# Veterinary Medical Examining Board

Annual Performance Progress Report

Reporting Year 2018

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| KPM #	Approved Key Performance Measures (KPMs)
1	Public Protection - Average time from receipt of a new complaint to completion of the investigation.
2	Public Protection - Percent of decisions not contested, appealed and/or upheld on appeal.
3	Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent.
4	BEST PRACTICES - Percent of best practices met by the Board.

red
green
yellow

100%
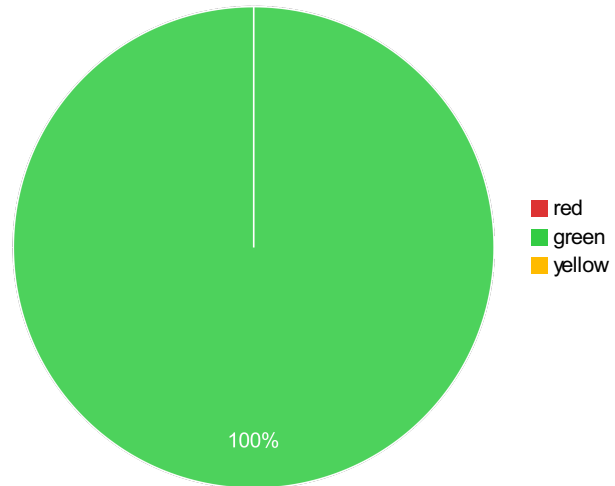
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1	Public Protection - Average time from receipt of a new complaint to completion of the investigation.
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = negative result
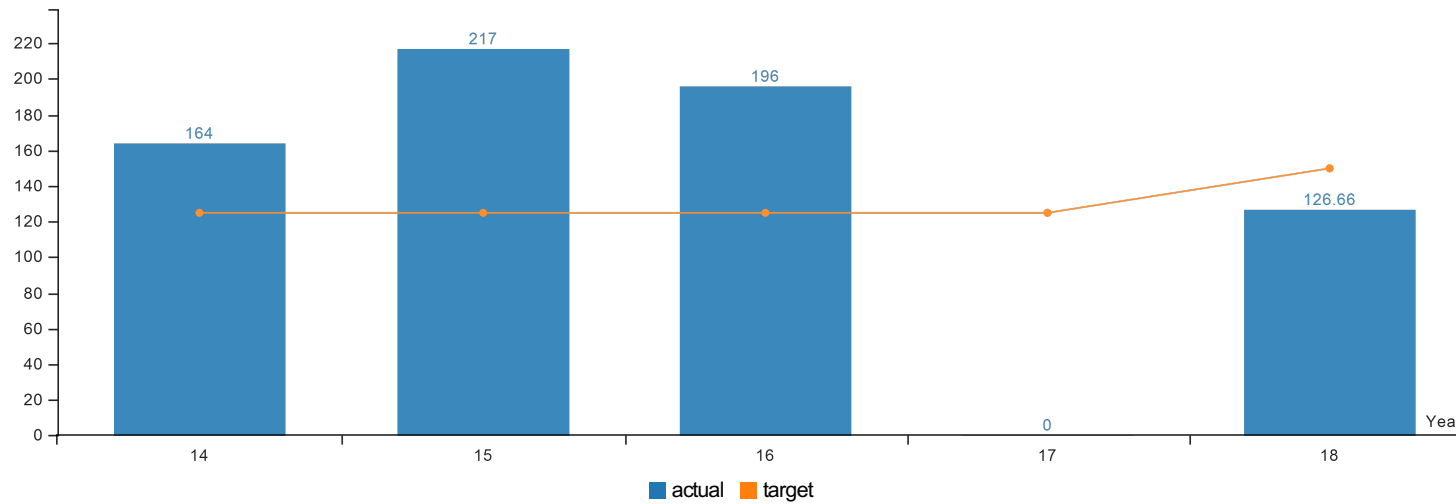
Report Year	2014	2015	2016	2017	2018
Average Time from Receipt of a New Complaint to Completion of Investigation					
Actual	164	217	196	No Data	126.66
Target	125	125	125	125	150

How Are We Doing

Factors Affecting Results

| KPM #2	Public Protection - Percent of decisions not contested, appealed and/or upheld on appeal.
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = negative result
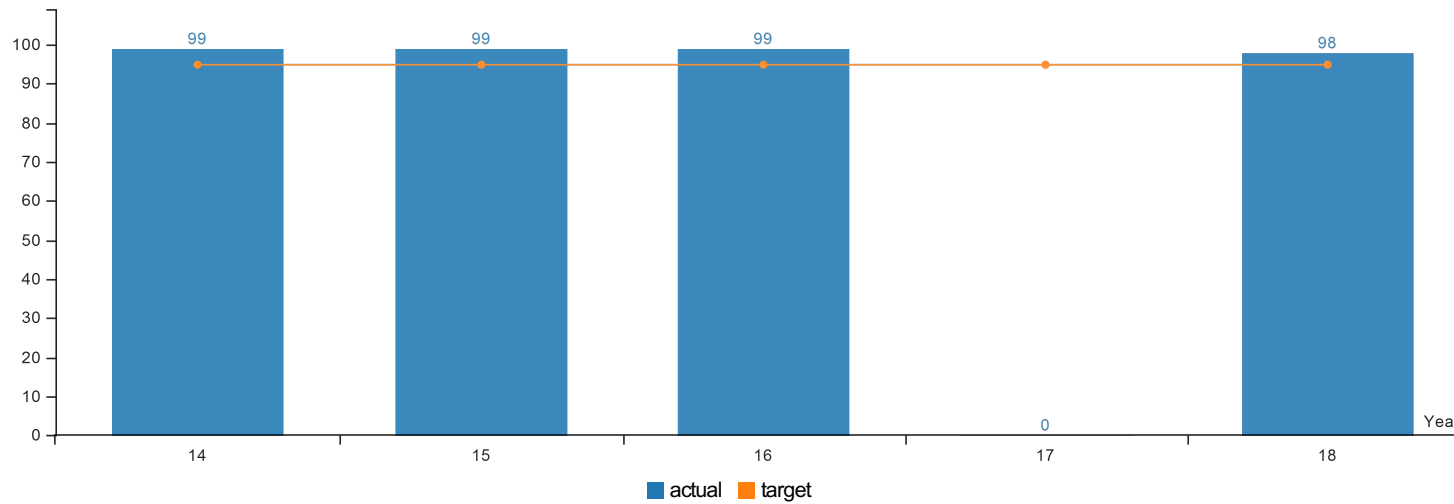
Report Year	2014	2015	2016	2017	2018
Percent of Decisions Not Contested, Appealed and/or Upheld on Appeal					
Actual	99%	99%	99%	No Data	98%
Target	95%	95%	95%	95%	95%

How Are We Doing

Factors Affecting Results

| KPM #3	Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent.
	Data Collection Period: Jan 01 - Jan 01
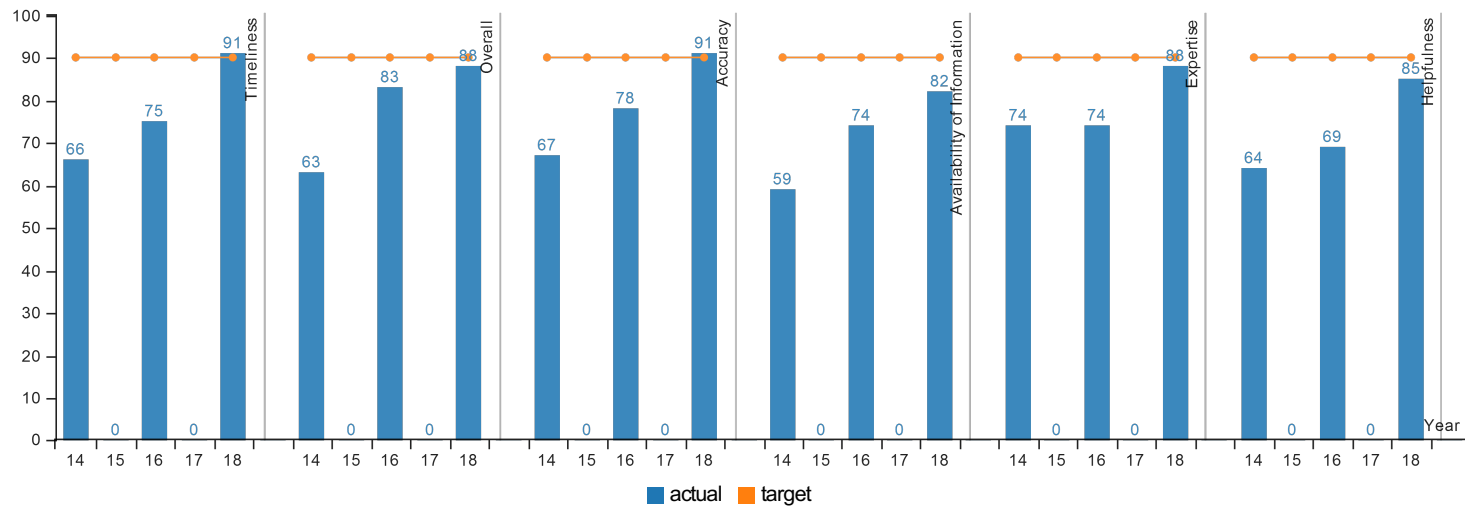
Report Year	2014	2015	2016	2017	2018
Timeliness					
Actual	66%	No Data	75%	No Data	91%
Target	90%	90%	90%	90%	90%
Overall					
Actual	63%	No Data	83%	No Data	88%
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	67%	No Data	78%	No Data	91%
Target	90%	90%	90%	90%	90%
Availability of Information					
Actual	59%	No Data	74%	No Data	82%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	74%	No Data	74%	No Data	88%
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	64%	No Data	69%	No Data	85%
Target	90%	90%	90%	90%	90%

How Are We Doing

Factors Affecting Results

KPM #4	BEST PRACTICES - Percent of best practices met by the Board.
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = positive result
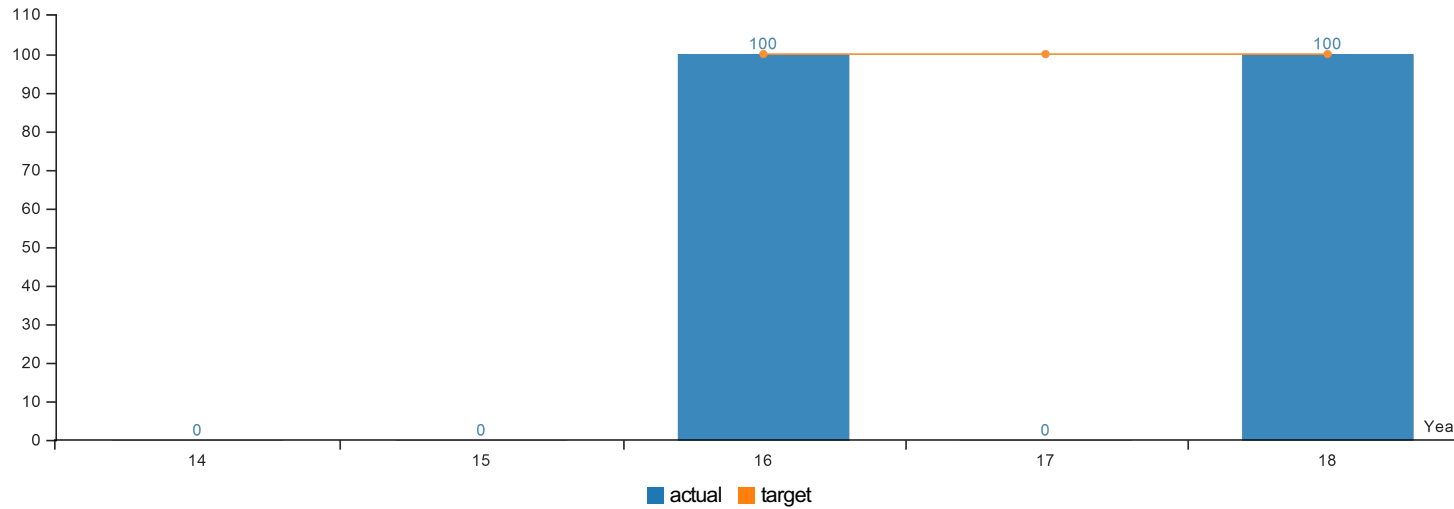
Report Year	2014	2015	2016	2017	2018
BEST PRACTICES					
Actual	No Data	No Data	100%	No Data	100%
Target	TBD	TBD	100%	100%	100%

How Are We Doing

Factors Affecting Results