



**State of New Jersey  
Department of Labor and Workforce  
Development (LWD)  
Department of Health (DOH)**

**Public Employees Occupational Safety and  
Health**

Five-Year Strategic Plan  
FY 2019 – FY 2023

July 2018

State of New Jersey  
Department of Labor and Workforce Development  
Department of Health Public Employees Occupational Safety and Health  
(PEOSH)  
Five-Year Strategic Plan  
FY 2019 - FY 2023

## **I. INTRODUCTION**

This document presents the DLWD/DOH Public Employees Occupational Safety and Health (PEOSH) Five-Year Strategic Plan. The plan defines PEOSH goals and objectives and establishes measures for the agency's performance. Through this strategic plan initiative, PEOSH will continue to be results-oriented with clearly measurable goals that mark progress toward achieving the plan objectives. The development of this new strategic plan drew on the PEOSH staff experience and expertise with guidance from the Region 2 Federal OSHA Office.

Based on the goals and objectives outlined in the Five-Year Strategic Plan, PEOSH will continue to develop an Annual Performance Plan that defines program activities and goals. Over the course of five years (2019-2023), accomplishing the Annual Performance Plan objectives will contribute to achieving the overall goals and objectives of the plan. Consultation, training and enforcement will continue to be utilized to reduce injury and illness rates and achieve our objectives to provide a safer, healthier work environment for all of New Jersey's public employees.

## **II. MISSION**

It is the policy of the State of New Jersey to ensure that all public employees are provided with safe and healthful work environments free from recognized hazards (N.J.S.A. 34:6A - 26 (a)). It is the responsibility of the PEOSH program to enforce adopted standards and to promulgate new standards to protect the health and safety of New Jersey's public workforce. It is also in the public interest for public employers and public employees to join in a cooperative effort to enforce these standards. That is what the legislature envisioned when enacting the New Jersey Public Employees' Occupational Safety and Health Act (N.J.S.A. 34:6A-25 et seq.).

PEOSH's mission will be accomplished by:

- Continually improving workers' knowledge of health and safety by informing them of their right to participate in all inspections/consultation/training activities and by encouraging workers to report violations without fear of retaliation.

- Establishing, adopting, maintaining, and enforcing standards that reduce hazards in the workplace.
- Encouraging employers and employees through education and training to recognize and reduce safety and health hazards.
- Promoting the value of safety and health in the workplace.
- Executing first instance penalties for repeat and willful violations.
- Conducting unannounced site-specific compliance inspections in targeted workplaces that include national emphasis programs.
- Conducting investigations of workplace violence incidents in State run nursing homes/ health care facilities.
- Providing continually updated safety and health educational programs and informational materials.
- Providing consultation services to New Jersey public employers.
- Complete whistleblower investigations within parameters as established within the whistleblower manual.
- Providing a professionally trained staff utilizing the OSHA training Institute as well as local resources.

### **III. VISION**

The vision continues to be making PEOSH our customers' first choice for safety and health program support. This goal will be achieved by providing timely, practical, courteous, and professional service. Support services include consultation, training and education. Outreach initiatives with municipalities, state agencies, and employee associations will persuade customers to take advantage of our resources.

To accomplish our mission, several key things must continue to happen:

- Customer expectations for consultation and training services are achieved (as measured through surveys).
- Processes continue to be customer-focused and user friendly.

- Operational efficiency is optimized for customer focus while meeting the Region’s program measures.

Our vision continues to be built on the respect and increased participation between PEOSH, municipalities, state agencies, and employees. Success occurs when workplace injuries and illnesses are prevented.

PEOSH continues to envision a future where:

- State and local agencies continue to increase in the numbers of effective, self-sufficient safety and health programs.
- New safety and health strategies and innovative concepts are used to advance awareness and stakeholder participation in safety and health. New philosophies and tools will continue to build on successes.
- Education, technical support, and consulting activities will continue to expand to provide learning opportunities that help state and local agencies become proactive in addressing workplace safety and health.
- New information technologies will continue to be developed to meet customer needs quickly and easily. PEOSH websites (LWD and DOH) continue to evolve with the objective of being user friendly. These web-based tools enable PEOSH to provide quick, easy, and valuable safety and health information.
- PEOSH continues to promote safety and health programs as cooperative efforts between management, employees, and unions.

#### **IV. COMPLIANCE PROGRAM PROFILE AND STRATEGIC TOOLS**

PEOSH operates a Federally certified OSHA State program that enforces safety and health standards in public sector only workplaces over which the U.S. Department of Labor has no jurisdiction. As an OSHA-certified State program, we adopt standards and enforce requirements that are at least as effective as Federal requirements. Outreach services are also provided to the public sector. Outreach services include our on-site consultation service and training and education programs.

##### **Strategic Tools:**

**Enforcement** activities are conducted by safety and health compliance officers. Each compliance officer acts in a courteous, practical, and professional manner when conducting scheduled inspections, responding to worker complaints, and investigating

fatalities or serious accidents. PEOSH ensures employee participation and compliance guidance is provided throughout the inspection process. When violations are discovered, an Order To Comply (OTC) is issued. Strong enforcement is used to establish an effective deterrent for employers who fail to meet safety and health responsibilities. PEOSH does not issue first instance sanctions except for repeat or willful violations. Monetary penalties are also issued for failure to abate violations. Monetary penalties are based on the Federal Field Operations Manual (FOM) penalty structure which PEOSH adopted by reference.

**Consultation Services and Partnerships** enable state and local agencies to use a voluntary and proactive approach to improving safety and health management and eliminating hazards. PEOSH consultants provide free assistance to New Jersey's public-sector employers to help them establish quality safety and health programs, prevent occupational illnesses and injuries, identify and eliminate workplace hazards, and interpret OSHA and PEOSH standards. No penalties are proposed or citations issued for hazards identified by the consultant.

**Training and Education** programs and seminars are offered and customized to employers' needs. Our technical staff are highly experienced and skilled in tailoring training programs. This service is well respected in the public-sector community PEOSH serves. PEOSH continually provides technical and personal skill development opportunities for staff.

**Department of Labor and Workforce Development, Division of Program Planning, Analysis, and Evaluation** provides the PEOSH program with information on workplace injuries, illnesses, and fatalities that occur in New Jersey. This group is a key partner in monitoring strategic plan results and incremental annual performance goals.

**Standard Promulgation:** PEOSH will continue to develop and adopt standards that establish minimum levels of worker protection against hazards found in the public-sector workplaces. The promulgation process includes all new Federal rules, regulations and National Emphasis Programs (NEP's) that are applicable to the New Jersey's public-sector workforce.

**Outreach Initiatives:** PEOSH capitalizes on the program's best assets, its staff. Customers who work with our staff have become advocates and promote PEOSH services to other state and local agencies. Increasing the frequency of contacts between PEOSH staff and agency officials is the cornerstone of the marketing plan. The outreach plan involves the delivery of outreach tools such as, bulletins, newsletters, webpages, mailings, and administrative support.

Participating in appropriate, workplace specific outreach programs, conferences, and trade shows continues to be a focus of PEOSH marketing efforts.

## **VI. THE CHALLENGE:**

Achieving the goals of the new Five-Year Strategic Plan depends on leveraging resources. PEOSH continues to meet and exceed the Region's established objectives regarding response time to safety and health complaints, imminent dangers and fatalities. However, most gains and movement toward achieving our goals is done through establishing working relationships, collaboration, and educational programs. Stakeholder input is vital to PEOSH's strategy. Stakeholder input channels will continue to be implemented in the new five-year strategic plan. Stakeholder input continues to be solicited at every appropriate opportunity to ensure their needs continue to be addressed.

## **VII. IMPACT FACTORS**

Funding for the PEOSH 2019-2023 five-year plan is provided by the New Jersey Legislature and OSHA Grant Agreements. Budgeting continues to be a challenge for PEOSH. In order for PEOSH to meet the goals and objectives outlined in the five-year plan, PEOSH must be able to hire and replace retiring staff. This is a critical element in order for the plan to be successful. Changes in public policy enacted by the legislature, Congress, or riders attached to other bills impacts PEOSH's ability to meet the goals and objectives outlined in this five-year plan.

## **VIII. PEOSH STRATEGIC GOALS**

Achieving the strategic goals outlined in the five-year plan requires demonstrating incremental annual progress. PEOSH has a strategy in place to measure incremental annual progress. PEOSH uses performance targets as a method for measuring incremental progress. Performance targets, to the greatest degree possible, are presented in measurable terms. Measurement of performance targets is an ongoing process which enables adjustments in strategies and resource allocation to assure plan achievement over time. PEOSH continues to work closely with program analysis units within the department to define these measurement goals.

Listed in the following sections are the outcome goals and strategies PEOSH will use to achieve strategic plan results. Included are performance goals, indicators and the anticipated measurement data and processes. Outcome goal and performance goal definitions are in a table format presented in Attachment A.

## **Strategic Goal #1**

***Improve workplace safety and health for all public employees as evidenced by fewer hazards, reduced exposures and fewer injuries, illnesses, and fatalities.***

Outcome Goal: Reduce the number of worker injuries and illnesses, by focusing statewide attention and resources on the most prevalent types of injuries and illnesses, the most hazardous public occupations, and the most hazardous workplaces.

Performance Goals: Decrease injuries and illnesses in state, county and/or local agencies in the specific SIC/NAICS segments by 5 percent by 2023 as follows (1 percent per year):

- #1.1 – State Support Activities for Transportation (NAICS 488)
- #1.2 – Local Fire Protection (NAICS 92216)
- #1.3 – Departments of Public Works (NAICS 561210)
- #1.4 - Water and Sewage Treatment Facilities (NAICS 2213)

### **National Emphasis programs:**

- Amputations
- Heat Stress
- Highway Work Zone Safety
- Temporary Workers
- Trenching

### **Local Emphasis programs:**

- Nursing Homes Residential Care  
(Although the OSHA National Emphasis Plan (NEP) for Nursing Homes expired as of April 2015, PEOSH will continue to inspect nursing homes in accordance with the June 25, 2015 OSHA Inspection Guidance for Inpatient Healthcare Settings.)
- New Jersey Department of Transportation Maintenance Facilities
- Noise
- Asbestos
- Firefighter – Emergency Responder Preparedness

### **Strategies to Achieve Goals:**

Comprehensive inspections of targeted hazardous workplaces will continue to be conducted. Maintaining a strong enforcement presence is an effective deterrent for employers who fail to meet their safety and health responsibilities.

Training will continue to be conducted and appropriate educational materials distributed to increase awareness and knowledge of hazardous conditions.

Outreach will continue to be targeted at the above listed workplaces to encourage employers to use PEOSH training and consultation services. Special emphasis will be placed on amputations, heat stress, highway work zone safety, temporary workers and trenching when working with facilities that carry out these activities. Public employers will be encouraged to utilize consultation and training services to ensure they are performing these tasks in a safe and compliant manner. When industry appropriate promotional opportunities are available, PEOSH staff will promote our cooperative services to affected employers related to the dangers of: working with machinery that could result in amputations, work zone safety, heat stress, lack of training for temporary workers, and trenching. PEOSH will also place special emphasis on preventing excessive employee noise and asbestos exposures.

PEOSH will continue to identify and implement partnerships/alliances with appropriate organizations that will positively impact the health and safety of targeted workplaces.

For Strategic Goal 1.1

NAICS 488           Employers in this NAICS code are the New Jersey Turnpike Authority, the South Jersey Transportation Authority and the South Jersey Port Corporation. (1.1)

National Emphasis/Campaigns/Initiatives for NAICS 488:

- Amputations
- Highway Work Zone Safety
- Heat Stress
- Temporary Workers
- Trenching

Year 1           Use BLS data from FY 2016 as the baseline  
Identify appropriate outreach materials  
Mass mail outreach materials/post on website  
Conduct outreach for training and consultation services  
Identify organizations to form alliance/partnership

Year 2-5        Conduct targeted inspections  
Conduct consultations as requested  
Provide training and education as requested  
Develop and implement alliance/partnerships

For Strategic Goals 1.2, 1.3, and 1.4

NAICS 922160   Employers in this NAICS code are Local Fire Protection which includes all municipal fire departments. (1.2)

National Emphasis/Campaigns/Initiatives for NAICS 922160:



Highway Work Zone Safety  
Heat Stress

Local Emphasis for NAICS 922160:

Noise  
Asbestos  
Firefighter-Emergency Responder Preparedness

NAICS 561210      Employers in this NAICS code are county and municipal public works departments. (1.3)

National Emphasis/Campaigns/Initiatives for NAICS 561210:

Amputations  
Highway Work Zone Safety  
Heat Stress  
Temporary Workers  
Trenching

NAICS 2213      Employers in this NAICS code are state, county and municipal water and wastewater treatment facilities. (1.4)

National Emphasis/Campaigns/Initiatives for NAICS 2213:

Amputations  
Highway Work Zone Safety  
Heat Stress  
Temporary Workers  
Trenching

Year 1      Use BLS data from FY 2016 as the baseline  
Identify appropriate outreach materials  
Mass mail outreach materials/post on website  
Conduct outreach for training and consultation services  
Identify organizations to form alliance/partnership

Year 2-5      Conduct targeted inspections  
Conduct consultations as requested  
Provide training and education as requested  
Develop and implement alliance/partnerships

## **Strategic Goal #2**

### ***Promote safety and health values in New Jersey's public-sector workplaces.***

Outcome Goal: To continue to promote public sector employer and worker awareness of, commitment to, and participation in safety and health initiatives.

#### Performance Goals:

#2.1 – 100% of PEOSH Interventions (e.g., inspections, consultations, etc.) will include employee involvement (every year).

#2.2 – 100% of PEOSH Consultations will include site specific recommendations to improve the Safety and Health Program Management System in place at that facility.

#2.3 – Perform compliance assistance interventions for high hazard industry organizations/groups concerning the hazards of relevant National and Local Emphasis Programs, and promoting PEOSH Cooperative services.

#### Strategies to Achieve Goals:

PEOSH requires the participation of an employee representative at all inspections, consultations, and training courses conducted.

Governor's Safety Awards and/or SHARP will be promoted at all consultations performed. The benefits of SHARP will also be explained during compliance assistance interventions where PEOSH Cooperative Services are promoted.

When PEOSH is provided with opportunities to participate in high hazard employer association or group meetings, the hazards associated with relevant National and Local Emphasis Programs will be explained to participants. The PEOSH Cooperative programs will also be promoted to these employers to prevent injuries and illnesses and keep them in compliance with PEOSH regulations. Examples of these compliance assistance interventions include industry trade shows and speaking engagements.

**Strategic Goal #3**  
***Secure public confidence through excellence in the  
development and delivery of PEOSH programs and services.***

Outcome Goals: a) Respond effectively to legal mandates (adoptions), so that workers are provided full protection under the PEOSH Act; b) Increase/improve the number of implemented emergency preparedness/homeland security programs and services and coordinate these efforts with Federal, State, County and Local agencies.

Performance Goals:

#3.1 – Continue to initiate inspections of fatalities and catastrophes within one (1) day of notification for 100% of these occurrences to prevent further injuries or deaths.

#3.2A – Safety Complaints: Initiate 100% of safety complaint inspections within five (5) days of notification.

#3.2B – Health Complaints: Initiate 95% of non-indoor air quality (IAQ) and non-sanitation health complaint inspections within five (5) working days of notification.

#3.3 – Each year, the goal will be to have 90% of public employers targeted through consultation visits rate the intervention as highly effective (score 7 or higher, on a scale of 1 through 10 on the customer satisfaction survey).

Strategies to Achieve Goals:

Use of a twenty-four-hour answering service affords PEOSH the ability to respond to catastrophes and/or fatalities, expeditiously, at any given time or day.

PEOSH maintains an in-house tracking system to facilitate the assignment of complaints. Complaints of imminent danger are prioritized and responded to immediately.

Continue to involve compliance staff in outreach and training initiatives that leverages their knowledge and improves abatement.

Establish progress charting and reporting systems that track goal achievement for programs and individuals.

Provide tools and processes that enable staff to complete work in accordance with the strategic plan's timeliness goals.

Maximize stakeholder input in the rule making processes to increase understanding, acceptance, and widespread knowledge of the rules intent and its requirements.

A PEOSH survey will continue to be disseminated at all consultation and training activities. The survey will be used to track the achievement of PEOSH's performance goals.

When new publications are developed they will be distributed to municipalities, counties, and state agencies to improve employee safety and health and PEOSH compliance. Training and educational programs will be tailored to customer needs as requested. High satisfaction will promote greater use of consultation services and the use of these new support tools.

ATTACHMENT A

**Strategic Plan FY 2019 - FY 2023**

Strategic Goals

Outcome Goals

Performance Goals

**Strategic Goals, Outcome Goals, Performance Goals  
NJDLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #1	<b>Improve workplace safety and health for all public employees as evidenced by fewer hazards, reduced exposures and fewer injuries, illnesses and fatalities.</b>
OUTCOME GOAL	Reduce the number of worker injuries and illnesses by focusing statewide attention and resources on the most prevalent types of injuries and illnesses, the most hazardous public occupations, and the most hazardous workplaces.
PERFORMANCE GOALS	Decrease injuries and illnesses in state, county and/or local agencies in the specific NAICS codes by 5% by 2023 as follows (1% per year):  #1.1: State Support Activities for Transportation (NAICS 488) NEP/Campaigns/Initiatives: Amputations, Highway Work Zone Safety, Heat Stress, Temporary Workers and Trenching.
PERFORMANCE INDICATORS	<u>Activity Measure:</u>  <ul style="list-style-type: none"> <li>• Number of inspections conducted in targeted NAICS.</li> <li>• Number of consultation visits conducted in targeted NAICS.</li> <li>• Number of Outreach/Training and Education Seminars conducted in targeted NAICS.</li> <li>• Number of outreach materials distributed.</li> <li>• Number of alliance/partnerships established.</li> </ul>
SOURCE OF DATA	BLS Data OSHA Information System (OIS)
BASELINE	BLS 2016 Data for NAICS 488
COMMENTS	

**Strategic Goals, Outcome Goals, Performance Goals  
NJDLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #1	<b>Improve workplace safety and health for all public employees as evidenced by fewer hazards, reduced exposures and fewer injuries, illnesses and fatalities.</b>
OUTCOME GOAL	Reduce the number of worker injuries and illnesses, by focusing statewide attention and resources on the most prevalent types of injuries and illnesses, the most hazardous public occupations, and the most hazardous workplaces.
PERFORMANCE GOALS	<p>Decrease injuries and illnesses in state, county and/or local agencies in the specific NAICS codes by 5% by 2023 as follows (1% per year):</p> <ul style="list-style-type: none"> <li>#1.2 Local Fire Protection (NAICS 922160)</li> <li>#1.3 Departments of Public Works (NAICS 561210)</li> <li>#1.4 Water and Sewer Treatment (NAICS 2213)</li> </ul> <p>NEP/Campaigns/Initiatives:</p> <ul style="list-style-type: none"> <li>1.2: Highway Work Zone Safety and Heat Stress</li> <li>1.3 &amp; 1.4: Amputations, Highway Work Zone Safety, Heat Stress, Temporary Workers and Trenching</li> </ul> <p>LEP:</p> <ul style="list-style-type: none"> <li>1.2 Noise, Asbestos and Firefighter-Emergency Responder Preparedness</li> </ul>
PERFORMANCE INDICATORS	<p><u>Activity Measures:</u></p> <ul style="list-style-type: none"> <li>• Number of inspections conducted in targeted NAICS.</li> <li>• Number of consultation visits conducted in targeted NAICS.</li> <li>• Number of Outreach/Training and Education Seminars conducted in targeted NAICS.</li> <li>• Number of outreach materials distributed.</li> <li>• Number of alliance/partnerships established.</li> </ul>
SOURCE OF DATA	BLS Data OSHA Information System (OIS)
BASELINE	BLS 2016 Data for NAICS 922160, NAICS 561210 and NAICS 2213
COMMENTS	

**Strategic Goals, Outcome Goals, Performance Goals  
NJDLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #2	<b>Promote safety and health values in New Jersey’s public-sector workplaces.</b>
OUTCOME GOALS	Promote public sector employer and worker awareness commitment and participation in safety and health initiatives.
PERFORMANCE GOALS	<b>Performance Goal 2.1:</b>  100% of PEOSH Interventions (e.g., inspections, consultations, etc.) will include <b>employee involvement</b> (every year).
PERFORMANCE INDICATORS	<u>Activity Measures:</u>  Enforcement Activities: <ul style="list-style-type: none"> <li>• Number of inspections conducted</li> <li>• Number of inspections conducted where employees were conferred</li> </ul> Consultation Activities: <ul style="list-style-type: none"> <li>• Number of consultation visits conducted</li> <li>• Number of consultation visits where employees were conferred with.</li> <li>• Number of compliance assistance activities (outreach, seminars, etc.) where employees were targeted/involved.</li> </ul>
SOURCE OF DATA	OSHA Information System (OIS).
BASELINE	Since this goal is measured annually, no baseline is applicable.
COMMENTS	



**Strategic Goals, Outcome Goals, Performance Goals  
NJLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #2	<b>Promote safety and health values in New Jersey’s public-sector workplaces.</b>
OUTCOME GOALS	Promote public sector employer and worker awareness of, commitment to, and participation in safety and health initiatives.
PERFORMANCE GOALS	<b>Performance Goal 2.2:</b>  100% of PEOSH Consultations will include site specific recommendations to improve the Safety and Health Program Management System in place at that facility.
PERFORMANCE INDICATORS	<u>Activity Measures:</u>  Consultation Activities: <ul style="list-style-type: none"> <li>• Number of consultation visits conducted</li> <li>• Number of consultation visits where site specific recommendations to improve Safety and Health Program Management Systems were provided.</li> </ul>
SOURCE OF DATA	OSHA Information System (OIS).
BASELINE	Since this goal is measured annually, no baseline is applicable.
COMMENTS	Recommendations will be included as an attachment to each consultation report.

**Strategic Goals, Outcome Goals, Performance Goals  
NJLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #2	<b>Promote safety and health values in New Jersey’s public-sector workplaces.</b>
OUTCOME GOALS	Promote public sector employer and worker awareness commitment and participation in safety and health initiatives.
PERFORMANCE GOALS	<b>Performance Goal 2.3:</b>  Perform compliance assistance interventions for high hazard industry organizations/groups concerning the hazards of relevant National and Local Emphasis Programs, and promoting PEOSH consultation and training services.
PERFORMANCE INDICATORS	<u>Activity Measures:</u>  Compliance Assistance Activities:  <ul style="list-style-type: none"> <li>• Number of interventions for high hazard industry groups where NEPs, LEPs, and cooperative services are promoted.</li> </ul>
SOURCE OF DATA	OSHA Information System (OIS).
BASELINE	Since this goal is measured annually, no baseline is applicable.
COMMENTS	Examples of interventions are speaking engagements, exhibitions, training sessions, etc. at high hazard industry associations/groups. National Emphasis Programs include work zone safety and trenching. Local Emphasis Programs will be determined in the Annual Performance Plan.

**Strategic Goals, Outcome Goals, Performance Goals  
NJDLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #3	<b>Secure public confidence through excellence in the development and delivery of PEOSH programs and services.</b>
OUTCOME GOALS	Respond effectively to legal mandates so that workers are provided full protection under the PEOSH Act.
PERFORMANCE GOALS	<b>Performance Goal 3.1</b>  Initiate inspections of fatalities and catastrophes within one (1) day of notification for 100% of occurrences to prevent further injuries or deaths.
PERFORMANCE INDICATORS	<u>Activity Measures:</u> <ul style="list-style-type: none"> <li>• Number of fatalities/catastrophes received</li> <li>• Number of fatalities/catastrophes investigated within 1 day of notification</li> <li>• Number of fatalities that fall under NEP's</li> </ul>
SOURCE OF DATA	OSHA Information System (OIS)
BASELINE	Since this goal is measured annually, no baseline applies.
COMMENTS	

**Strategic Goals, Outcome Goals, Performance Goals  
NJDLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #3	<b>Secure public confidence through excellence in the development and delivery of PEOSH programs and services.</b>
OUTCOME GOAL	Respond effectively to legal mandates, so that workers are provided full protection under the PEOSH Act.
PERFORMANCE GOALS	<b>Performance Goal 3.2A</b>  Safety Complaints: Initiate 100% of safety complaint inspections within five (5) working days of notification.
PERFORMANCE INDICATORS	<u>Activity Measures:</u> <ul style="list-style-type: none"> <li>• Number of safety complaints received</li> <li>• Number of safety complaint inspections initiated within 5 days.</li> </ul>
SOURCE OF DATA	OSHA Information System (OIS)
BASELINE	Since this goal is measured annually no baseline applies
COMMENTS	

**Strategic Goals, Outcome Goals, Performance Goals  
NJDLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #3	<b>Secure public confidence through excellence in the development and delivery of PEOSH programs and services.</b>
OUTCOME GOALS	Respond effectively to legal mandates, so that workers are provided full protection under the PEOSH Act.
PERFORMANCE GOALS	<b>Performance Goal 3.2B</b>  Health Complaints: Initiate 95% of non-IAQ, sanitation health complaint inspections within five (5) working days of notification.
PERFORMANCE INDICATORS	<u>Activity Measures:</u> <ul style="list-style-type: none"> <li>• Number of non-IAQ, non-sanitation health complaints received.</li> <li>• Number of non IAQ, non-sanitation complaint health inspections initiated within 5 days.</li> </ul>
SOURCE OF DATA	OSHA Information System (OIS)
BASELINE	Since this goal is measured annually no baseline applies.
COMMENTS	

**Strategic Goals, Outcome Goals, Performance Goals  
NJDLWD/NJDOH - PEOSH Program**

STRATEGIC GOAL #3	<b>Secure public confidence through excellence in the development and delivery of PEOSH programs and services.</b>
OUTCOME GOAL	Promote public sector employer and worker awareness of, commitment to, and participation in safety and health.
PERFORMANCE GOALS	<b>Performance Goal 3.3:</b>  Every year, 90% of surveys received from public employers utilizing consultation and/or training services rate the service(s) as highly effective (score 7 or higher, on a scale of 1 through 10 on the customer satisfaction survey).
PERFORMANCE INDICATORS	<u>Activity Measures:</u> <ul style="list-style-type: none"> <li>• Number of consultation visits conducted</li> <li>• Number of training visits conducted</li> <li>• Number of survey responses received where employer rated the consultation or training visit as highly effective (score 7 or higher, on a scale of 1 through 10)</li> </ul>
SOURCE OF DATA	OSHA Information System (OIS) Analysis of Received Surveys
BASELINE	Since this goal is measured annually, no baseline applies.
COMMENTS	