

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Oregon State Marine Board (OSMB)

KPMs With Benchmark Linkages

Mission: The Oregon State Marine Board as the state's boating agency is dedicated to Safety, Education, and access in an enhanced environment.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Number of boating safety examinations conducted.		No Change	32,500	32,500
2	Number of boat patrol hours conducted on the water.		No Change	32,500	32,500
3	Number of Boat operators arrested for Boating Under the Influence (BUII).		No Change	250	250
4	Boating fatalities per 100,000 registered boats.		No Change	7	7
5	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card		No Change	80%	80%
6	Number of gallons of human waste sewage not deposited in Oregon waters as a result of Marine Board facilities.		No Change	498,000	498,000
7	Ratio of matching funds from other sources to Marine Board funds.		No Change	2:1	2:1
8	Average number of days it takes to process and award grant funds.		No Change	45 days	45 days
9	Average number of days it takes to process requests for grant reimbursements.		No Change	4 days	4 days
10	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.		No Change	95%	95%
11	Percent of total best practices met by the Board.		New	95%	95%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
10	Percent of Boaters that rate the Marine Board customer service as good to excellent.	88%	88%
11	Percent of boaters that rate the agency website "BoatOregon.com" as good to excellent.	89%	89%
12	Percent of boaters that rate the agency publications as good to excellent.	82%	82%

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to continue KPM 1 through 11 and to eliminate three key performance measure related to customer service that has been replaced by a standard measure for all agencies. LFO also recommends approval of the targets proposed by the agency.

The proposed measures inform on Marine Board's mission, "dedicated to Safety, Education, and access in an enhanced environment" All proposed deletions are measures that are covered more effectively by the new customer service measure, which asks customers to evaluate availability of information, is a more direct, outcome oriented measure of information availability.

The agency proposed increasing the target for KPM #6 and holding the remainder the same as previous years. The targets meet the criteria standard of being ambitious and realistic.

SUB-COMMITTEE ACTION: Adopted the LFO recommendation. Subcommittee members noted that some of the Key Performance measures related to behaviors that seemed beyond the agency's ability to control. The Subcommittee asked the State Marine Board director to confer with his board on whether all of the adopted measures are within the agency's ability to control, and to report back on this subject during the agency's budget review with the next Legislative Assembly.