

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** DEPARTMENT OF ENVIRONMENTAL QUALITY

**KPMs With Benchmark Linkages**

**Mission:** To be a leader in restoring, maintaining and enhancing the quality of Oregon's air, water and land.

**Related Oregon Benchmarks (OBMs)**

OBM 10 – On Time Permits; OBM 84 – Municipal Waste Disposal

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	<b>CUSTOMER SERVICE:</b> Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.			85%	86%
2	<b>PERMIT TIMELINESS:</b> Percentage of air contaminant discharge permits issued within the target period.	10a		90%	90%
3	<b>PERMIT TIMELINESS:</b> Percentage of individual wastewater discharge permits issued within 270 days.	10b		70%	70%
4	<b>UPDATED PERMITS:</b> Percent of total wastewater permits that are current.	10b	New Wording	90%	90%
5	<b>WATER QUALITY TMDLs:</b> Percent of impaired waterbody miles for which a TMDL has been approved.			73%	74%
6	<b>UMATILLA:</b> Cumulative percent of chemical agent destroyed at Umatilla Chemical Demilitarization Facility (UMCDF).			32%	39%
7	<b>CLEANUP:</b> Percent of identified Oregon hazardous waste sites cleaned up: a) overall; b) tanks; c) hazardous substances	84	New Wording	a) 78% b) 80% c) 36%	a) 79% b) 81% c) 37%
8	<b>TOXICS PREVENTION AND REDUCTION:</b> Pounds of mercury removed from the environment through DEQ's efforts.			190	190
9	<b>SOLID WASTE</b> – Pounds of municipal solid waste landfilled or incinerated per capita.		New	1,615	1,588
10	<b>WATER QUALITY CONDITIONS</b> – Percent of monitored stream sites with (a) significantly increasing trends in water quality, (b) decreasing trends in water quality, (c) water quality in good to excellent condition.		New	a) 25 b) 0 c) 55	a) 25 b) 0 c) 55
11	<b>AIR QUALITY DIESEL EMISSIONS:</b> Quantity of diesel particulate emissions.		New.	3200	3200
12	<b>AIR QUALITY CONDITIONS</b> – Number of days when air is unhealthy for (a) sensitive		New	a) 65	a) 30

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	groups, (b) all groups.			b) 7	b) 3
13	<b>AIR QUALITY – NEW SCIENCE</b> – Percent of Oregonians at risk from toxic air pollutants that contribute to (a) cancer, (b) respiratory problems.		New	a) 97% b) 97%	a) 97% b) 97%
14	<b>ERT:</b> Percent of local participants who rank DEQ involvement in Economic Revitalization Team process as good to excellent.		New	80%	80%
15	<b>PERMIT TIMELINESS:</b> Percent of Title V operating permits issued with the target period.		New	90%	90%
16	<b>BOARDS AND COMMISSIONS:</b> Percent of total best practices met by the Environmental Quality Commission.		New	100%	100%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
1	Completion percentage for DEQ's enforcement rule revision project.		
4	Cumulative percentage of waterbody segments with approved Total Maximum Daily Load (TMDL), according to the 2000 EPA consent decree.		
6	Percent of individual permits developed on a watershed basis.		
8	Percent of permitted facilities that produce reclaimed water for use.		
12	Cumulative number of abandoned mines assessed for toxic contaminants.		
13	Average number of web page-views per month.		

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

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**LEGISLATIVE FISCAL OFFICE RECOMMENDATION:**

The Legislative Fiscal Office recommends approval of the Department's proposal to delete six measures and add seven new measures.

**SUB-COMMITTEE ACTION:**

Approved the Legislative Fiscal Office recommendations.