

## Public Service Board's Programmatic Performance Measures

The Public Service Board recognizes the value in measuring and reporting on how effectively we serve Vermonters. Our new electronic case management system (expected to "go live" in the second quarter of 2016) will enable us to efficiently collect and report on a variety of data related to our performance on the cases before us. Therefore, we plan on using the following three new performance measures in FY17.

- **Percent of cases disposed of or otherwise resolved within established timeframes**
  - Board's core responsibility is to decide cases in a timely manner
  - Performance measure is based on one that is recommended by the National Center for State Courts and is also used by the Vermont Judiciary
  - Timeframes reflect that some types of cases are more complex and require more time to resolve than others
  - It would be very rare for every case to be decided within the disposition goal. Typically, if the percentage decided within the disposition time standard is around 80% to 85%, it probably means that the court is doing fairly well provided that the cases that exceeded the goal did so within a reasonable margin.
- **Percent of public inquiries and information requests satisfied within established timeframes**
  - Members of the public have the right to receive a prompt response from the Board to public inquiries and information requests
  - Number of public inquiries and information requests received by the Board has increased significantly in recent years
  - Board expects to receive fewer such requests after the implementation of ePSB because members of the public will be able to use the Board's website to access all public documents filed with the Board or issued by the Board after the system's "go live" date
  - Board expects that public records requests received after ePSB is operational will seek historical documents that will not be available via ePSB
- **Percent of consumer complaints about utility service resolved using simplified, accessible procedures**
  - Consumer complaints that require hearings take longer to resolve and can be more difficult for consumers to participate in because consumers are not familiar with the formal procedures
  - For these reasons, it is in the public interest for consumer complaints to be resolved without a hearing whenever possible
  - This performance measure will capture the extent to which the Board is able to resolve consumer complaints using more consumer-friendly informal procedures
- For FY16, the Board is using three "proxy" performance measures for which the Board is able to collect the necessary data using our current manual tracking systems. Our FY15 actual results for these performance measures are as follows:
  - Number of certificates of public good issued or deemed issued – 1,583;
  - Number of public records requests received – 224; and
  - Percent of public records requests satisfied within established timeframes -- 94%.
  - Our FY16 targets for these measures are: (1) 2,250; (2) 120; and (3) 90%.