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

2ND QUARTER, CALENDAR YEAR, 2013 PERFORMANCE METRICS
DATED: MONDAY, JULY 30, 2013

THE MATERIAL ACCURACY OF HISTORICAL METRICS PRODUCED BEFORE QUARTER 1, 2013 IS NOT REASONABLY ASSURED AT THIS TIME
# Three Tiers of Measures

## Key performance Indicators and Program Funding Measures

- **A.** KPI #1: Annual Non Fatal Occupational Injury and Illness Rate for Indiana
- **B.** KPI #2: Number of Indiana Occupational Health and Safety (IOSHA) Inspections
- **C.** KPI #3: Percentage of Meritorious Wage Claims and Common Construction Wage Audits which Result in Monetary Recovery

## Program Funding Metrics

- **A.** Lapse Time for IOSHHA Inspections with Citations
- **B.** Child Labor Inspections Completed
- **C.** Child Labor Trainings
- **D.** Quarterly Number of INSafe Consultations
- **E.** Number of Coal Mine Inspections
- **F.** Survey of Occupational Injuries and Illnesses (SOII) Response Rate
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- B. Divisional Scores by Year
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- C. Quarterly Divisional Inspection Totals
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- B. Percentage of BOM Inspections with Violations
- C. BOM Certifications Issued

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- 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.
KPI #2:
Number of Indiana Occupational Health and Safety (IOSHA) Inspections

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KPI #3:
Percentage of Meritorious Wage Claims and Common Construction Wage Audits which Result in Monetary Recovery

![Graph showing percentage meritorious CCW audits and wage claims with wages paid from Q1 2010 to Q2 2013. The target is indicated by a pink line.]

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## 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 Outcome oriented</td>
</tr>
<tr>
<td></td>
<td>Improve safety through efficient customer service and compliance review</td>
<td>Average lapsed time for inspections with citations Outcome oriented</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 Outcome oriented</td>
</tr>
<tr>
<td></td>
<td>Enforce Indiana child labor laws through regulation</td>
<td>Number of child labor inspections Output oriented</td>
</tr>
<tr>
<td><strong>Employment of Youth Bureau of Child Labor</strong></td>
<td>Enforce Indiana child labor laws through education</td>
<td>Number of child labor law training classes conducted Output oriented</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 Output oriented</td>
</tr>
<tr>
<td><strong>Bureau of Mines</strong></td>
<td>Enhance underground mine safety</td>
<td>Number of mine inspections Output oriented</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 Outcome oriented</td>
</tr>
</tbody>
</table>

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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.
Child Labor Inspections Completed

[Graph showing the number of child labor inspections completed quarterly from Q1 2006 to Q2 2013. The graph indicates fluctuations in inspections with the highest numbers occurring in Q4 2008 and Q2 2013.]

0 100 200 300 400 500 600

- Child Labor Inspections
- Annual Quarterly Average
- Target

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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%. 
Number of Indiana Occupational Health and Safety (IOSHA) Inspections

All inspections counts are a count of opening conferences only opened by those currently employed as CSHO’s.
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.
Quarter 2, 2013

Divisional Scores

Mines: 19
Child Labor: 19.33
INSafe: 20
IOSHA: 18.73
QMS: 19.5
Wage & Hour: 18.71
Total Customer Surveys by Division

Total Customer Surveys By Division
Quarter 2, 2013

- Mines: 13
- Child Lab: 6
- INSafe: 6
- IOSHA: 77
- QMS: 28
- Wage: 54
IOSHA Monthly Divisional Inspection Totals

- Construction
- General Industry
- Meets

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IOSHA Quarterly Divisional Inspection Totals

**Construction**

- Q1 2006: 154, Q2 2006: 140, Q3 2006: 0, Q4 2006: 50
- Q1 2008: 154, Q2 2008: 140, Q3 2008: 0, Q4 2008: 50

**General Industry**

- Q1 2006: 154, Q2 2006: 140, Q3 2006: 0, Q4 2006: 50
- Q1 2008: 154, Q2 2008: 140, Q3 2008: 0, Q4 2008: 50

*Total Inspections* | *Annual Quarterly Average*
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Fatality Inspections by Cause of Death

IOSHA Inspected Fatal Events: Quarter 2, 2013

- Bodily conditions, n.e.c.: 8
- Roadway collision with other vehicle, unspecified: 2
- Struck by object or equipment, unspecified: 1
- Roadway collision—moving perpendicularly: 1
- Roadway collision—moving in same direction: 1
- Pedestrian struck by vehicle in nonroadway area, unspecified: 1
- Other fall to lower level, unspecified: 1
- Fall or jump from vehicle in normal operation, roadway: 1
- Exposure to electricity, unspecified: 1
- Explosion, unspecified: 1
Quarterly IOSHA Inspection Lapse Time in days

**Construction**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
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</thead>
<tbody>
<tr>
<td>Q1</td>
<td>33</td>
<td>49</td>
<td>57</td>
<td>48</td>
<td>60</td>
<td>127</td>
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<td>Q2</td>
<td>53</td>
<td>47</td>
<td>52</td>
<td>53</td>
<td>59</td>
<td>121</td>
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<tr>
<td>Q3</td>
<td>36</td>
<td>38</td>
<td>44</td>
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<td>Q4</td>
<td>38</td>
<td>38</td>
<td>48</td>
<td>53</td>
<td>66</td>
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</table>

**General Industry**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
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<tr>
<td>Q1</td>
<td>35</td>
<td>34</td>
<td>36</td>
<td>36</td>
<td>30</td>
<td>41</td>
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<tr>
<td>Q2</td>
<td>32</td>
<td>28</td>
<td>27</td>
<td>30</td>
<td>38</td>
<td>45</td>
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<tr>
<td>Q3</td>
<td>31</td>
<td>25</td>
<td>20</td>
<td>33</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>Q4</td>
<td>34</td>
<td>28</td>
<td>18</td>
<td>41</td>
<td>42</td>
<td></td>
</tr>
</tbody>
</table>

- **Average of Days Opening to Close Calculated**
- **Average of Days Closing to Issuance Calculated**
- **Meets Goal**

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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).
Board of Safety Review Statistics

Cases Closed

Number of Pending Cases

Quarterly Cases

Yearly Average

Target

Quarterly Cases

Yearly Average

Target

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Whistleblower Cases

Cases Closed

Lapse Time

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Percentage of Child Labor Inspection with Violations

Q1 2009
Q2 2009 Q3 2009 Q4 2009
Q1 2010 Q2 2010 Q3 2010 Q4 2010
Q1 2011 Q2 2011 Q3 2011 Q4 2011
Q1 2012 Q2 2012 Q3 2012 Q4 2012 Q1 2013 Q2 2013

Percent Child Labor Inspections with Violations
Annual Quarterly Average

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

CCW Hearings Held  Annual Quarterly Average

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Percentage of BOM Inspections with Violations

- Q2 2008: 91.7%
- Q3 2008: 91.7%
- Q4 2008: 91.7%
- Q1 2009: 91.7%
- Q2 2009: 91.7%
- Q3 2009: 91.7%
- Q4 2009: 91.7%
- Q1 2010: 91.7%
- Q2 2010: 91.7%
- Q3 2010: 91.7%
- Q4 2010: 91.7%
- Q1 2011: 91.7%
- Q2 2011: 91.7%
- Q3 2011: 91.7%
- Q4 2011: 91.7%
- Q1 2012: 91.7%
- Q2 2012: 91.7%
- Q3 2012: 91.7%
- Q4 2012: 91.7%
- Q1 2013: 91.7%
- Q2 2013: 91.7%

- Q2 2008: 81.6%
- Q3 2008: 81.6%
- Q4 2008: 81.6%
- Q1 2009: 81.6%
- Q2 2009: 81.6%
- Q3 2009: 81.6%
- Q4 2009: 81.6%
- Q1 2010: 81.6%
- Q2 2010: 81.6%
- Q3 2010: 81.6%
- Q4 2010: 81.6%
- Q1 2011: 81.6%
- Q2 2011: 81.6%
- Q3 2011: 81.6%
- Q4 2011: 81.6%
- Q1 2012: 81.6%
- Q2 2012: 81.6%
- Q3 2012: 81.6%
- Q4 2012: 81.6%
- Q1 2013: 81.6%
- Q2 2013: 81.6%

- Q2 2008: 0%
- Q3 2008: 0%
- Q4 2008: 0%
- Q1 2009: 0%
- Q2 2009: 0%
- Q3 2009: 0%
- Q4 2009: 0%
- Q1 2010: 0%
- Q2 2010: 0%
- Q3 2010: 0%
- Q4 2010: 0%
- Q1 2011: 0%
- Q2 2011: 0%
- Q3 2011: 0%
- Q4 2011: 0%
- Q1 2012: 0%
- Q2 2012: 0%
- Q3 2012: 0%
- Q4 2012: 0%
- Q1 2013: 0%
- Q2 2013: 0%
BOM Certifications Issued

Per Quarter Certifications

April 13, 2013
Certifications

Took Test
Passed

Belt Examiner  Hoisting Engineer  Shot Firer
Mine Examiner  Mine Foreman

Belt Examiner  Hoisting Engineer  Shot Firer
Mine Examiner  Mine Foreman
Percentage of IDOL Miles Driven with Personal Vehicle