

**Oregon Occupational Safety and Health Division  
Department of Consumer and Business Services**

**2008 Annual Performance Plan**

**August 27, 2007**



## **INTRODUCTION**

This Annual Performance Plan, for federal fiscal year 2008 (October 1, 2007 through September 30, 2008) describes how the Oregon Occupational Safety and Health Division (OR-OSHA) will allocate its resources to conduct the activities tied to the specific goals contained in Oregon's 5-year Strategic Plan.

## **OVERVIEW OF OREGON OSHA**

Administration of the Occupational Safety and Health Administration's (OSHA) approved comprehensive state plan for Oregon is vested in the Department of Consumer and Business Services (DCBS) by the Oregon Safe Employment Act of 1973 as amended through 2003. The plan encompasses all functions of the Oregon Occupational Safety and Health Division (OR-OSHA). OR-OSHA promulgates and enforces occupational safety and health regulations and provides technical information, education, consultations and training grants to promote safe and healthful working conditions for Oregon workers. While the bulk of activity in the Oregon State Plan is undertaken by Oregon OSHA, other divisions within DCBS contribute to the mission including the Business Administration Division, Information Management Division, Director's Office, and the Hearings Division of the Workers' Compensation Board. The Oregon Attorney General's Office and a portion of the Civil Rights Division of the Bureau of Labor and Industries also contribute to activities in the Oregon State Plan.

### **OR-OSHA Mission Statement:**

**To advance and improve workplace safety and health  
for all workers in Oregon.**

In 1973, the Oregon Safe Employment Act (OSEAct) was passed into law by the Oregon Legislature to ensure the occupational safety and health of Oregon's work force. The OSEAct states that "...every employer shall furnish employment and a place of employment which are safe and healthful for employees." The Oregon Occupational Safety and Health Division administers the OSEAct and enforces Oregon's occupational safety and health rules. In 1987, the Oregon Legislature passed House Bill 2900 to increase worker protection and to define new areas of responsibility for employers and insurance companies. This included establishing a coordinated program of worker and employer education, health and safety consultative services, and research to assist workers and employers in the prevention of occupational accidents. In May 1990, the Oregon Legislature again highlighted the importance of occupational safety and health during a special session by making the prevention of workplace injuries, illnesses and fatalities a major component of workers' compensation reform. This was accomplished, in part, by requiring joint management-labor safety committees in most places of employment and a significant increase in OR-OSHA staff.

OR-OSHA's primary objective is to improve occupational safety and health in workplaces throughout the state, thus reducing on-the-job injuries, illnesses and fatalities. This is achieved through enforcement of occupational safety and health rules, consultation and training assistance for employers and workers, and by providing adequate resources to effectively address Oregon's loss prevention issues. Strong partnerships with labor groups, trade associations and other governmental agencies also significantly contribute to OR-OSHA's success.

All OR-OSHA programs work cooperatively toward meeting the division's mission and strategic objectives. Enforcement officers, technical specialists, and consultants assist the Public Education and Conference Section in providing technically accurate, high quality training to employers and employees. While the OR-OSHA professional staff are technically trained in all areas of occupational safety and health, hazard identification, and accident investigation, the division has in-house experts specializing in specific industry needs. These specialists include construction, logging, and agriculture experts, as well as trained ergonomists, accident investigators, and appeals specialists. These staff members address the more complicated issues and act as technical advisors for all OR-OSHA staff.

OR-OSHA is dedicated to assisting employers in achieving self-sufficiency in safety and health program management, including developing and implementing comprehensive safety and health plans. The elements of a successful plan include top management commitment, clearly defined labor and management accountability, employee and supervisor training, employee involvement in safety and health concerns, hazard identification and methods of control, accident and incident investigation procedures, and a periodic review of the plan itself.

Oregon OSHA will implement progressive occupational safety and health strategies as it strives to achieve its mission and the goals of the Strategic Plan. A comprehensive program will be used by OR-OSHA to continue the declining trend in the rate of occupational injuries, illnesses and fatalities in Oregon.

This plan does not exempt OR-OSHA from fulfilling its statutory and regulatory responsibilities. OR-OSHA will continue to meet all the criteria in Section 18 of the Occupational Safety and Health Act and the implementing regulations at 29 CFR Parts 1902, 1908, 1952, 1953, and 1954. This plan sets forth the methods by which program effectiveness is determined.

The FY 2008 Annual Performance Plan is an integral part of the grant agreements between OSHA and OR-OSHA which currently exist under Section 23(g) and 21(d) of the Act and 29 CFR 1952.104.

The primary method for tracking and evaluating progress toward meeting the performance goals established in this plan is one of self-evaluation by OR-OSHA management staff. OR-OSHA will meet quarterly with federal OSHA to continue the OR-OSHA/OSHA partnership and to report progress toward strategic goals in a manner defined in the joint OSHA/OR-OSHA Monitoring Plan. OR-OSHA agrees that a specified number of inspections accompanied by a federal OSHA monitor will be conducted and that a specified number of OR-OSHA inspection/investigation case files will be reviewed. A monitoring plan will be jointly prepared detailing the specific monitoring roles and activities of individual staff members as well as the mandated monitoring activities that federal OSHA will perform.

## Profile of Oregon OSHA

### 23(g) Program

	<b>23(g) Grant Funded Staff*</b>	<b>100% State Funded Staff*</b>	<b>Total*</b>
<b>Compliance Officers</b>			
Safety	45.00	7.00	52.00
Health	23.00	5.00	28.00
All Other Program Staff	77.00	24.00	101.00
<b>Total 23(g) Allocated State Plan Personnel</b>	145.00	36.00	181.00

### 21(d) Consultation Program

	<b>21(d) Grant Funded Staff*</b>	<b>100% State Funded Staff*</b>	<b>Total*</b>
Managerial		0.25	0.25
Safety	2.00		2.00
Health	2.00		2.00
<b>Total 21(d) Consultation Personnel</b>	4.00	0.25	4.25

### 100% State Funded Consultation Program

		<b>100% State Funded Staff*</b>	<b>Total*</b>
Safety		19.00	19.00
Health		12.00	12.00
Administration		7.75	7.75
<b>Total 100% State Funded Consultation Personnel</b>		38.75	38.75

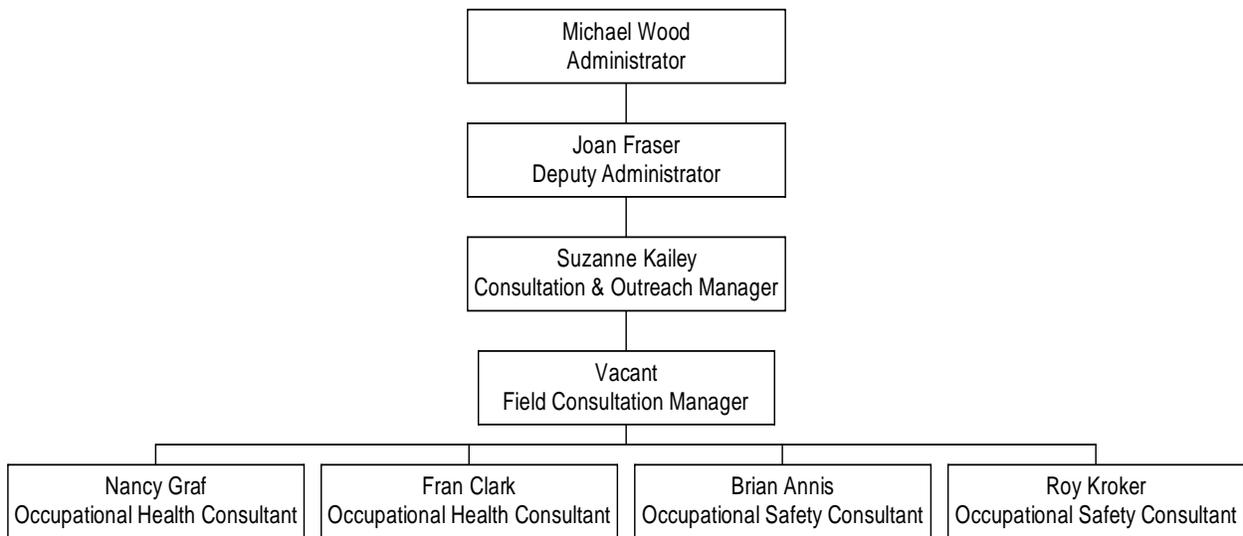
\* Expressed in allocated FTEs.

Oregon OSHA is requesting federal funding for 145 positions and 145 FTE in FY 2008 for the 23(g) program, and federal funding for 4 positions and 4 FTE for the 21(d) program. All positions are 100% state funded for state budgetary purposes. Positions that are 100% state funded augment the federally funded position levels in most program categories.

The Insurer Program Coordinator is 100% state funded and carries out the Insurer Consultative Program which oversees occupational safety and health services provided by insurance carriers for their client employers. By establishing standards for these programs and by monitoring their effectiveness, this position is able to enhance the occupational safety and health services available to Oregon employers at a minimal cost to the division.

A comprehensive organization chart of Oregon OSHA is attached. An organization chart for the Oregon OSHA 21(d) consultation program is below.

### 21(d) Consultation Organization Chart



## Oregon Demographic Employment Profile – May 2007

During 2006 an estimated **1,736,295** workers were employed in Oregon. The number of Oregon employers covered by Workers' Compensation insurance is estimated to be **89,685**. These employers operate at approximately **138,925** locations<sup>4</sup>.

NAICS <sup>1</sup>	INDUSTRY <sup>2</sup>	EMPLOYEES <sup>3</sup>	UNITS <sup>4</sup>
111	Crop Production	27,153	3,783
113	Forestry and Logging	7,721	1,354
115	Support Activities for Agriculture and Forestry	9,358	928
236	Construction of Buildings	24,508	4,405
237	Heavy and Civil Engineering Construction	11,216	1,256
238	Specialty Trade Contractors	62,182	9,836
311	Food Manufacturing	21,871	924
321	Wood Product Manufacturing	32,693	762
331	Primary Metal Manufacturing	8,651	146
332	Fabricated Metal Product Manufacturing	16,389	1,235
333	Machinery Manufacturing	11,829	678
334	Computer & Electronic Product Mfg.	41,788	752
336	Transportation Equipment Manufacturing	18,309	397
337	Furniture and Related Product Mfg	8,362	625
339	Miscellaneous Manufacturing	8,282	832
423	Merchant Wholesalers, Durable Goods	36,231	3,006
424	Merchant Wholesalers, Non-Durable Goods	31,105	1,811
425	Whlesl Electronic Markets, and Agents and Brokers	12,211	3,731
441	Motor Vehicle and Parts Dealers	27,329	1,874
442	Furniture and Home Furnishings Stores	7,904	965
444	Bldg Material, Garden Equip & Supplies Dealers	15,623	1,122
445	Food and Beverage Stores	37,173	2,354
446	Health and Personal Care Stores	7,533	611
447	Gasoline Stations	10,950	1,046
448	Clothing and Clothing Accessories Stores	17,605	1,220
451	Sporting Goods, Hobby, Book and Music Stores	10,279	1,009
452	General Merchandise Stores	37,367	637
453	Miscellaneous Store Retailers	11,065	1,692
484	Truck Transportation	19,491	1,656
511	Publishing Industries (except Internet)	14,740	1,022
517	Telecommunications	8,453	582
522	Credit Intermediation and Related Activities	31,358	1,826
524	Insurance Carriers and Related Activities	24,917	2,546
531	Real Estate	20,090	3,896
532	Rental and Leasing Services	7,531	724
541	Professional, Scientific and Technical Services	67,163	9,831
551	Management of Companies and Enterprises	29,042	475

NAICS <sup>1</sup>	INDUSTRY <sup>2</sup>	EMPLOYEES <sup>3</sup>	UNITS <sup>4</sup>
561	Administrative and Support Services	91,308	5,968
611	Educational Services	23,155	1,156
621	Ambulatory Health Care Services	62,023	5,703
622	Hospitals	49,004	275
623	Nursing and Residential Care Facilities	37,483	1,700
624	Social Assistance	25,625	2,317
713	Amusement, Gambling and Rec Industries	15,965	1,030
721	Accommodation	21,331	1,432
722	Food Services and Drinking Places	120,207	7,963
811	Other Services-Repair and Maintenance	17,122	3,028
812	Personal and Laundry Services	12,465	1,546
813	Relig, Grant-making, Civic, Professional & Similar Organizations	27,690	4,630
State and Local Governments <sup>5</sup>		236,894	6,673

1 North American Industry Classification System, United States, 2002.

2 Industries with 7,500+ employees.

3 Preliminary 2006 data from Oregon State Employment Division ES-202 Program, based on the 2002 Edition of the NAICS Manual.

4 Number of employing units represents the number of establishments or employer locations rather than the number of employers. Data compiled from the most current DCBS Employer Data System file does not include all possible locations. The methodology for estimating number of locations changed in 2005, making prior years' estimates not comparable.

5 This category includes all state and local government units regardless of their industry classification.

**Source:** Oregon Department of Consumer and Business Services, Research and Analysis Section, May 2007.

## IDENTIFICATION OF COVERED ISSUES

A flowchart, developed by the OSHA Portland Area Office, describes jurisdictional boundaries between OSHA and Oregon OSHA for occupational safety and health at private and public sector worksites. The chart, included on the following page, addresses jurisdiction in diving, construction, shipyards, marine terminals, Indian reservations, and U.S. military reservations.

The Federal Register (49 CFR Part 221) "addresses jurisdictional issues arising with respect to the operations of common carriers in the general system of rail transportation." While the Federal Railroad Administration exercises jurisdiction over the safety of railroad operations, OR-OSHA does have some jurisdiction over "non-rolling" stock.

The state has concurrent jurisdiction over mining with the USDOL, Mine Safety and Health Administration (MSHA), but chooses not to exercise jurisdiction if it subjects the employer to duplicate inspections by both agencies.

OR-OSHA will continue to research operational issues involving jurisdiction and seek interagency agreements to resolve public sector jurisdictional issues on Indian reservations that have not signed a Memorandum of Understanding.

OR-OSHA will continue to register farm labor housing and conduct field sanitation and farm labor housing inspections in 2008, and work cooperatively with any federal ESA farm labor housing inspections that may occur. We will be enhancing the agriculture labor housing program in FY 2008 to meet the “at least as effective as” requirements for State Plan approval. Towards this effort, we will be involving stakeholders in rulemaking activities.

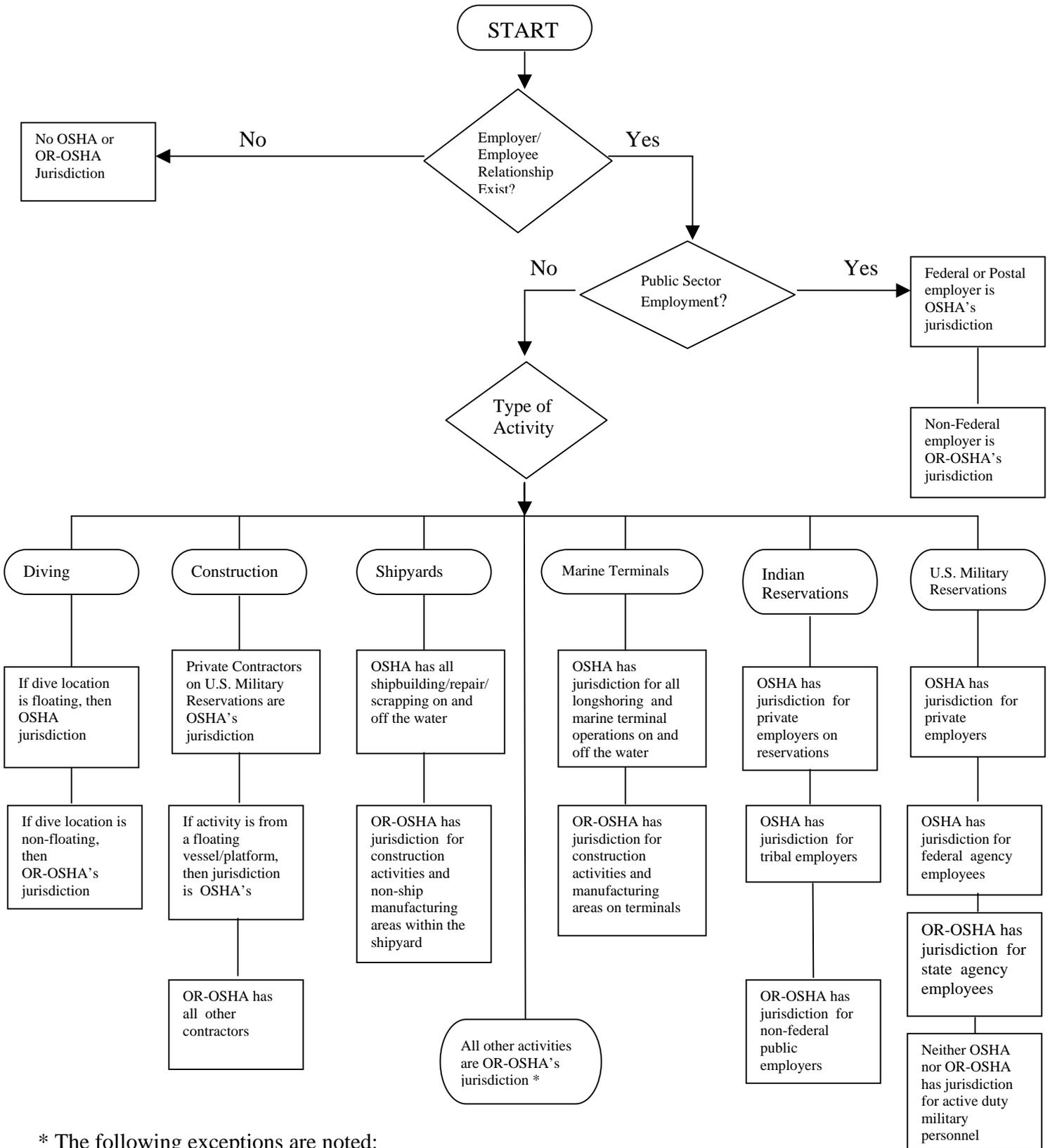
### **Legislative Activity affecting OR-OSHA**

The 74th biennial legislative session is planning to adjourn June 29, 2007. There are several new bills that have passed both legislative chambers and have been signed or are awaiting the Governor’s signature:

- HB 2222 – Innovative safety committees – flexibility for small and mobile worksites.
- HB 2223 – Successor employers – ability to keep enforcement history when business reorganizes.
- HB 2259 – Lengthens time for employee to file discrimination complaint for voicing health and safety concerns from 30 days to 90 days.
- HB 2022 – Tracks assaults to health care providers in hospitals, ambulatory surgical centers, and home health care settings.
- HB 3400 – Removes sunset on federal steel erection standard in Oregon.
- SB 556 – Extends employer appeal timeframe from 20 days to 30 days.

Most bills will be effective January 1, 2008. Rulemaking for these bills and other new legislation is likely to create added workload that will redirect staff from strategic plan goals. However, new opportunities for partnerships and alliances are also likely, as a result of stakeholder involvement in rule development.

## OSHA VS. OR-OSHA JURISDICTION IN OREGON



\* The following exceptions are noted:

Employment at DOE Albany Research Center – OSHA jurisdiction

Private employers within Crater Lake National Park – OSHA jurisdiction

## **STATEMENT OF COMPLIANCE WITH APPROPRIATIONS RIDERS**

Oregon will comply with all current Congressional appropriation riders except that firms prescribed by the Byron Amendment and small farms may be scheduled for inspection if the workers' compensation rate for the individual place of employment warrants inspection under the state's scheduling system.

The note preceding ORS 654, which limited state funding for small farm inspections, expired July 1, 1991. No legislation continued this limitation after that date. This allows the state to include small farms in the scheduling system as long as they are inspected by 100% state-funded compliance officers. Legislation passed in 1995 (HB 2541 and HB 3019) restricted small farm inspections. Administrative rules on inspection scheduling now provide for an inspection exemption, instead of an appropriation rider. All time credited to federally exempt inspections is charged 100% to state funds. The state will continue analysis of inspection data quarterly to track the Byron and small farm inspections.

The state will comply with all mandated activities under its State Plan Agreement, and will take no action during the term of this funding request that would impair the state in maintaining the core elements (mandated activities) listed in the OSH Act and as defined in 29 CFR 1902.

## **MANDATED ACTIVITIES**

Oregon will pursue the goals outlined in this plan while assuring the following:

- Unannounced inspections, including prohibition against advance notice thereof
- Employee access to hazard and exposure information, as well as other health and safety information
- Protection of employer's trade secrets
- Employer record keeping, reporting, and posting requirements
- Legal procedures for compulsory process and right of entry
- Right of an employee representative to participate in the walk-around
- Timely response to complaints and right of an employee to review an OR-OSHA decision not to conduct an inspection following a complaint
- First instance sanctions
- Abatement of potentially harmful or fatal conditions
- Prompt and effective standards setting and allocation of sufficient resources
- Counteraction of imminent dangers
- Protection against, and investigation of, discrimination
- OSH coverage of public employees
- Maintenance of a voluntary compliance program

## **PROJECTED FY 2008 INSPECTIONS**

Oregon OSHA is planning to conduct 5,000 inspections during the year. OR-OSHA does not break out planned inspections by public and private sector, or by safety and health. However, based on historical activity, the program could reasonably expect that 95% of the total inspections will be in the private sector (4,750) with 86% of these being safety inspections (4,085) and 14% health inspections (665). In the area of public sector inspections, historical data would lead us to expect that these would account for 5% of all inspections (250), with 80% of these being safety (200) and 20% health (50).

## **PROJECTED FY 2008 CONSULTATION VISITS**

Oregon is planning to conduct approximately 2,250 consultations during the fiscal year. Of these, an estimated 84% are expected to be in the private sector (approximately 1,890), and an estimated 16% are expected to be in the public sector (approximately 360). Typically, 63% of consultations in Oregon are safety (1,417), 30% are health (675) and 7% (157) are ergonomic evaluations.

As indicated in the chart on page 11, Oregon is projecting an estimated 240 consultations to be conducted under the 21(d) grant. All of these visits are expected to be in the private sector with an estimated 61% safety visits and an estimated 39% health visits.

## **COMPLIANCE ASSISTANCE**

### **Partnerships and Alliances**

The division is committed to stakeholder involvement and has many stakeholder committees and groups involved in all aspects of its work. The details of Oregon's stakeholder and partnership activities will be reported out under Goal 1-3 of this Annual Performance Plan.

### **Voluntary Protection Program**

Oregon currently has 14 sites in the Voluntary Protection Program as of June 30, 2007. The state will continue to encourage employers to migrate from SHARP to VPP in attaining the highest level of safety recognition (see Goal 1-1).

### **Safety and Health Achievement Recognition Program**

Oregon OSHA's SHARP program has been extremely successful. Oregon has certified a total of 121 SHARP sites as of June 30, 2007 and expects to certify an additional five sites during FY 2008 (see Goal 1-1).

### **Training**

Oregon OSHA has a large training section dedicated to providing a wide variety of educational opportunities to employers and employees (see Goal 1-2). For FY 2008, we expect 20,000 employers and employees to participate in OR-OSHA training sessions (remaining flat from prior years).

## **OREGON OSHA 21(d) PROGRAM**

### **Overview**

The Oregon OSHA 21(d) Consultative Services program began in 1977. The program includes four positions - two safety consultants and two industrial hygiene consultants. Oregon has a large 100% state-funded consultation program operating alongside the 21(d) program. The state-funded program includes an additional 18 safety consultants, 10 health consultants, 2 full-time ergonomic consultants, and one SHARP/VPP coordinator. The entire program is managed by the Consultation and Outreach Manager with the assistance of three subordinate field managers. Each manager is supported by one support staff position.

## FY 2008 PROJECTED 21(d) PROGRAM ACTIVITIES

Area of Emphasis	Initial Visits		Training & Assistance <sup>1</sup>		Follow-Up <sup>2</sup>		Combined Totals by Goal	Recognition <sup>1</sup>		Exemption <sup>2</sup>		Recognition and Exemption <sup>3</sup> (Equivalent to SHARP)	Pre-Recognition and Exemption Programs	Other Non-Visit Related Activities <sup>4</sup>
	S	H	S	H	S	H		New	Renewal	New	Renewal			
Goal 1-1	2	2					4							
Goal 1-2	136	92					228							
LEP														-
Other Visits					2	6	8							
Total by Safety or Health	138	94			2	6								-
COMBINED TOTALS	232				8		240					52 active 74 graduates		-

<sup>1</sup> Number of projected new and renewal Recognition only sites.

<sup>2</sup> Number of projected new and renewal Exemption sites.

<sup>3</sup> Number of projected new and renewal Exemption and Recognition only sites (equivalent to SHARP).

<sup>4</sup> Activities in this column must be entered on Form 66.

Oregon will continue the SHARP “graduation” pilot program during FY 2008, whereby after five years of participation employers are “graduated” from the program, which has proved successful. Graduated employers receive one final year of exemption from programmed enforcement visits.

Oregon’s SHARP program does not grant exemption to employers who are working toward SHARP. Exemption is granted to employers after their first year of successful participation in the SHARP program.

**Emphasis** - our (21)d consultation staff will follow the same emphasis programs as documented elsewhere in the APP, and as followed by non-21(d) consultants and compliance officers. Emphasis areas: motor vehicle safety, health care ergonomics, pesticides, lead in construction, silica, trenching, falls in construction, struck-by in logging, methylene chloride.

**FY 2008 Annual 21(d) Training Plan**

<b>List Personnel by ID # and Type</b>	<b>Training Activity &amp; Location</b>	<b>Competency Training will Address</b>
Graf (P7126) IH	Activity: Advanced Interviewing Techniques Location: In-state (330/0/125/50)	6 – Effective Communications
Clark (C4155) IH	Activity: Advanced Interviewing Techniques Location: In-state (330/0/125/50)	6 – Effective Communications
Kroker (N7186) S	Activity: Advanced Interviewing Techniques Location: In-state (330/0/125/50)	6 – Effective Communications
Annis (S6972) S	Activity: Advanced Interviewing Techniques Location: In-state (330/0/125/50)	6 – Effective Communications
Kailey Consultation Manager	Activity: OSHA Annual Consultation Conference Location: Out-of-State	7 – Current State and Federal Issues

Competency Areas:

1. Hazard Identification
2. Assessment of Risk and Exposure
3. Knowledge of Standards
4. Hazard Correction Techniques
5. Safety and Health Program Requirements
6. Effective Communications
7. Other

## 21(d) Operational Description by Strategy, Activities and Outcomes

Annual Performance Goal	Consultation Strategy	Description of Planned 21(d) Consultation Activities	Anticipated Impact of 21(d) Consultation Activities
<b>1-1 SHARP &amp; VPP</b>	Educate employers during consultations about OR-OSHA recognition programs and encourage those who receive a comprehensive consultation to participate when appropriate.	21(d) consultants will participate on at least four SHARP teams*  *Teams formed to assist and guide companies working toward SHARP certification.	Improved employer safety and health programs resulting in an increase in employer self-sufficiency.
<b>1-2b Education</b>	Assist safety committees in improving their effectiveness. (This includes evaluating how meetings are conducted, providing guidance on analyzing safety trends, reviewing process for identifying and abating hazards, etc.)	Work with safety committees on 85% of all consultations to enhance the committee members skills and/or improve their effectiveness.	More effective safety committees and increased employee involvement resulting in increased employer self-sufficiency.

### 21(d) Internal Quality Assurance Program

No changes have been made to Oregon's Internal Quality Assurance Program.

### Marketing

Oregon OSHA has successfully marketed its consultation program for many years. This marketing is achieved through a variety of methods.

Oregon OSHA sponsors or co-sponsors five to six conferences annually. These events are used as an opportunity to market various OR-OSHA services including consultation, public education, and the resource center.

At the request of employers, OR-OSHA will continue to provide on-site speaker presentations. While the presentation topics vary, one of the most requested presentations is a general overview of an effective safety and health program.

Oregon OSHA is required by law to annually notify employers determined to be in high hazard industries or who have high claims rates and may be subject to an inspection by OR-OSHA. The notification letter also encourages these employers to call Oregon OSHA for an on-site consultation of their safety and health program.

Public service announcements are generally coordinated at the departmental level in DCBS. These announcements inform the public of the various consumer services provided by the department, including Oregon OSHA's consultative services.

Oregon OSHA will continue to disseminate its marketing brochure relating to consultation services. Outreach opportunities exist at employer conferences, speaking engagements, training workshops, and inspections.

Oregon OSHA publishes two to three press releases every month. Several times each year the agency uses press releases to target specific industries and inform them of the various services available from Oregon OSHA, including consultation. Other press releases include those announcing educational workshops, providing information on upcoming conferences, and publicizing employer achievements in the area of safety and health such as the Voluntary Protection Plan.

### **Accompanied Visit Plan**

The consultation field manager for the 21(d) staff will conduct a minimum of two accompanied visits with each consultant assigned to the project for FY 2008. The objective will be to evaluate: (1) hazard recognition and communication skills; (2) consultation procedures and overall compliance with the 21(d) agreement requirements, and (3) training needs and/or opportunities that would enhance service delivery or individual skills. Visits will be conducted in the local areas to minimize travel expenses, except where required to evaluate specific skills for which no requests are available in the local area. The minimal expense for accompanied visits is included under In-State Travel.

## **2008 ANNUAL PERFORMANCE GOALS**

## **Strategic Goal #1**

### **Workplace Culture**

Reduce injuries, illnesses and fatalities by promoting employer self-sufficiency.

#### **Strategies**

Oregon OSHA will continue to place a strong emphasis on employer self-sufficiency in the area of occupational safety and health.

The division will continue to promote participation in the Voluntary Protection Program (VPP) and the Safety and Health Recognition Achievement Program (SHARP). OR-OSHA will be pursuing agreements with large, multi-site companies who want their various sites to achieve SHARP. The agreements will outline how the company will take a more active role in their SHARP process, freeing up OR-OSHA staff to work with smaller companies who have fewer resources. The division will continue to work with and support the SHARP Alliance, an association of Oregon SHARP employers, in their efforts to promote the program and to provide mentoring to companies wishing to pursue certification. The division will also continue to encourage SHARP companies to take the next step with their safety and health program by participating in VPP.

Strong emphasis will continue to be placed on the workplace safety committee as an essential piece of a comprehensive safety and health program. Division staff will be expected to work with safety committees to enhance their skills and effectiveness through evaluating meeting processes, providing guidance on trend analysis, discussing the committee's interaction with management and how recommendations are made, reviewing hazard abatement, and providing training. New legislation (HB 2222) promoted by Oregon OSHA allows more flexible safety committees, which will be of interest to mobile employers and those employers with many small sites around the state. We expect to be promulgating regulations and disseminating information about the new requirements in FY 2008.

Oregon OSHA will continue to provide quality educational opportunities. New marketing efforts to reach small business owners will be explored and implemented with an emphasis on reaching more rural areas and Eastern Oregon. We plan to offer several Spanish-language workshops to meet the demand from the construction and manufacturing sectors, in addition to continuing to make the PESO program available. The division will continue to sponsor or cosponsor a variety of safety and health conferences throughout the state.

Oregon OSHA recognizes the value of stakeholder participation and will continue to convene stakeholder groups to assist with the revision or promulgation of rules and to provide valuable input regarding new directions for the division.

**Strategic Goal #1: Reduce injuries, illnesses and fatalities by promoting employer self-sufficiency.**

**Performance Goal 1-1: Recognition Programs**

Increase the number of new SHARP participants by 25 and the number of new VPP participants by 4.

<b>FY 2008 Performance Goal</b>	Continue to encourage employers to attain VPP status, and certify five new SHARP employers, and one VPP site.
<b>Indicators</b>	<b>Activity Measures</b> 1) Market VPP & SHARP through a variety of methods, including but not limited to working with the SHARP Alliance, news releases, articles in the OR-OSHA Resource newsletter.
	<b>Intermediate Outcome Measures</b> 2) Number of companies working toward SHARP recognition. 3) Number of companies indicating an interest in VPP by requesting program information.
	<b>Primary Outcome Measures</b> 4) Number of employers who receive SHARP certification. 5) Number of employers who receive VPP certification.
<b>Strategy</b>	<ul style="list-style-type: none"> <li>Oregon OSHA will promote SHARP and VPP through consultation, enforcement, technical services, and education. The SHARP graduate program will continue, with an evaluation of the results thus far.</li> </ul>
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>OR-OSHA Consultation Section records.</li> <li>VPP tracking log.</li> </ul>
<b>Baseline</b>	<ul style="list-style-type: none"> <li>Number of SHARP certified companies, including graduated sites as of June 30, 2007: 121 (finalize after 6/30)</li> <li>Number of VPP sites as of June 30, 2007: 14</li> </ul>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>Mark Hurliman – VPP/SHARP program manager.</li> </ul>

This goal is shared between the four 21(d) consultation staff and the 100% state-funded staff. Details for the 21(d) activities are listed in the table below.

<b>21(d) Indicators</b>	6) Number of SHARP teams in which 21(d) consultants participated (goal=4).
<b>21(d) Baseline</b>	There is no 21(d)-specific baseline for this measure as it is not a primary outcome measure. The goal for total 21(d) staff involvement in SHARP teams is participation in at least four teams.

**Strategic Goal #1: Reduce injuries, illnesses and fatalities by promoting employer self-sufficiency.**

**Performance Goal 1-2: Education**

Educate employers and employees regarding the value of occupational safety and health by increasing materials available for hard-to-reach audiences, providing workshops and conferences, and by working with safety committees on 85% of consultations with employers who have a safety committee.

<b>FY 2008 Performance Goal 1-2a</b>	Increase outreach to non-English speaking workers by developing one additional Spanish-language workshop and marketing existing Spanish-language workshops. We will continue our non-English language publication development producing 5 publications in languages where the need is high (Spanish or Russian).
<b>Indicators</b>	<p><b>Activity Measures</b></p> <ol style="list-style-type: none"> <li>1) Status of Spanish-language course development.</li> <li>2) Review current publications for possible translation to other languages, considering cultural barriers to communication that may necessitate an alternative approach.</li> <li>3) Number of videos in languages other than English.</li> <li>4) Number of new videos.</li> <li>5) Number of videos checked out.</li> </ol> <p><b>Primary Outcome Measures</b></p> <ol style="list-style-type: none"> <li>6) Number of 4-hour Spanish language workshops presented.</li> <li>7) Attendance numbers for 4-hour Spanish language workshops.</li> <li>8) Number of new publications developed in languages other than English.</li> </ol>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• To meet demand from employers, particularly in the construction industry, we will be focusing resources on developing 4-hour Spanish-language public education workshops.</li> </ul>
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>• OR-OSHA Technical Section records.</li> <li>• OR-OSHA External Education database.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>• Number of videos in languages other than English (as of 6/30/07): Spanish – 101; Russian – 16</li> <li>• Number of new videos (1/1/07 – 6/30/07): 19</li> <li>• Number of videos checked out (10/1/05 – 9/30/06): 7,786</li> <li>• Number of Spanish language workshops available as of June 2007: 3 (measuring ‘available’ as ‘development completed’)</li> </ul>

**Strategic Goal #1: Reduce injuries, illnesses and fatalities by promoting employer self-sufficiency.**

**Performance Goal 1-2: Education**

Educate employers and employees regarding the value of occupational safety and health by increasing materials available for hard-to-reach audiences, providing workshops and conferences, and by working with safety committees on 85% of consultations with employers who have a safety committee.

<b>FY 2008 Performance Goal 1-2b</b>	Educate employers and employees regarding the value of occupational safety and health by: 1) providing conferences and workshops, including Safety and the Small Business, and 2) working with safety committees* on 85% of consultations with employers who have an active safety committee.
<b>Indicators</b>	<b>Activity Measures</b> 1) Coordinate with stakeholders to co-sponsor a variety of safety and health conferences throughout the state. 2) Explore alternate marketing strategies designed to increase workshop attendance in areas where participation has been historically low.
	<b>Intermediate Outcome Measures</b> 3) Number of attendees at OR-OSHA training sessions. 4) Number of attendees at OR-OSHA conferences.
	<b>Primary Outcome Measures</b> 5) Percent of consultations with employers who had an active safety committee where consultant worked with the committee to improve their effectiveness*. 6) Safety for the Small Business workshops offered. 7) Attendance at Safety for Small Business workshops.  * Working with the safety committee to enhance their skills and effectiveness includes, but is not limited to, evaluating meeting processes, providing guidance on trend analysis, discussing the committee's interaction with management and how recommendations are made, reviewing hazard abatement, and providing training.
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>• Education and Conference Section database.</li> <li>• Consultation database.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>• Percent of consultations with safety committees where consultant worked with safety committee: October 2006 - March 2007: 85.4%</li> </ul>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>• Suzanne Kailey – Consultation and Outreach Manager</li> </ul>
<b>21(d) Indicators</b>	8) Percent of 21(d) consultations where consultant worked with the safety committee to enhance members' skills and/or improve their effectiveness (goal = 85%).
<b>21(d) Baseline</b>	Percent of 21(d) consultations where consultant worked with safety committee to improve their effectiveness: October 2006 – June 2007: 98%.

**Strategic Goal #1: Reduce injuries, illnesses and fatalities by promoting employer self-sufficiency.**

**Performance Goal 1-3: Partnerships**

Promote occupational safety and health by maintaining existing partnerships and establishing five new partnerships, each with specific safety and/or health awareness improvement objectives.

<b>FY 2008 Performance Goal</b>	Enhance effectiveness of partnerships in advising OR-OSHA management on focus areas. Use existing partnerships to provide more specific focus to OR-OSHA activities.
<b>Indicators</b>	<b>Activity Measures</b> 1) Activities undertaken in collaboration with stakeholder groups and partnerships to increase occupational safety and health awareness. 2) Identify partnership opportunities with groups in target industry sectors.
	<b>Intermediate Outcome Measures</b> 3) Number of OR-OSHA stakeholder collaborations and partnerships.
	<b>Primary Outcome Measures</b> 4) Number of alliances developed and status of goals. 5) Number of partnerships in targeted industry sectors and achievements.
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>OR-OSHA Technical Section partnership records.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>Number of stakeholder groups as of March 2006: 27</li> <li>Number of alliances posted on OSHA web site as of June 2007: 0</li> </ul>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>Marilyn Schuster – Policy Manager</li> </ul>

## **Strategic Goal #2**

### **Workplace Safety and Health**

Reduce injuries, illnesses and fatalities by working with employers to reduce occupational hazards and exposures.

#### **Strategies**

Oregon OSHA will engage the occupational safety and health community in addressing specific hazards in industries and workplaces with high injury and illness rates through partnerships with labor, business, and government organizations.

OR-OSHA will carry out consultation and enforcement activity with an emphasis on high hazard employers, targeted safety hazards (silviculture, trenching, falls in construction, and struck-by in logging), and targeted health hazards (diacetyl, methylene chloride, silica, pesticides, lead in construction, and diisocyanates). The motor vehicle safety initiative will be deployed in FY 2008, whereby all compliance officers and consultants will discuss this important factor in many fatalities with employers across the state.

OR-OSHA citation penalties will reflect the employer's prior efforts and effectiveness in meeting their safety and health responsibilities. New legislation will impact our ability to hold employers accountable. HB 2223 defines "employers" to include successor employers, thereby allowing us to keep an employer's violation history in front of us when issuing citations and understanding prior history.

The consultation program, SHARP, the Voluntary Protection Program, and partnership initiatives will be integrated into an overall strategy with the enforcement program to address high hazard industries and workplaces. OR-OSHA will use workers compensation claims data to focus inspection and consultation resources on high hazard industries and the hazards which represent the greatest threats to employee safety and health.

OR-OSHA will continue its collaborative efforts with BOLI to refine and improve their processes associated with the timely investigation of employee occupational safety and health discrimination complaints. New legislative requirements (HB 2259) lengthen an employees right to voice an 11(c) complaint from 30 days to 90 days. We expect to see a corresponding increase in the discrimination caseload.

OR-OSHA will continue to provide occupational safety and health information through a variety of methods. The OR-OSHA CD-ROM, containing OR-OSHA rules and publications, will be updated and distributed several times during the year as significant changes are made. Information and training on all areas of occupational safety and health, with emphasis on safety and health hazards identified in the strategic plan, will be readily available to employers and employees. The OR-OSHA Resource Center will continue to provide a wide variety of occupational safety and health resource materials.

**Strategic Goal #2: Reduce injuries, illnesses and fatalities by working with employers to reduce occupational hazards and exposures.**

**Performance Goal 2-1: Safety & Health Hazards**

Reduce the injury and illness DART rate by 10% by 2010 through focusing on targeted safety and health hazards.

<p><b>FY 2008 Performance Goal 2-1a</b></p>	<p>Health enforcement will continue emphasis programs in the pesticide, lead in construction, and silica emphasis programs, and expand the diisocyanate emphasis program to include auto body spray finishing shops. At least 60 pesticide inspections will be conducted, 30 lead in construction inspections, 50 silica inspections, and 30 diisocyanate inspections. Introduce a new emphasis program for methylene chloride (target 20 inspections); conduct 10 PSM inspections. Total number of emphasis program inspections is 200.</p> <p>Evaluate the need for a diacetyl emphasis program. Consider strategic initiative approach for emphasis programs.</p>
<p><b>Indicators</b></p>	<p><b>Activity Measures</b></p> <ol style="list-style-type: none"> <li>1) Total number of health inspections.</li> <li>2) Total number of pesticide emphasis program inspections.</li> <li>3) Total number of lead in construction emphasis program inspections.</li> <li>4) Total number of silica emphasis program inspections.</li> <li>5) Total number of diisocyanate program inspections.</li> <li>6) Total number of Process Safety Management emphasis program inspections.</li> <li>7) Evaluate the need for a diacetyl emphasis program.</li> <li>8) Development of methylene chloride emphasis program.</li> <li>9) Identification and possible development of new health emphasis programs.</li> </ol> <p><b>Primary Outcome Measures</b></p> <ol style="list-style-type: none"> <li>10) Number pesticide emphasis program inspections compared to target.</li> <li>11) Number of lead in construction emphasis program inspections compared to target.</li> <li>12) Number of silica emphasis program inspections compared to target.</li> <li>13) Number of diisocyanate emphasis program inspections compared to target.</li> <li>14) Deploy new emphasis program and strategic initiatives with a comprehensive approach (e.g., publications, rule review, seminars, conference sessions).</li> </ol>
<p><b>Data Sources</b></p>	<ul style="list-style-type: none"> <li>• IMIS database.</li> </ul>
<p><b>Baseline(s)</b></p>	<ul style="list-style-type: none"> <li>• Number of pesticide emphasis program inspections in FY 2006: 69</li> <li>• Number of lead in construction EP inspections in FY 2006: 29</li> <li>• Number of silica emphasis program inspections in FY 2006: 49</li> <li>• Number of diisocyanate emphasis program inspections for FY 2006: 0</li> <li>• 2003 DART rate for public sector + private industry: 2.9</li> <li>• 2004 DART rate for public sector + private industry: 3.0</li> <li>• 2005 DART rate for public sector + private industry: 2.9</li> </ul>

<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>• Sam Drill – Safety Field Operations Manager</li> <li>• Chris Ottoson – Health Field Operations Manager</li> </ul>
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2-1b

**Strategic Goal #2: Reduce injuries, illnesses and fatalities by working with employers to reduce occupational hazards and exposures.**

**Performance Goal 2-1: Safety & Health Hazards**  
Reduce the injury and illness DART rate by 10% by 2010 through focusing on targeted safety and health hazards.

<b>FY 2008 Performance Goal 2-1b</b>	High hazard industries with the highest number of claims will be scheduled for inspection. Conduct at least 2500 inspections in high hazard industries.
<b>Indicators</b>	<p><b>Activity Measures</b></p> <ol style="list-style-type: none"> <li>1) Total number of safety inspections.</li> <li>2) Total number of health inspections.</li> <li>3) Total number of LEP inspections.</li> <li>4) Number of inspections in high hazard industries.</li> <li>5) Percent of high hazard inspections.</li> <li>6) Number of logging inspections.</li> <li>7) Number of construction inspections.</li> <li>8) Total number of consultations in high hazard industries.</li> </ol> <p><b>Intermediate Outcome Measures</b></p> <ol style="list-style-type: none"> <li>9) Percent change in DART rate for high hazard industries.</li> </ol>
	<p><b>Primary Outcome Measures</b></p> <ol style="list-style-type: none"> <li>10) Percent change in the DART rate.</li> <li>11) Percent change in Total Case Incidence Rate (TCIR).</li> </ol>
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>• IMIS database.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>• 2005 DART rate for Agriculture (NAICS 11): 2.8</li> <li>• 2005 DART rate for Construction (NAICS 23): 4.2</li> <li>• 2005 DART rate for Lumber &amp; Wood Products (NAICS 321): 5.5</li> <li>• 2005 DART rate for Health Services (NAICS 62): 3.4</li> <li>• 2005 DART rate for Logging (NAICS 241): 2.7</li> <li>• 2005 DART rate for Trucking &amp; Warehousing (NAICS 48+49): 4.5</li> <li>• 2003 DART rate for public sector + private industry: 2.9</li> <li>• 2004 DART rate for public sector + private industry: 3.0</li> <li>• 2005 DART rate for public sector + private industry: 2.9</li> </ul>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>• Sam Drill – Safety Field Operations Manager</li> <li>• Chris Ottoson – Health Field Operations Manager</li> </ul>

**Strategic Goal #2: Reduce injuries, illnesses and fatalities by working with employers to reduce occupational hazards and exposures.**

**Performance Goal 2-2: Fatalities**

Reduce the 5-year average rate of workplace fatalities by 8% through scheduled inspections and interventions at worksites in targeted industries.

<b>FY 2008 Performance Goal</b>	Conduct 1400 inspections in logging and construction. Address motor vehicle safety for all inspections and consultations where motor vehicles are used by employees.
<b>Indicators</b>	<p><b>Activity Measures</b></p> <ol style="list-style-type: none"> <li>1) Total number of enforcement inspections.</li> <li>2) Total number of consultations.</li> <li>3) Number of construction and logging inspections.</li> <li>4) Number of construction and logging consultations.</li> <li>5) Number of inspections and consultations where motor vehicle safety was addressed.</li> <li>6) Total number of trenching LEP inspections.</li> <li>7) Total number of falls in construction LEP inspections.</li> <li>8) Total number of struck-by in logging LEP inspections.</li> </ol> <p><b>Intermediate Outcome Measure</b></p> <ol style="list-style-type: none"> <li>9) Number of reported MVA fatalities.</li> <li>10) Number of motor vehicle evaluations completed.</li> <li>11) Number of MVA fatalities investigated.</li> <li>12) Track motor vehicle company profiles and accident factors via database.</li> </ol>
	<p><b>Primary Outcome Measures</b></p> <p>Emphasis programs</p> <ol style="list-style-type: none"> <li>13) Percent of all inspections conducted in local emphasis programs for trenching, falls in construction and struck-by in logging.</li> </ol> <p>Fatality data</p> <ol style="list-style-type: none"> <li>14) Number of compensable fatalities.</li> <li>15) Compensable fatality rate (reported annually).</li> </ol> <p>MVA fatality data</p> <ol style="list-style-type: none"> <li>16) Percent of compensable fatalities that are Motor Vehicle Accidents.</li> <li>17) MVA fatal rate per 100,000 workers.</li> </ol>
<b>Data Sources</b>	IMIS database.
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>• FY 2002-2004 average annual percent of trenching, falls in construction and logging LEP inspections: 16%</li> <li>• Compensable fatality rate for CY 2000-2004: 2.70</li> <li>• FY 2000-2004 number of MVA fatalities: 56</li> <li>• FY 2000-2004 percent of MVA fatalities: 26.2%</li> <li>• CY 2004 compensable MVA fatality rate per 100,000 workers: 0.80</li> </ul>

<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>Sam Drill – Safety Field Operations Manager</li> </ul>
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2-3

**Strategic Goal #2: Reduce injuries, illnesses and fatalities by working with employers to reduce occupational hazards and exposures.**

**Performance Goal 2-3: Ergonomics**

Develop and implement a plan, including outreach, education and identification of high risk industries for educating employers regarding musculo-skeletal disorders, methods for reducing hazards, and the value of addressing ergonomic issues in the workplace.

<b>FY 2008 Performance Goal</b>	This year’s focus for ergonomics will be on the health care industry. A particular initiative this year is a model Safe Patient Handling (SPH) program. A model process will be defined based on our experience with several pilot sites selected from Long-Term Care (LTC) and rural hospital submissions. The “Facilities of Choice” will be a new certification program certifying LTC facilities meeting SPH requirements.
<b>Indicators</b>	<b>Activity Measures</b> <ol style="list-style-type: none"> <li>1) Develop and provide education program focused on SPH and hazard identification for safety committees in health care organizations.</li> <li>2) Number of safe patient handling trainings piloted.</li> <li>3) Develop the “Facilities of Choice” pilot program in a Long-Term Care facility and a rural hospital.</li> <li>4) Development of an SPH model for the health care industry including web wizard tool.</li> </ol>
	<b>Primary Outcome Measures</b> <ol style="list-style-type: none"> <li>5) Number of safe patient handling training sessions conducted.</li> <li>6) Implementation of the “Facilities of Choice” program.</li> <li>7) Implementation of the SPH model for the health care industry.</li> </ol>
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>IMIS data.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>2001-2005 MSD claims in Health care sector: 4,028</li> </ul>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>Marilyn Schuster – Policy Manager (Facilities of Choice, SPH)</li> <li>Suzanne Kailey – Consultation &amp; Outreach Manager (safe patient handling training)</li> </ul>

### **Strategic Goal #3**

#### **Excellence**

Maximize OR-OSHA effectiveness by striving for continuous improvement in all areas of service delivery.

#### **Strategies**

Oregon OSHA will continue to build the confidence and trust of its stakeholders and partners through delivery of high quality programs and services. The Division will work with its partners in labor, management, and government to enlist input and support for standards development, conference planning and voluntary compliance activities.

OR-OSHA is committed to maintaining a partnership with federal OSHA where both organizations work cooperatively toward the common goal of providing safe and healthful working conditions. OR-OSHA will maintain close relationships with federal OSHA personnel assuring effective collaboration on major program assessments and efforts to better direct program resources.

OR-OSHA will maintain its information technology infrastructure emphasizing program activities in managing information technology and related resources efficiently and economically. The internal and external web sites will be maintained and enhanced with up-to-date data and information so they can be used as a resource for both internal staff and employers.

OR-OSHA will maximize its effectiveness by building on the existing professionalism of all staff. Professional development opportunities will be provided to staff to develop and refine core competencies.

**Strategic Goal #3: Maximize OR-OSHA effectiveness by striving for continuous improvement in all areas of service delivery.**

**Performance Goal 3-1: Timeliness**

Respond timely to 95% of all fatalities and complaints, 80% of alleged discrimination complaints, 90% of all complainants and provide timely information of OR-OSHA actions to family members 100% of the time.

<b>FY 2008 Performance Goal</b>	Investigations/inspections will be initiated timely in 95% of all reported fatalities and hazard complaints; complainant responses will be timely in 90% of all cases; family members will be notified 100% timely, and; discrimination cases will be processed 70% timely.
<b>Indicators</b>	<p><b>Activity Measures</b></p> <p>1) Document and follow-up on untimely openings of fatality and imminent danger complaint inspections.</p> <p><b>Primary Outcome Measures</b></p> <p>2) Percent of timely responses.</p> <p>Fatalities: Attempt within 24 hours of notification  Imminent Danger Complaint Inspections: Attempt within 24 hrs  Serious Complaint Inspections: Attempt within 5 working days  Other-than-Serious Complaint Inspections: Attempt within 30 Working days  Complainant Response: Send letter within 10 working days  Investigations (phone/fax, letter): Respond within 10 working days  Family Letter: Send within 10 days of fatality notification  Alleged Discrimination Complaints: Process through determination level within 90 calendar days</p>
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>• IMIS reports.</li> <li>• Information Management Division reports.</li> <li>• Enforcement and BOLI/CRD case files.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>• October 2006 – March 2007 timely response percentages (<i>These numbers do not reflect initial contact attempts, only successful openings</i>): <ul style="list-style-type: none"> <li>-Fatalities: 58.3% (attempted w/in 24 hours)</li> <li>-Imminent Danger Complaint Inspections: 100% attempted w/in 24 hours</li> <li>-Serious Complaint Inspections: 92.4% attempted w/in 5 working days</li> <li>-Other Than Serious Complaint Inspections: 95.9% (w/in 30 working days)</li> <li>-Complainant Response Time: 94.5% w/in 10 calendar days</li> <li>-Discrimination Complaints: 55.7% w/in 90 days</li> </ul> </li> </ul>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>• Sam Drill – Safety Field Operations Manager</li> </ul>

**Strategic Goal #3: Maximize OR-OSHA effectiveness by striving for continuous improvement in all areas of service delivery.**

**Performance Goal 3-2: Customer Service**

Achieve and maintain the percent of positive responses to OR-OSHA customer surveys at 90% or above.

<b>FY 2008 Performance Goal</b>	Achieve and maintain customer satisfaction in the delivery of OR-OSHA programs and services as evidenced by a survey rating of 90% or above on each program survey.
<b>Indicators</b>	<p><b>Activity Measures</b></p> <p>1) Analyze stakeholder survey results and take corrective actions as necessary to address results falling below 90%.</p> <p><b>Primary Outcome Measures</b></p> <p>2) Percent of positive responses on customer surveys in the following areas:</p> <ul style="list-style-type: none"> <li>-Conferences</li> <li>-Public education</li> <li>-Audio-visual library</li> <li>-Consultation</li> <li>-Enforcement</li> <li>-Appeals</li> <li>-Lab</li> </ul>
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>• Information Management Division - Research &amp; Analysis.</li> <li>• OR-OSHA Conference Section Database.</li> <li>• OR-OSHA Training Section Database.</li> <li>• OR-OSHA Audio-Visual Library Database.</li> <li>• OR-OSHA Lab survey results.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>• October 2006 – March 2007 percent satisfaction reported: <ul style="list-style-type: none"> <li>Consultation – 96.5%</li> <li>Public Education – 93.1%</li> <li>Conferences – 91.6%</li> <li>Compliance Officer Performance Survey – 95.5%</li> <li>Audio-Visual Library Survey – 95.5%</li> <li>Appeals: 92%</li> <li>Lab: 93%</li> </ul> </li> </ul> <p>Note: due to State mandated changes in customer satisfaction surveys for consultation and compliance officers, results for FY 2007 and beyond will not be comparable to prior year results.</p>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>• Joan Fraser – Deputy Administrator</li> </ul>

**Strategic Goal #3: Maximize OR-OSHA effectiveness by striving for continuous improvement in all areas of service delivery.**

**Performance Goal 3-3: Staff Development**

Eighty-five percent of safety and health staff will receive professional development annually through a variety of methods.

<b>FY 2008 Performance Goal</b>	Develop and deliver 2-day all staff professional development conference and complete basic training for new staff.
<b>Indicators</b>	<p><b>Activity Measures</b></p> <ol style="list-style-type: none"> <li>1) Snapshot of OR-OSHA employees' training needs.</li> <li>2) All staff professional development conference.</li> </ol>
	<p><b>Primary Outcome Measures</b></p> <ol style="list-style-type: none"> <li>3) Number of safety and health staff members receiving professional development training.</li> <li>4) Status of basic training curriculum.</li> </ol>
<b>Data Sources</b>	<ul style="list-style-type: none"> <li>• Internal training database.</li> </ul>
<b>Baseline(s)</b>	<ul style="list-style-type: none"> <li>• 80% of safety and health staff received professional development in FY 2006.</li> </ul>
<b>Program Contacts</b>	<ul style="list-style-type: none"> <li>• David Sparks – Federal &amp; External Communication Liaison</li> </ul>