

RESULTS



INDIANA
DEPARTMENT
OF LABOR

3RD QUARTER, CALENDAR YEAR, 2013 PERFORMANCE METRICS

DATED: OCTOBER 28, 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

Index | KPI's & Program Funding Measures

I. Three Tiers of Measures

II. Key performance Indicators and Program Funding Measures

- A. KPI #1: Annual Non Fatal Occupational Injury and Illness Rate for Indiana
- B. KPI #2: Indiana Target Industry non-fatal occupational injury and illness rate
- C. KPI #3: Total Number of Businesses Participating in Indiana Safety and Health Achievement Recognition Program (INSHARP) and the Voluntary Protection Program (VPP)

III. Program Funding Metrics

- A. Lapse Time for IOSHA Inspections with Citations
- B. Number of New IOSHA Inspections
- C. Percentage of Meritorious Wage Claims & CCW Recovery
- D. Child Labor Inspections Completed
- E. Quarterly Number of INSafe Consultations
- F. Number of Coal Mine Inspections
- G. Survey of Occupational Injuries and Illnesses (SOII) Response Rate

Index | Management Statistics

IV. Occupational Injuries, Illnesses & Fatalities

A. Nonfatal Occupational Injury & Illness Rate

V. Customer Service Surveys

A. All IDOL Customer Survey Responses

B. Divisional Scores by Year

C. Total Customer Surveys by Quarter & Division

VI. IOSHA

A. Monthly Divisional Inspection Totals

B. Quarterly Inspection Totals Overall

C. Quarterly Divisional Inspection Totals

D. Workplace Deaths Inspected

E. Fatality Inspections by Cause of Death

F. Monthly Inspection Lapse Time in days

G. Percentage of Inspections with Violations

H. Penalties Paid within 30 Days of Safety Order

I. Board of Safety Review Statistics

J. Whistleblower Cases

VII. Child Labor

A. Child Labor Inspections Completed

B. Child Labor Trainings

C. Percentage of Inspection with Violations

VIII. Wage & Hour

A. Number of Wage Claims Received

B. Wage Claims Lapsed Time

C. Meritorious Wage Claims Paid to Workers

D. Common Construction Wage Hearings

E. CCW Wage Scale Audits Closed

IX. INSafe

A. Quarterly Number of INSafe Consultations

B. Lapsed Time for INSafe Consultations

C. INSafe Consultations & Interventions

X. Bureau of Mines

A. Number of Coal Mine Inspections

B. Percentage of BOM Inspections with Violations

C. BOM Certifications Issued

XI. Quality, Metrics & Statistics

A. SOII Response Rate

XII. Operations

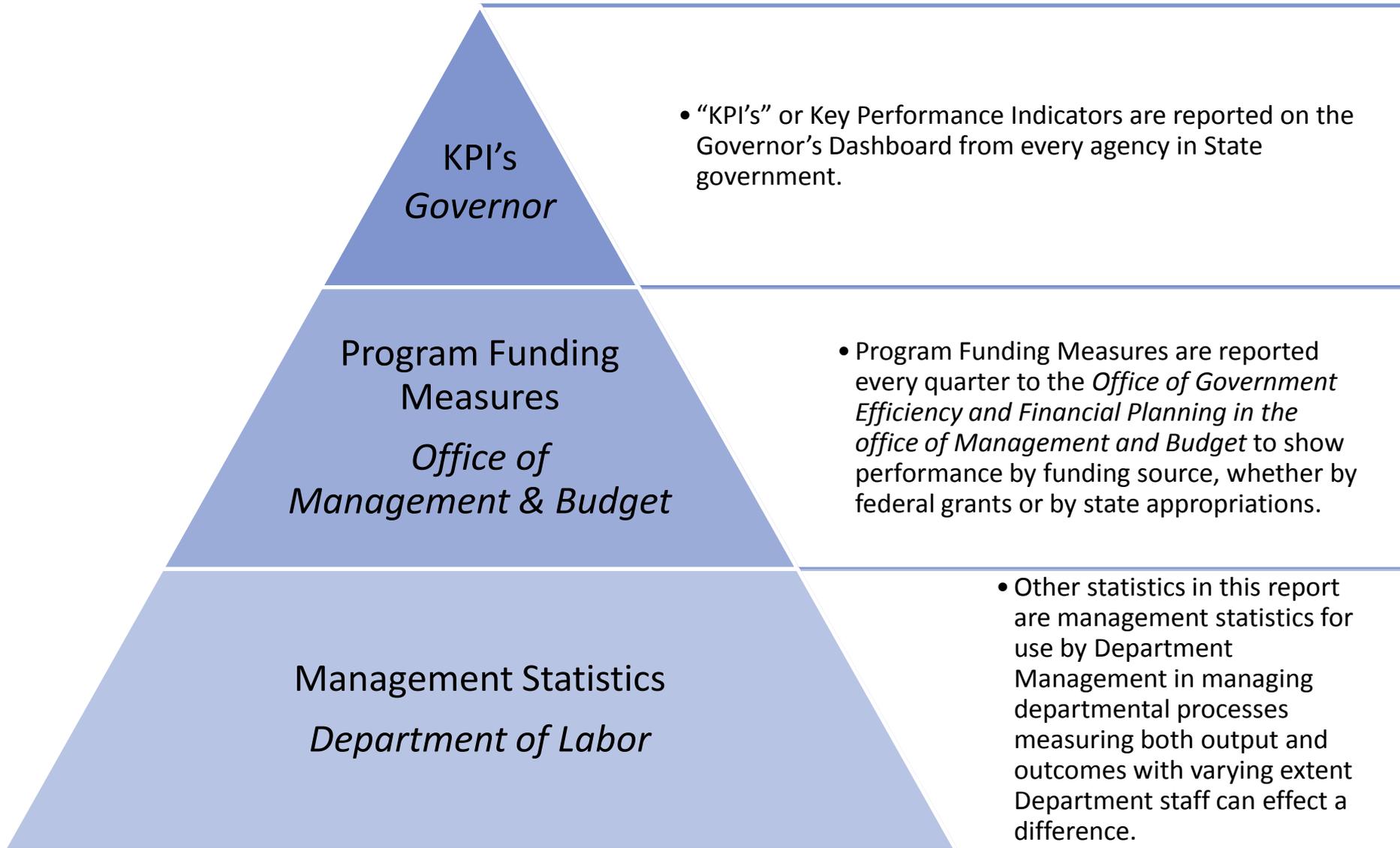
A. Total IDOL Miles Driven

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



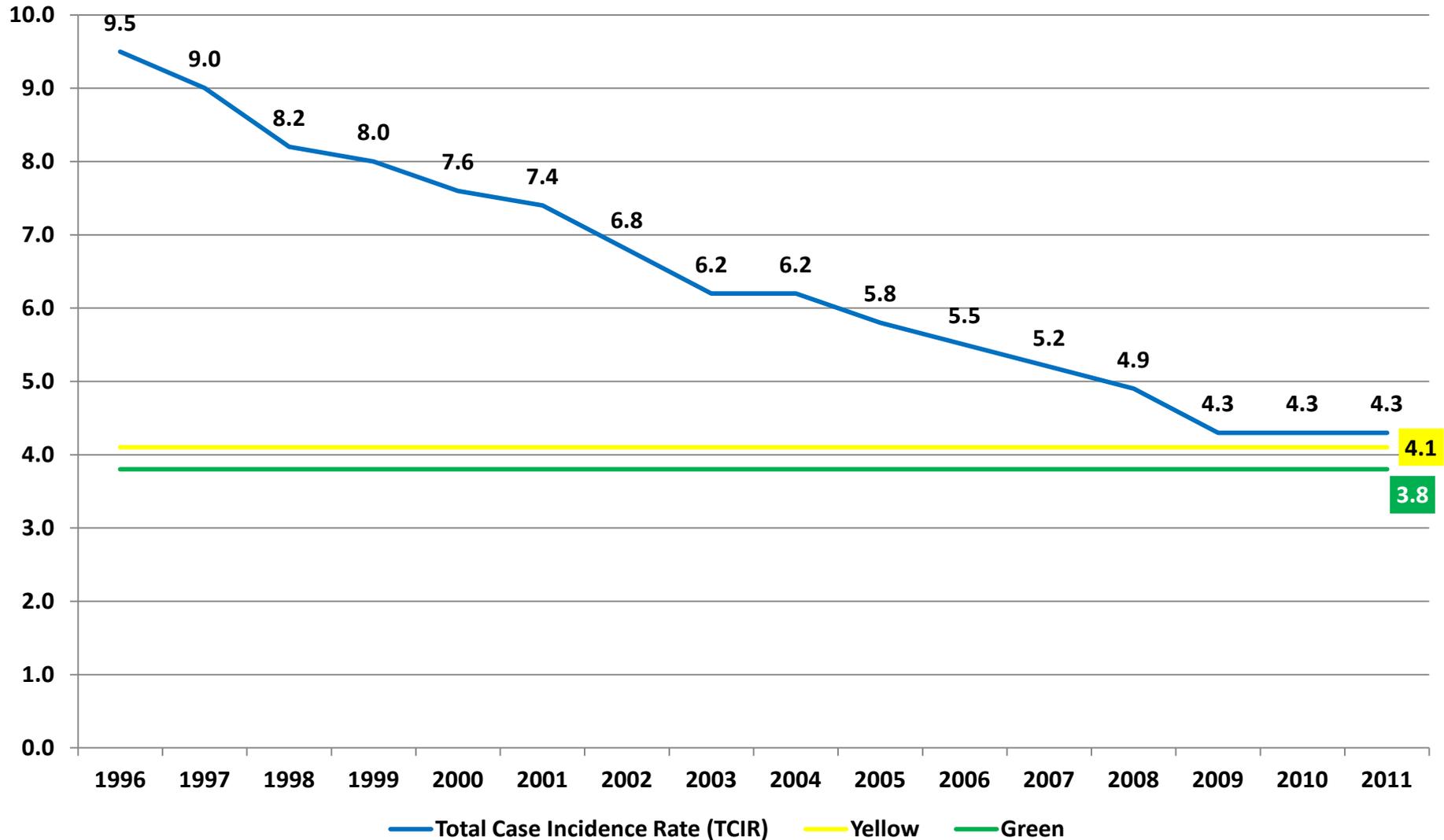
Key Performance Indicators and Program Funding Measures

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

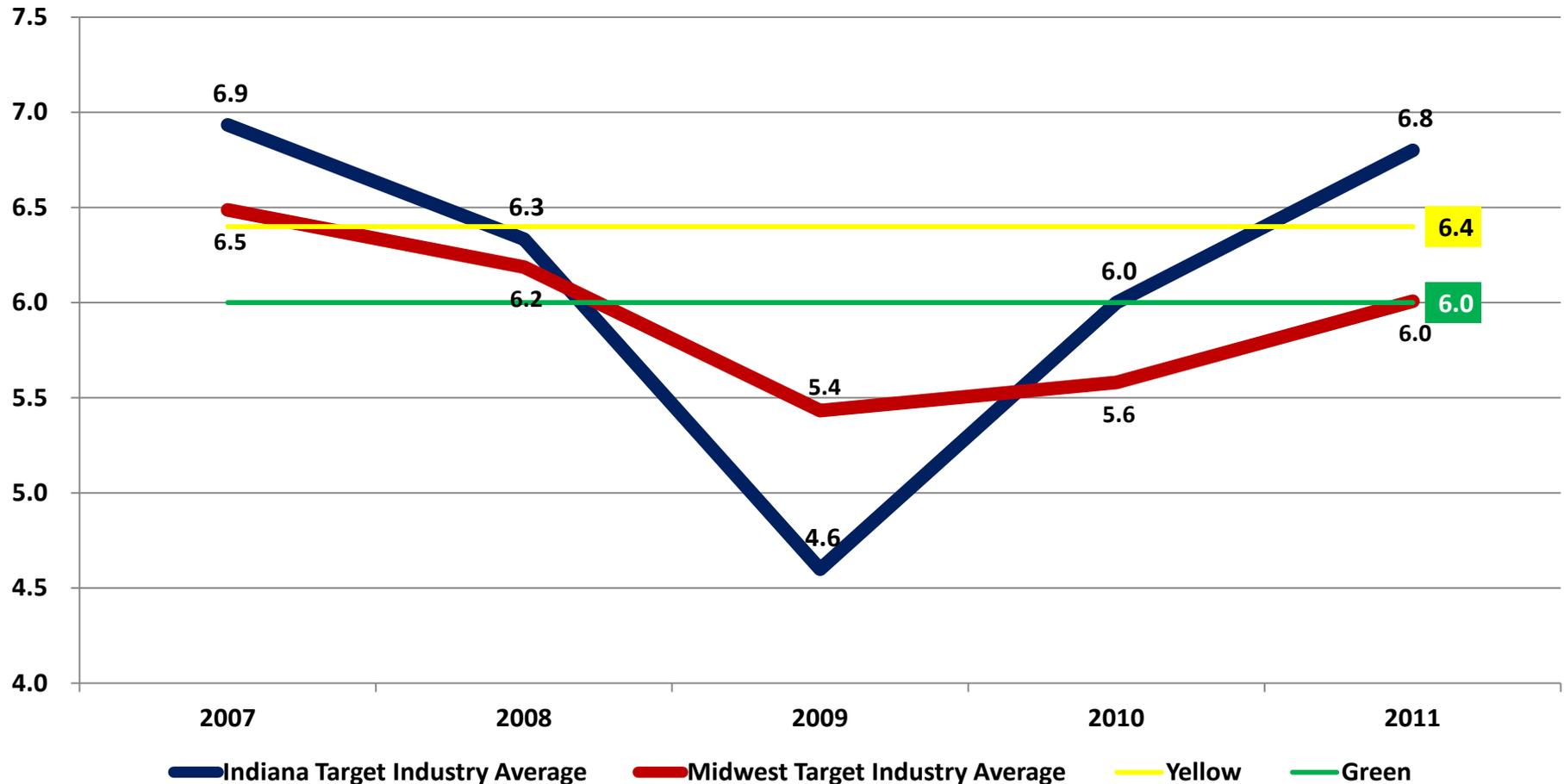


The 2011 rate was released by the Federal Bureau of Labor Statistics on October 25, 2012 and the 2012 rate is anticipated to release around the same time in 2013.

[Return to Index](#)

KPI #2:

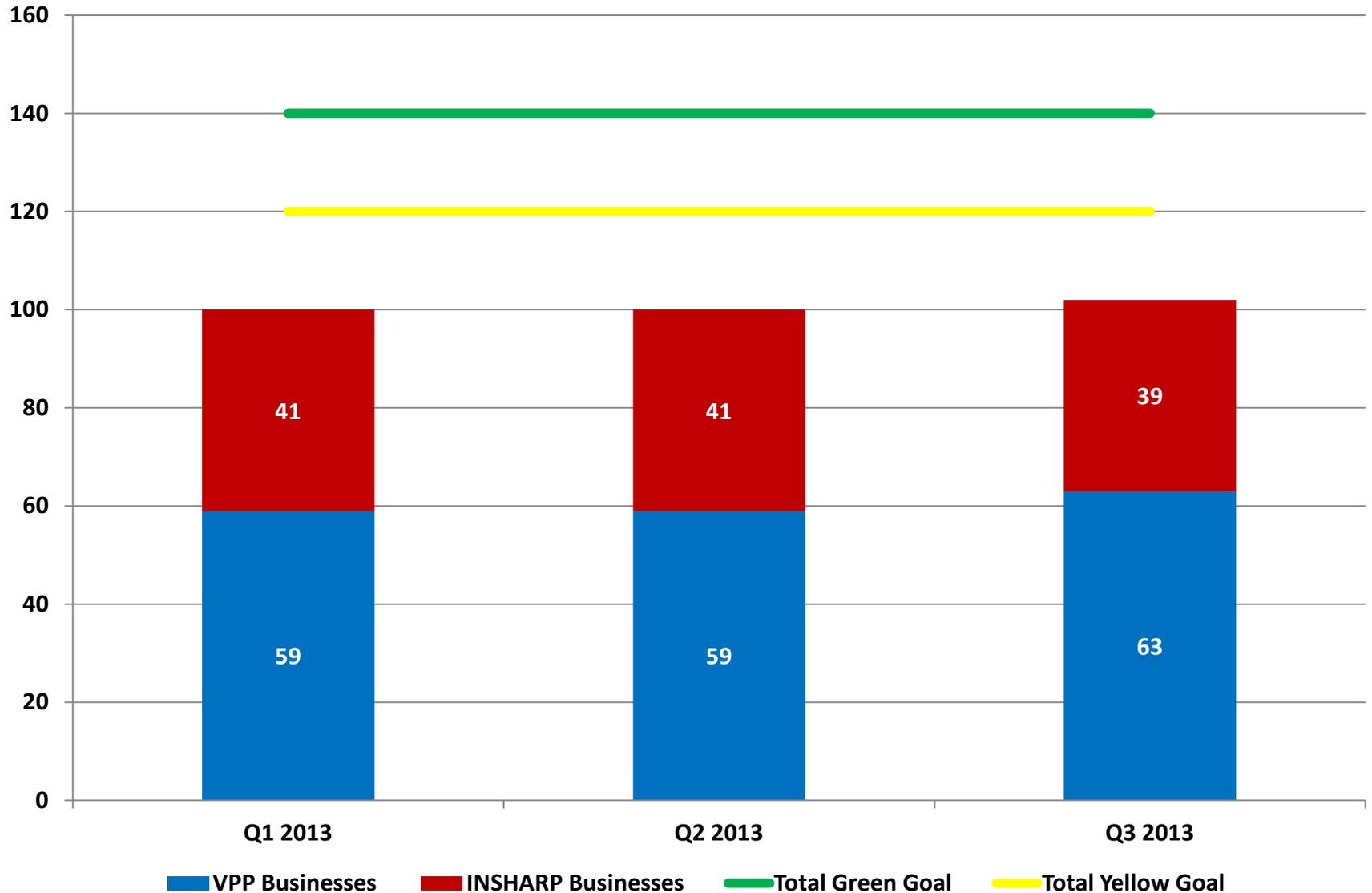
Indiana Target Industry non-fatal occupational injury and illness rate



The target industry non-fatal occupational injury and illness rates above are averaged for the three industries of Agriculture, Forestry, Fishing, and Hunting; Health Care and Social Assistance; and Transportation.

KPI #3:

Total Number of Businesses Participating in Indiana Safety and Health Achievement Recognition Program (INSHARP) and the Voluntary Protection Program (VPP)



[Return to Index](#)

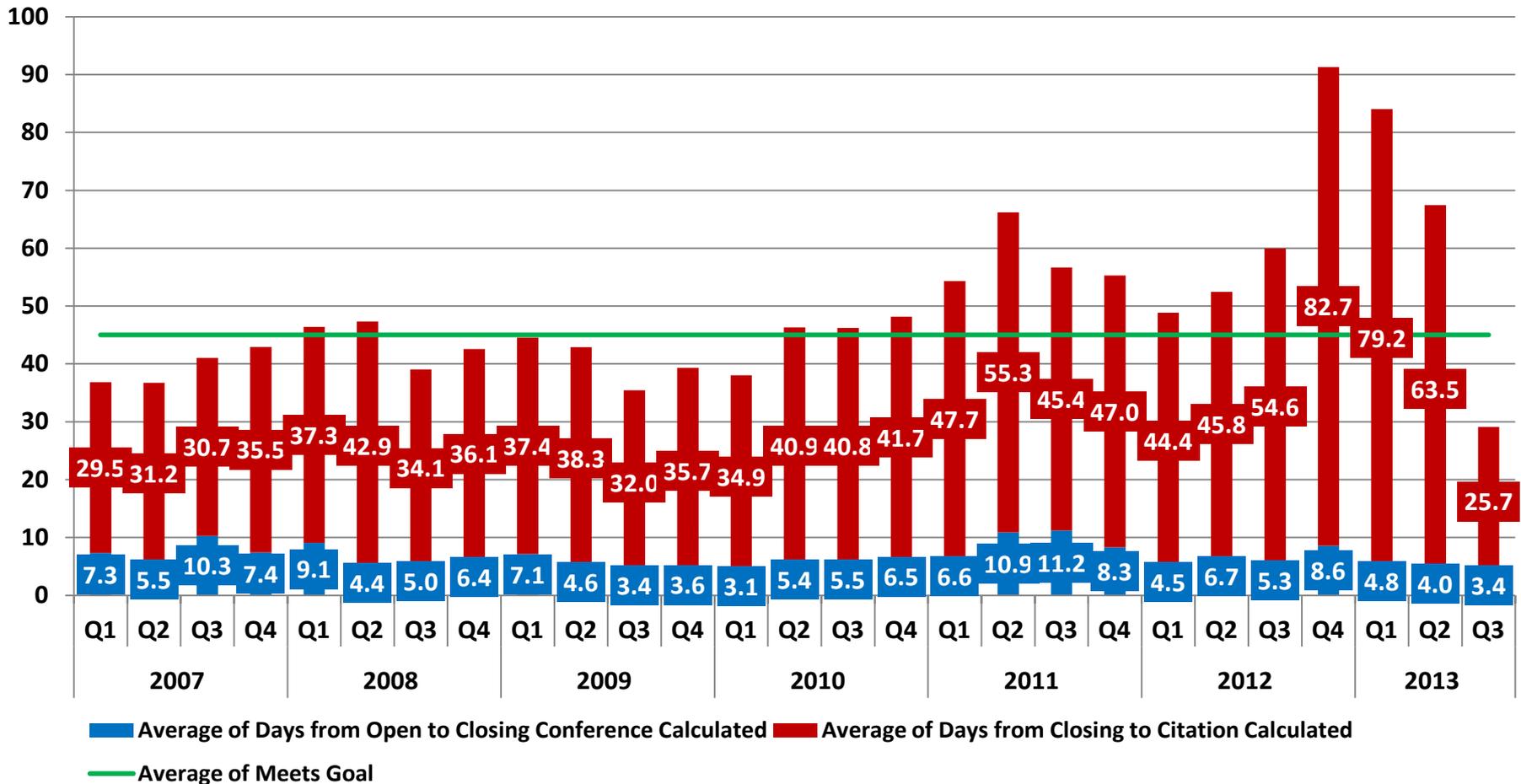
Program Funding Metrics

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
	Advance workplace safety through both complaint driven and targeted inspections	Number of New IOSHA inspections Output 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
Employment of Youth Bureau of Child Labor	Enforce Indiana child labor laws through regulation	Number of child labor inspections 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

[Return to Index](#)

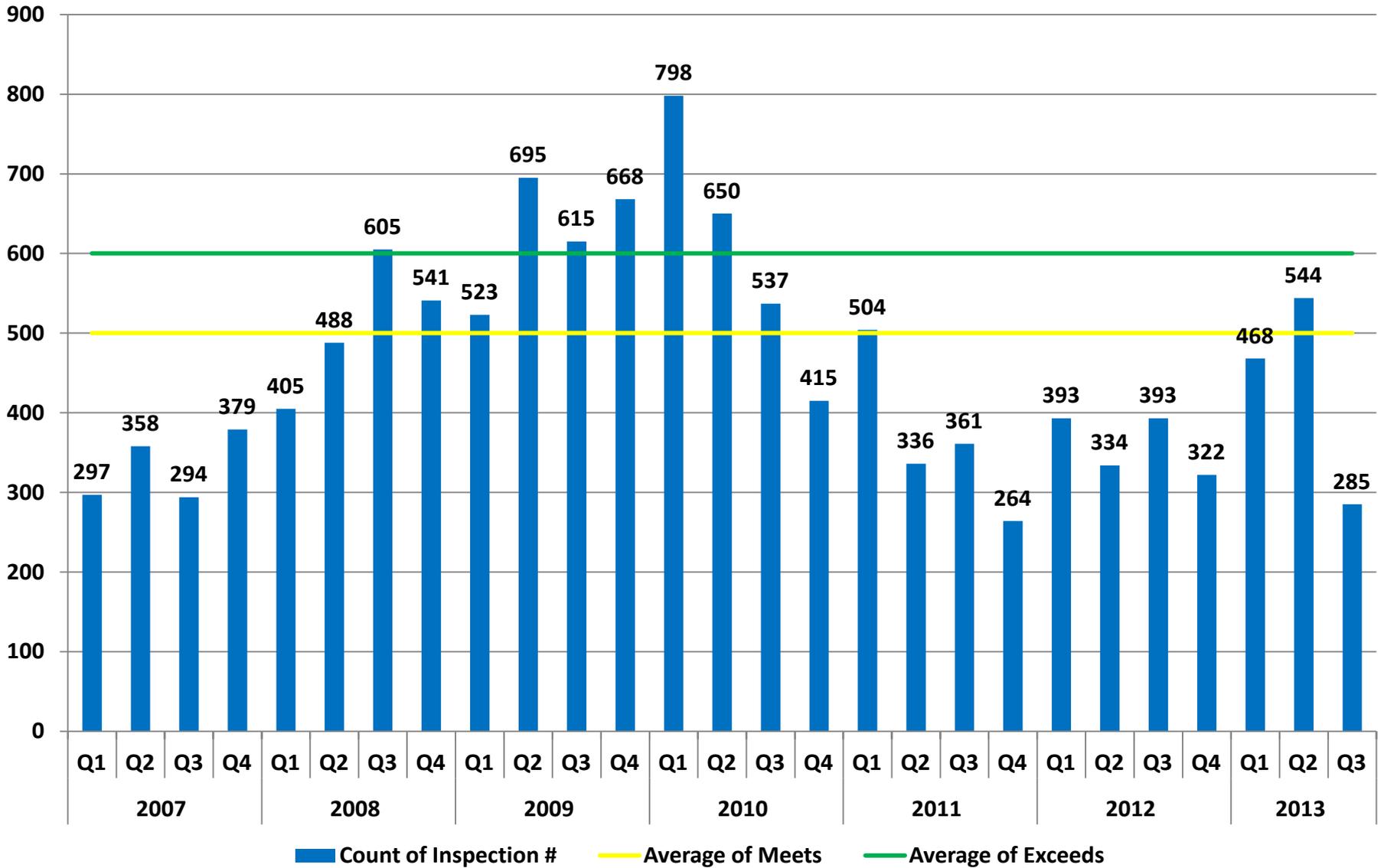
Lapsed Time for OSHA Inspections with Citations



This metric measures the days it takes, on average, for all OSHA inspections to complete from the “Opening Conference” through the “Citation Issued” date and, as a result, only the lapse time for inspections with citations is shown above. **In addition, because of long lapse times, the most recent 2 quarters are expected to substantively, materially increase with time.** The entire lapse time calculated above is purely a representation of current CSHO staffing.

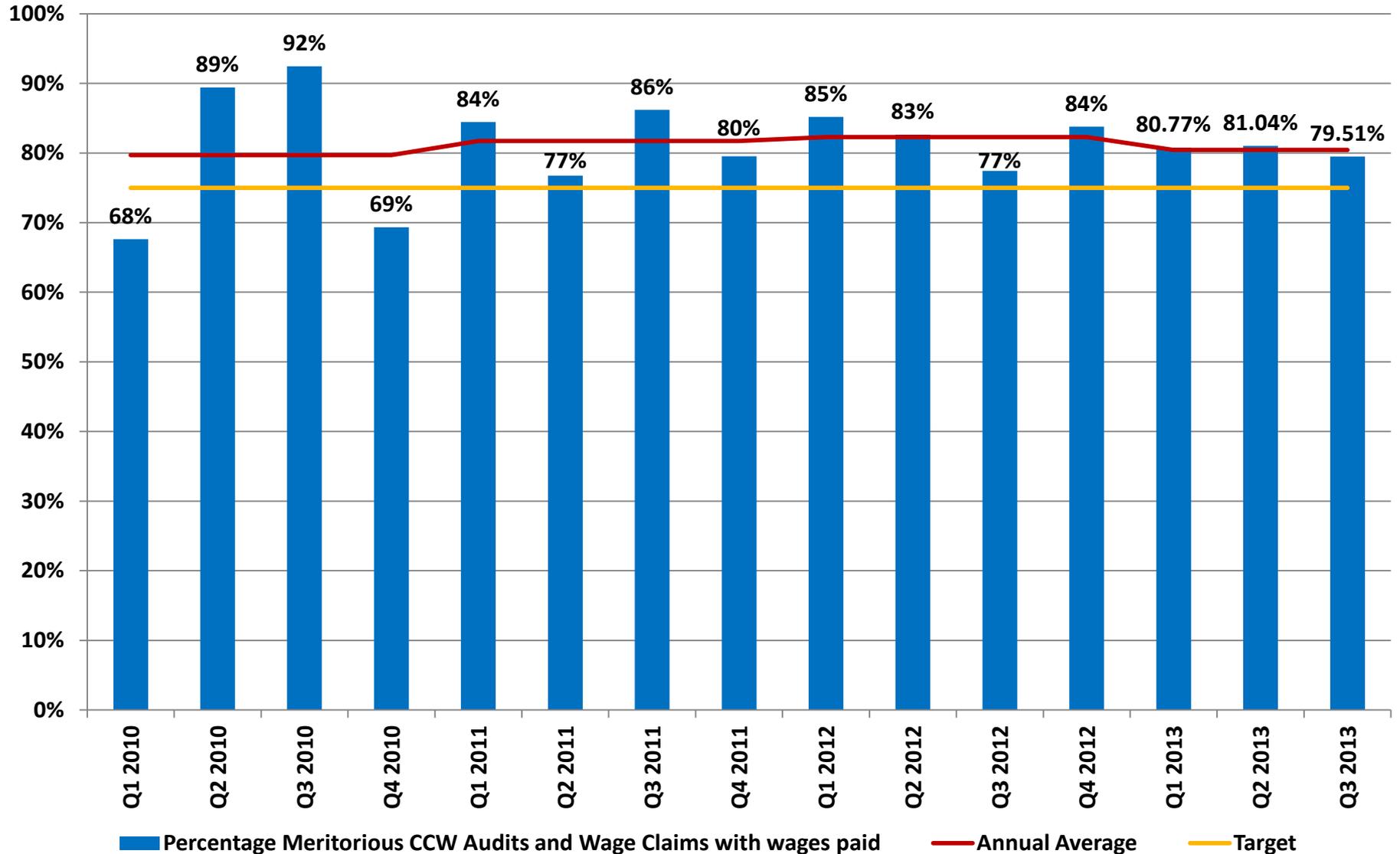
Return to Index

Number of Indiana Occupational Health and Safety (IOSHA) Inspections



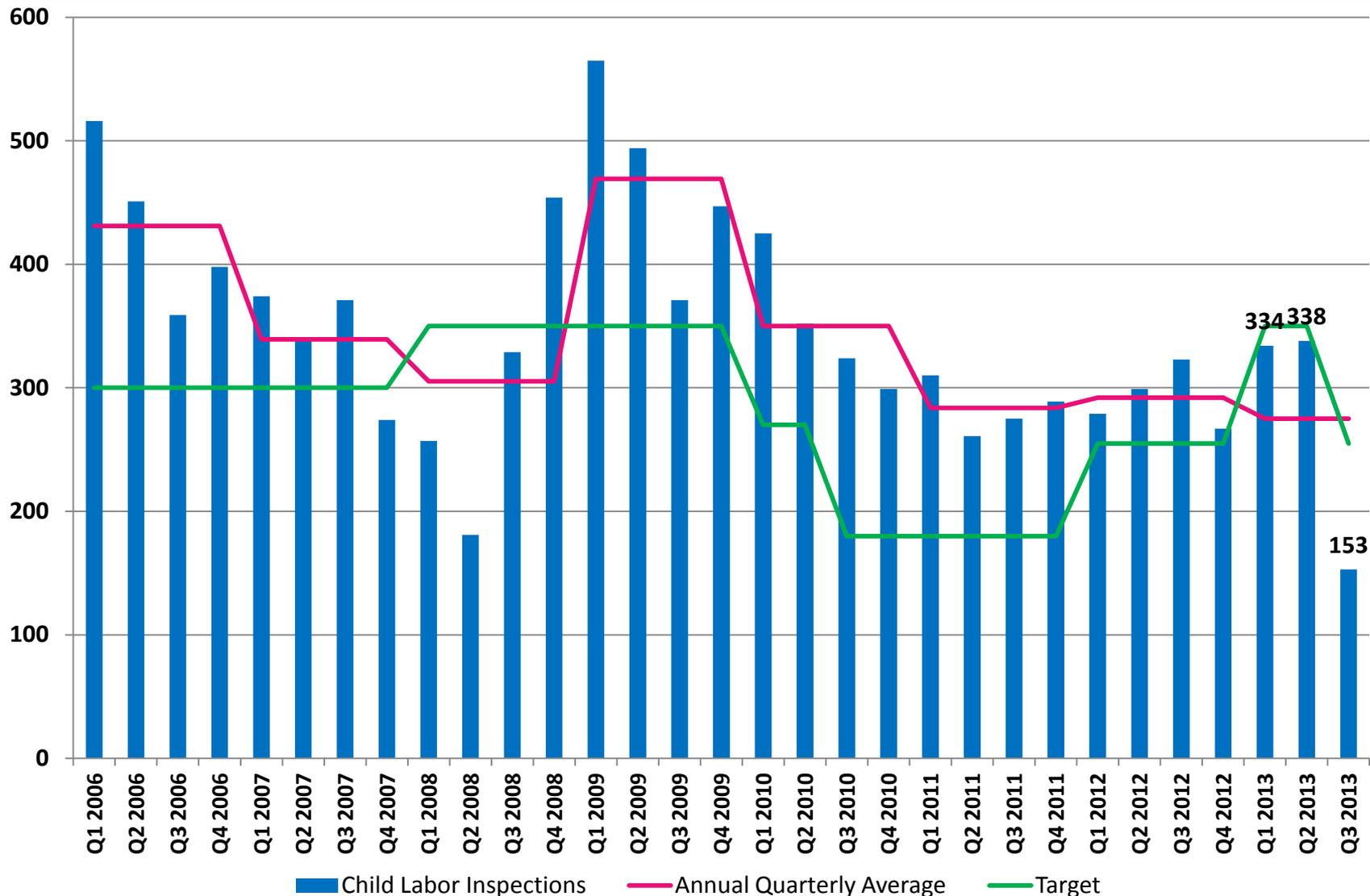
Return to Index

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



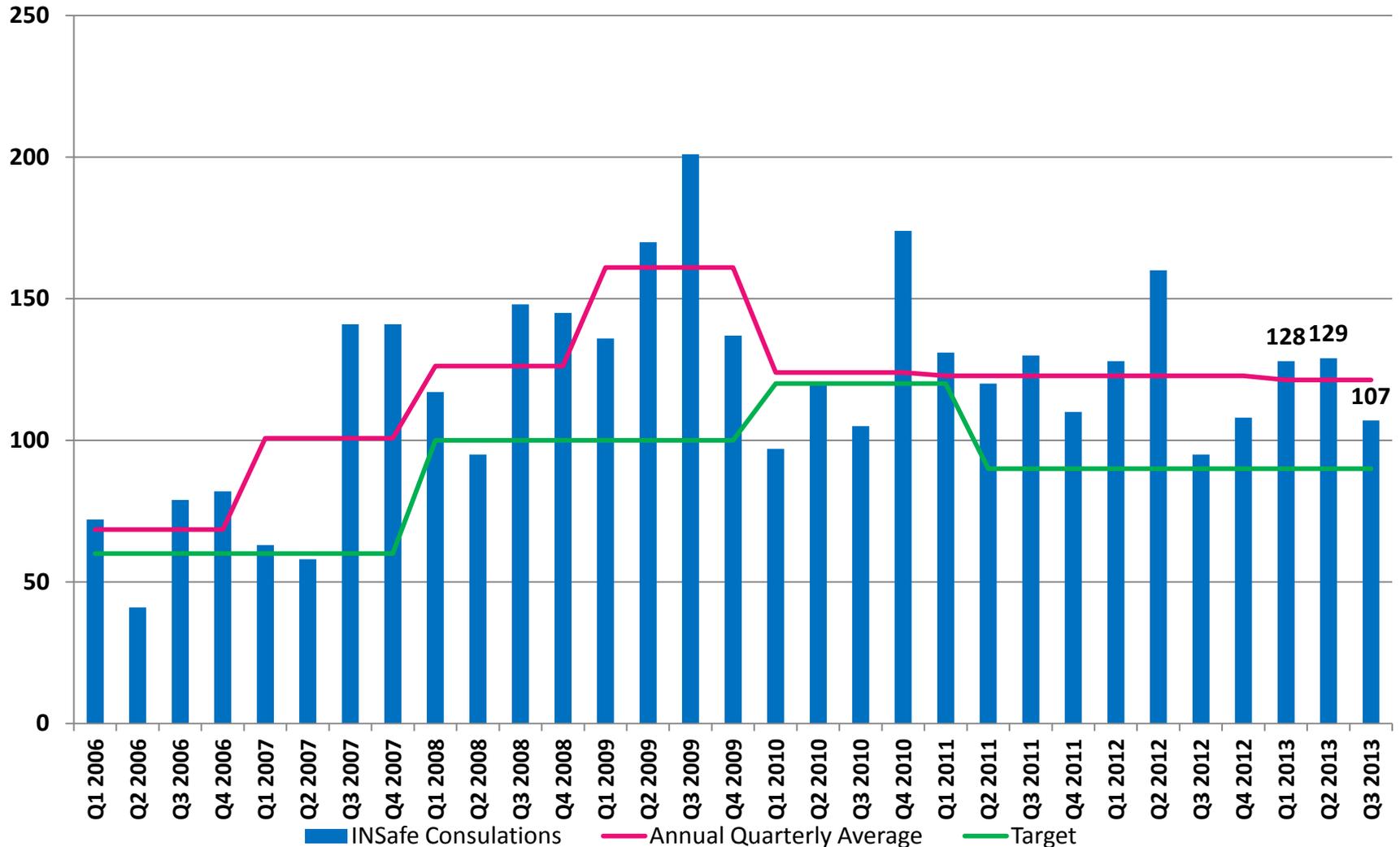
[Return to Index](#)

Child Labor Inspections Completed



Return to Index

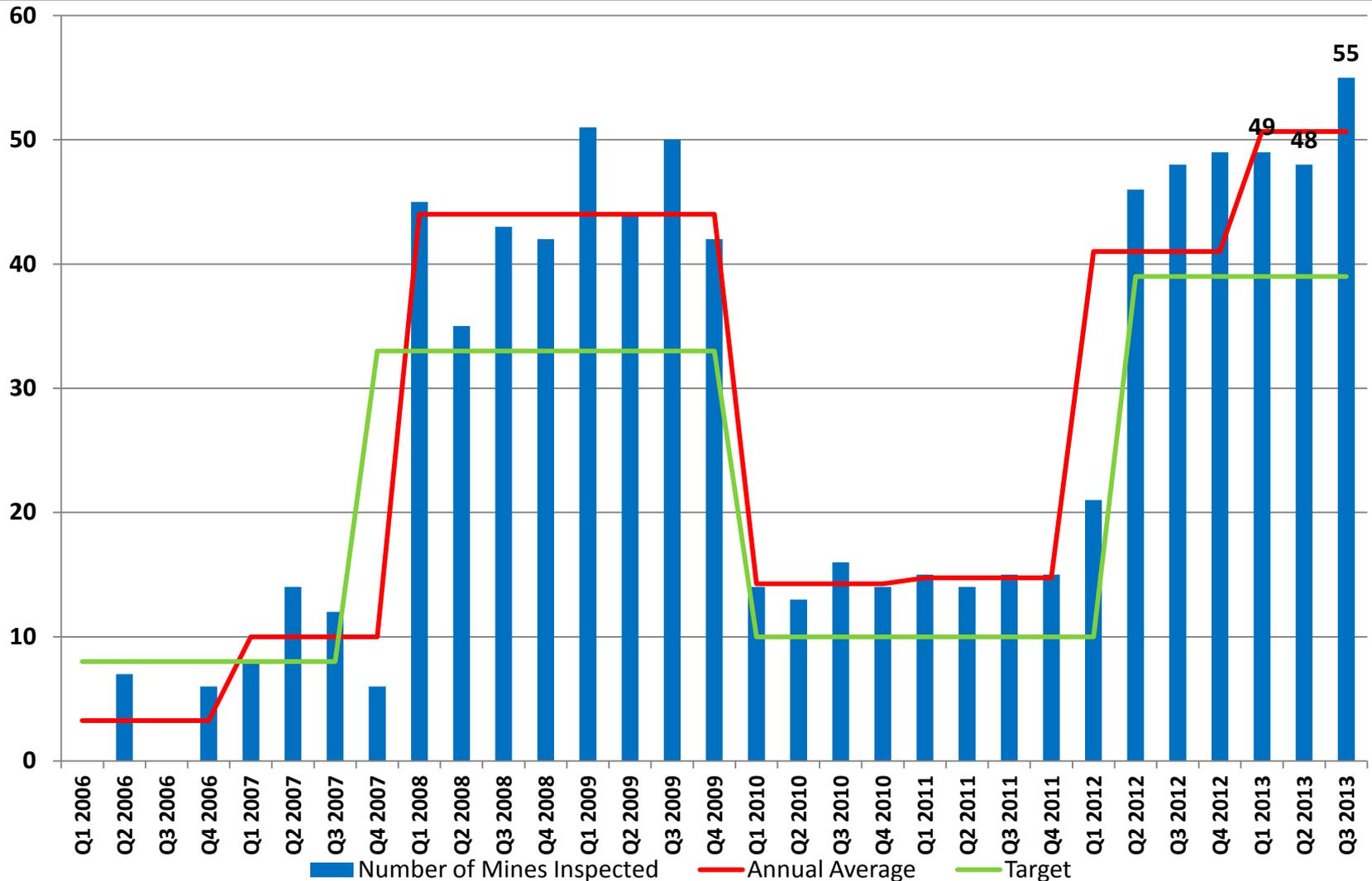
Quarterly Number of INSafe Consultations



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.

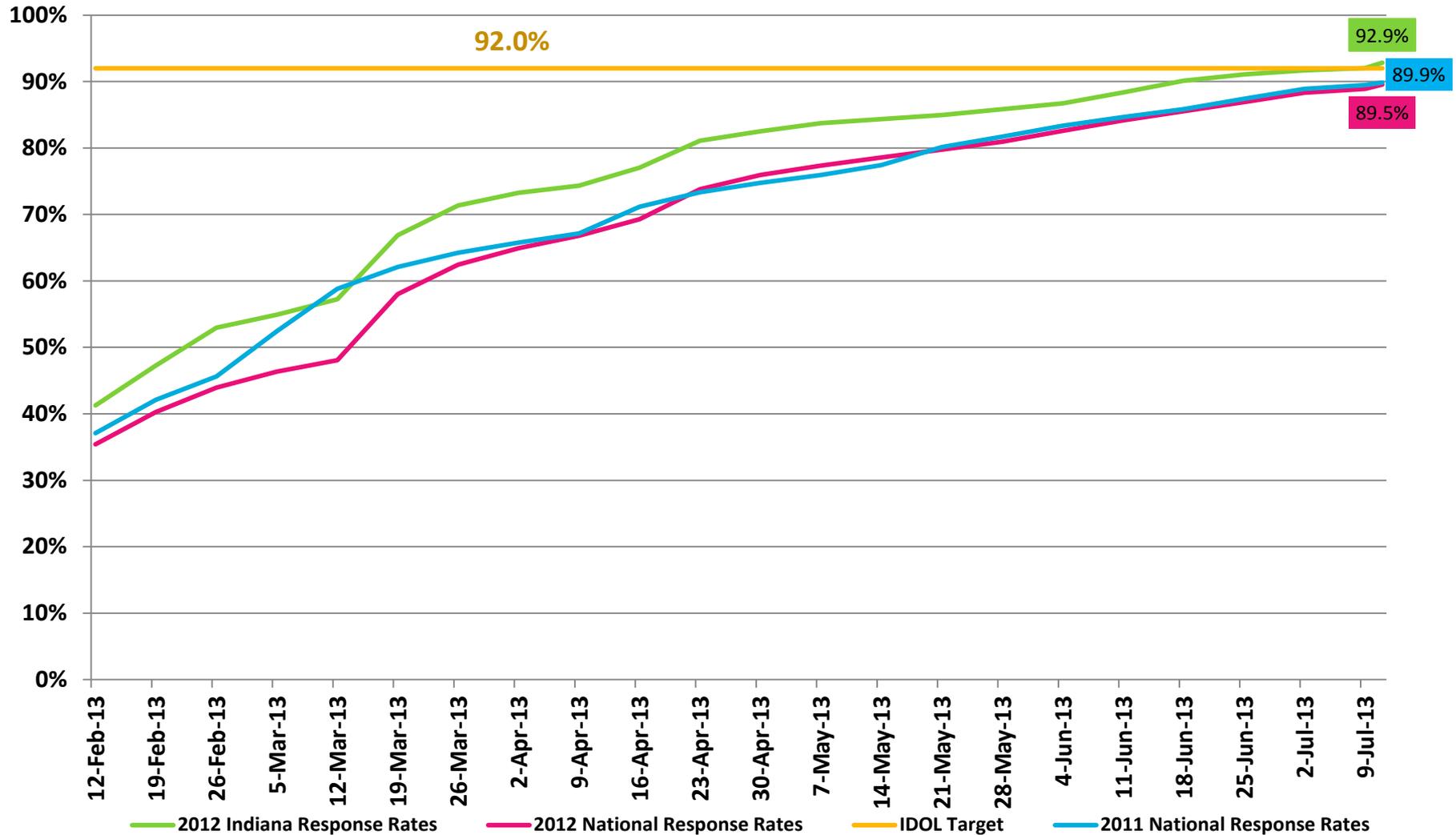
[Return to Index](#)

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)



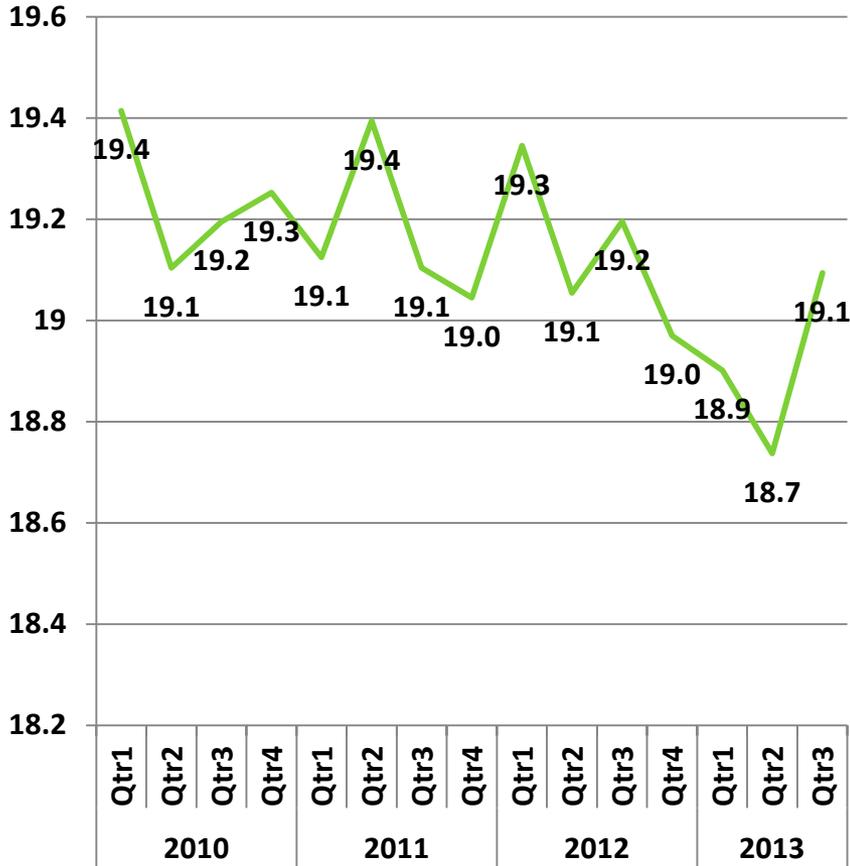
The SOII is conducted from mid-January to mid-July each year for the previous calendar year. The survey rate is reported to GEFP on a yearly basis upon completion of the survey. **For the 2011 survey conducted in 2012, the percentage of responses was 95.1%.**

[Return to Index](#)

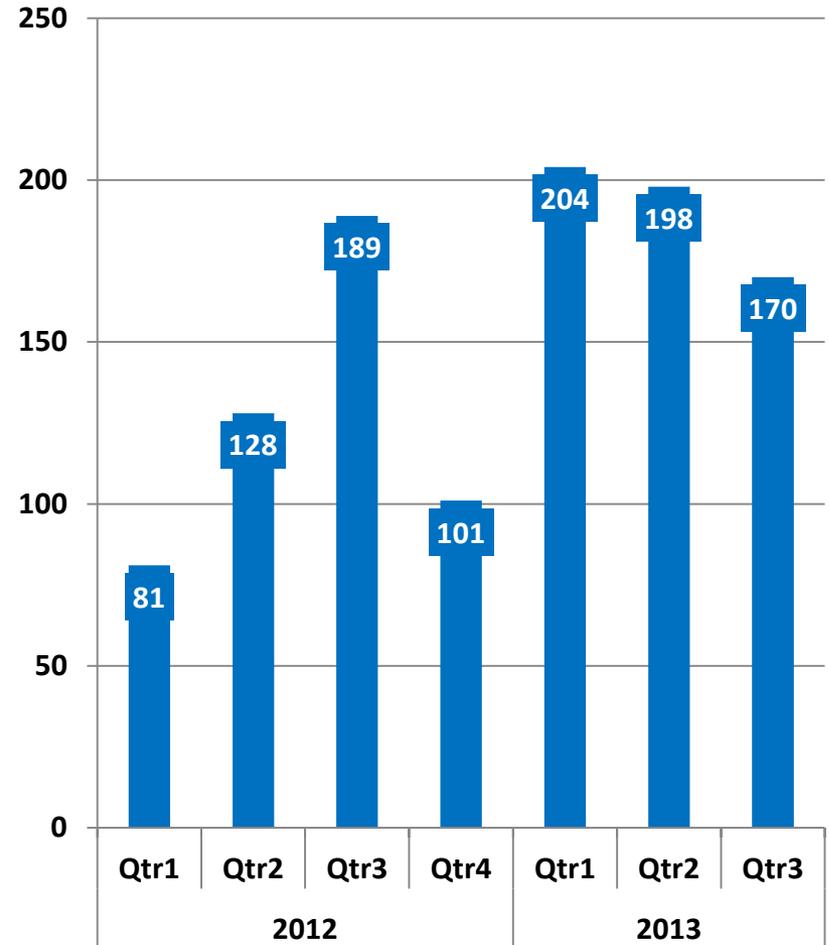
Management Statistics

All IDOL Customer Survey Responses

Average Total Score



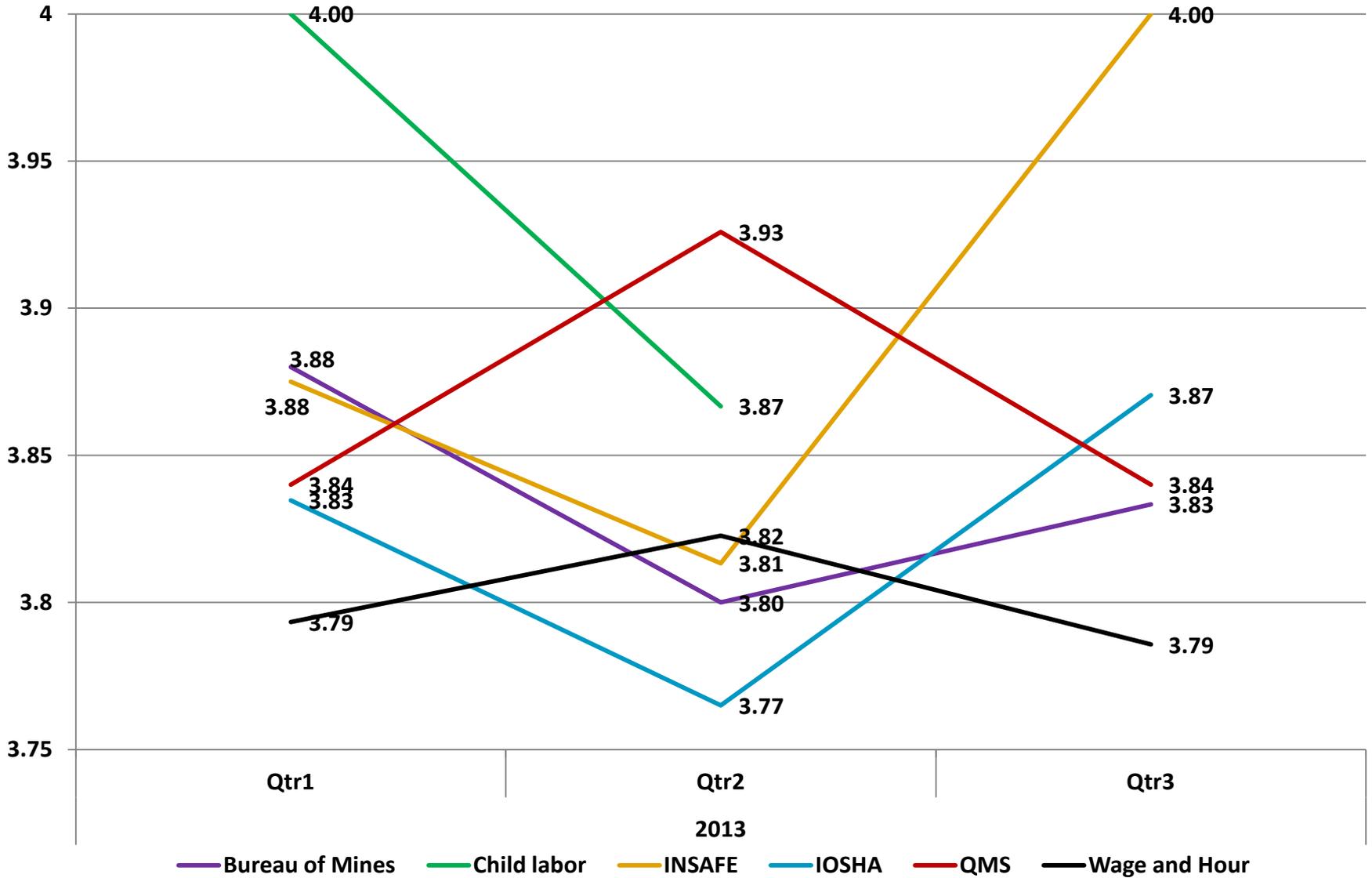
Total Survey Responses



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

[Return to Index](#)

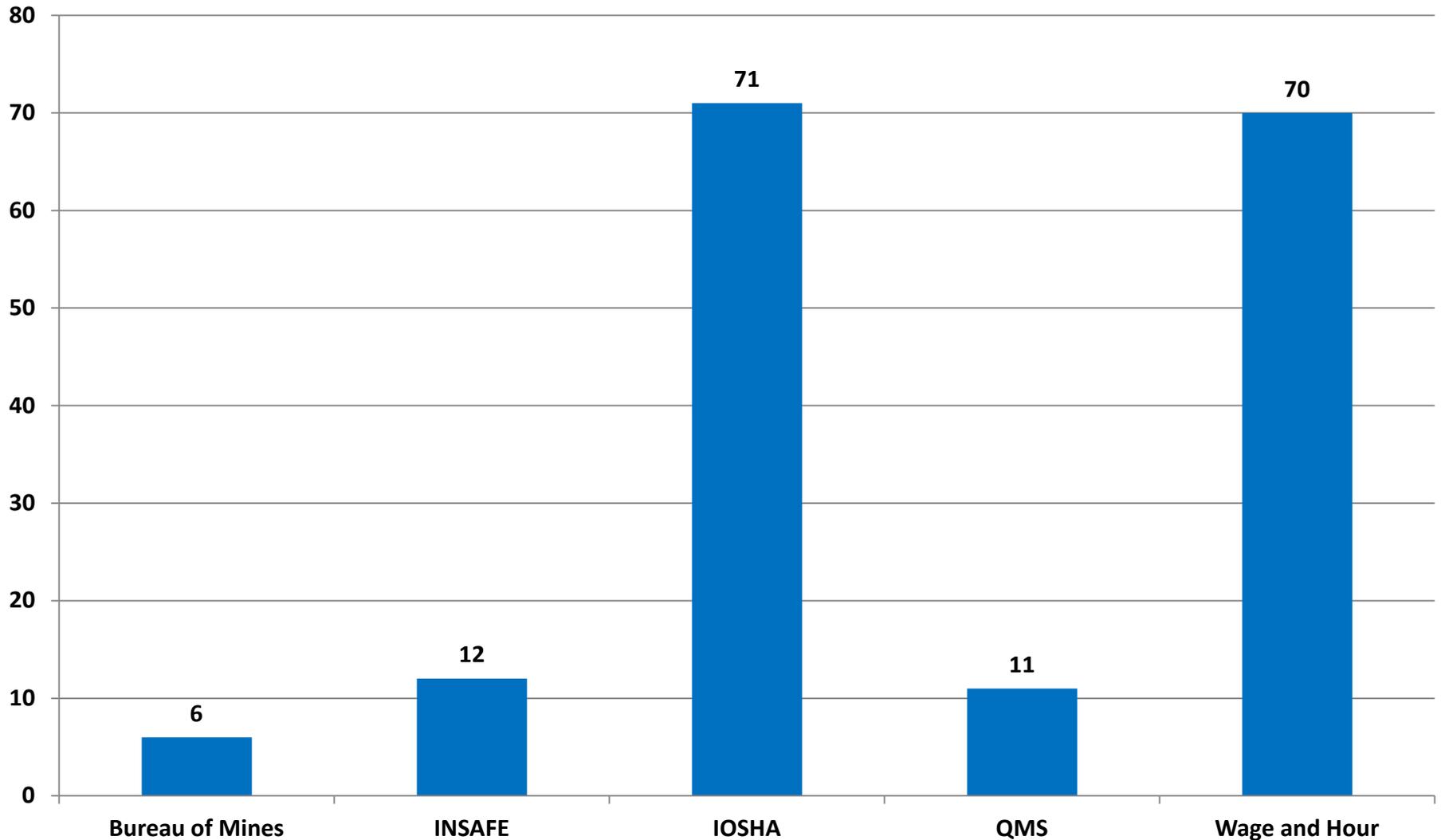
Divisional Scores



Return to Index

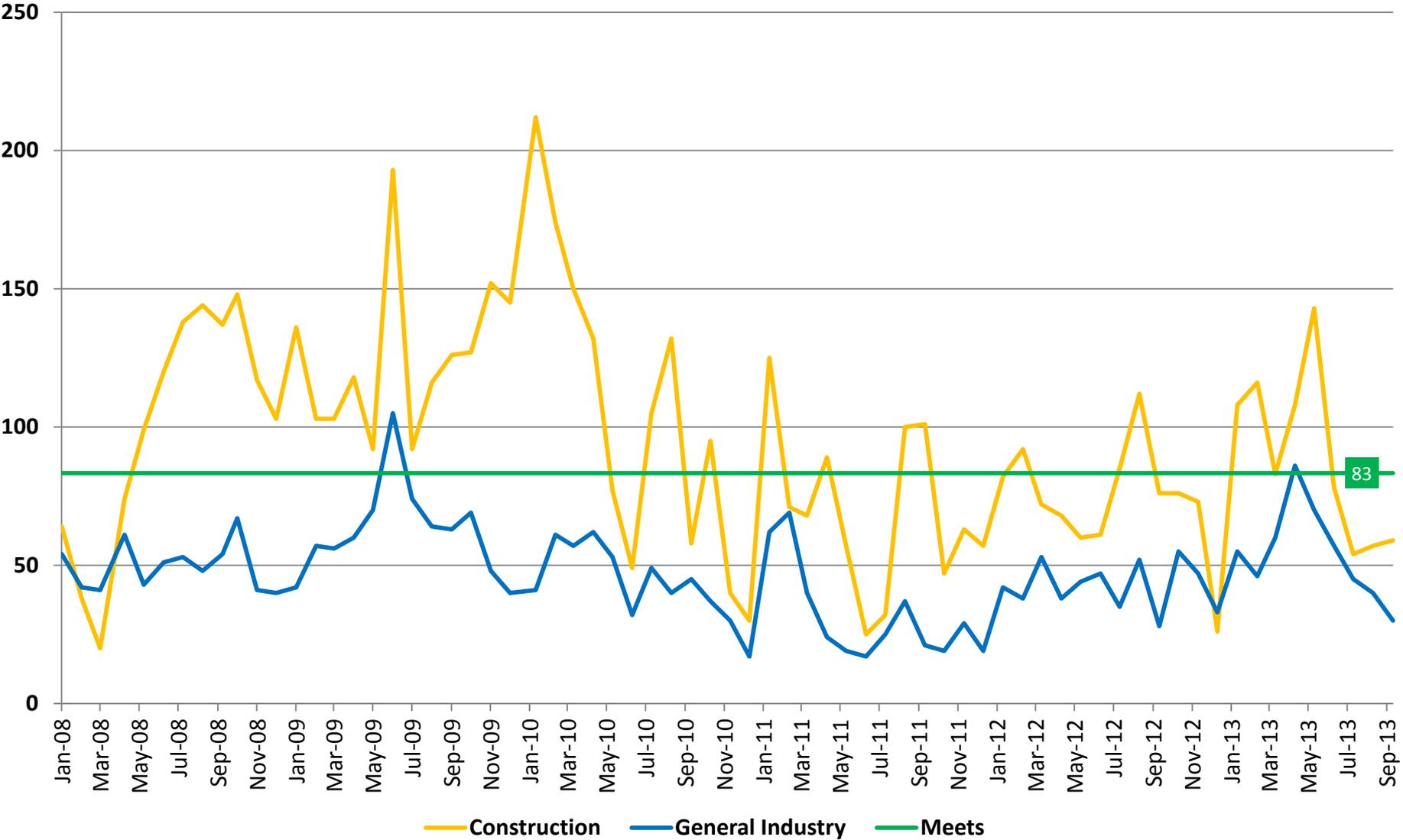
Total Customer Surveys by Division

Number of Surveys Submitted by Division in Quarter 3 2013



[Return to Index](#)

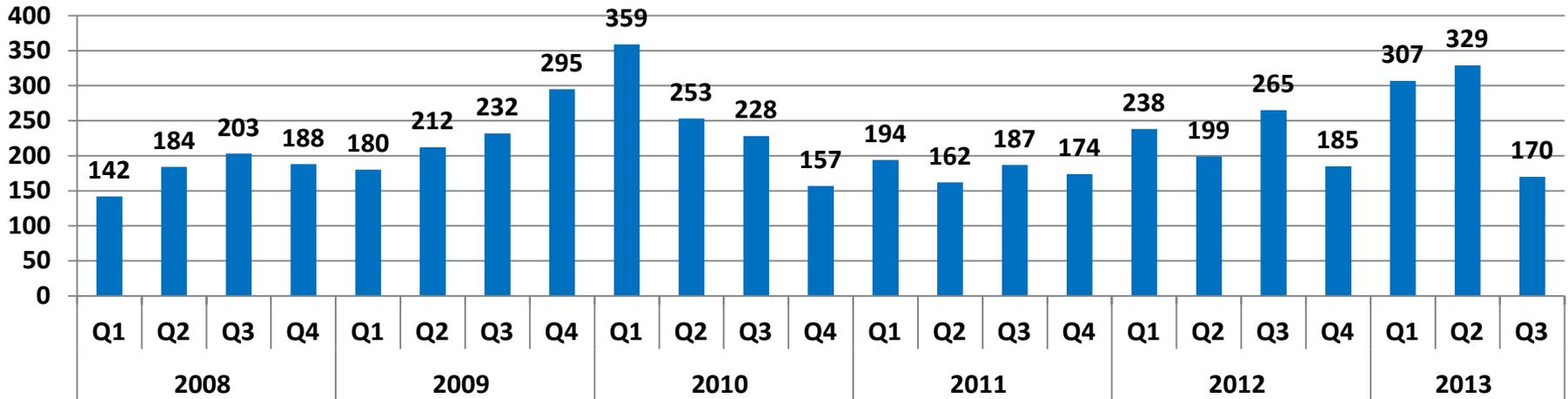
IOSHA Monthly Divisional Inspection Totals



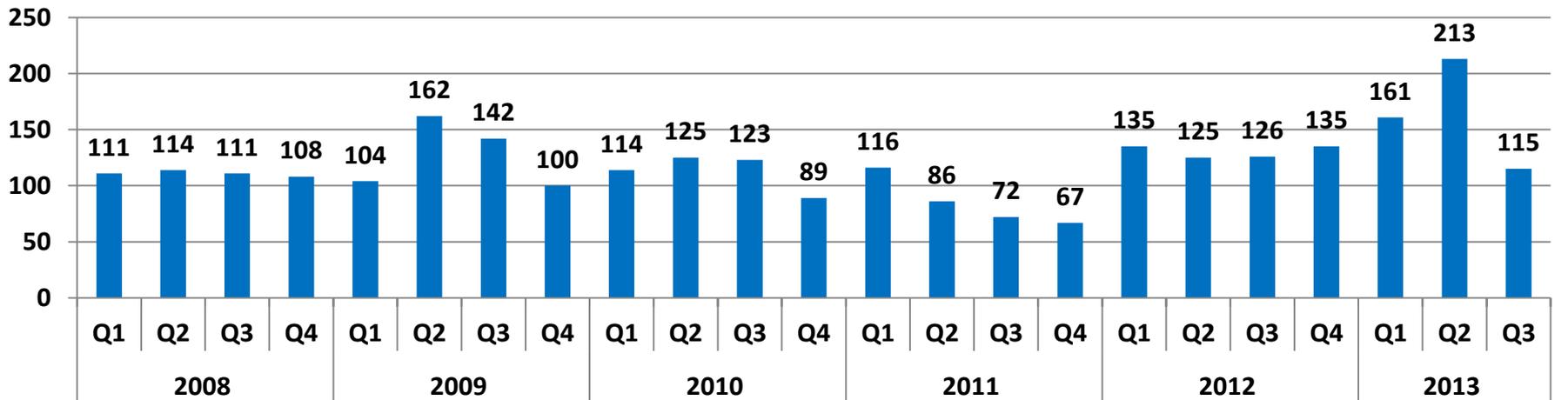
Return to Index

IOSHA Quarterly Divisional Inspection Totals

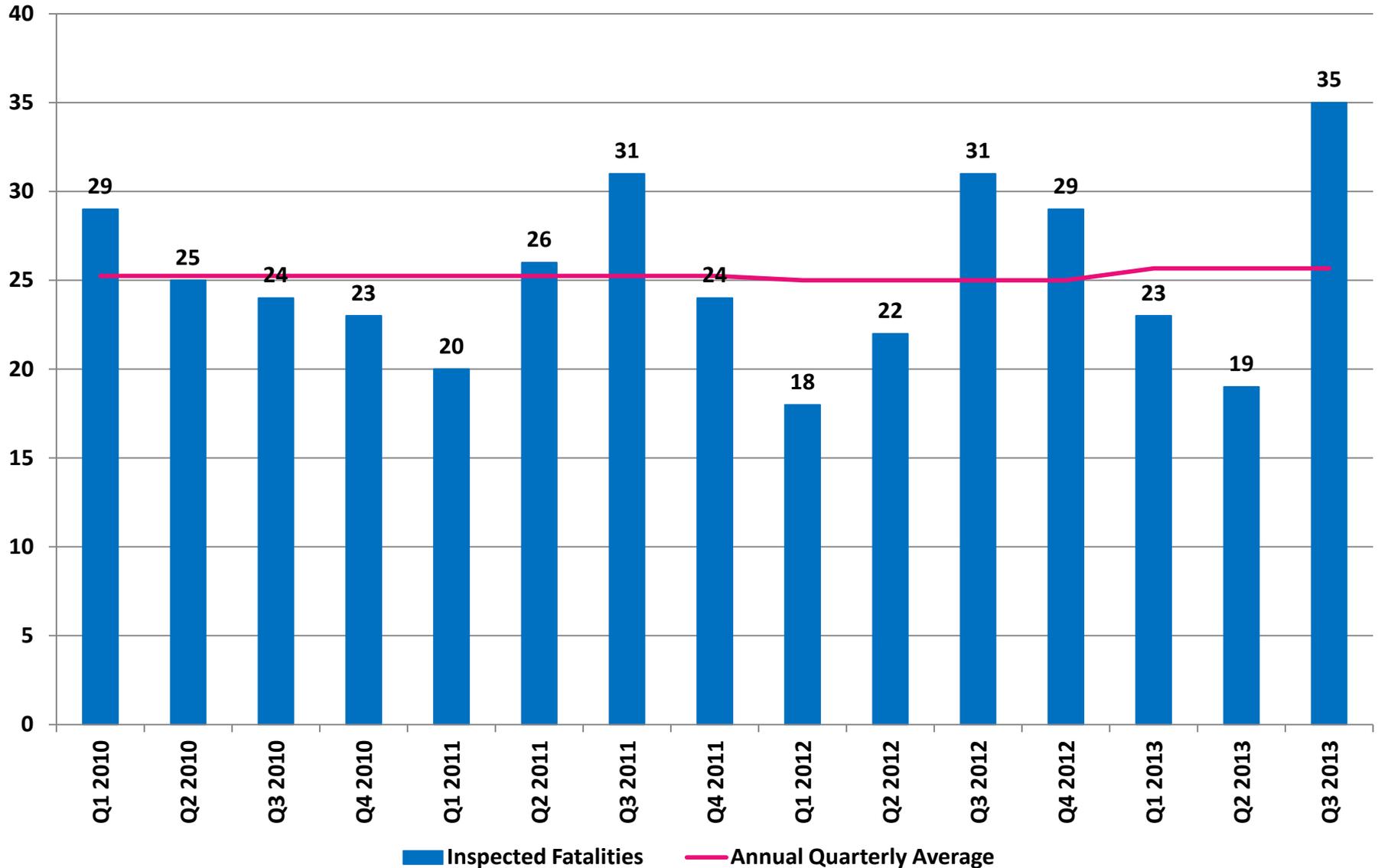
Construction



General Industry



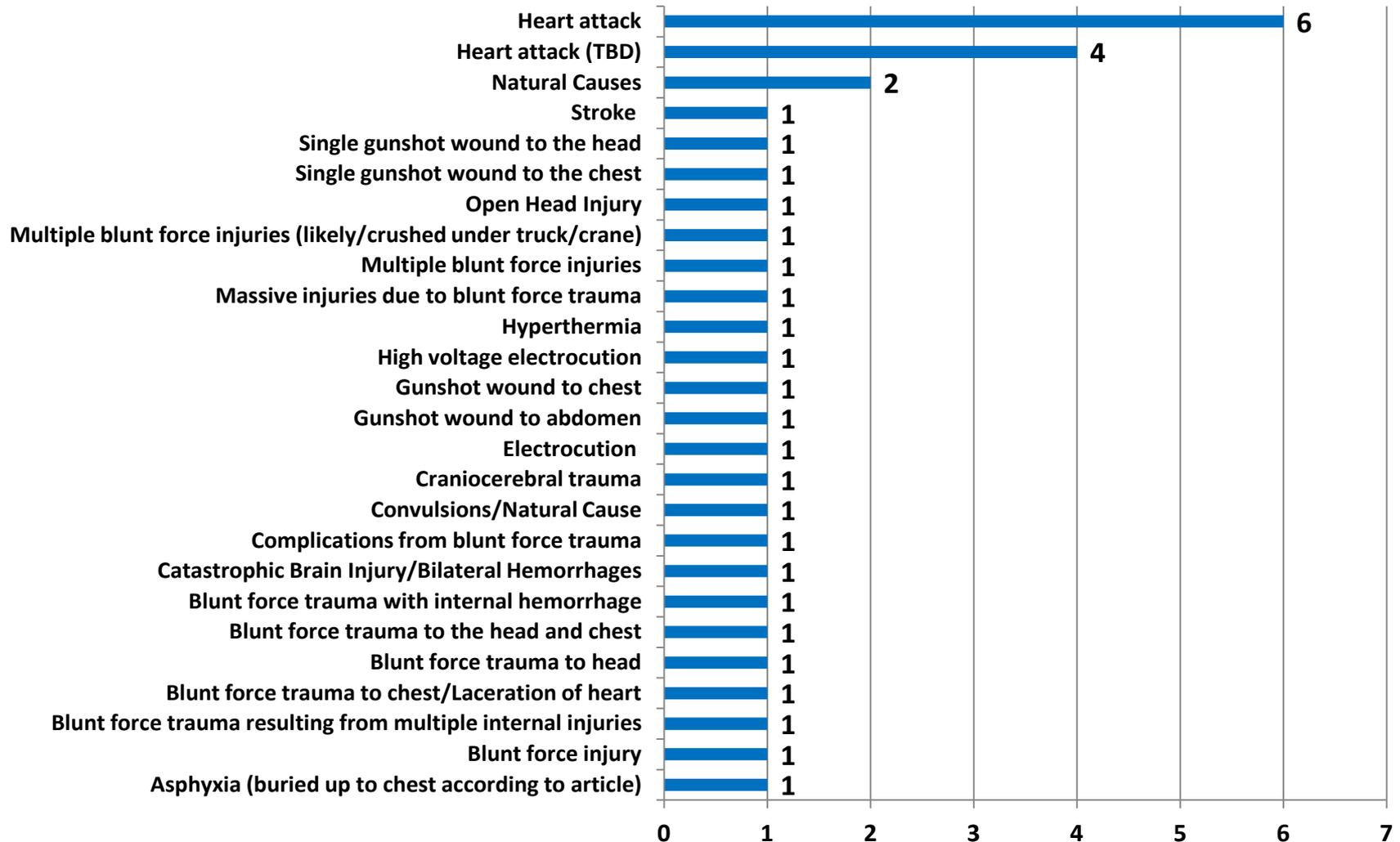
IOSHA Workplace Deaths Inspected



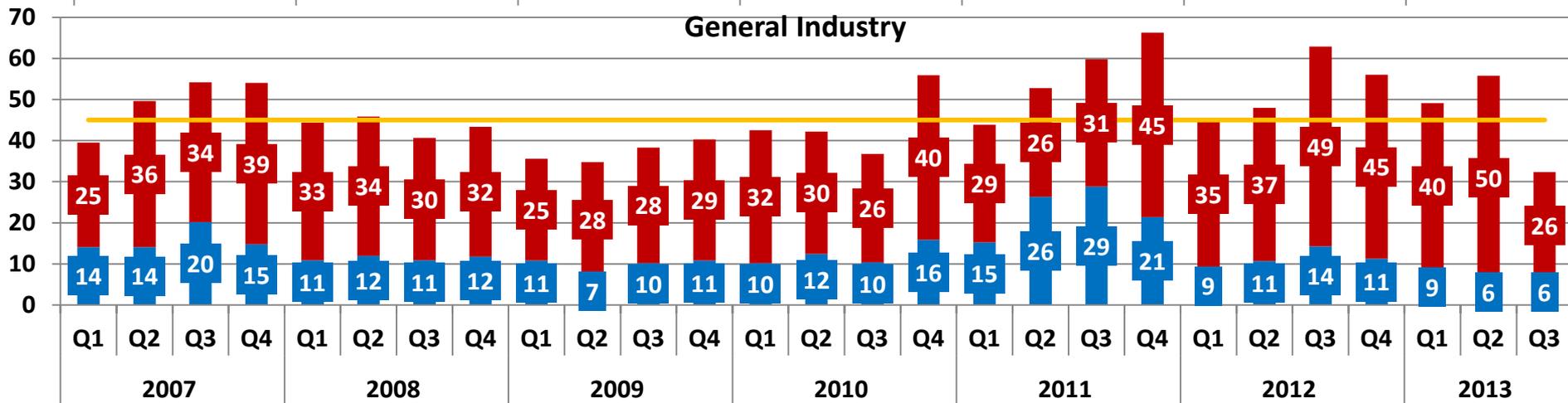
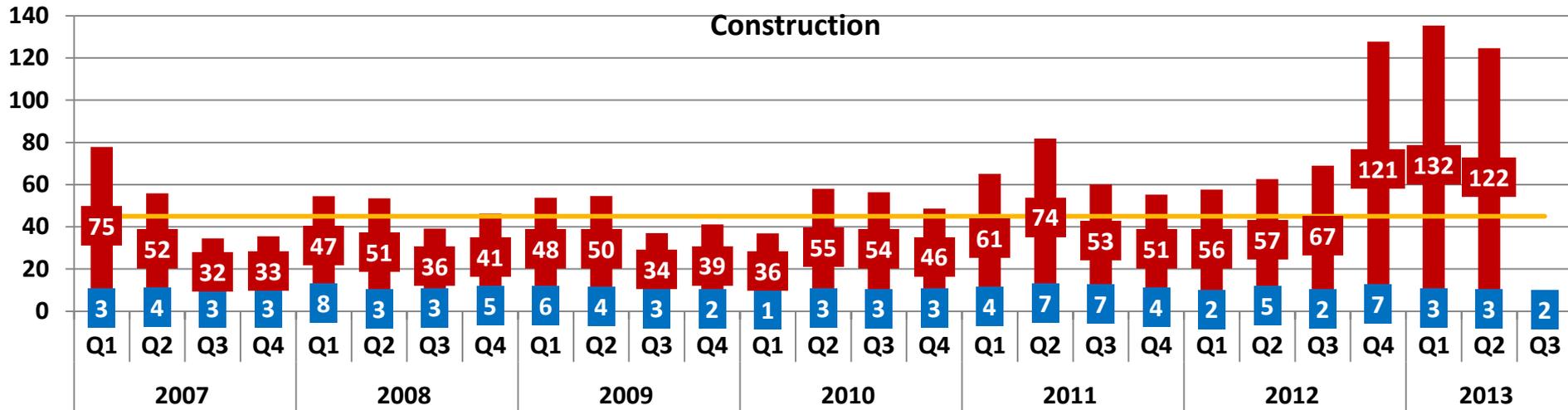
Return to Index

Fatality Inspections by Cause of Death

IOSHA Inspected Fatal Events: Quarter 3, 2013



Quarterly IOSHA Inspection Lapse Time in days

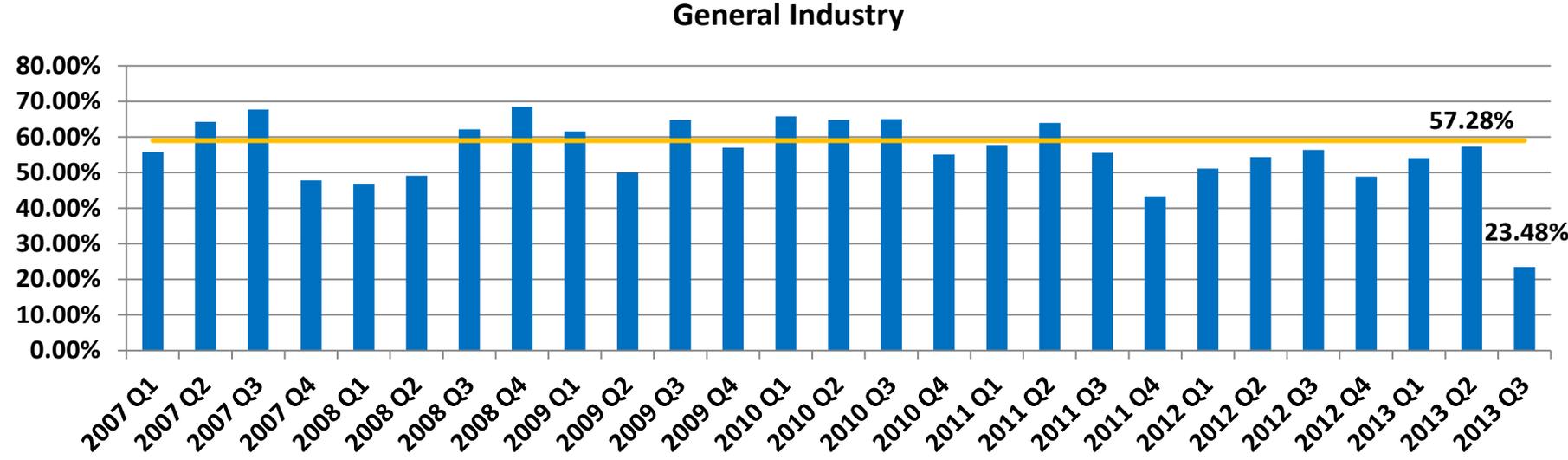
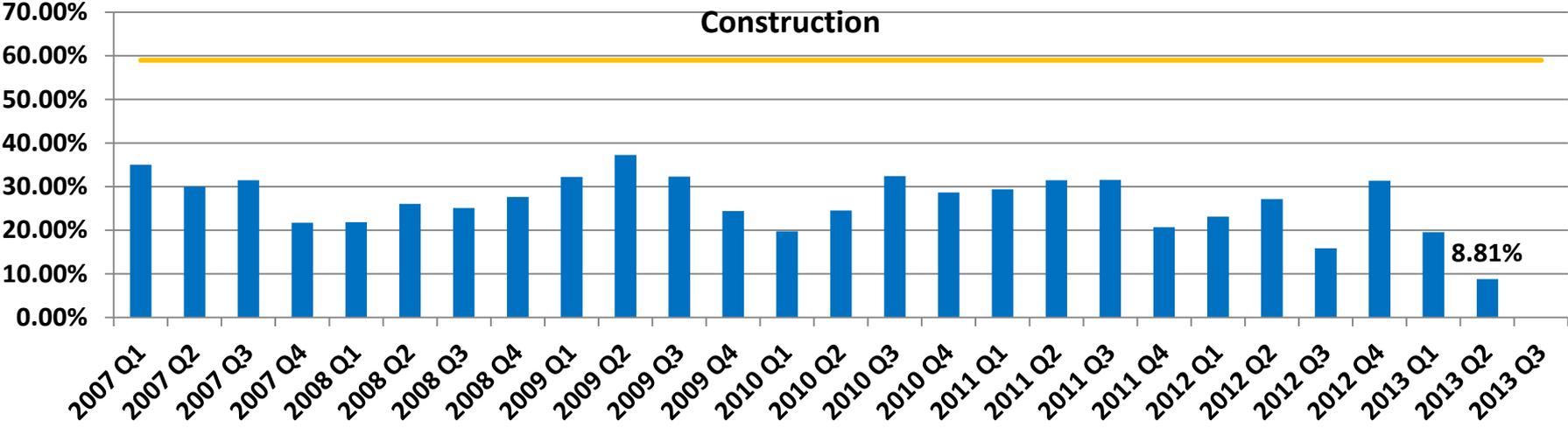


■ Average of Days from Open to Closing Conference Calculated
 ■ Average of Days from Closing to Citation Calculated
 — Average of Meets Goal

Because of long lapse times, the most recent 2 quarters are expected to substantively, materially increase with time. In addition, zero construction inspections with an opening conference in Q3 2013 made it to citation issuance, so there is a currently no lapse time displayed.

Return to Index

Percentage of Inspections with Violations

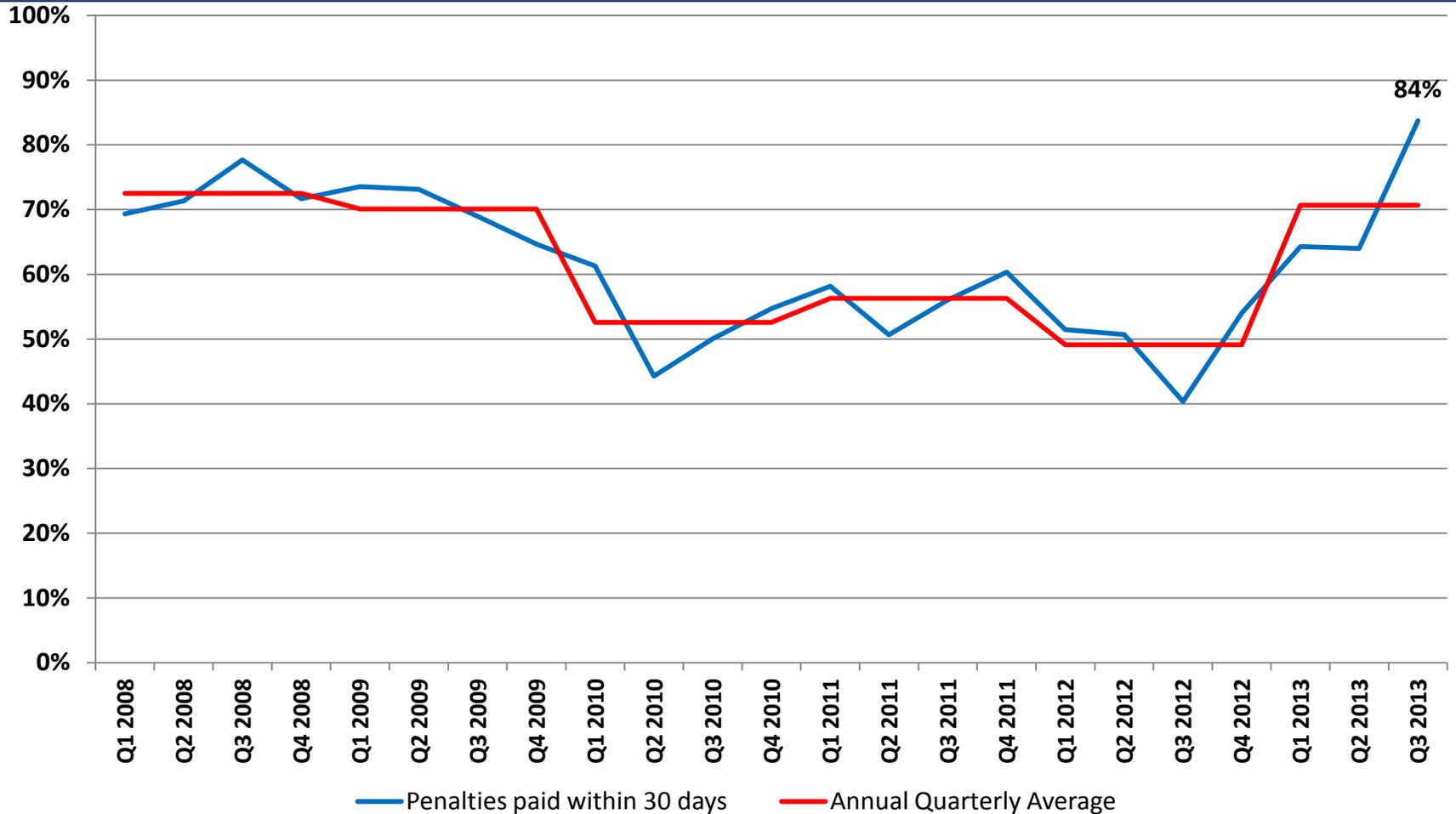


■ Citation Rate
 — Safety National Average

Return to Index

IOSHA Penalties Paid within 30 Days of Safety Order

QUARTERLY Measures

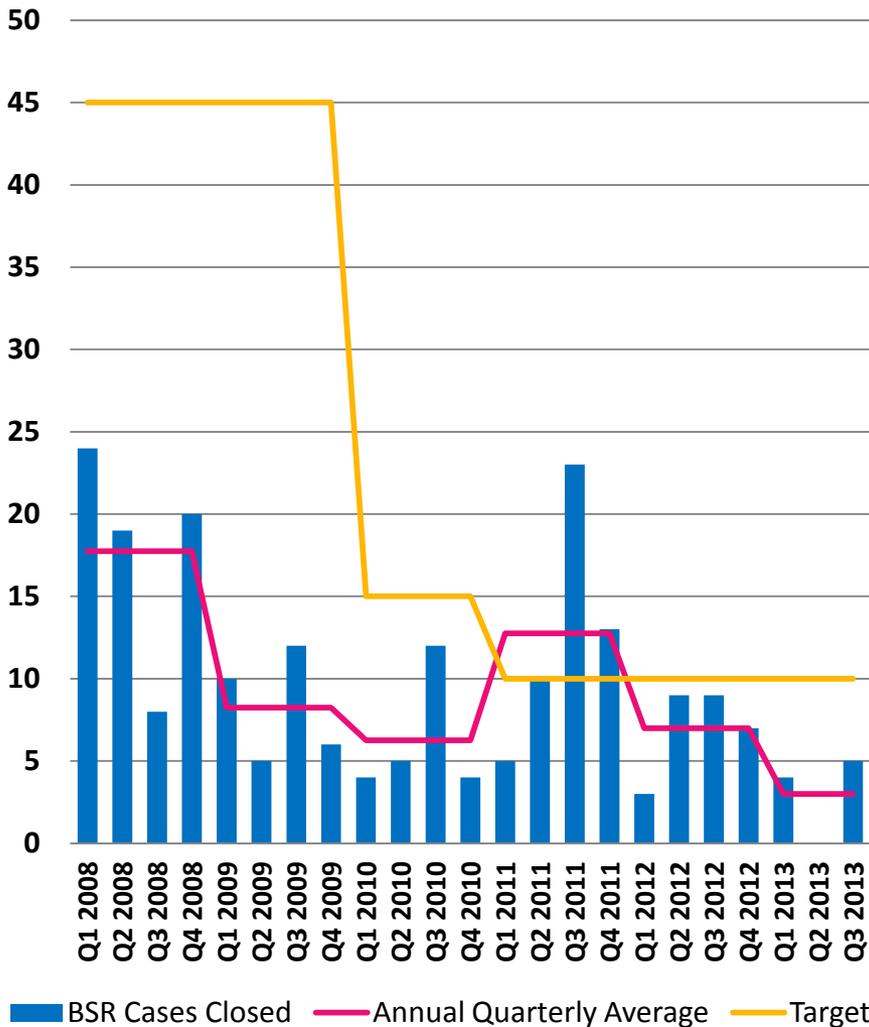


Started “Offset Quarter” by which we look at only months that have past 30 days (no in-process monthly figures that need to get revised by design).

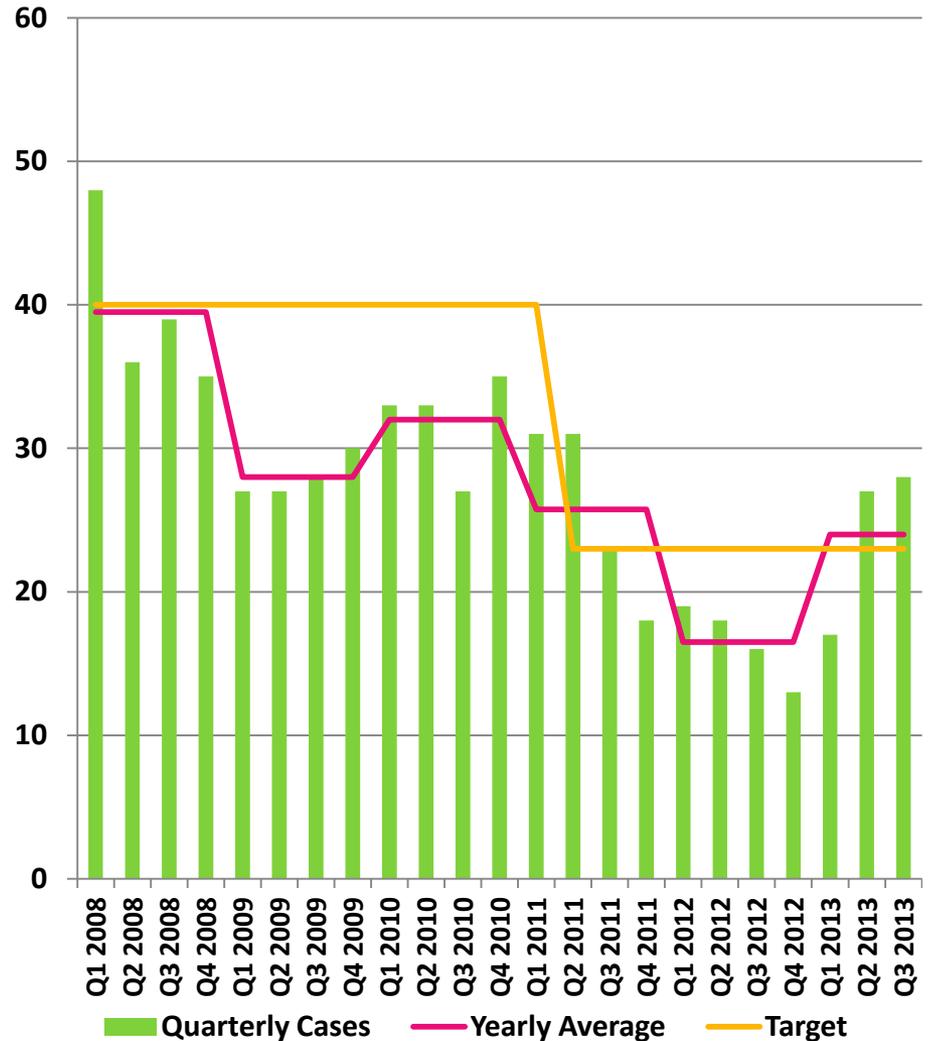
[Return to Index](#)

Board of Safety Review Statistics

Cases Closed



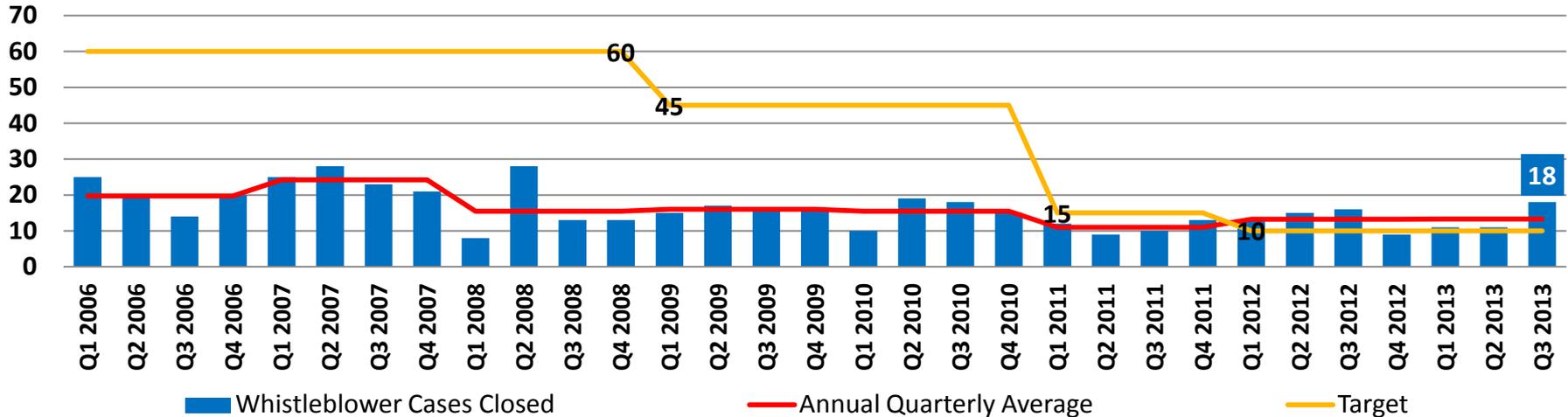
Number of Pending Cases



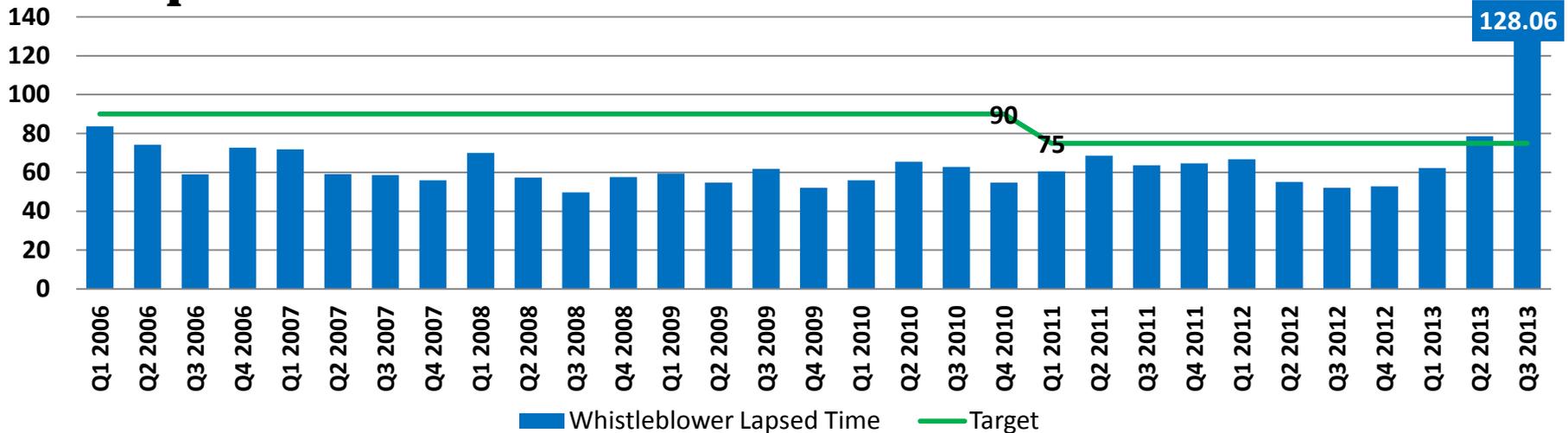
Return to Index

Whistleblower Cases

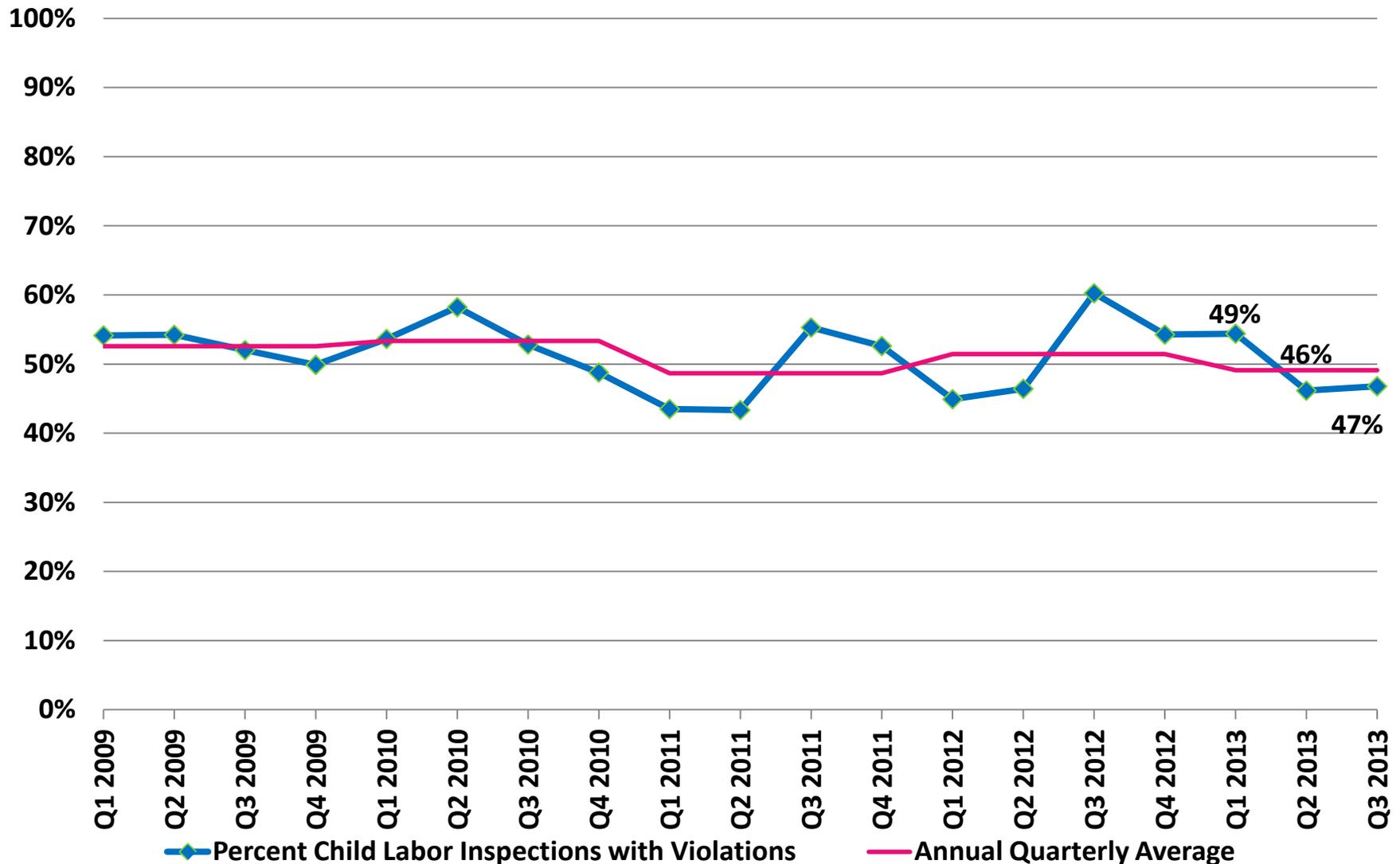
Cases Closed



Lapse Time

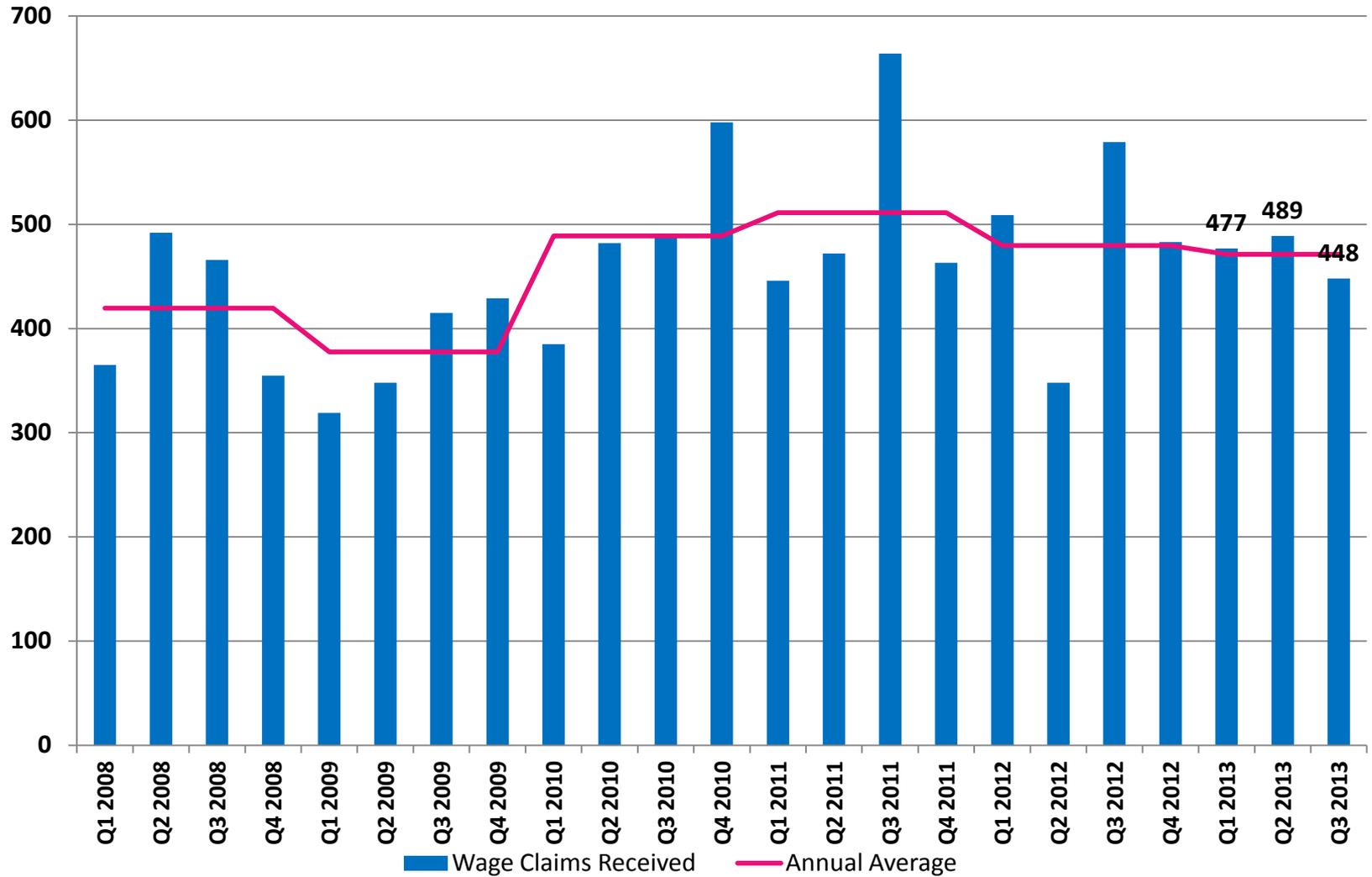


Percentage of Child Labor Inspection with Violations



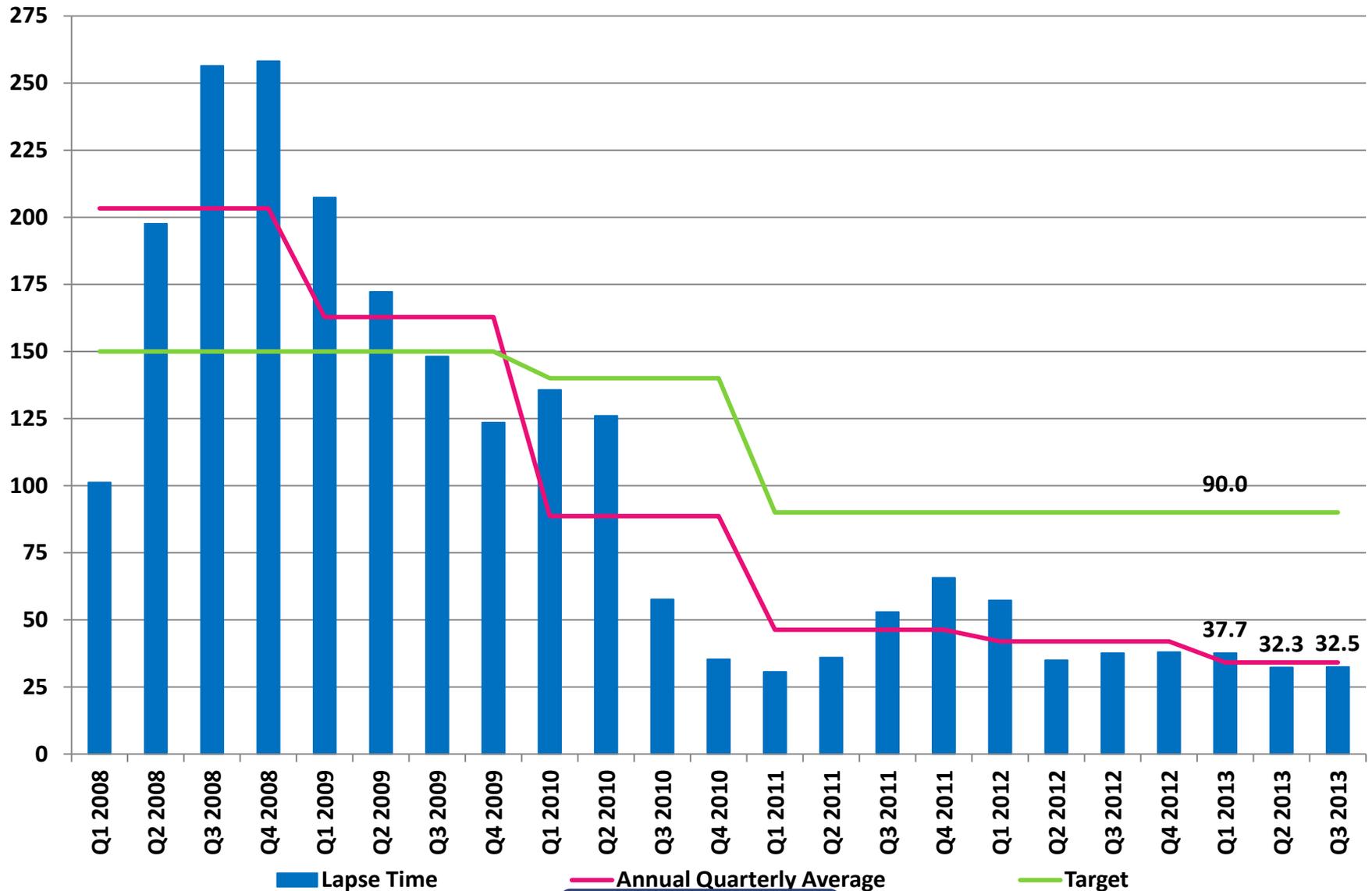
[Return to Index](#)

Number of Wage Claims Received



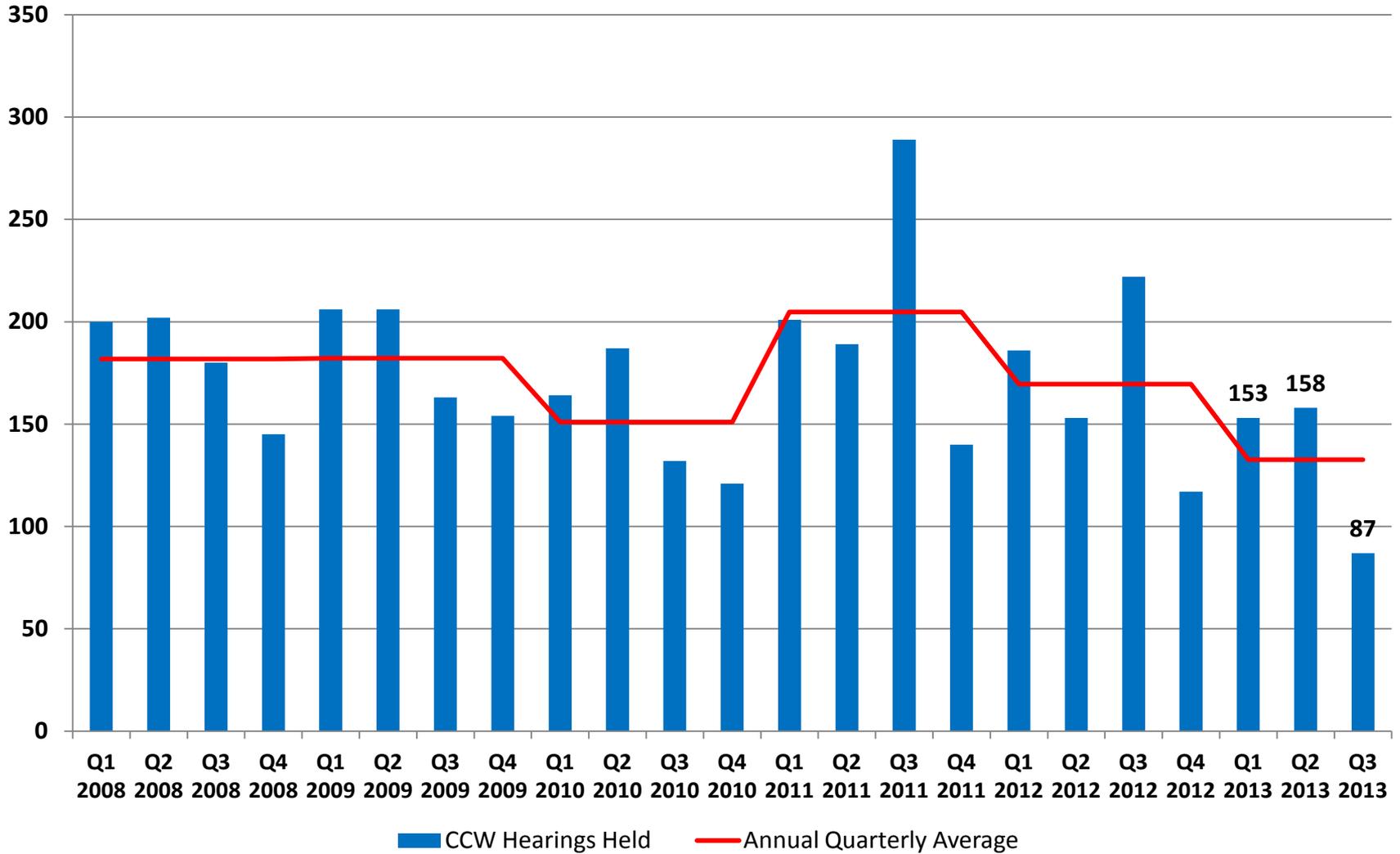
Return to Index

Wage Claims Lapsed Time



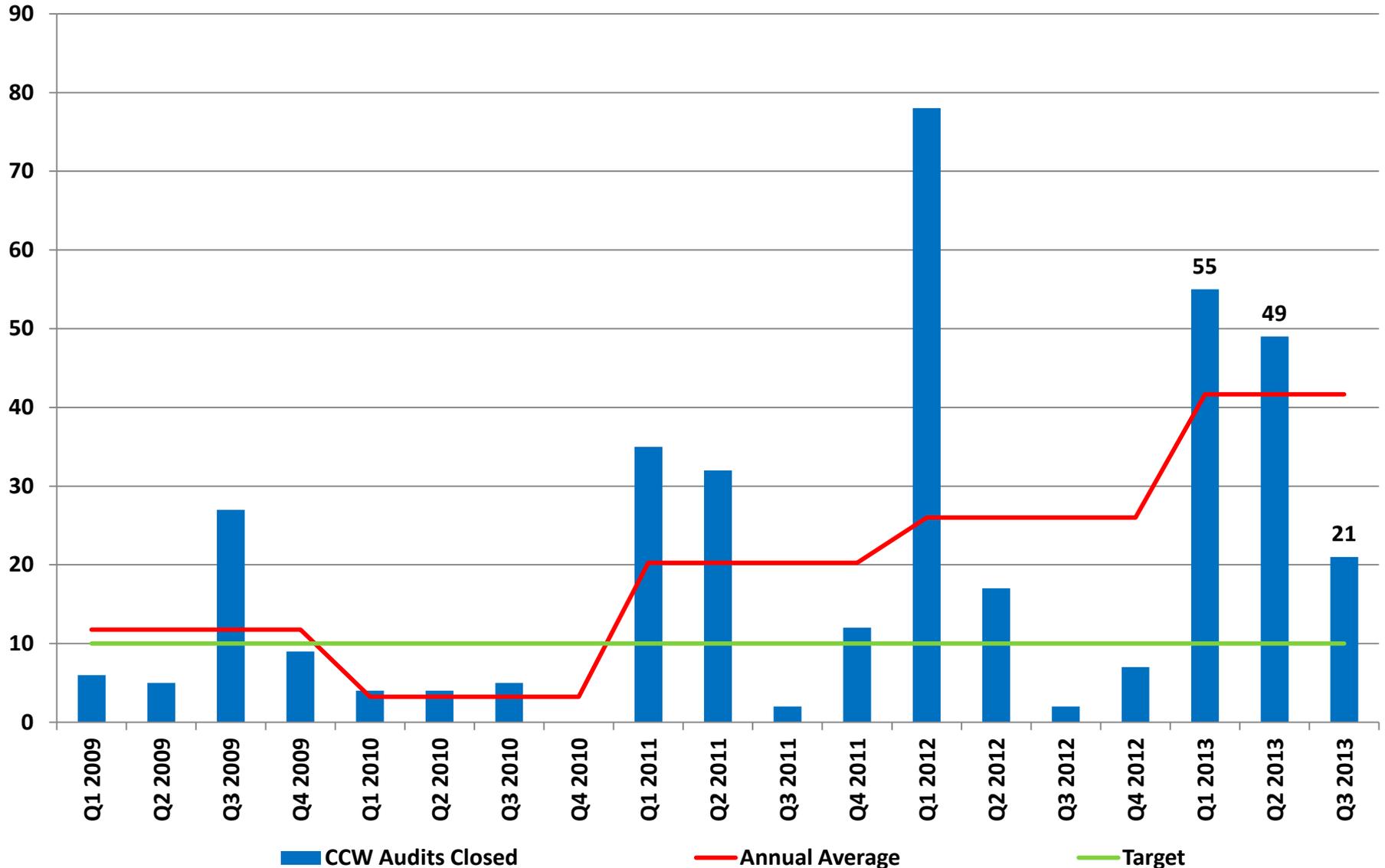
Return to Index

Common Construction Wage Hearings



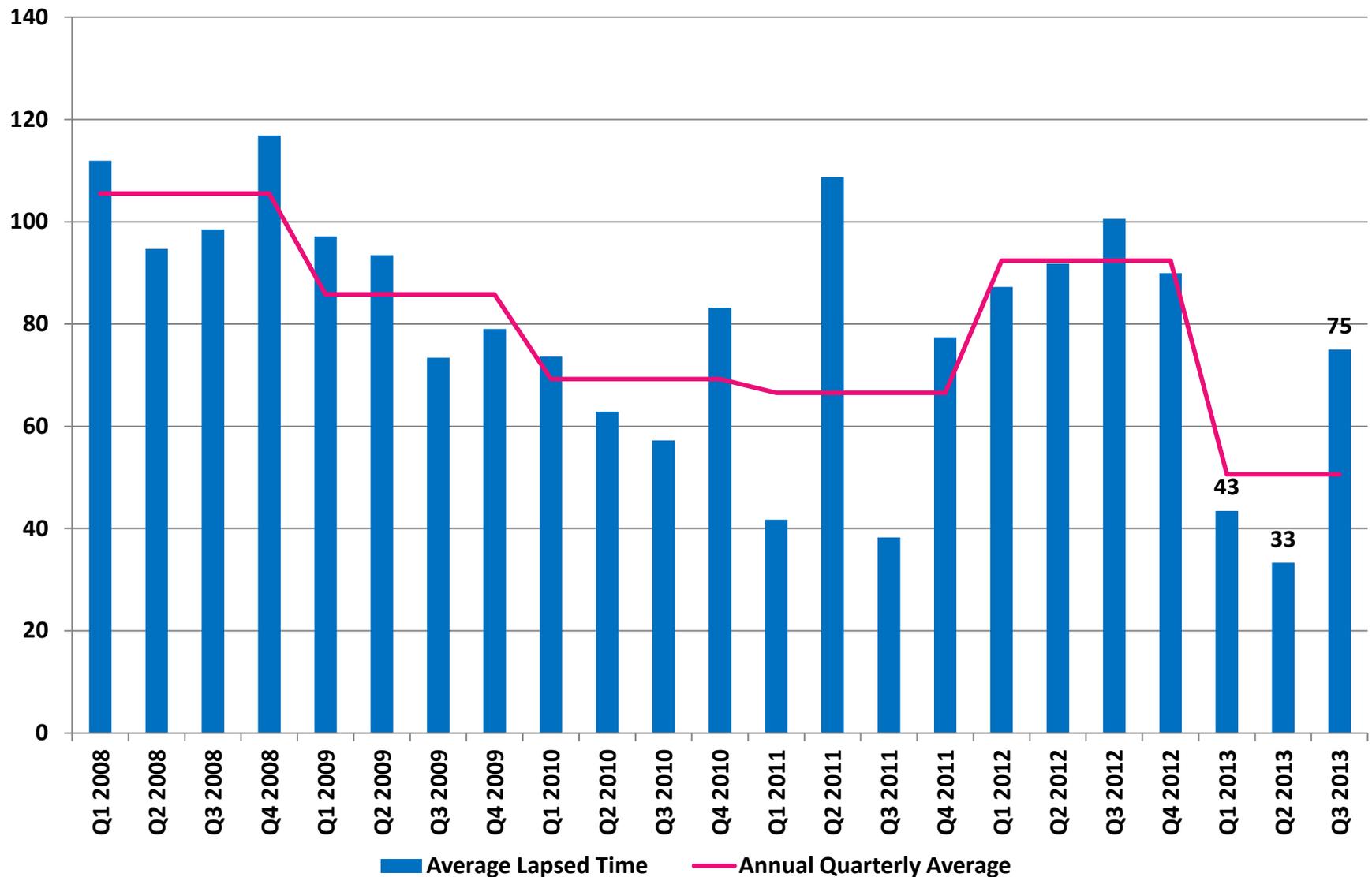
Return to Index

CCW Wage Scale Audits Closed



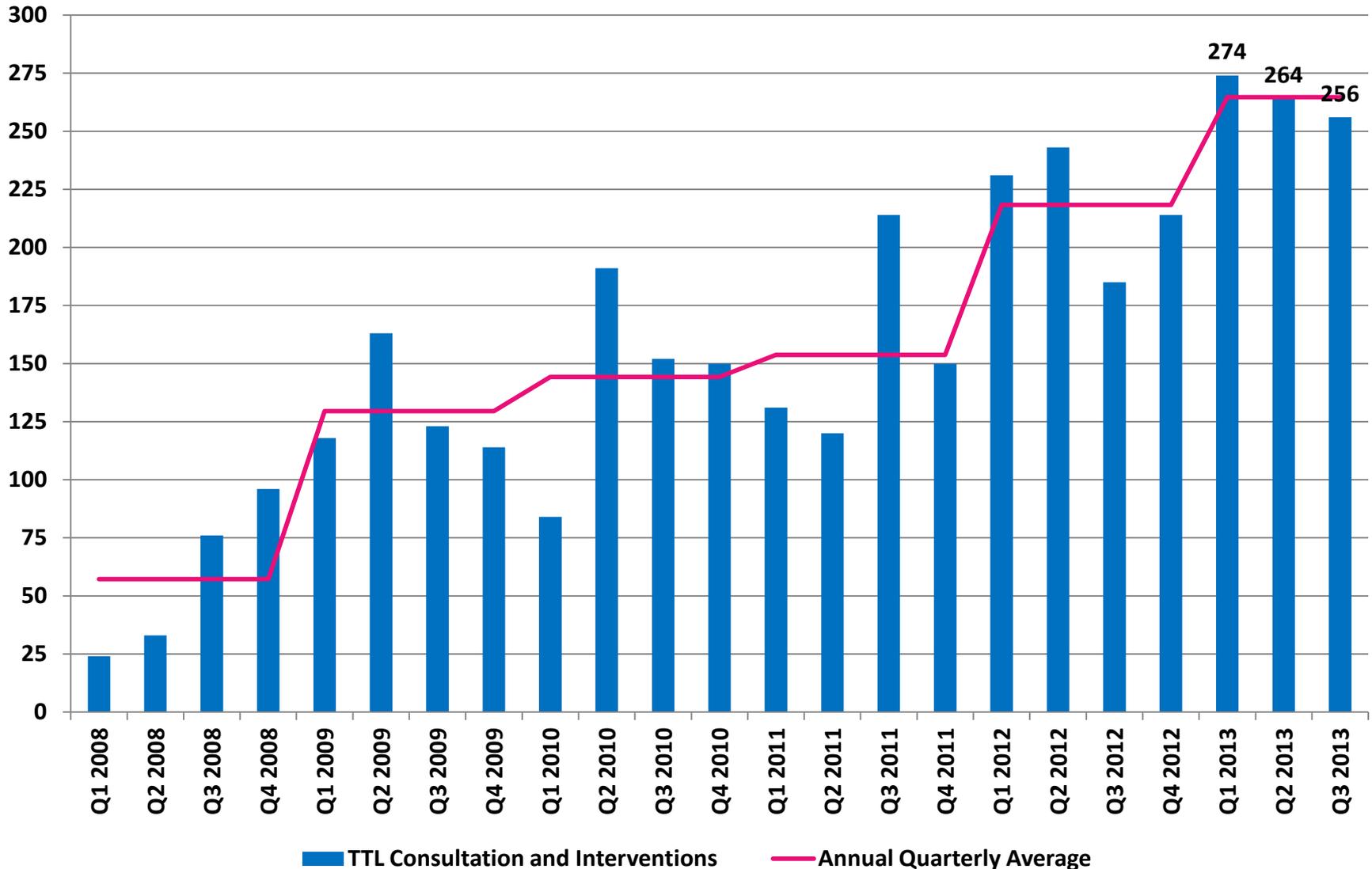
Return to Index

Lapse Time for INSafe Consultations



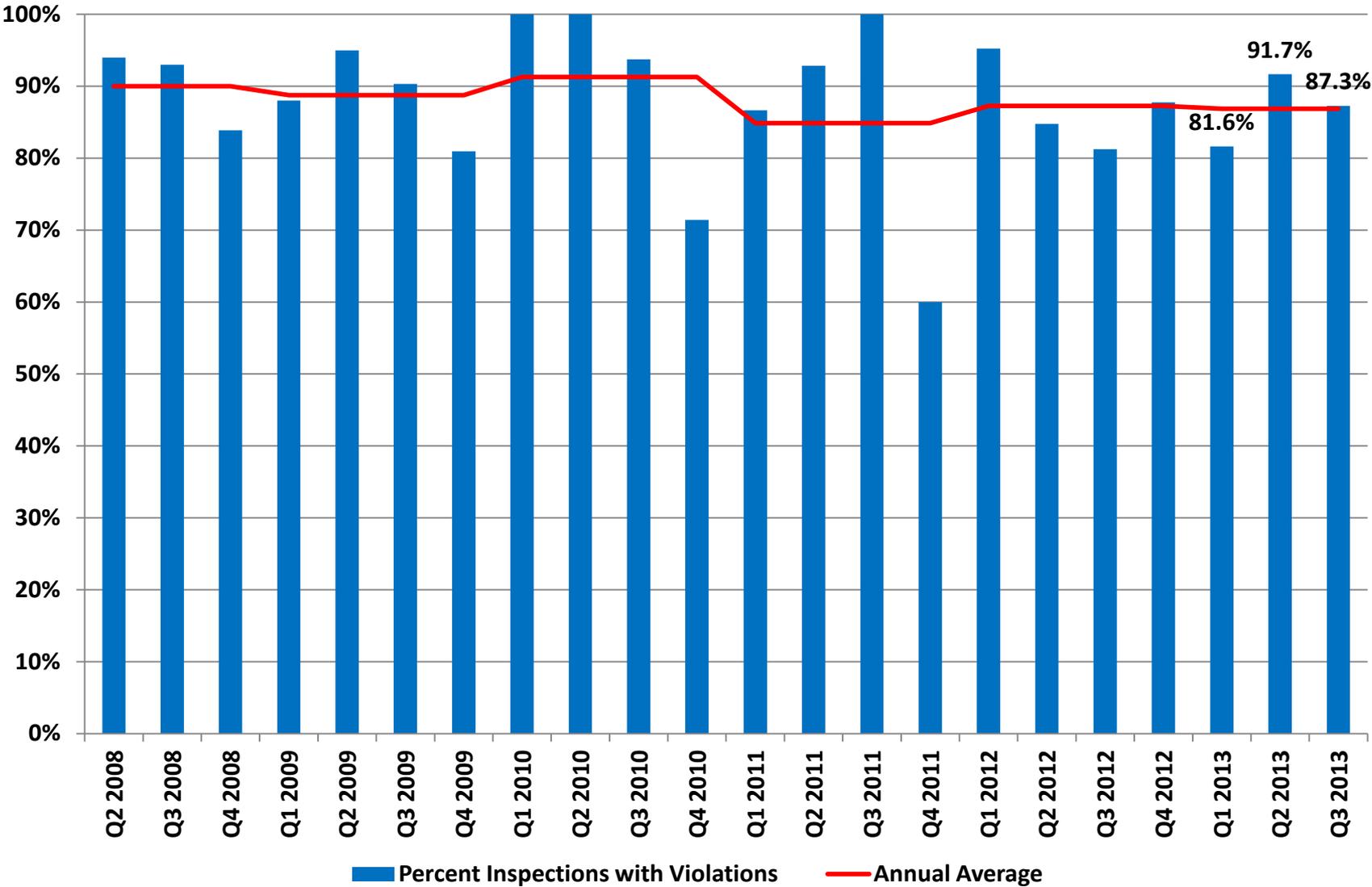
Return to Index

INSafe Consultations & Interventions



Return to Index

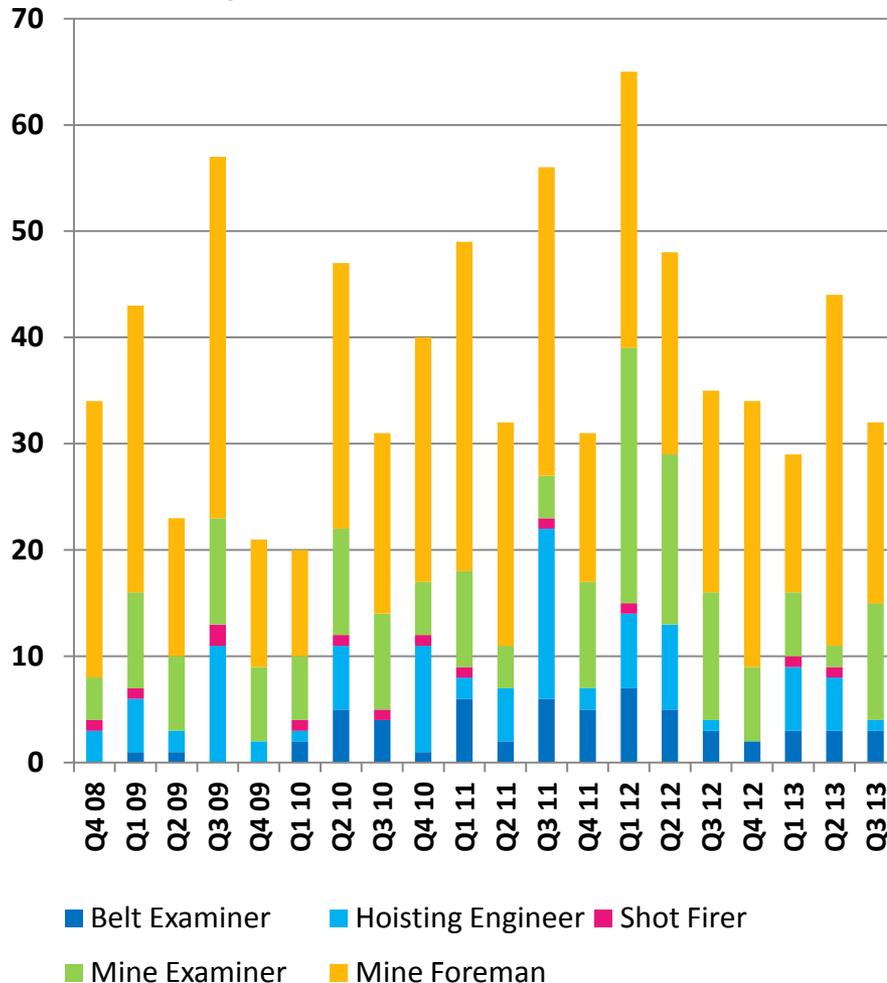
Percentage of BOM Inspections with Violations



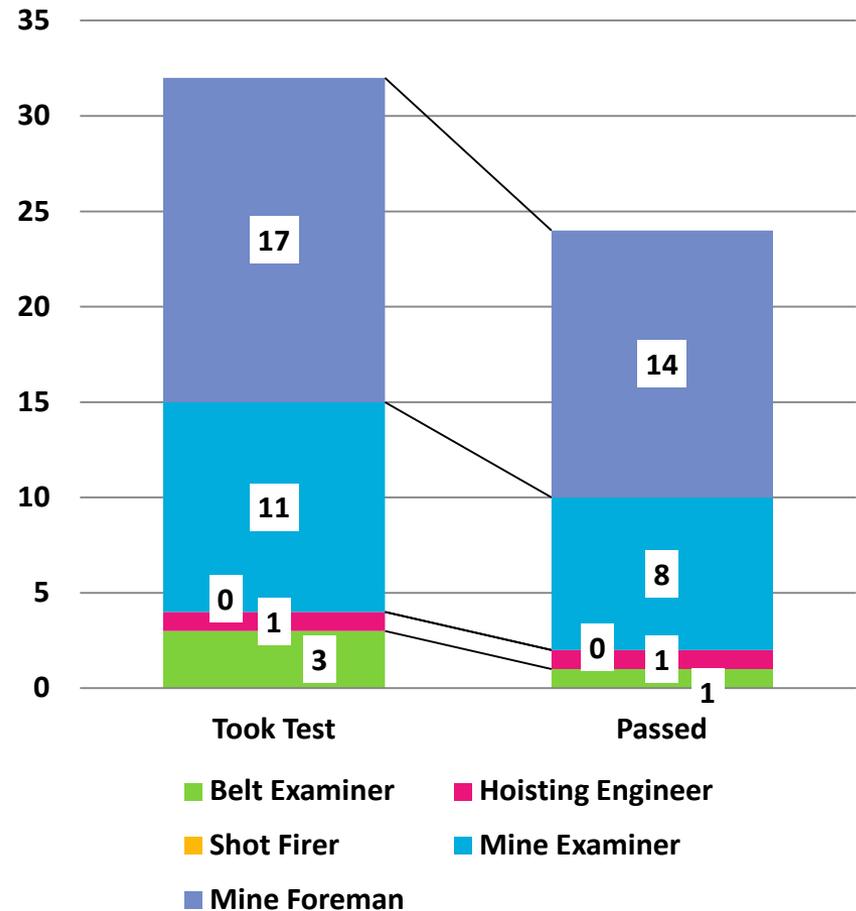
[Return to Index](#)

BOM Certifications Issued

Per Quarter Certifications



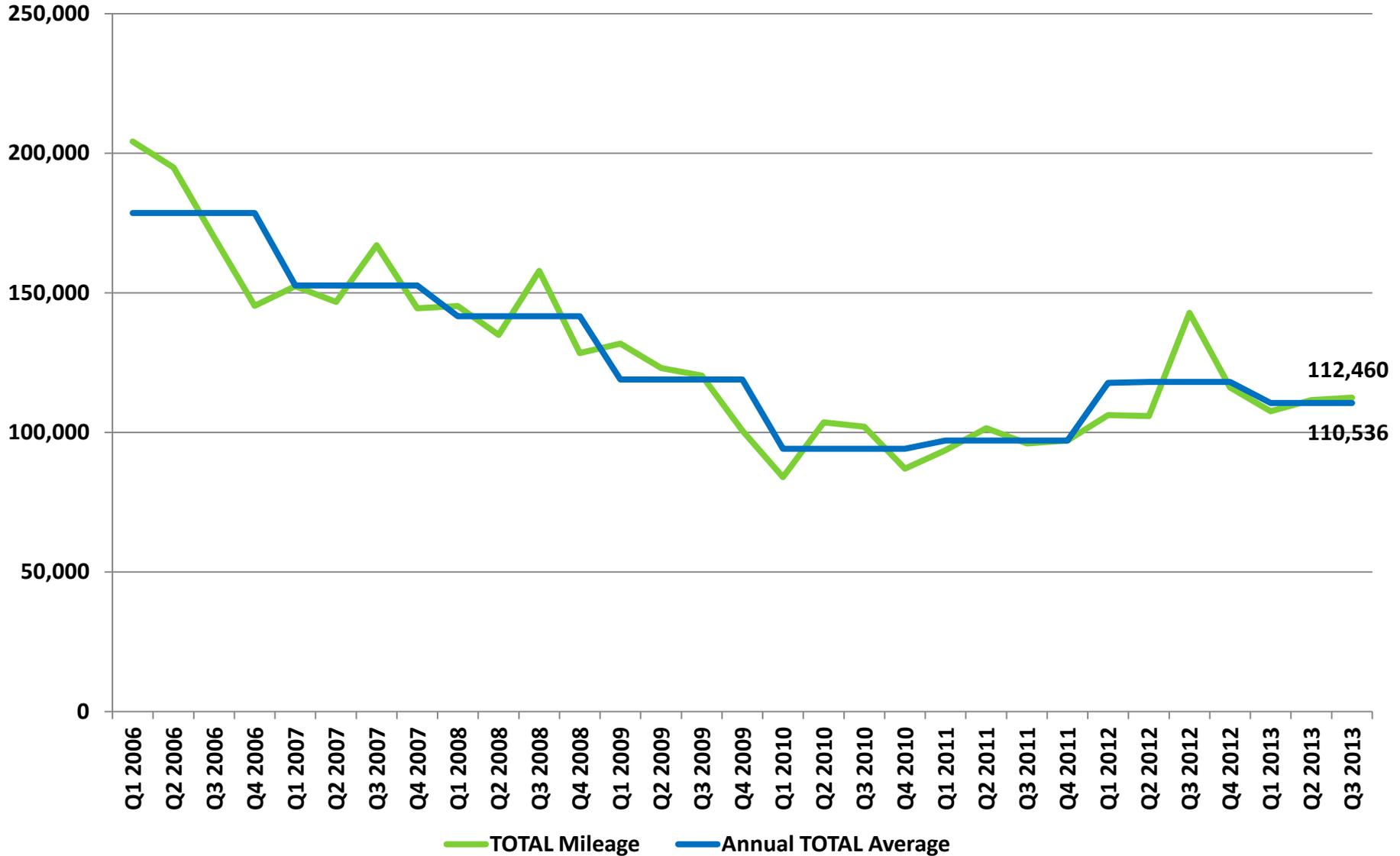
July 13, 2013 Certifications



[Return to Index](#)

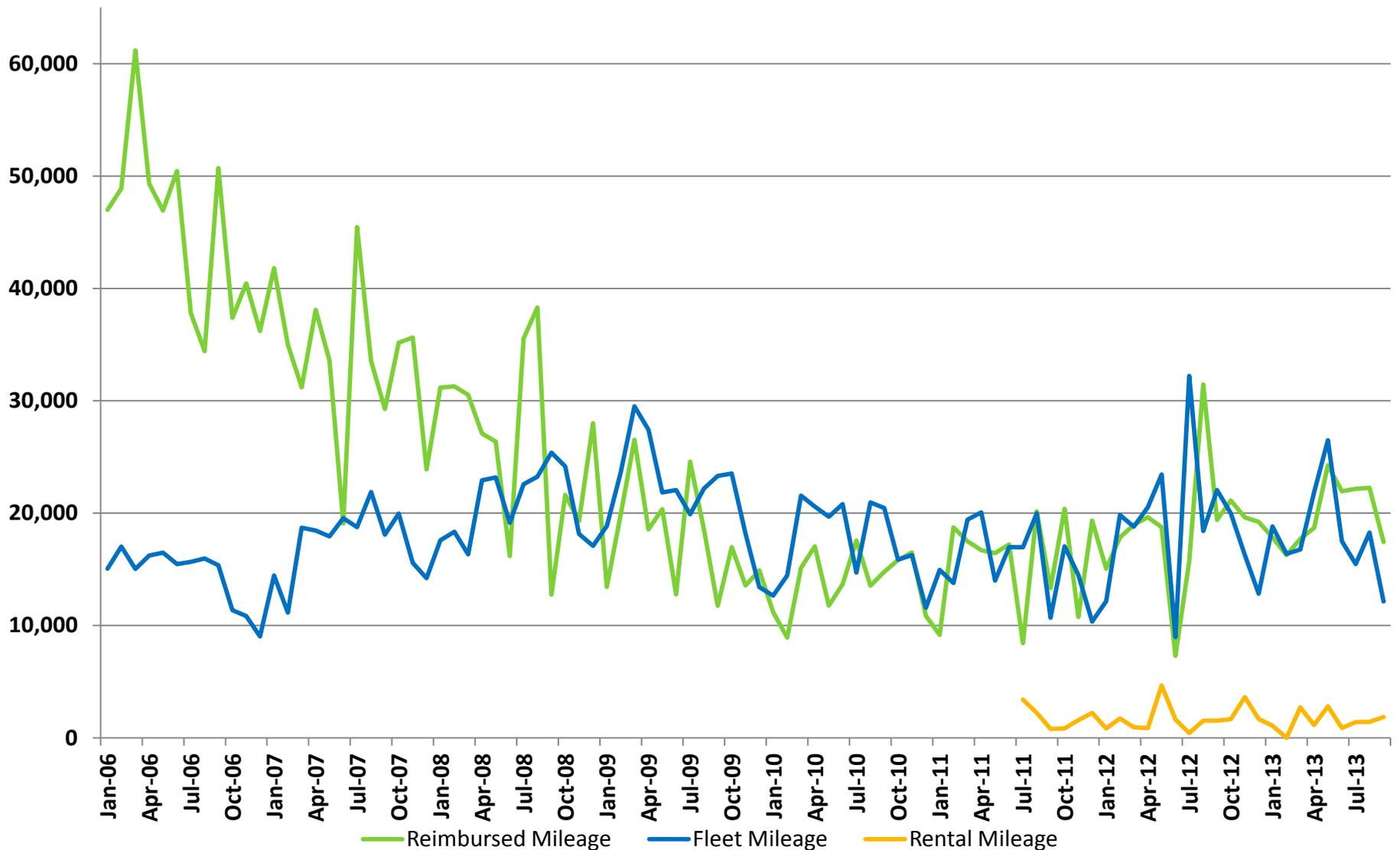
Total IDOL Miles Driven

Reimbursed, Fleet & Rental



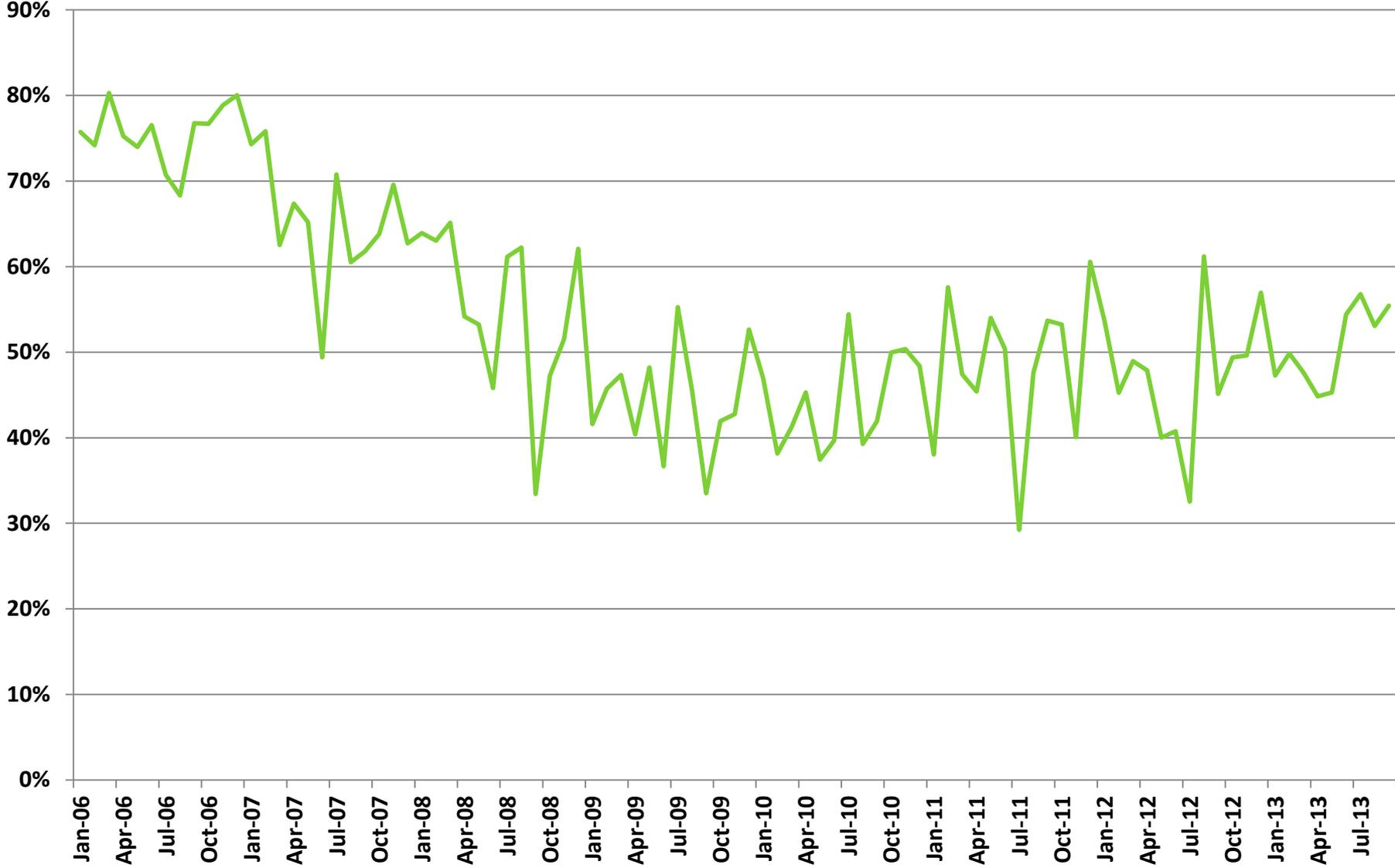
Return to Index

IDOL Miles Driven by Reimbursement, Fleet & Rental



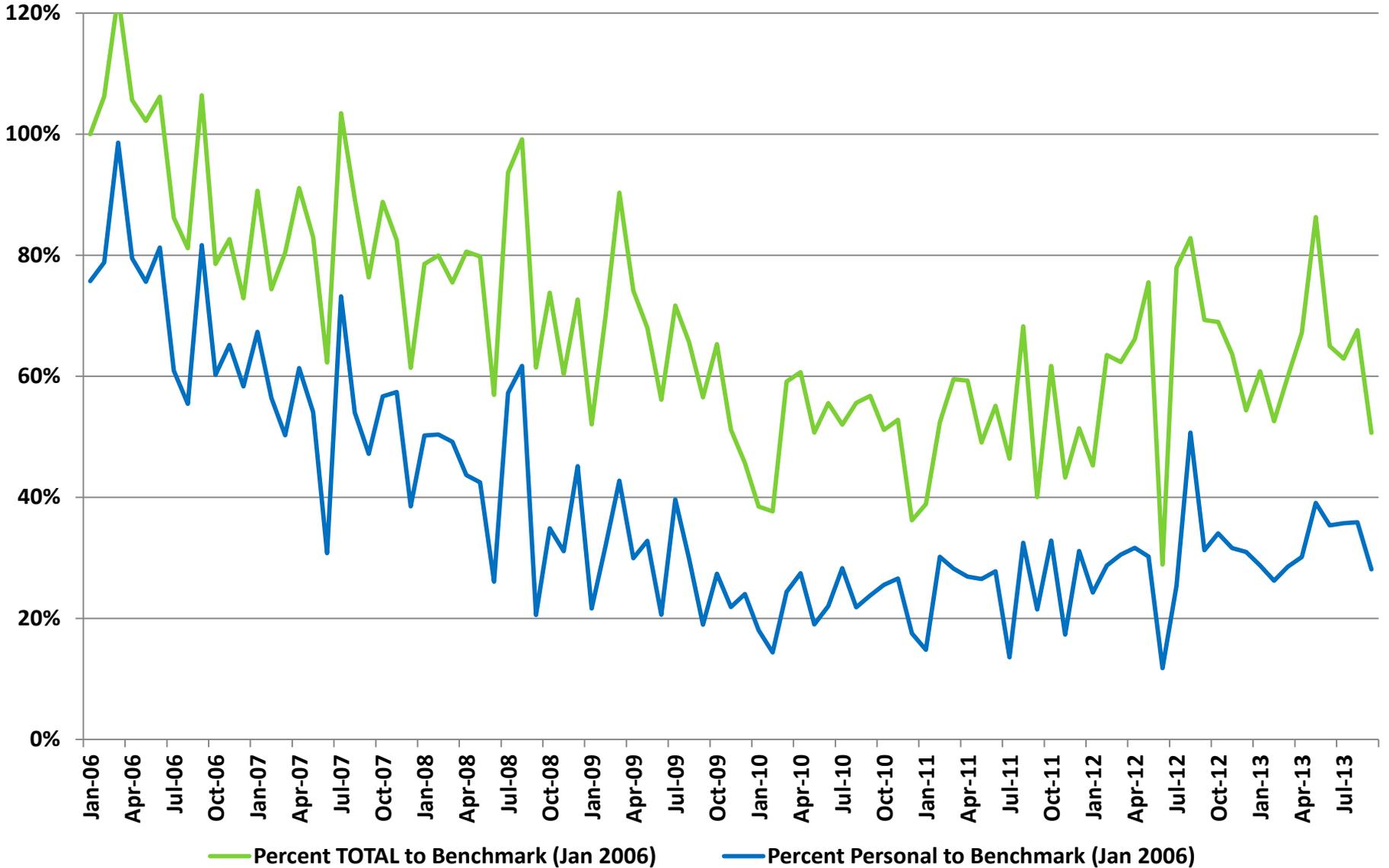
Return to Index

Percentage of IDOL Miles Driven with Personal Vehicle



Return to Index

Total IDOL Miles Driven Against January '06 Benchmark



Return to Index