

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: Columbia River Gorge Commission (CRGC)

KPMs With Benchmark Linkages

Mission: The Columbia River Gorge Commission's mission is to establish, implement and enforce policies and programs that protect and enhance the scenic, natural, recreational and cultural resources of the Columbia River Gorge, and to support the economy of the area by encouraging growth to occur in existing urban areas and allowing economic development consistent with resource protection.

Related Oregon Benchmarks (OBMs)

OBM 81 – Agricultural Lands; OBM 82 – Forest Lands

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	New Residential Development-Percent of new residential developments in the National Scenic Area that occurs in urban areas (OR and WA).		Wording Change	90%	90%
2	Grants and Loans-Percentage of grants and loans made in Columbia Gorge area by Oregon Investment Board and Washington Investment Board that are certified by the Gorge Commission.		Wording Change	100%	100%
3	Agriculture-Percentage of developments approved in the National Scenic Area on land designated agricultural that preserve the land for current or future agricultural production.	81	Wording Change	95%	95%
4	Forest-Percentage of developments approved on lands designated forest that preserve the land for current or future forest management.	82	Wording Change	85%	85%
5	Appeals-Percentage of appeals to the Gorge Commission that are resolved through alternative dispute resolution.		Wording Change	95%	95%
6	Presentation-Percentage of participants in presentations made by the Gorge Commission to civic and community groups each year who state that they have a better understanding of the National Scenic Area after the presentation.		Wording Change	50%	50%
7	Survey-Percentage of citizens surveyed at Commission meetings who feel they were fairly treated by the Gorge Commission.		Wording Change	95%	95%
8	County Decisions-Percentage of county development decisions that are reviewed during the land use permitting process by Gorge Commission staff (OR and WA).		Wording Change	60%	60%
9	Federal Appropriation-Annual federal appropriations letter coordinated by March 1 of every year.		Delete	1	1
10	Percentage of Development Reviews that are issued within 72 days, 102 days and 150 days.		No Change	72 days-85% 102 days-90% 150 days-100%	72 days-85% 102 days-

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					90% 150 days-100%
11	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.		No Change	Overall 85% Timeliness 70% Accuracy 85% Helpfulness 80% Expertise 80% Availability of information 85%	Overall 85% Timeliness 70% Accuracy 85% Helpfulness 80% Expertise 80% Availability of information 85%
12	Percent of total best practices met by the Board.		New	85%	90%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
7	Percentage of citizens surveyed (out of what number) at Commission meetings who feel they were fairly treated by the Gorge Commission	NA	NA

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For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

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LEGISLATIVE FISCAL OFFICE (LFO) RECOMMENDATION: LFO recommends approval of the agency request to continue KPM 1 through 8 and 11 with slight modification to the wording and to eliminate a key performance measure related to customer service that has been replaced by a standard measure for all agencies. LFO also recommends the addition of the best practices measure for Boards and Commissions and deleting KPM number 9. KPM #9 is intended to demonstrate the agency's efforts to achieve progress in securing federal funds for programs management by CRGC. The letter is routine and has not resulted in federal appropriations. LFO recommends approval of the targets proposed by the agency.

The proposed measures inform on CRGC's mission, "to establish, implement and enforce policies and programs that protect and enhance the scenic, natural, recreational and cultural resources of the Columbia River Gorge, and to support the economy of the area by encouraging growth to occur in existing urban areas and allowing economic development consistent with resource protection." The new customer service measure, which asks customers to evaluate availability of information, is a more direct, outcome oriented measure of information availability. The wording change for KPM 1 through 8 is to delete language that was intended to instruct the agency to discuss the base data that the measure was developed from and should not be part of the description of the measure, but rather a discussion item in the annual report.

The agency proposed increasing two targets (numbers 2 and 5) and holding three the same as previous years. The targets meet the criteria standard of being ambitious and realistic.

SUB-COMMITTEE ACTION: Adopted the LFO recommendation.