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.
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

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B. Number of New IOSHA Inspections
C. Percentage of Meritorious Wage Claims & CCW Recovery
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E. Quarterly Number of INSafe Consultations
F. Number of Coal Mine Inspections
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- E. Fatality Inspections by Cause of Death
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- H. Penalties Paid within 30 Days of Safety Order
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- J. Whistleblower Cases

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- C. Meritorious Wage Claims Paid to Workers
- D. Common Construction Wage Hearings
- E. CCW Wage Scale Audits Closed

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- 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

- **KPI’s** or Key Performance Indicators are reported on the Governor’s Dashboard from every agency in State government.

- Program Funding Measures are reported every quarter to the Office of Government Efficiency and Financial Planning in the office of Management and Budget to show performance by funding source, whether by federal grants or by state appropriations.

- Other statistics in this report are management statistics for use by Department Management in managing departmental processes measuring both output and outcomes with varying extent Department staff can effect a difference.
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.

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.
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)

- **Q1 2013**
  - INSHARP Businesses: 41
  - VPP Businesses: 59

- **Q2 2013**
  - INSHARP Businesses: 41
  - VPP Businesses: 59

- **Q3 2013**
  - INSHARP Businesses: 39
  - VPP Businesses: 63

- *Total Green Goal*
  - Q1: 140
  - Q2: 120
  - Q3: 130

- *Total Yellow Goal*
# Program Funding Metrics

KPI’s can double as Program Funding Metrics.

<table>
<thead>
<tr>
<th>Fund Center Name</th>
<th>Program Objective</th>
<th>Program Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IOSHA</strong></td>
<td>Reduce occupational injuries and illnesses</td>
<td>Non-Fatal occupational injury and Illness rate</td>
</tr>
<tr>
<td></td>
<td>Improve safety through efficient customer service and compliance review</td>
<td>Average lapsed time for inspections with citations</td>
</tr>
<tr>
<td></td>
<td>Advance workplace safety through both complaint driven and targeted inspections</td>
<td>Number of New IOSHA inspections</td>
</tr>
<tr>
<td><strong>Operations, Wage &amp; Hour and Bureau of Child Labor</strong></td>
<td>Enforce employee’s right to lawful wages</td>
<td>Percent of meritorious wage claims and CCW audits resulting in recovery of wages owed</td>
</tr>
<tr>
<td><strong>Employment of Youth Bureau of Child Labor</strong></td>
<td>Enforce Indiana child labor laws through regulation</td>
<td>Number of child labor inspections</td>
</tr>
<tr>
<td><strong>INSafe</strong></td>
<td>Improve safety and health through outreach, education and training</td>
<td>Number of safety and health consultations</td>
</tr>
<tr>
<td><strong>Bureau of Mines</strong></td>
<td>Enhance underground mine safety</td>
<td>Number of mine inspections</td>
</tr>
<tr>
<td><strong>Quality, Metrics &amp; Statistics</strong></td>
<td>Produce reliable and clean data to measure IOSHA and INSafe safety and health outcomes</td>
<td>Bureau of Labor Statistics survey return rate</td>
</tr>
</tbody>
</table>
This metric measures the days it takes, on average, for all IOSHA 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.

### Lapsed Time for IOSHA Inspections with Citations

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
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<td>Q1</td>
<td>29.5</td>
<td>30.7</td>
<td>37.3</td>
<td>42.9</td>
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<td>10.3</td>
<td>9.1</td>
<td>4.4</td>
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<td>32.0</td>
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<td>37.4</td>
<td>38.3</td>
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<td>Q4</td>
<td>3.6</td>
<td>3.1</td>
<td>3.1</td>
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<td>10.9</td>
<td>54.6</td>
<td>54.6</td>
<td>54.6</td>
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<tr>
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<td>6.7</td>
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<td>6.7</td>
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<td>63.5</td>
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<td>5.3</td>
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<td>3.4</td>
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</tr>
</tbody>
</table>

### Average of Days from Open to Closing Conference Calculated

### Average of Days from Closing to Citation Calculated

### Average of Meets Goal

**Return to Index**
Number of Indiana Occupational Health and Safety (IOSHA) Inspections

![Bar Chart]

- **Count of Inspection #**
- **Average of Meets**
- **Average of Exceeds**

<table>
<thead>
<tr>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
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<th>Q4</th>
<th>Q1</th>
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<th>Q4</th>
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<td>488</td>
<td>541</td>
<td>523</td>
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<td>361</td>
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<td>468</td>
<td>544</td>
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</tr>
</tbody>
</table>

**Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3**

2007  2008  2009  2010  2011  2012  2013

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

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>68%</td>
<td>84%</td>
<td>86%</td>
<td>80%</td>
<td>85%</td>
<td>83%</td>
<td>84%</td>
<td>80.77%</td>
<td>81.04%</td>
<td>79.51%</td>
</tr>
<tr>
<td>Q2</td>
<td>89%</td>
<td>77%</td>
<td>80%</td>
<td>77%</td>
<td>83%</td>
<td>77%</td>
<td>84%</td>
<td>80.77%</td>
<td>81.04%</td>
<td>79.51%</td>
</tr>
<tr>
<td>Q3</td>
<td>92%</td>
<td>69%</td>
<td>84%</td>
<td>80%</td>
<td>85%</td>
<td>83%</td>
<td>84%</td>
<td>80.77%</td>
<td>81.04%</td>
<td>79.51%</td>
</tr>
<tr>
<td>Q4</td>
<td>69%</td>
<td>77%</td>
<td>80%</td>
<td>77%</td>
<td>83%</td>
<td>77%</td>
<td>84%</td>
<td>80.77%</td>
<td>81.04%</td>
<td>79.51%</td>
</tr>
</tbody>
</table>

Percentage Meritorious CCW Audits and Wage Claims with wages paid

Annual Average

Target
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.
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%.
Management Statistics
The forms have five categories scored from a low “poor” of one to a high “excellent” of 4. A 20 is a perfect score.
Total Customer Surveys by Division

Number of Surveys Submitted by Division in Quarter 3 2013

- Bureau of Mines: 6
- INSafe: 12
- IOSHA: 71
- QMS: 11
- Wage and Hour: 70
IOSHA Workplace Deaths Inspected

Inspected Fatalities

Annual Quarterly Average

Q1 2010: 29
Q2 2010: 25
Q3 2010: 24
Q4 2010: 23
Q1 2011: 20
Q2 2011: 26
Q3 2011: 31
Q4 2011: 24
Q1 2012: 18
Q2 2012: 22
Q3 2012: 31
Q4 2012: 29
Q1 2013: 29
Q2 2013: 23
Q3 2013: 19
Q4 2013: 35

Return to Index
<table>
<thead>
<tr>
<th>Fatality Inspections by Cause of Death</th>
</tr>
</thead>
</table>

**IOSHA Inspected Fatal Events: Quarter 3, 2013**

<table>
<thead>
<tr>
<th>Cause of Death</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart attack</td>
<td>6</td>
</tr>
<tr>
<td>Heart attack (TBD)</td>
<td>4</td>
</tr>
<tr>
<td>Natural Causes</td>
<td>2</td>
</tr>
<tr>
<td>Stroke</td>
<td>1</td>
</tr>
<tr>
<td>Single gunshot wound to the head</td>
<td>1</td>
</tr>
<tr>
<td>Single gunshot wound to the chest</td>
<td>1</td>
</tr>
<tr>
<td>Open Head Injury</td>
<td>1</td>
</tr>
<tr>
<td>Multiple blunt force injuries (likely/crushed under truck/crane)</td>
<td>1</td>
</tr>
<tr>
<td>Multiple blunt force injuries</td>
<td>1</td>
</tr>
<tr>
<td>Massive injuries due to blunt force trauma</td>
<td>1</td>
</tr>
<tr>
<td>Hyperthermia</td>
<td>1</td>
</tr>
<tr>
<td>High voltage electrocution</td>
<td>1</td>
</tr>
<tr>
<td>Gunshot wound to chest</td>
<td>1</td>
</tr>
<tr>
<td>Gunshot wound to abdomen</td>
<td>1</td>
</tr>
<tr>
<td>Electrocution</td>
<td>1</td>
</tr>
<tr>
<td>Craniocerebral trauma</td>
<td>1</td>
</tr>
<tr>
<td>Convulsions/Natural Cause</td>
<td>1</td>
</tr>
<tr>
<td>Complications from blunt force trauma</td>
<td>1</td>
</tr>
<tr>
<td>Catastrophic Brain Injury/Bilateral Hemorrhages</td>
<td>1</td>
</tr>
<tr>
<td>Blunt force trauma with internal hemorrhage</td>
<td>1</td>
</tr>
<tr>
<td>Blunt force trauma to the head and chest</td>
<td>1</td>
</tr>
<tr>
<td>Blunt force trauma to head</td>
<td>1</td>
</tr>
<tr>
<td>Blunt force trauma to chest/Laceration of heart</td>
<td>1</td>
</tr>
<tr>
<td>Blunt force trauma resulting from multiple internal injuries</td>
<td>1</td>
</tr>
<tr>
<td>Blunt force injury</td>
<td>1</td>
</tr>
<tr>
<td>Asphyxia (buried up to chest according to article)</td>
<td>1</td>
</tr>
</tbody>
</table>
Quarterly IOSHA Inspection Lapse Time in days

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.
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).
Percentage of Child Labor Inspection with Violations

- Q1 2009: 46%
- Q2 2009: 47%
- Q3 2009: 49%
- Q4 2009: 0%
- Q1 2010: 10%
- Q2 2010: 20%
- Q3 2010: 30%
- Q4 2010: 40%
- Q1 2011: 50%
- Q2 2011: 60%
- Q3 2011: 70%
- Q4 2011: 80%
- Q1 2012: 90%
- Q2 2012: 100%
- Q3 2012: 31%
- Q4 2012: 46%
- Q1 2013: 46%
- Q2 2013: 49%
- Q3 2013: 47%

Percent Child Labor Inspections with Violations
Annual Quarterly Average

Return to Index
Number of Wage Claims Received

[Bar chart with data points for Q1 2008 to Q3 2013, showing trends in wage claims received and annual average.]
Wage Claims Lapsed Time

Lapse Time

Annual Quarterly Average

Target


Return to Index
Common Construction Wage Hearings

CCW Hearings Held

Annual Quarterly Average

Return to Index
Lapse Time for INSafe Consultations

Average Lapsed Time
Annual Quarterly Average

Return to Index
Percentage of BOM Inspections with Violations

- Q2 2008: 91.7%
- Q3 2008: 87.3%
- Q4 2008: 81.6%
- Q1 2009: 10%
- Q2 2009: 20%
- Q3 2009: 30%
- Q4 2009: 40%
- Q1 2010: 50%
- Q2 2010: 60%
- Q3 2010: 70%
- Q4 2010: 80%
- Q1 2011: 90%
- Q2 2011: 100%
- Q3 2011: 90%
- Q4 2011: 81.6%
- Q1 2012: 87.3%
- Q2 2012: 87.3%
- Q3 2012: 87.3%
- Q4 2012: 87.3%
- Q1 2013: 87.3%
- Q2 2013: 87.3%
- Q3 2013: 87.3%

Percent Inspections with Violations
Annual Average
BOM Certifications Issued

Per Quarter Certifications

July 13, 2013 Certifications

Took Test
- Belt Examiner: 17
- Hoisting Engineer: 11
- Shot Firer: 3
- Mine Examiner: 0
- Mine Foreman: 1

Passed
- Belt Examiner: 14
- Hoisting Engineer: 8
- Shot Firer: 1
- Mine Examiner: 0
- Mine Foreman: 1
IDOL Miles Driven by Reimbursement, Fleet & Rental

- Reimbursed Mileage
- Fleet Mileage
- Rental Mileage
Percentage of IDOL Miles Driven with Personal Vehicle