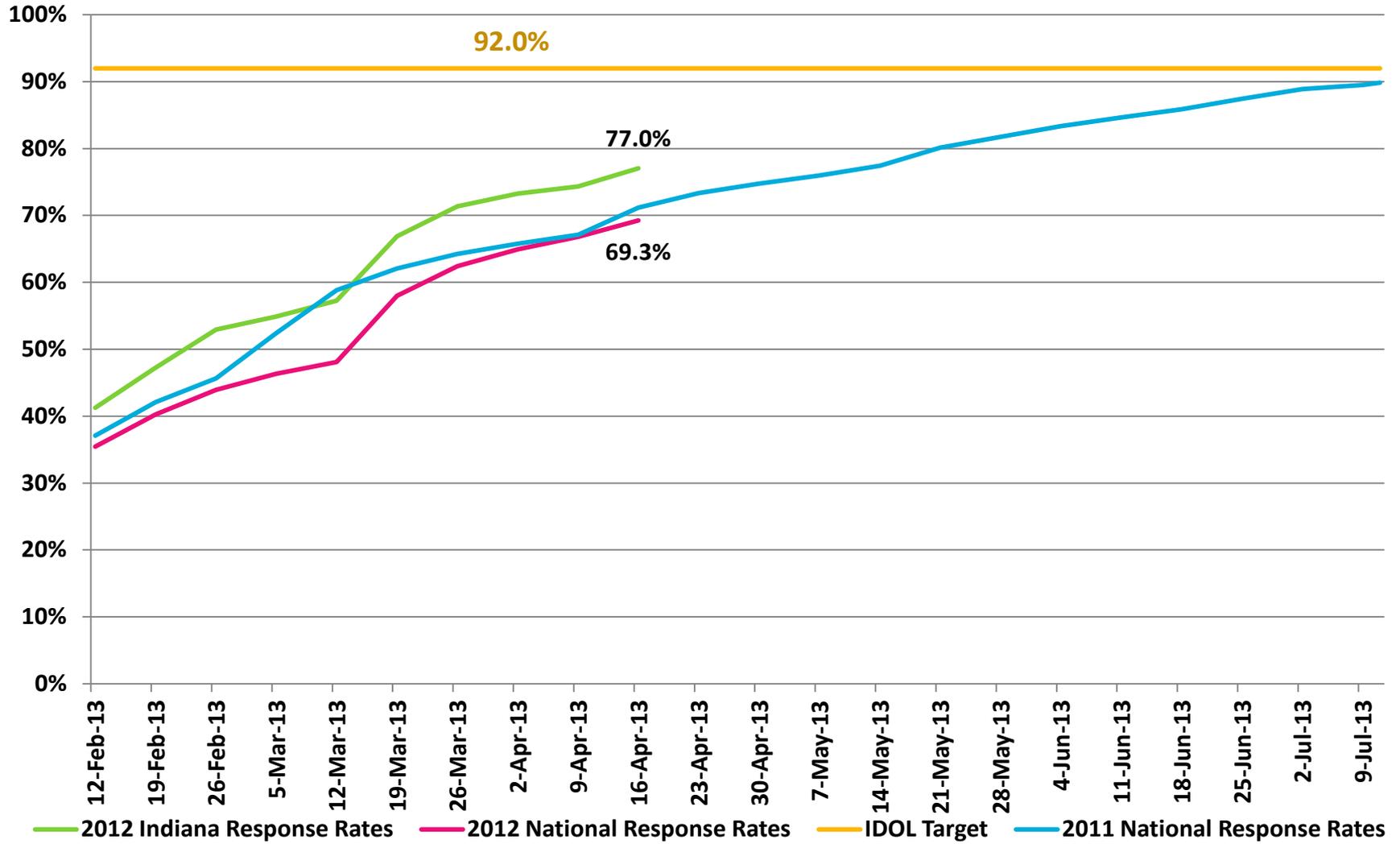
This metric measures the effectiveness of money spent in INSafe by counting how many on site consultations are conducted in a quarter. A consultation is a formal safety education experience, tailored to the company who has requested it.

Number of Coal Mine Inspections



Note: The fluctuation in output of inspections is from the elimination of a mine inspector position around Quarter 4 2009, and subsequent creation of the eliminated position around Quarter 1 2012.

Response Rate for the Survey of Occupational Injuries and Illnesses (SOII)



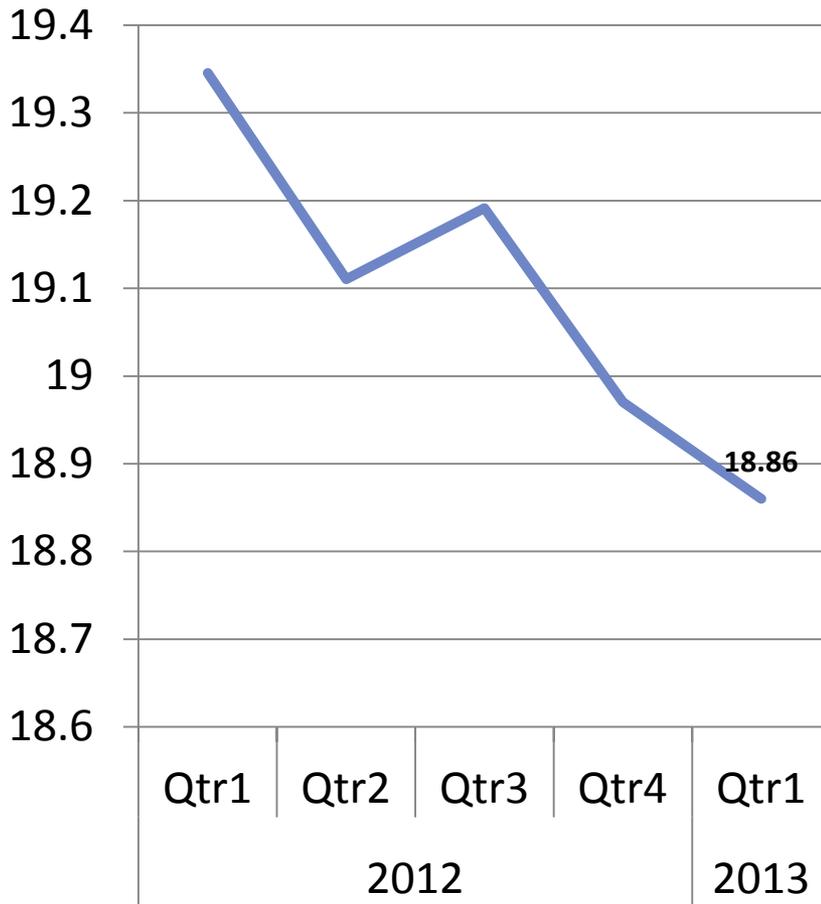
The SOII is conducted from mid-January to mid-July each year for the previous calendar year. The survey rate is reported to GEFP on a yearly basis upon completion of the survey. **For the 2011 survey conducted in 2012, the percentage of responses was 95.1%.**

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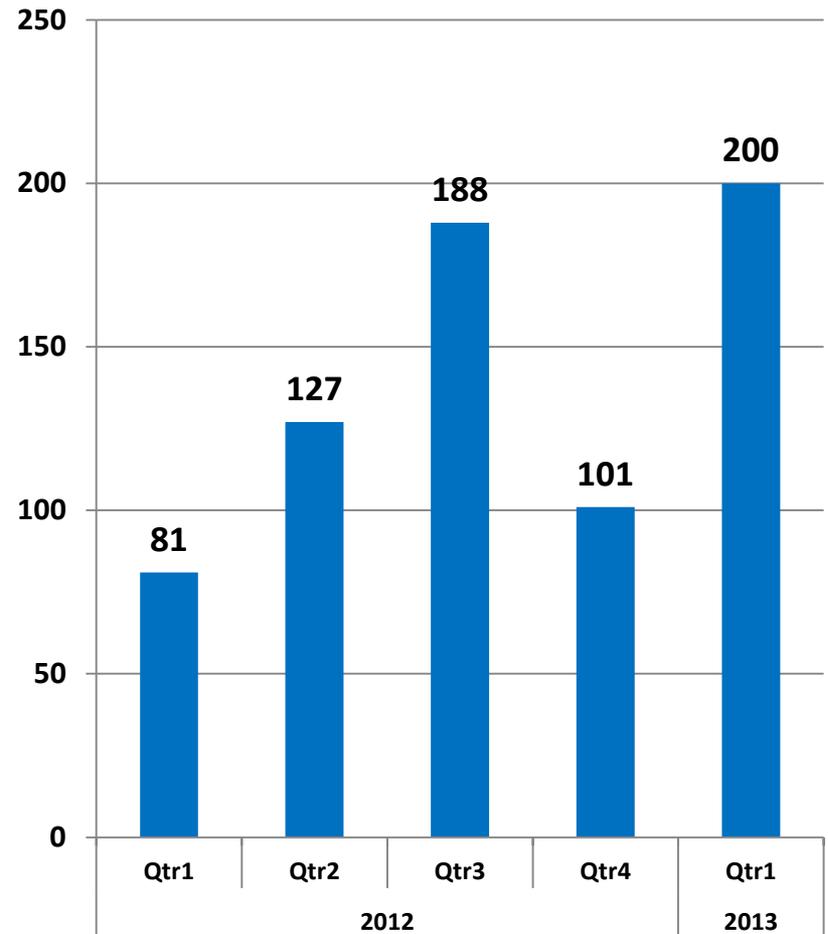
Management Statistics

All IDOL Customer Survey Responses

Average Total Score



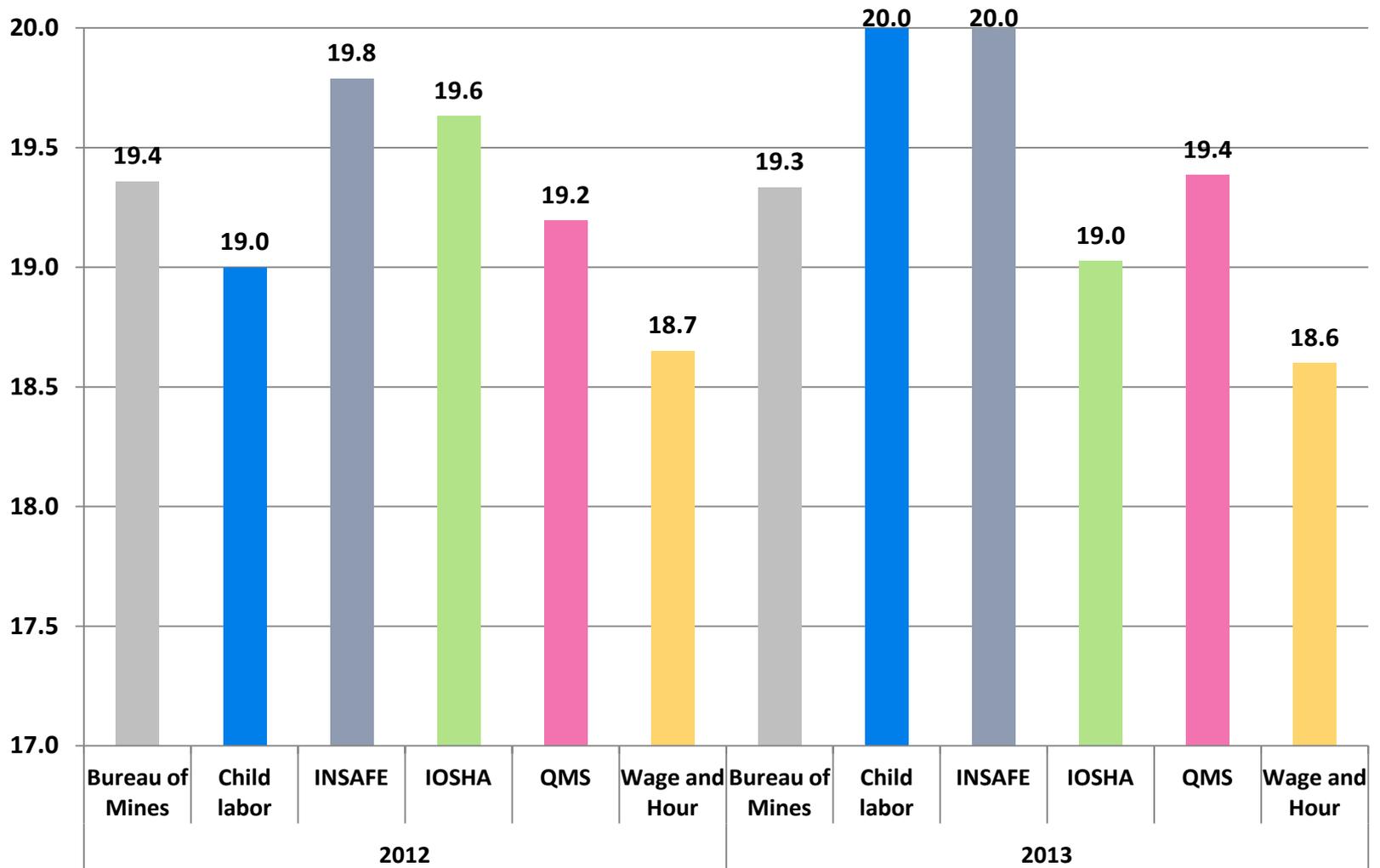
Total Survey Responses



The forms have five categories scored from a low “poor” of one to a high “excellent” of 4. A 20 is a perfect score.

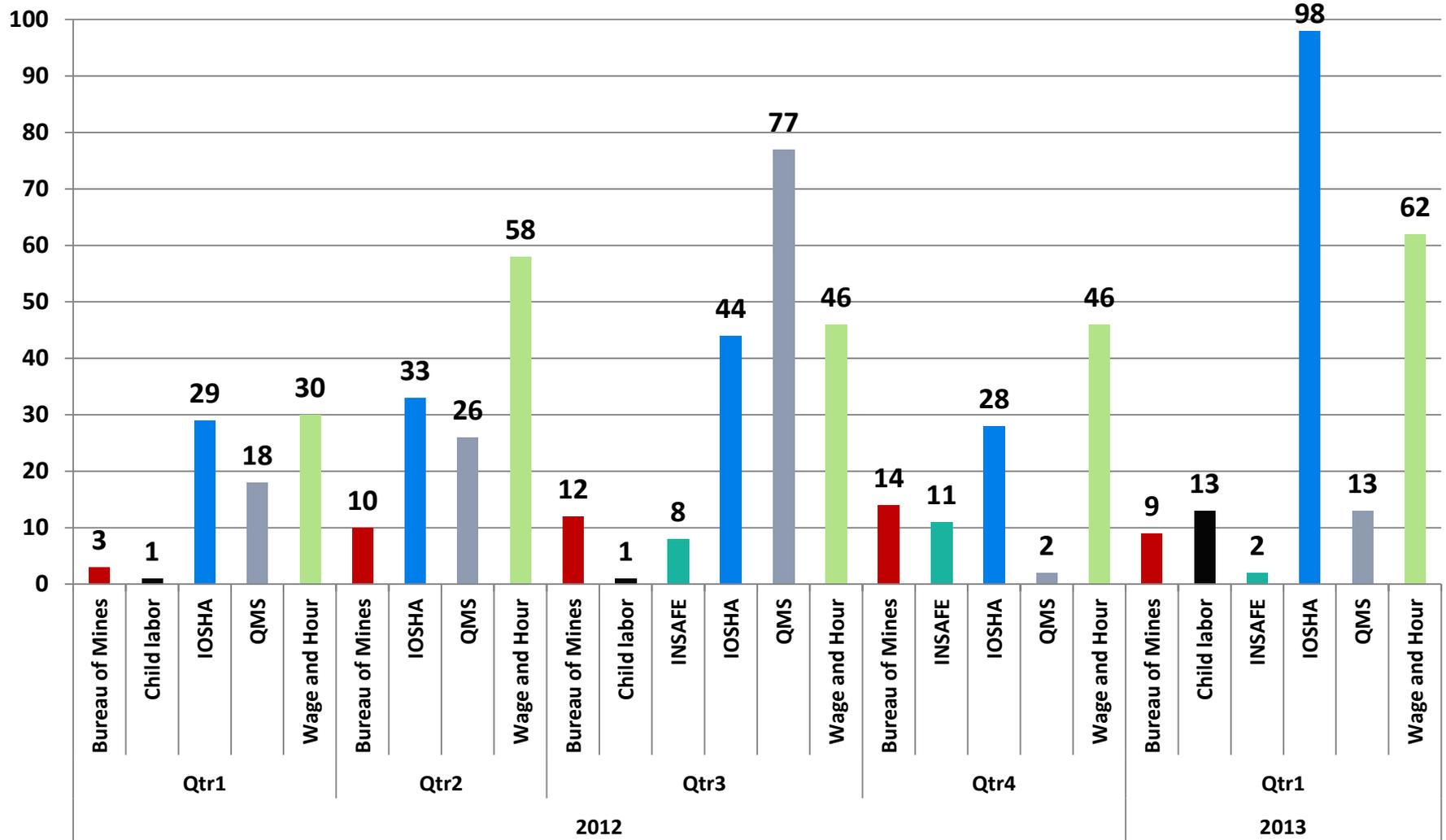
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Divisional Scores by Year



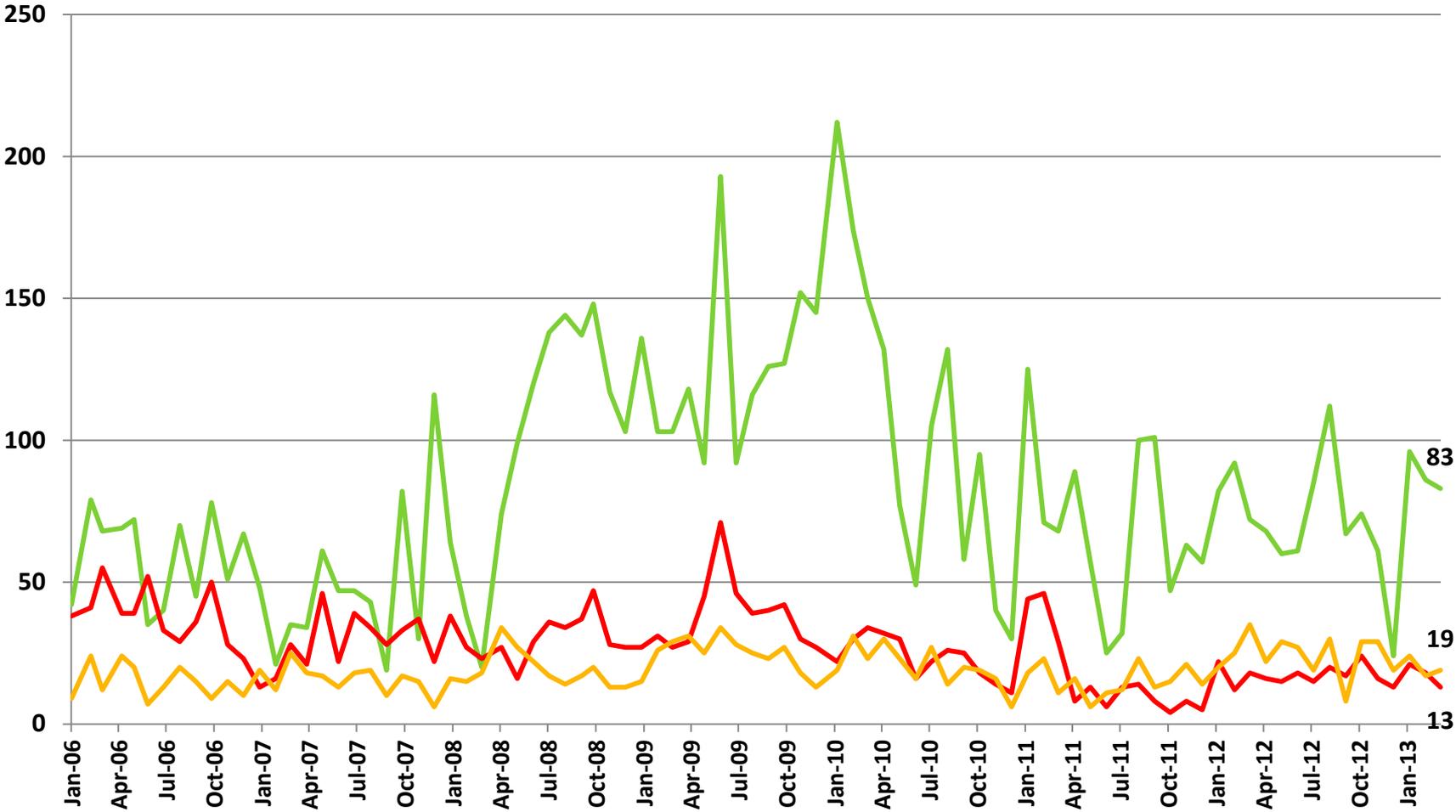
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Total Customer Surveys by Quarter and Division



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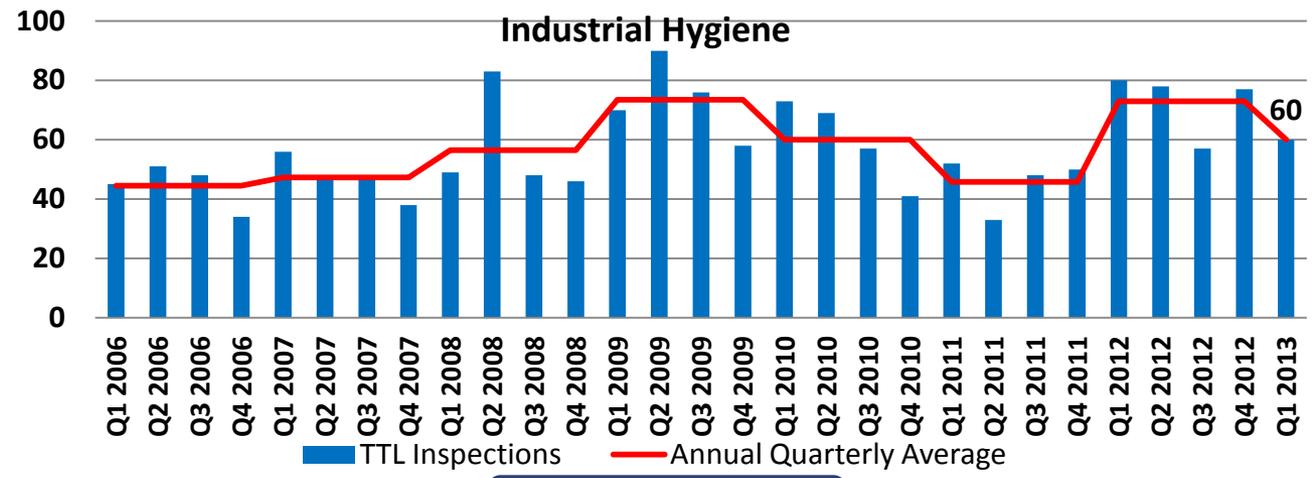
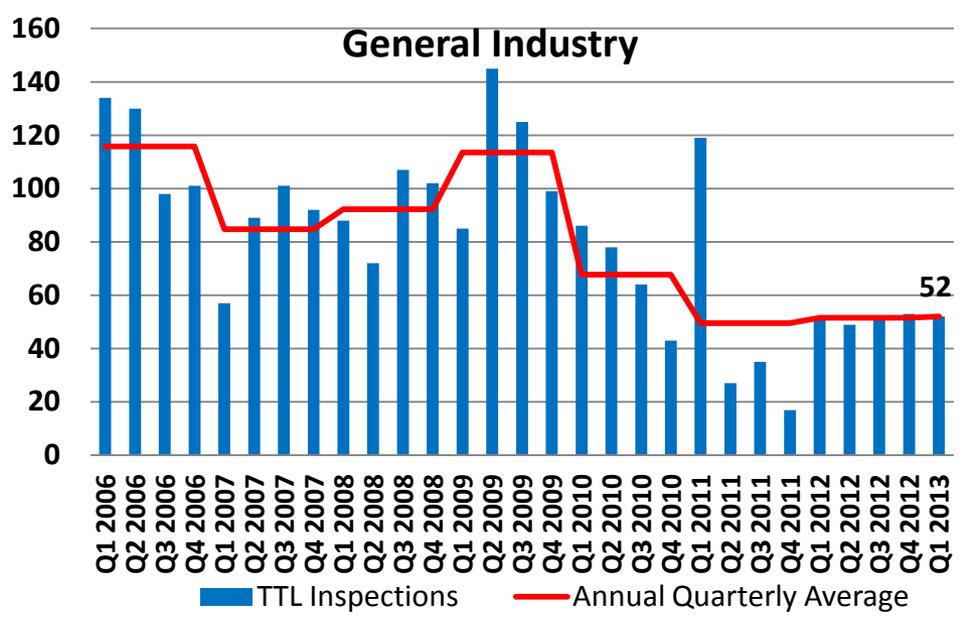
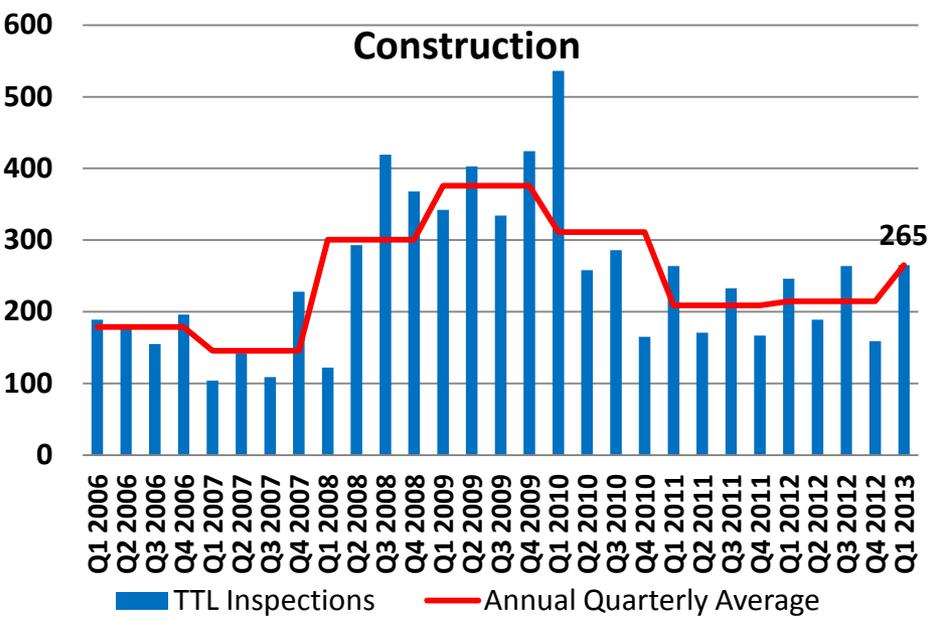
IOSHA Monthly Divisional Inspection Totals



— Construction
 — General Industry
 — Industrial Hygiene
 The first month of each Quarter is indicated

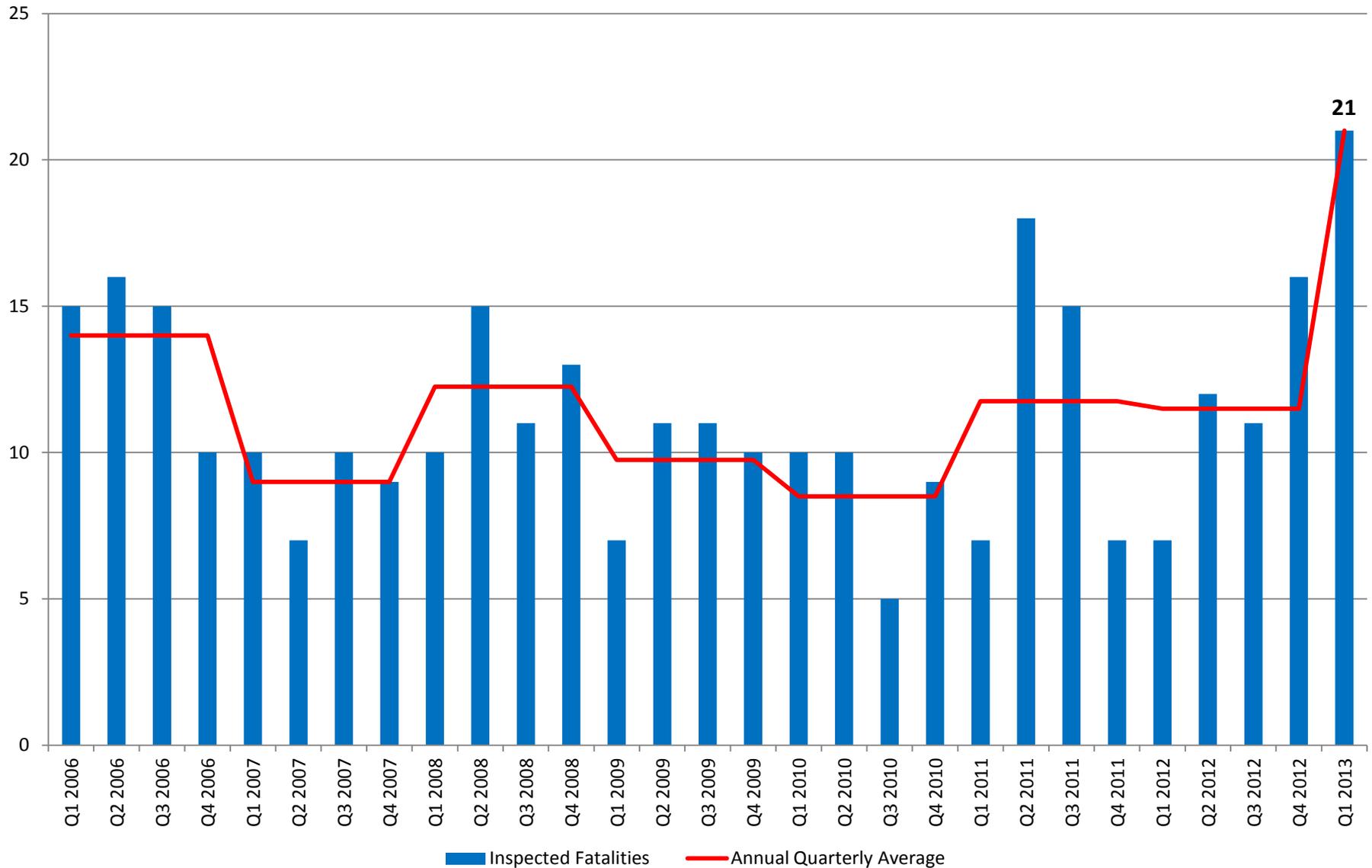
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IOSHA Quarterly Divisional Inspection Totals



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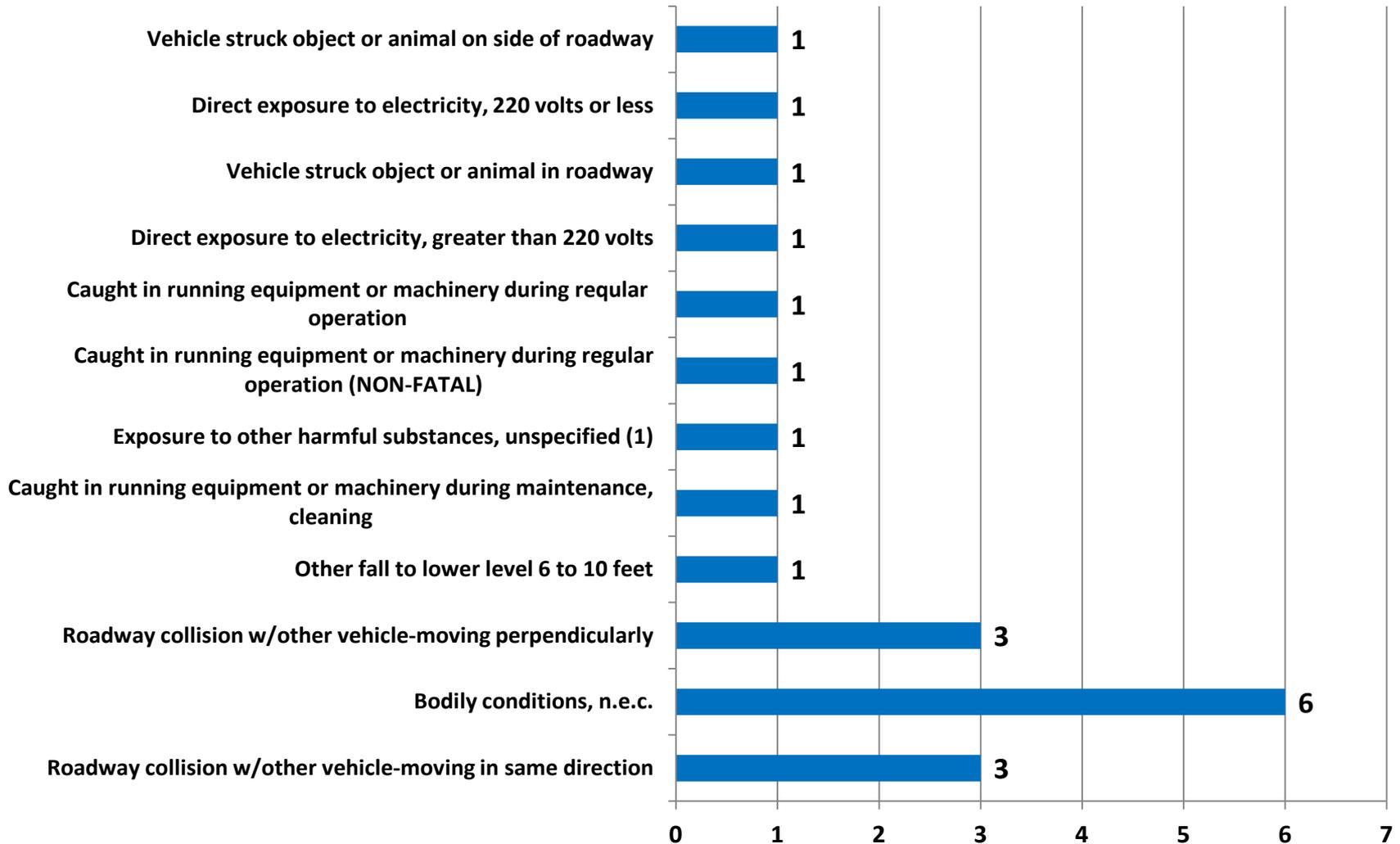
IOSHA Workplace Deaths Inspected



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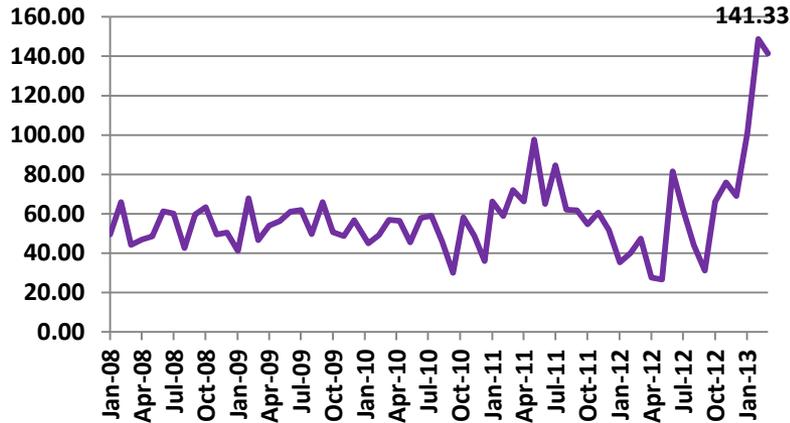
Fatality Inspections by Cause of Death

IOSHA Inspected Fatal Events: Quarter 1, 2013

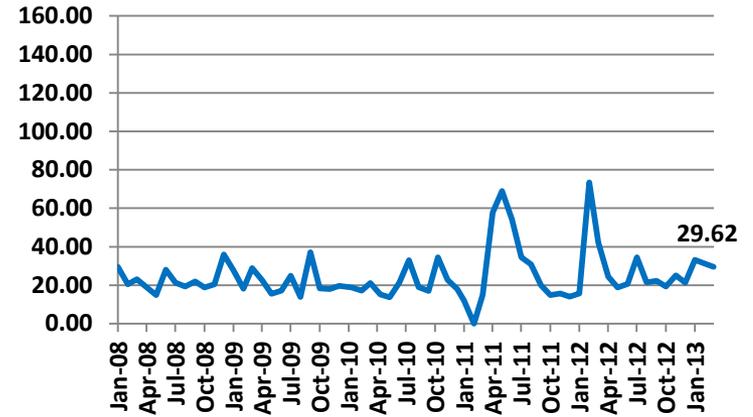


Monthly IOSHA Inspection Lapsed Time in days

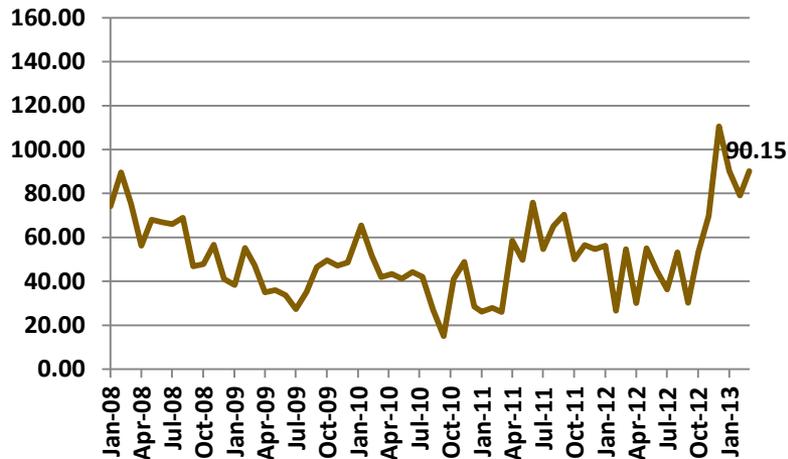
Construction



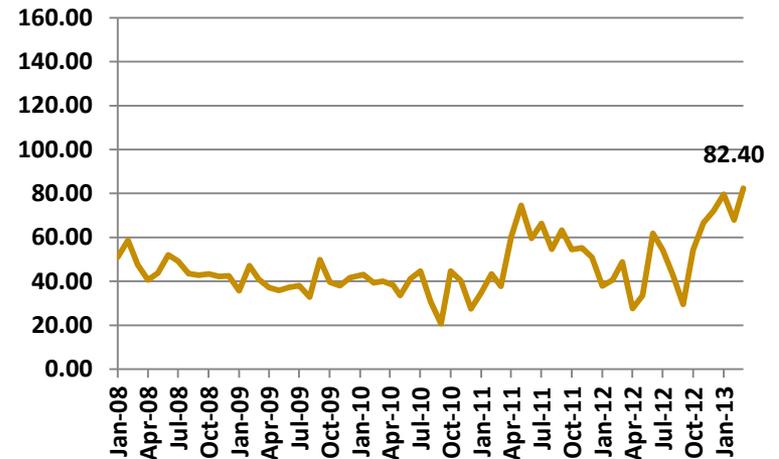
General Industry



Industrial Hygiene

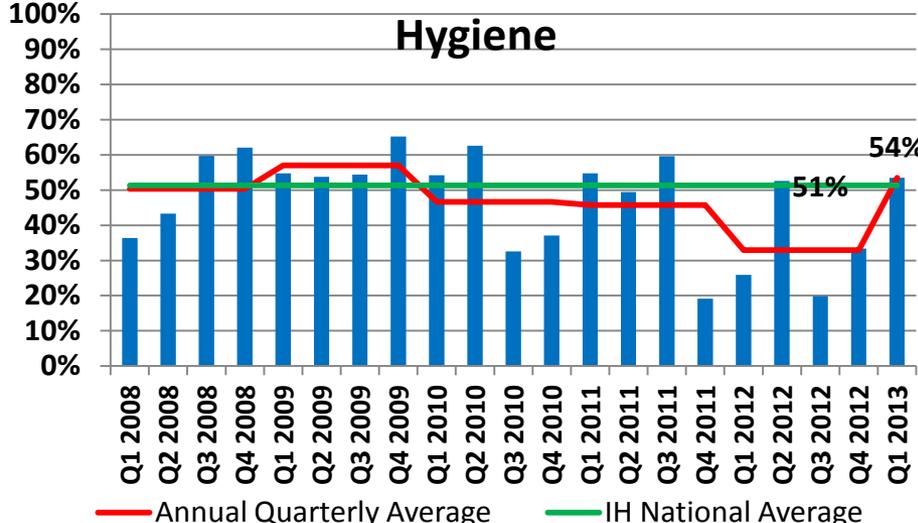
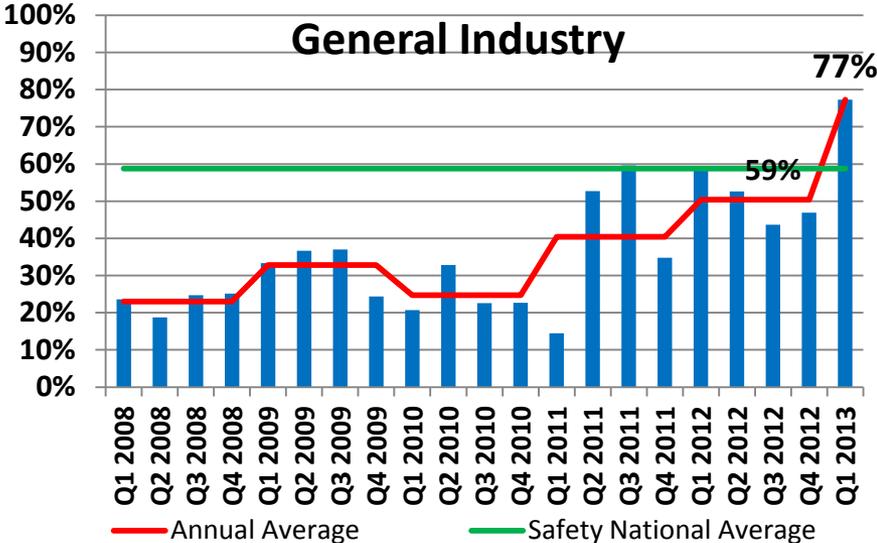
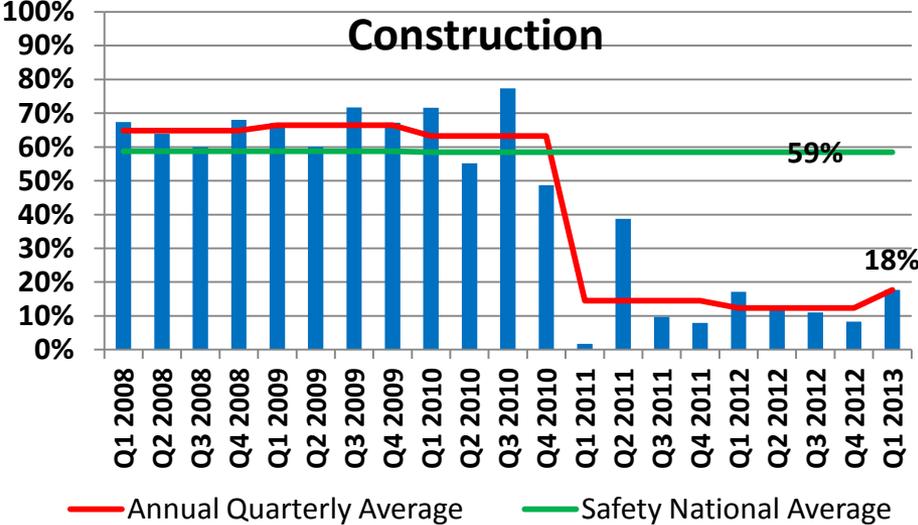
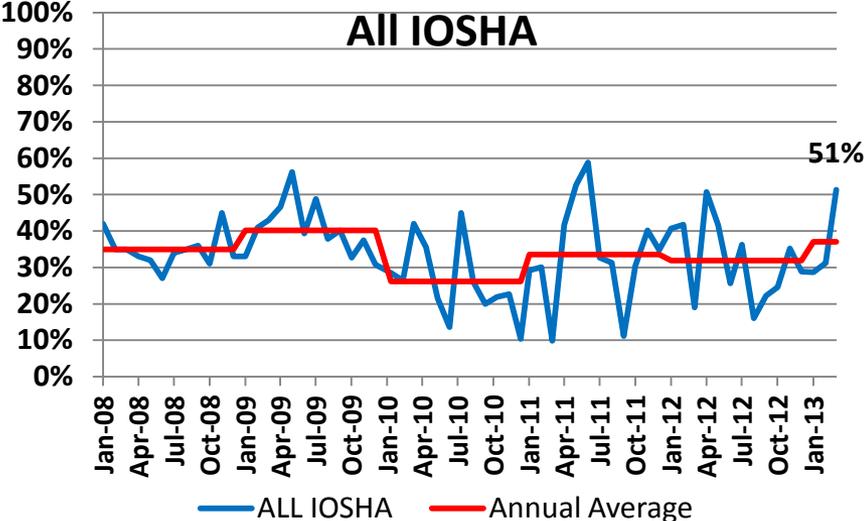


ALL IOSHA



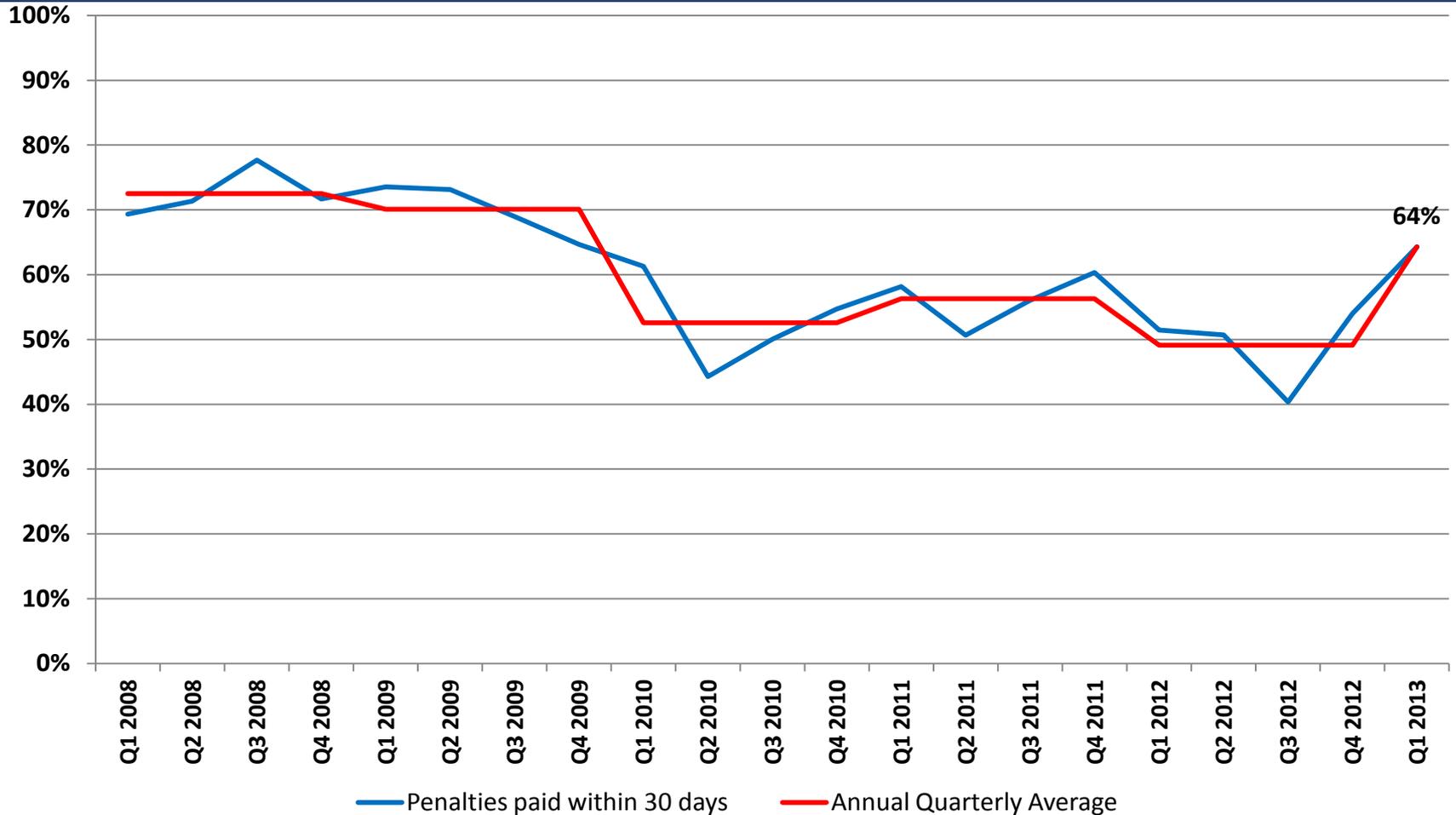
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Percentage of Inspections with Violations



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IOSHA Penalties Paid within 30 Days of Safety Order QUARTERLY Measures

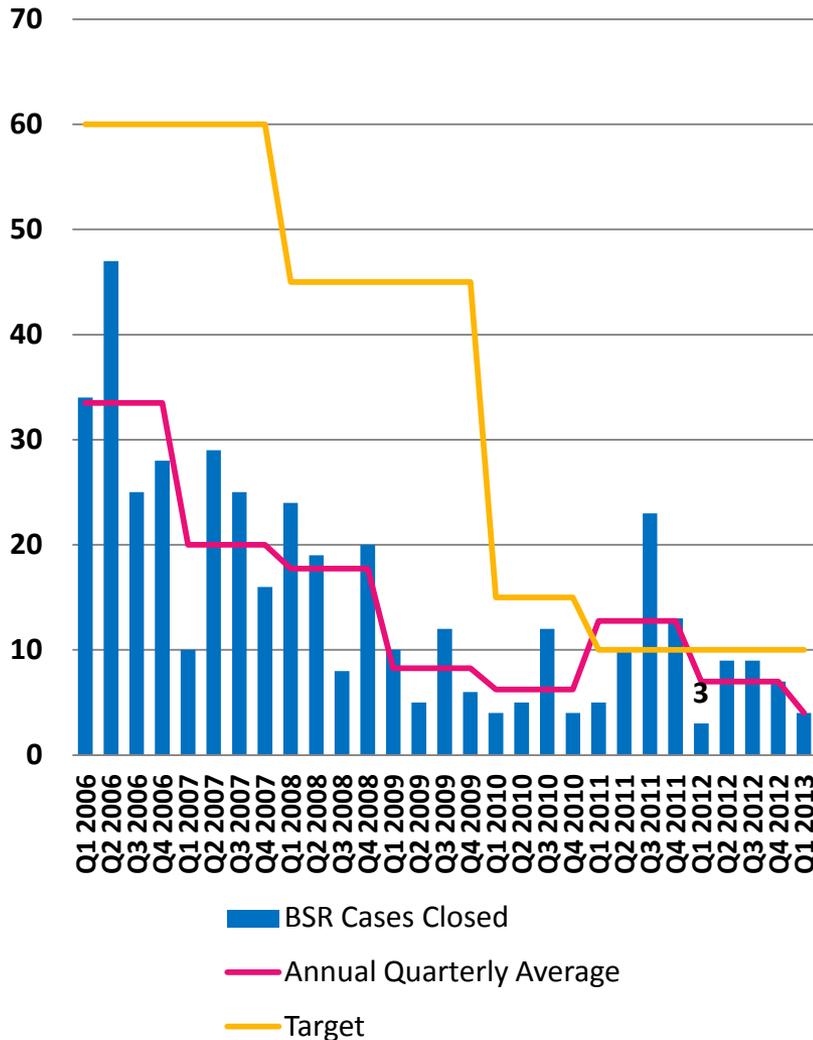


Started “Offset Quarter” by which we look at only months that have past 30 days (no in-process monthly figures that need to get revised by design).

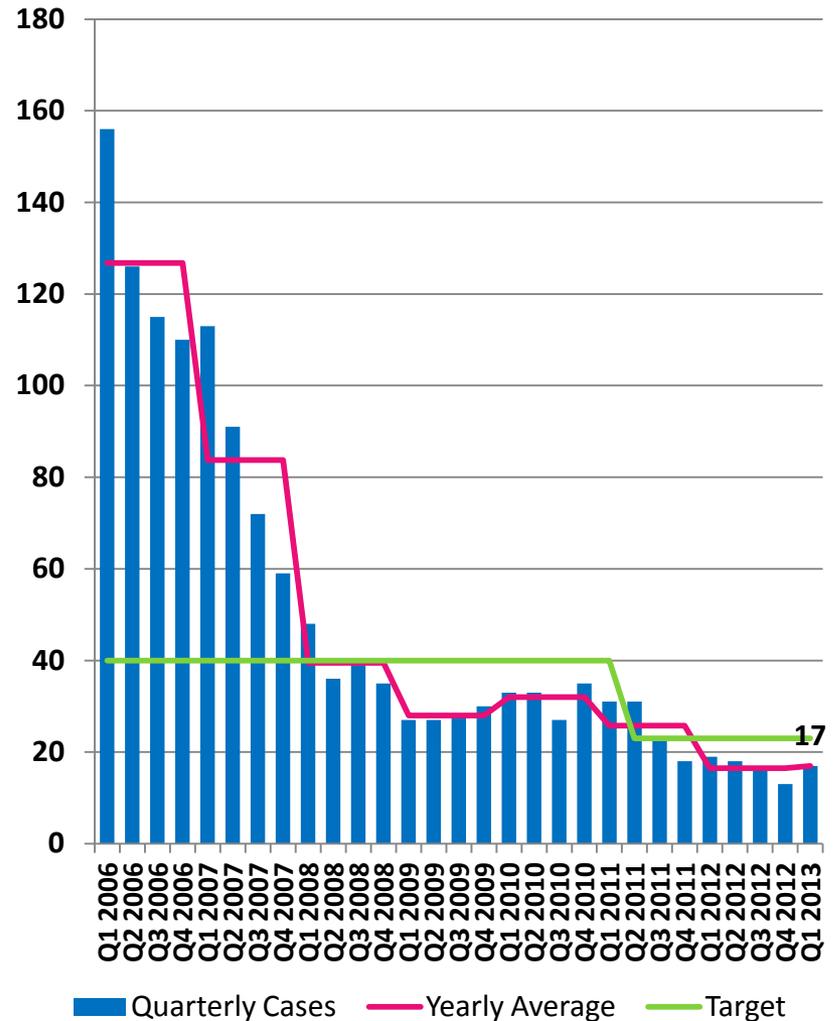
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Board of Safety Review Statistics

Cases Closed



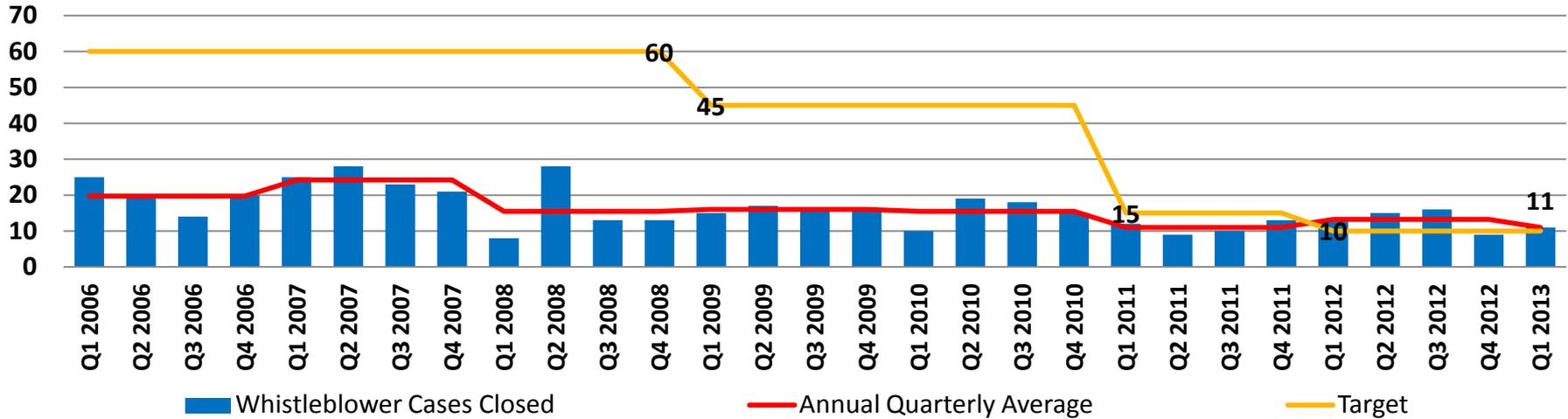
Number of Pending Cases



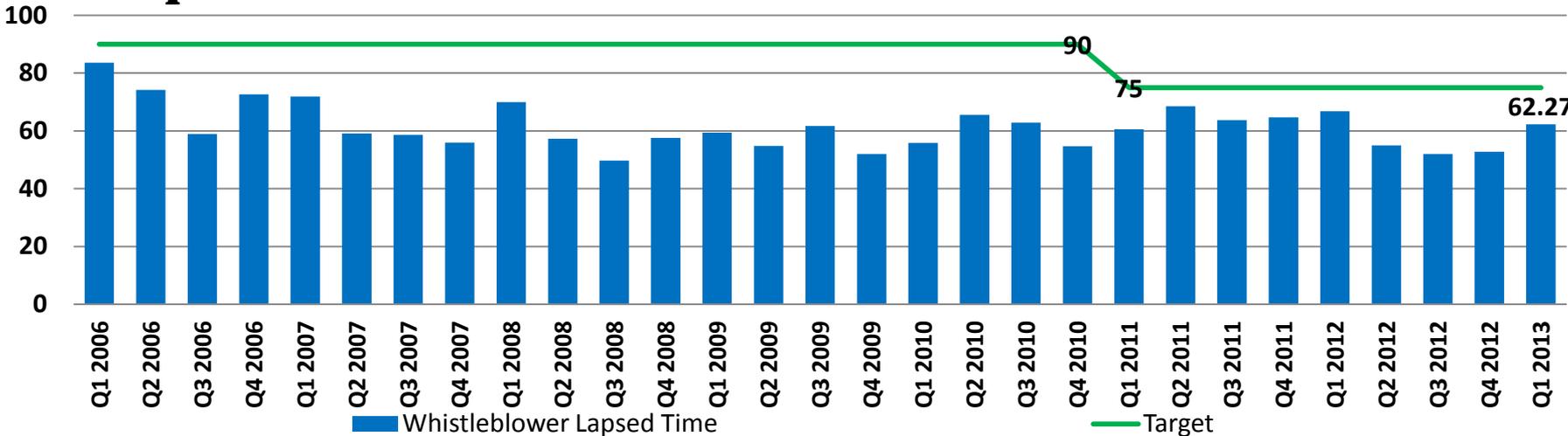
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Whistleblower Cases

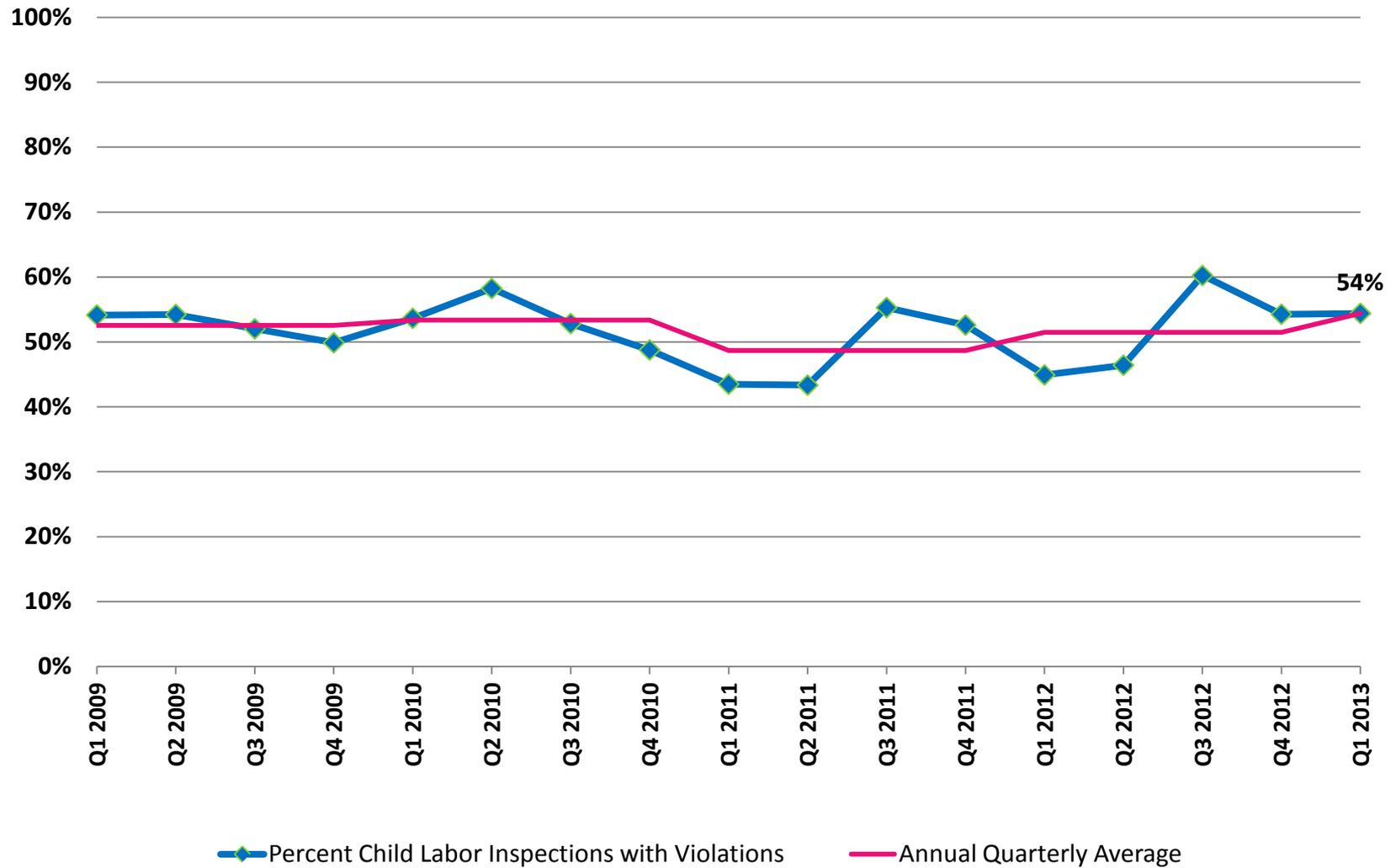
Cases Closed



Lapsed Time

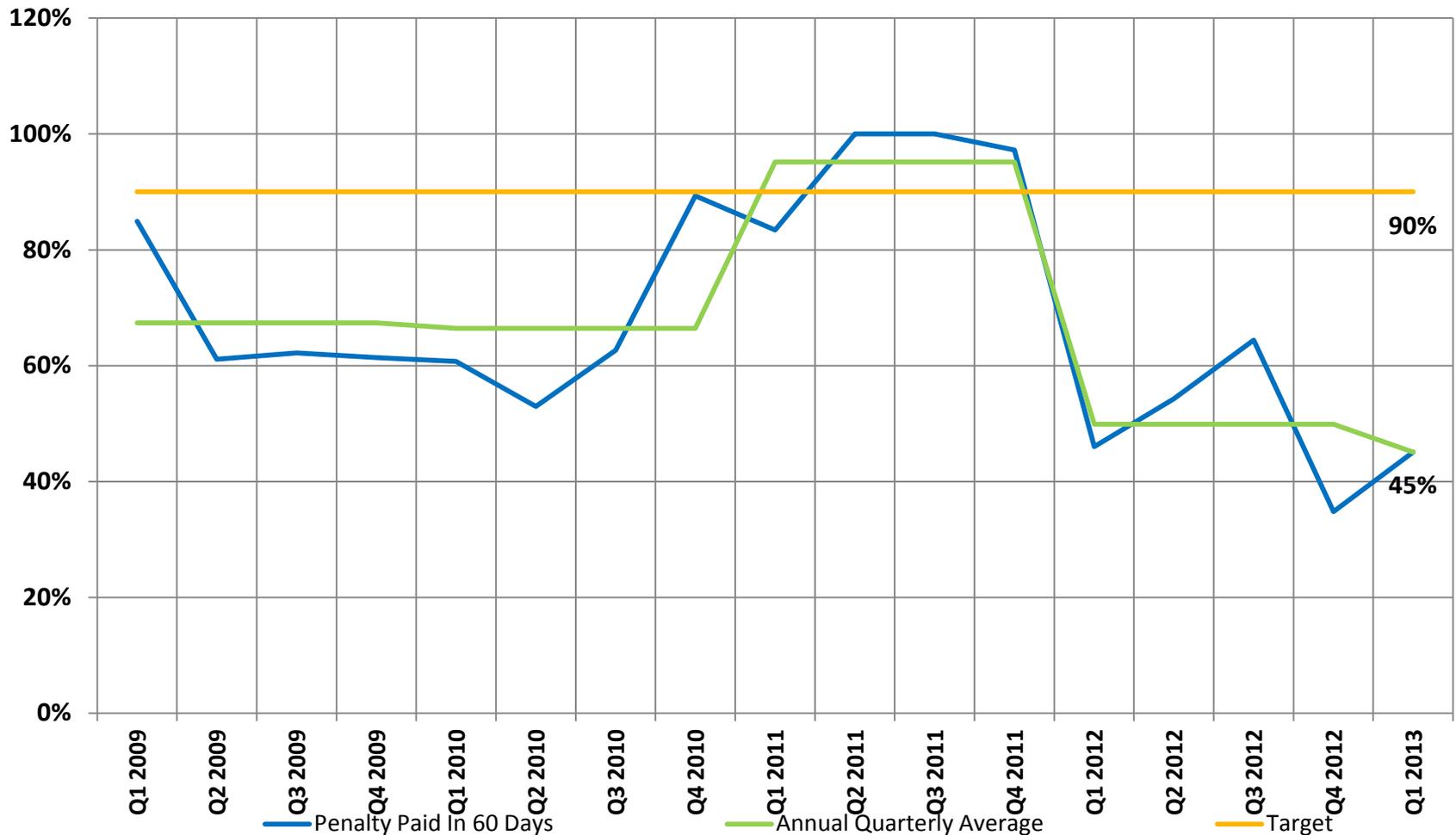


Percentage of Child Labor Inspection with Violations



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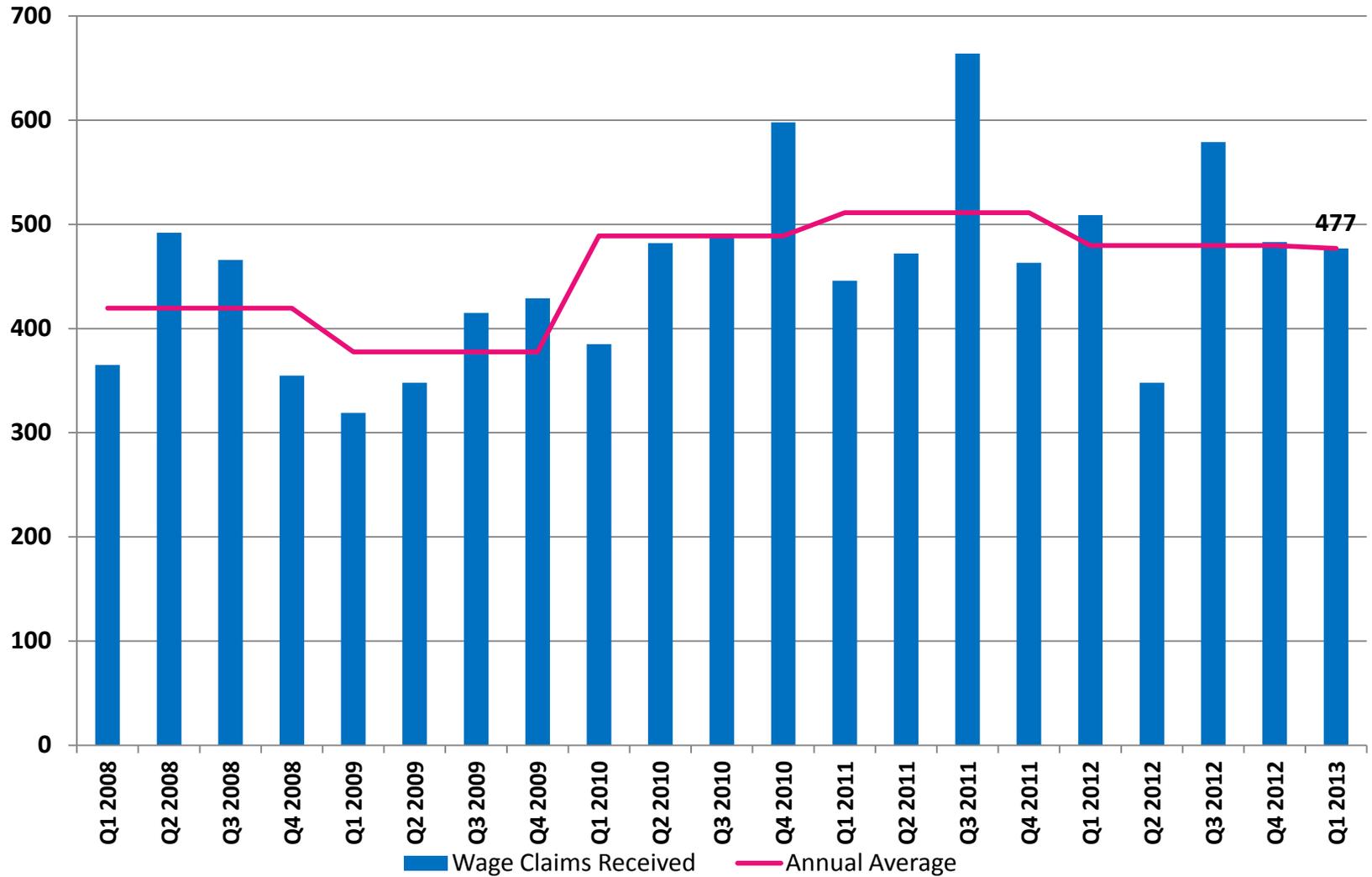
Percentage of Child Labor Penalties Paid in 60 Days or less



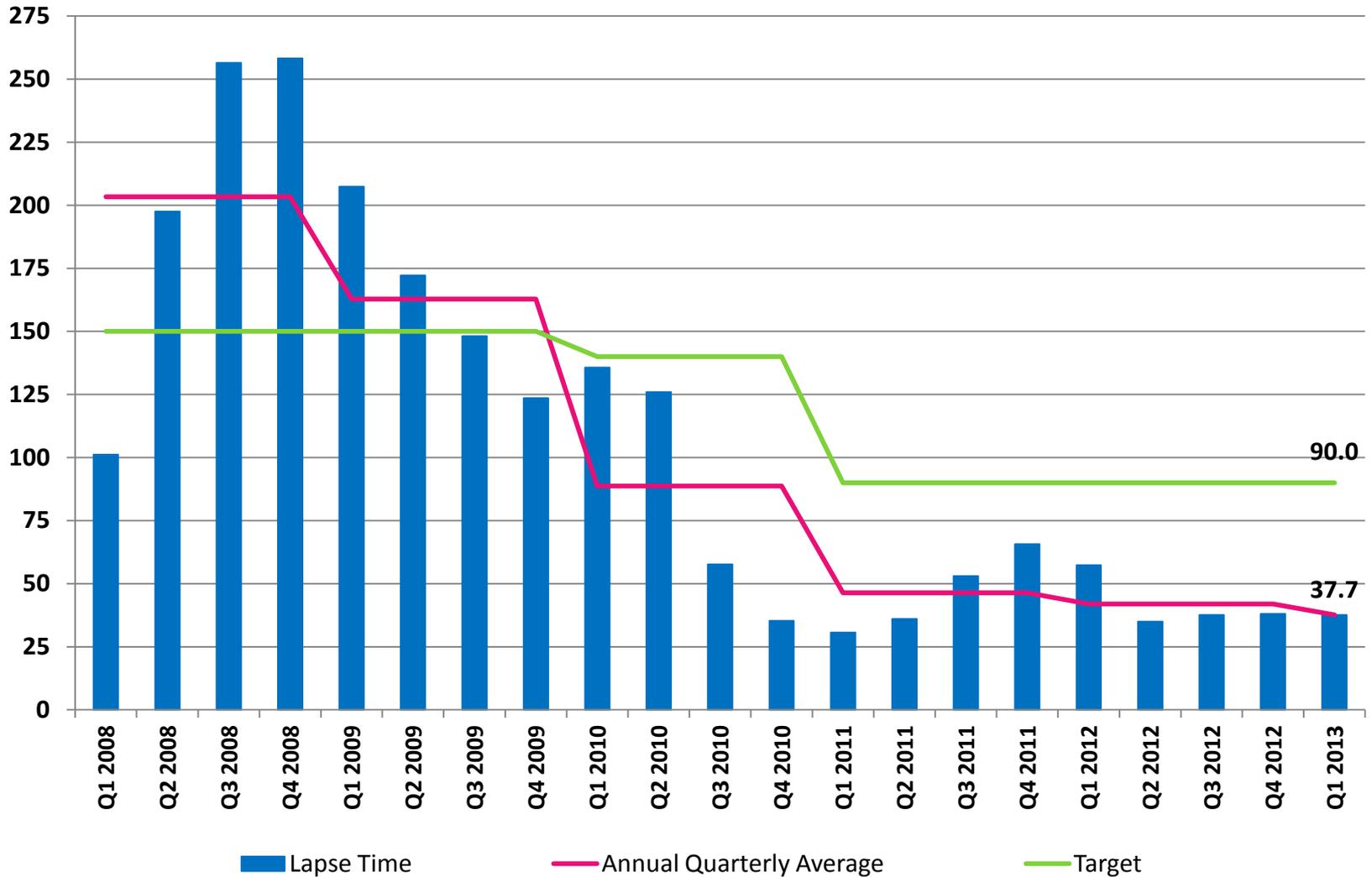
The Bureau of Child Labor assesses civil monetary penalties for violations of the child labor laws. An employer may request a “Petition for Review” within 30 days of receiving the notice of penalties. If a petition is not filed, the penalty becomes immediately due and payable. Penalties not paid within 45 days are submitted to the Indiana Office of the Attorney General for collection.

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Number of Wage Claims Received

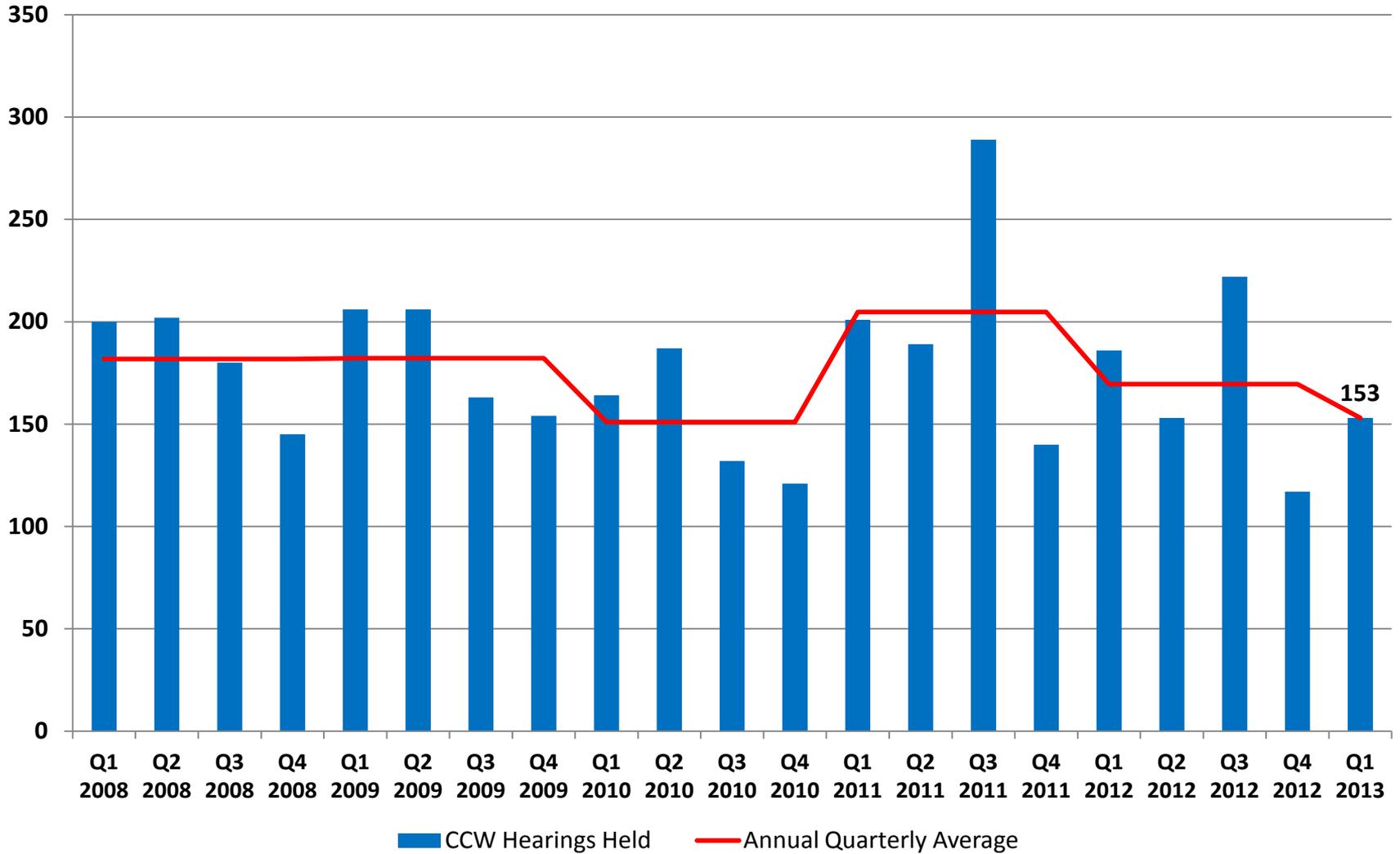


Wage Claims Lapsed Time



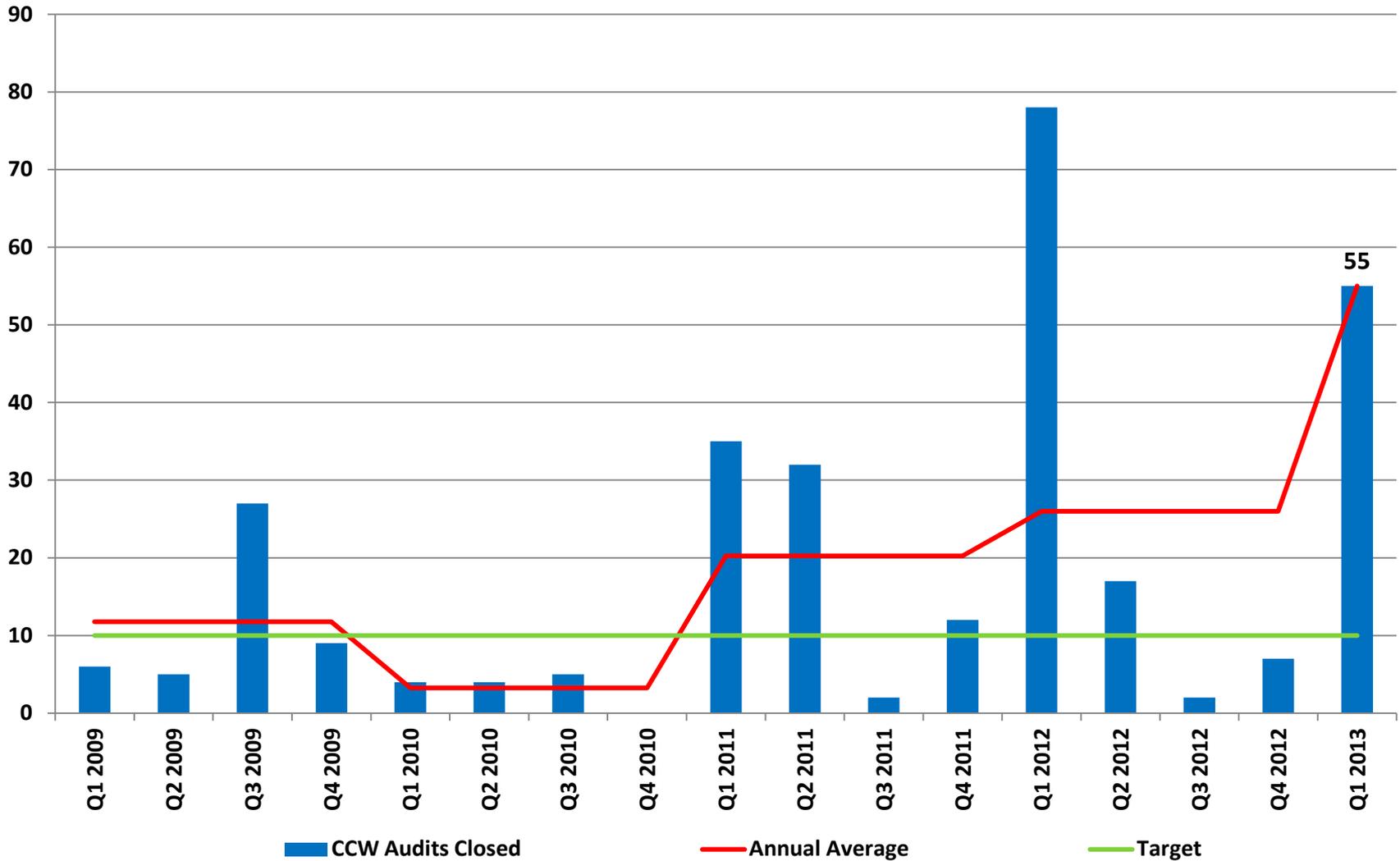
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Common Construction Wage Hearings



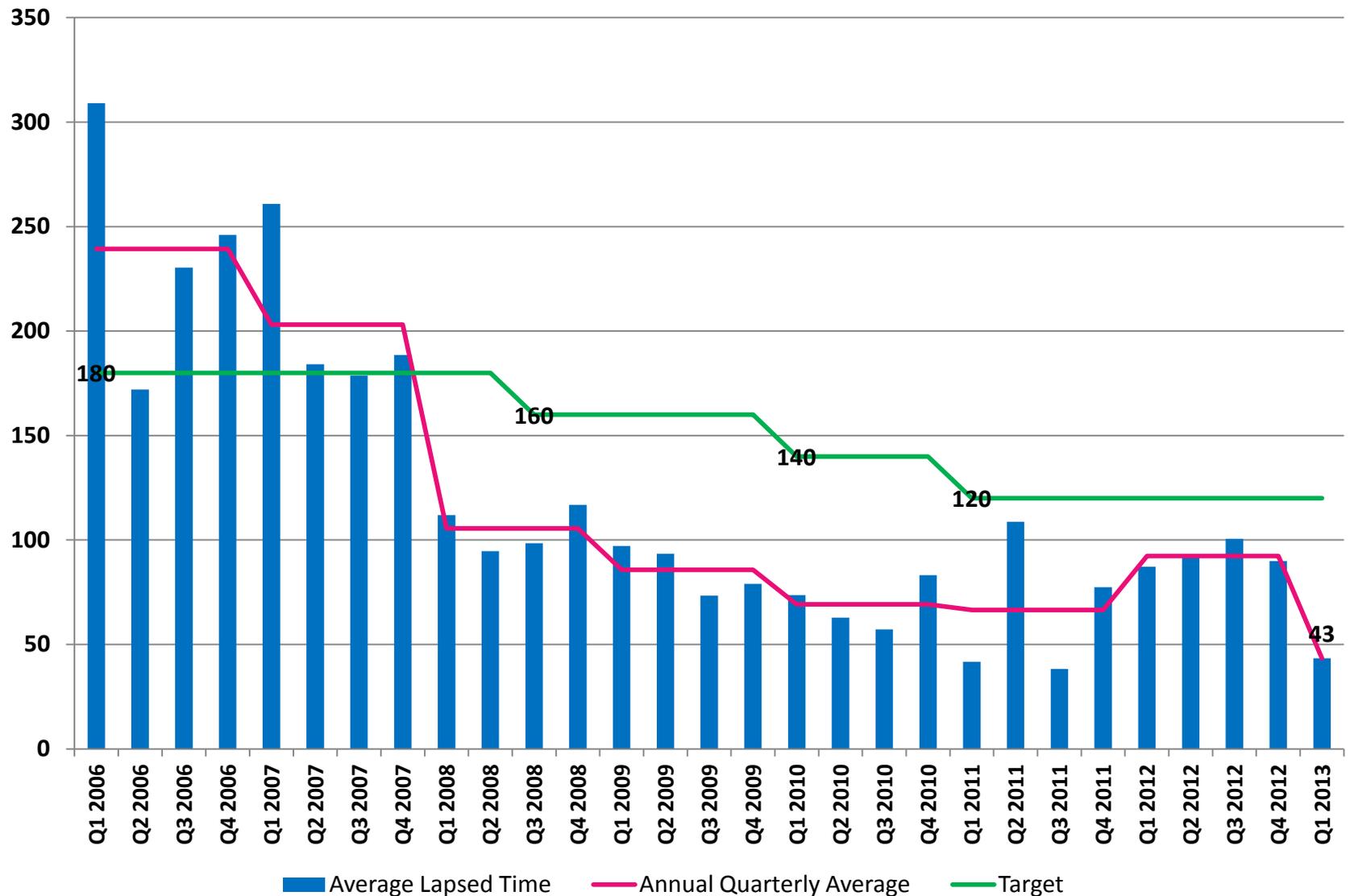
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CCW Wage Scale Audits Closed



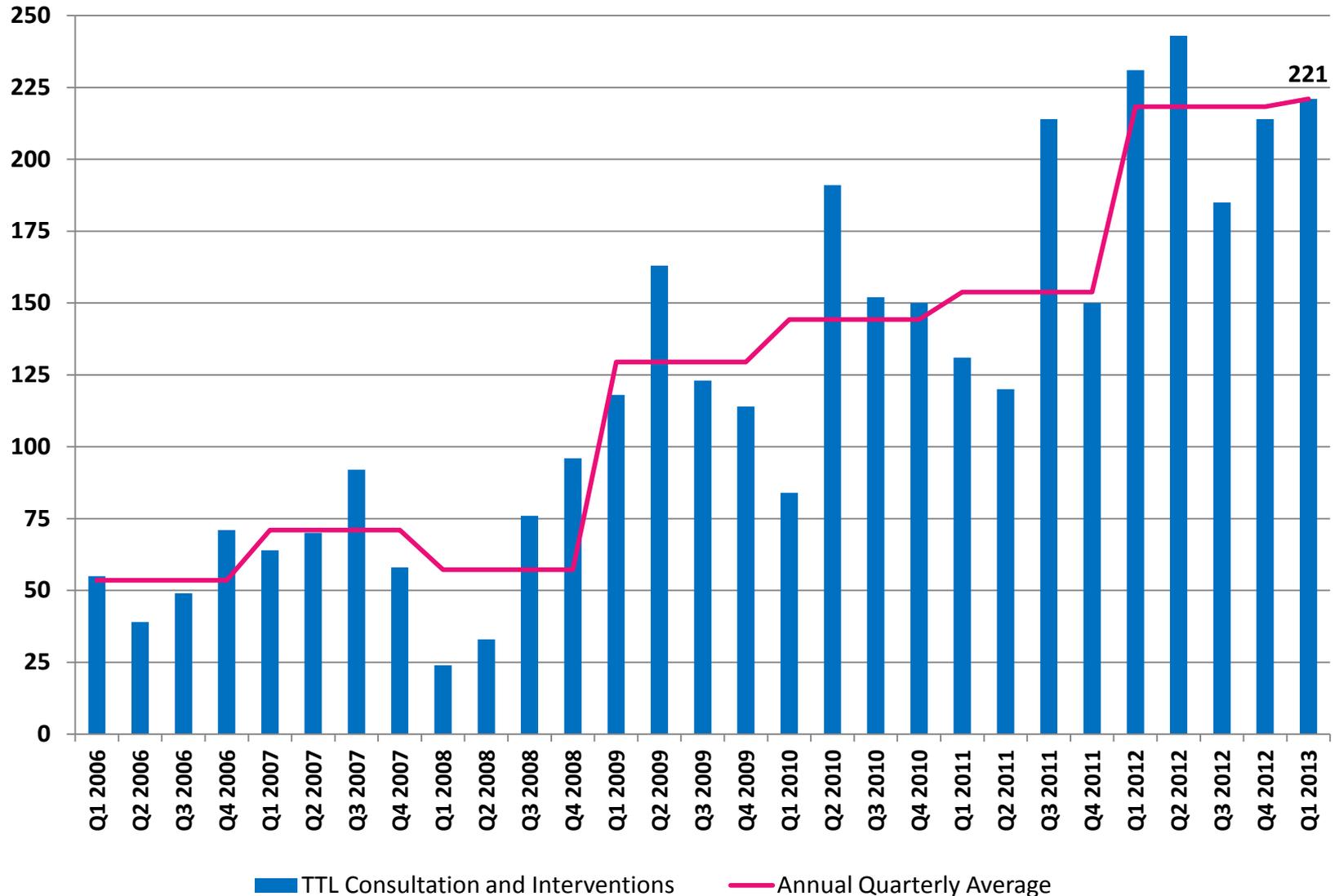
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Lapse Time for INSafe Consultations



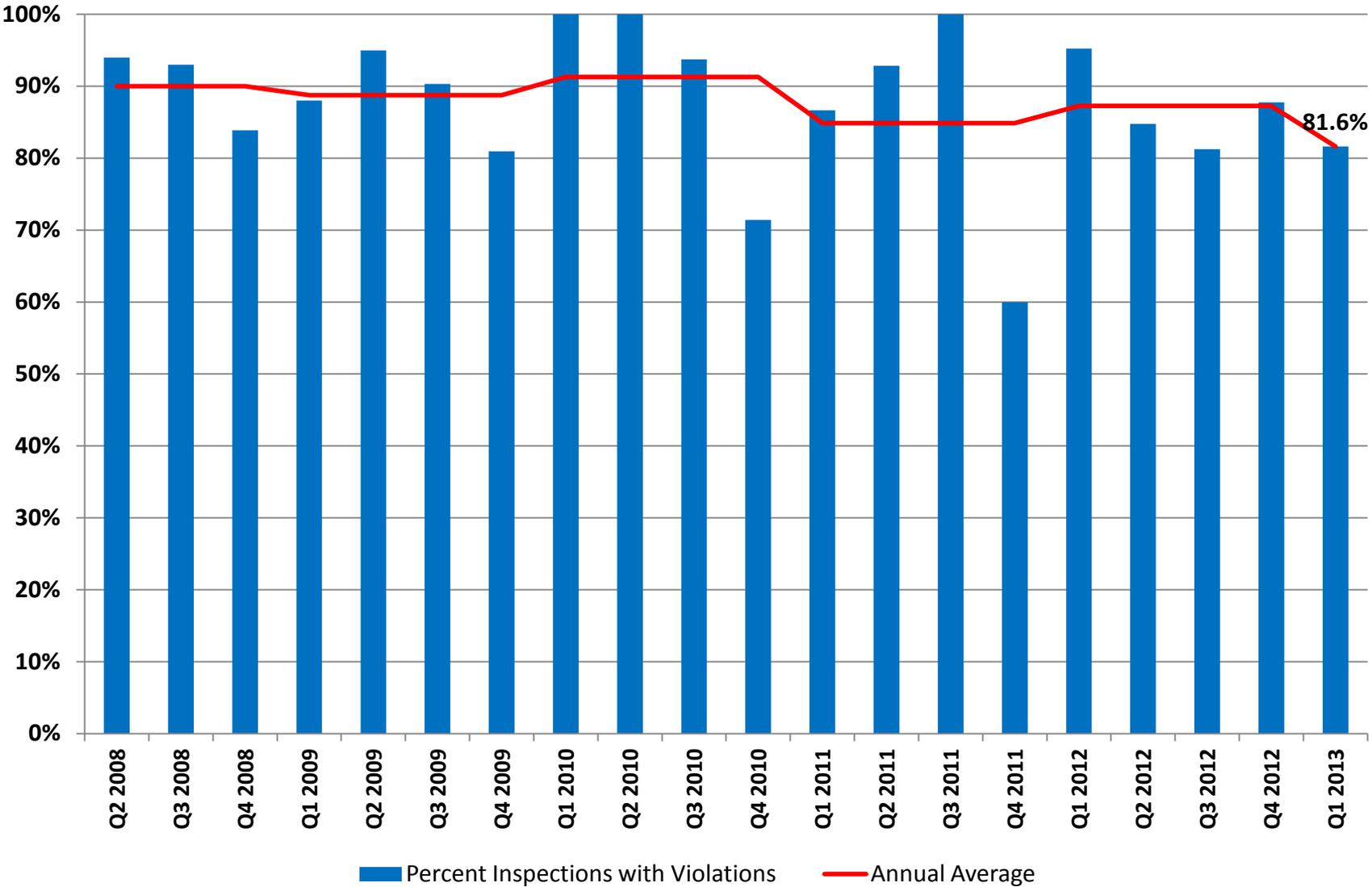
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INSafe Consultations & Interventions



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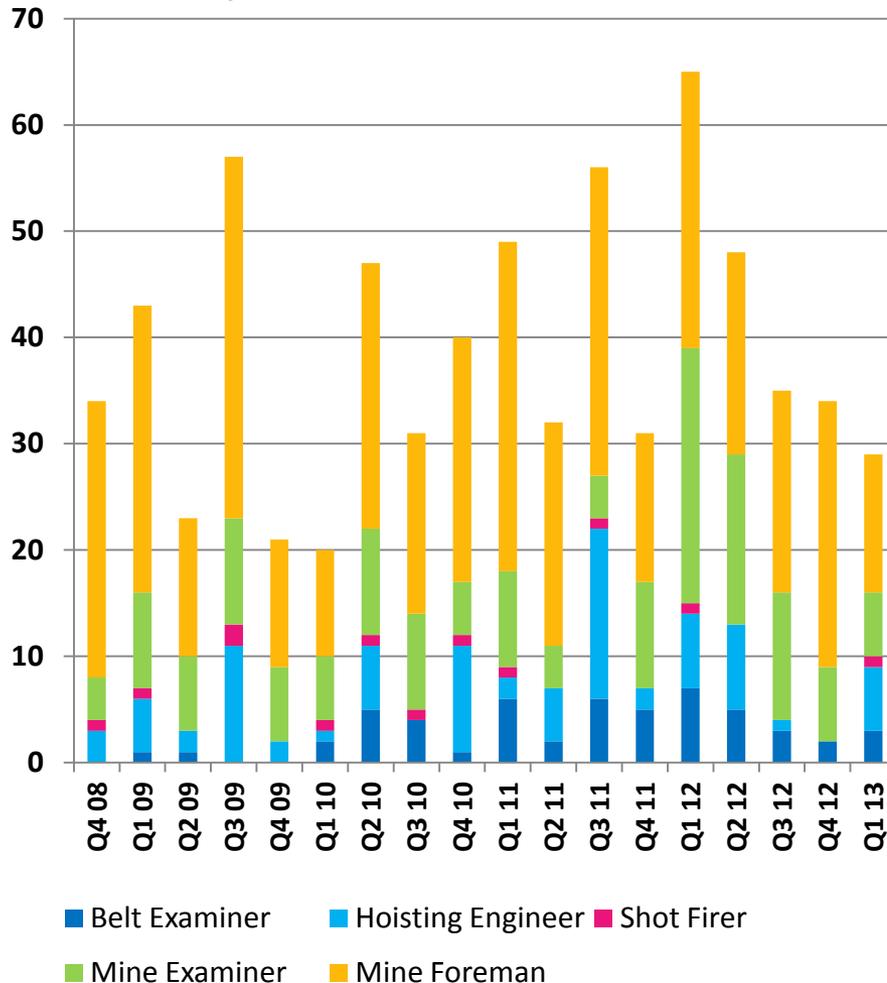
Percentage of BOM Inspections with Violations



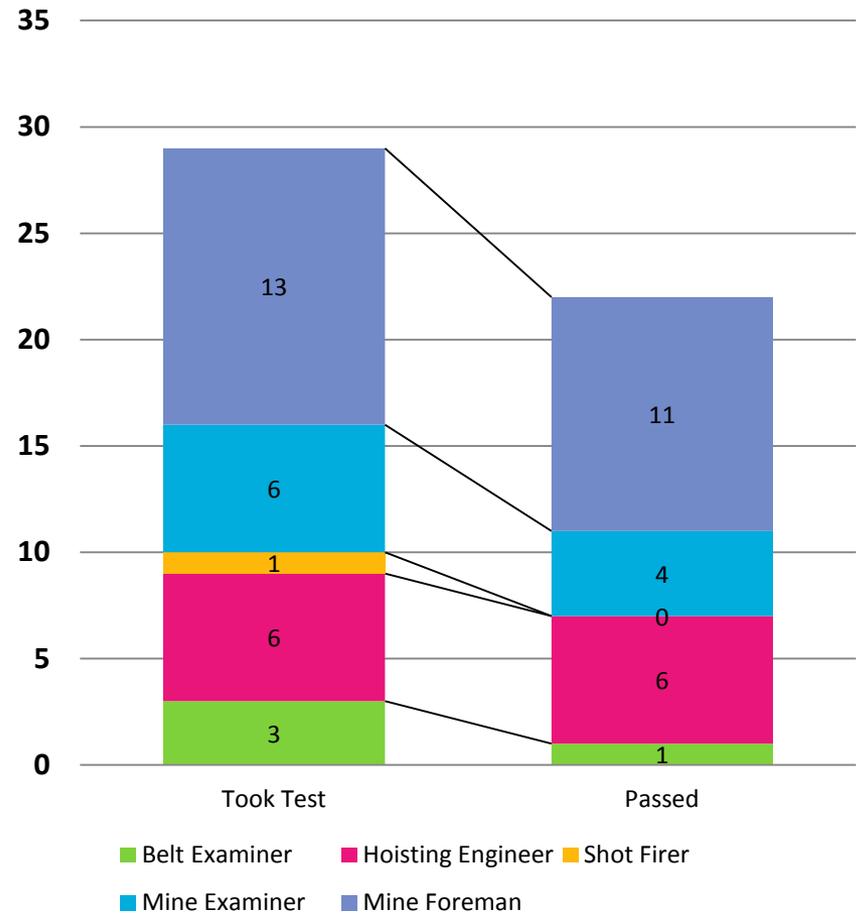
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BOM Certifications Issued

Per Quarter Certifications



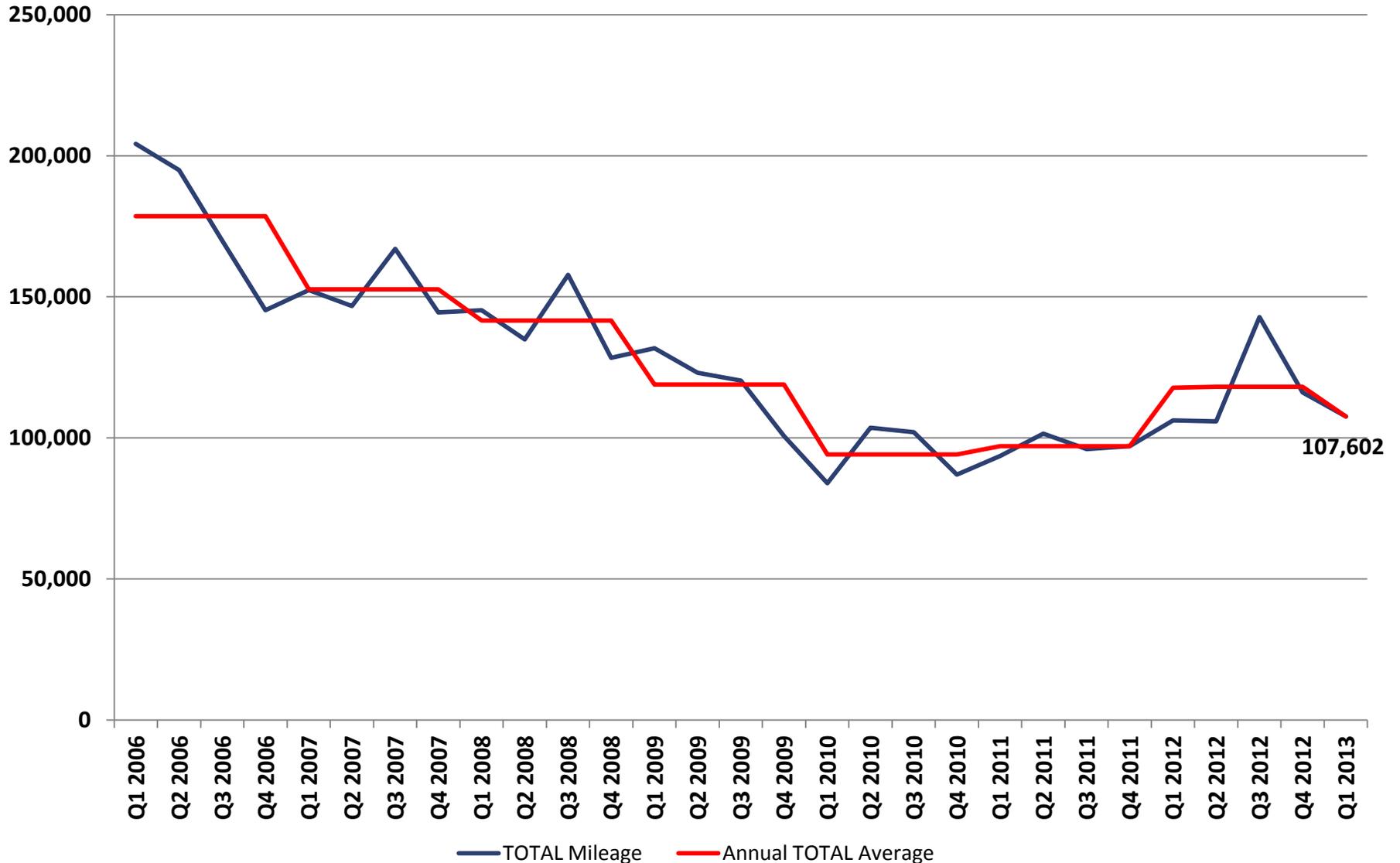
January 12, 2013 Certifications



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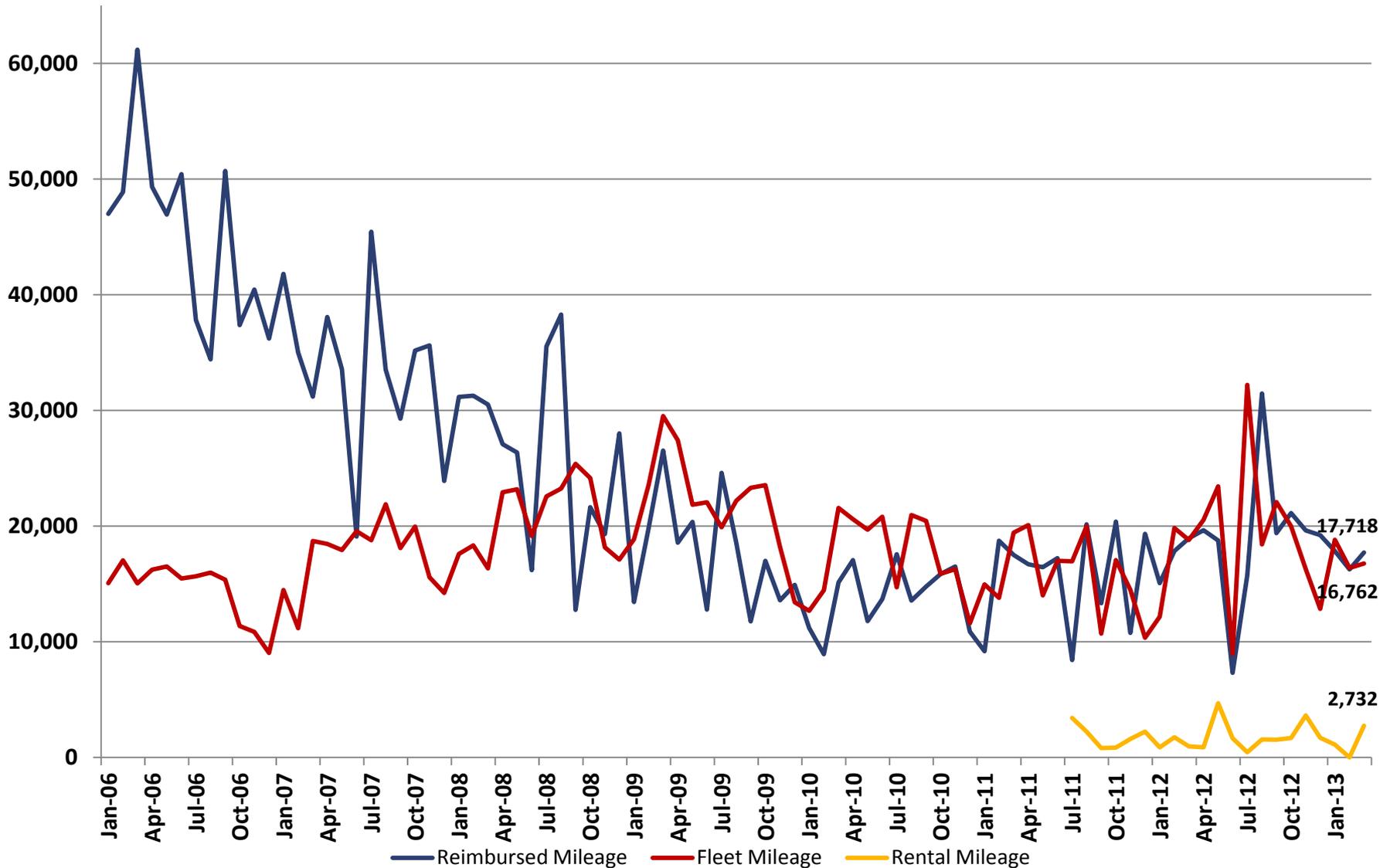
Total IDOL Miles Driven

Reimbursed, Fleet & Rental



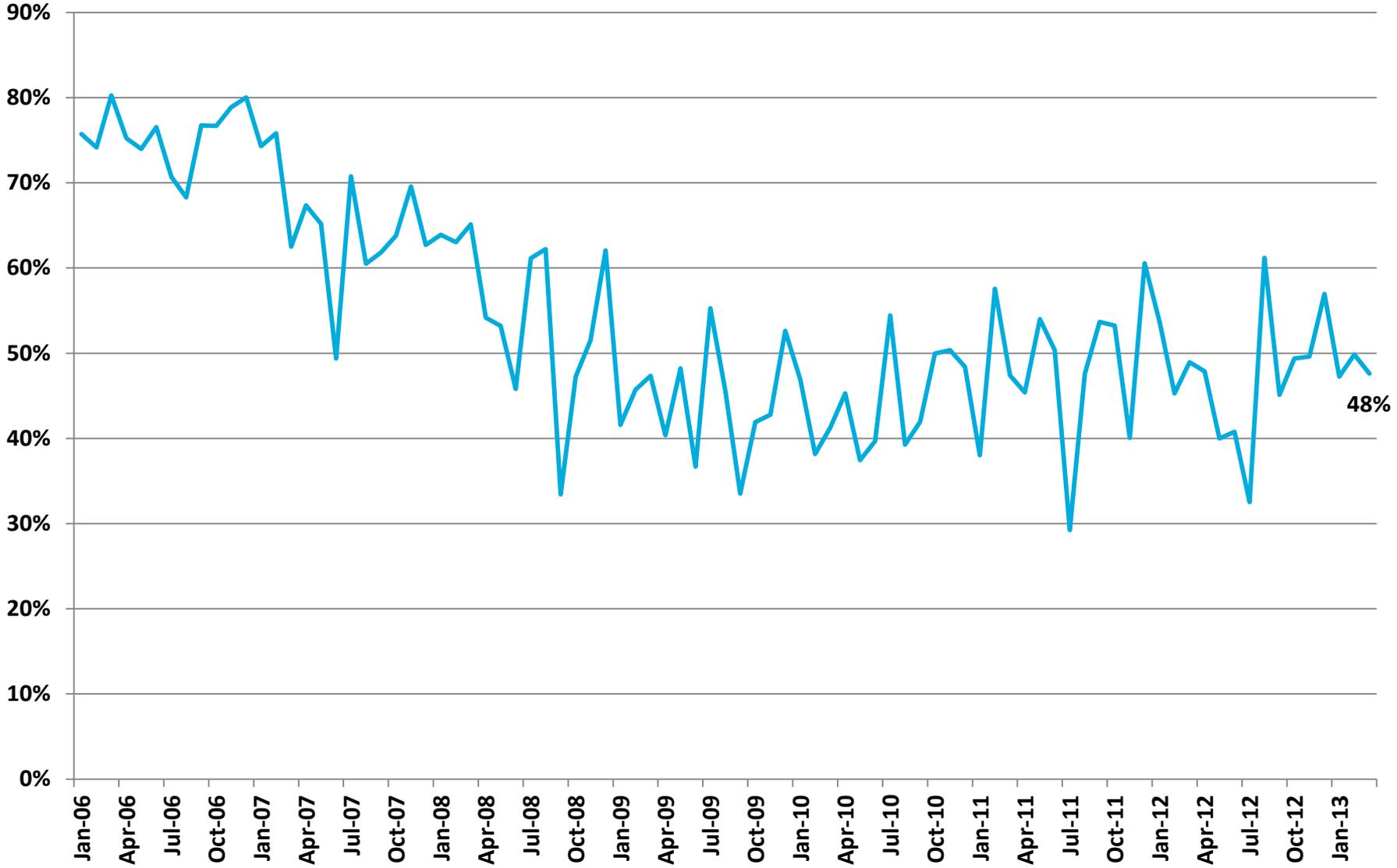
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IDOL Miles Driven by Reimbursement, Fleet & Rental



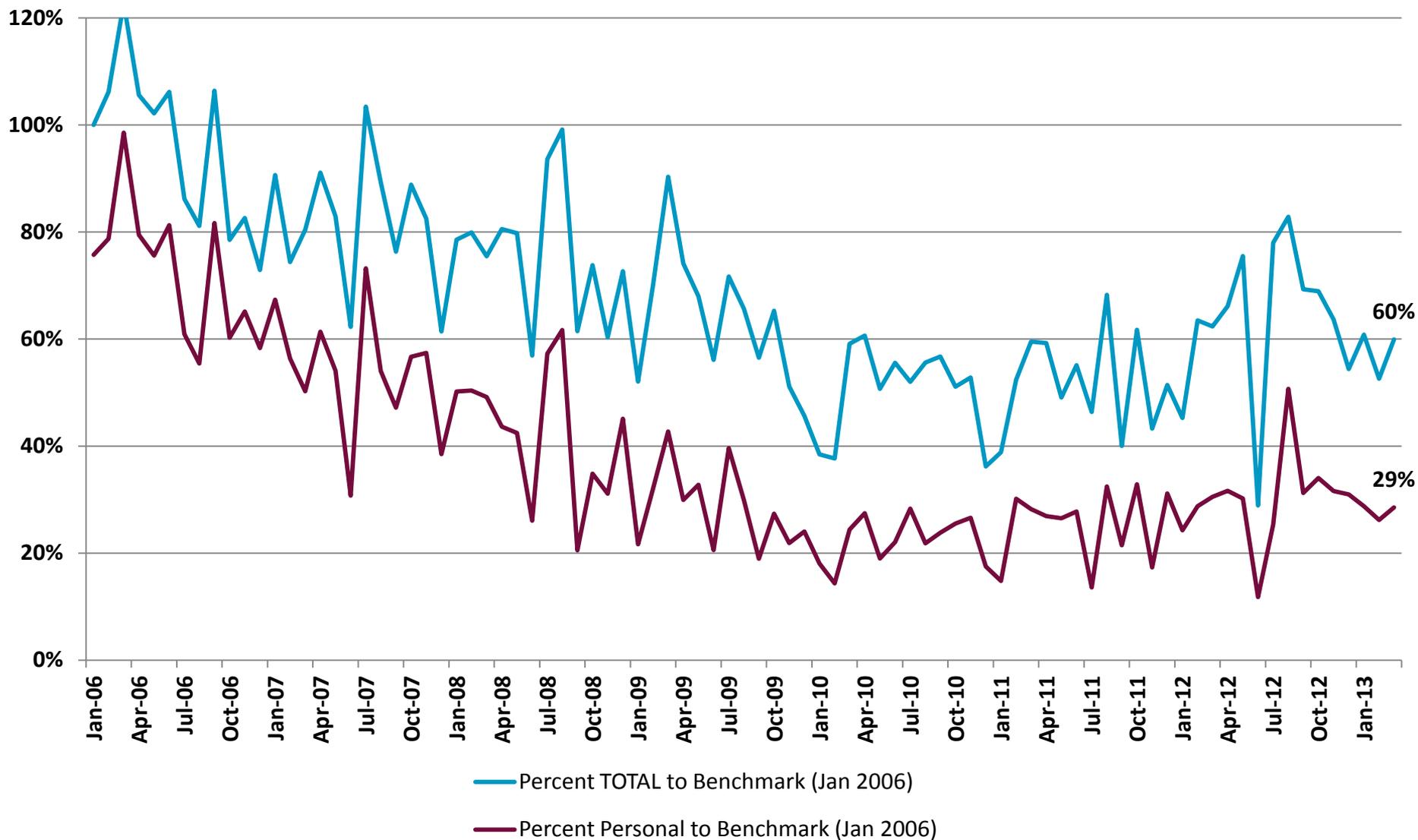
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Percentage of IDOL Miles Driven with Personal Vehicle



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Total IDOL Miles Driven Against January '06 Benchmark



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