

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** WATER RESOURCES DEPARTMENT

KPMs With Benchmark Linkages

**Mission:** To serve the public by practicing and promoting responsible water management.

**Related Oregon Benchmarks (OBMs)**

OBM 80 – Stream Water Quantity

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	<b>FLOW RESTORATION</b> Percent of watersheds that need flow restoration for fish that had a significant quantity of water put instream through WRD administered programs.	80	No change	20%	20%
2	<b>PROTECTION OF INSTREAM WATER RIGHTS</b> Ratio of the streams regulated to protect instream water rights to all streams regulated.	80	No change	.40	.40
3	<b>MONITOR COMPLIANCE</b> Percent of total regulatory actions that found water right holders in compliance with water rights and regulations.		No change	98%	98%
4	<b>STREAMFLOW GAGING</b> Percent change from 2001 in the number of WRD operated or assisted gauging stations.		No change	2%	2%
5	<b>ASSESSING GROUNDWATER RESOURCES</b> Percent change from 2001 in the number of wells routinely monitored to assess ground water resources.		No change	0%	0%
6	<b>EQUIP CITIZENS WITH INFORMATION</b> Percent of water management related datasets collected by WRD that are available to the public on the internet.		No change	88%	90%
7	<b>EQUIP CITIZENS WITH INFORMATION</b> Number of times water management related data was accessed through the WRD's Internet site.		No change	3,331,750	3,331,750
8	<b>PROMOTE EFFICIENCY IN WATER MANAGEMENT AND CONSERVATION PLAN REVIEWS</b> Percent of water management and conservation plans that received a preliminary review within 90 days of plan submittal.		New wording	30%	35%
9	<b>PROMOTE EFFICIENCY IN WATER RIGHT APPLICATION PROCESSING</b> Percent of water right applications that receive an initial review within 45 days of application filing.		New wording	50%	55%
10	<b>PROMOTE EFFICIENCY IN TRANSFER APPLICATION PROCESSING</b> Percent of transfer final orders issued within 120 days of application filing.		New wording	25%	30%

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11	<b>PROMOTE EFFICIENCY IN FIELD STAFF REGULATORY ACTIVITIES</b> Number of places where water is legally taken out of stream and used (points of diversion) per FTE of field staff.		No change	2400	2400
12	<b>PROMOTE EFFICIENCY IN ADMINISTRATIVE TRANSACTIONS</b> Number of administrative transactions processed per FTE.		No change	900	900
13	<b>CUSTOMER SERVICE</b> Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" in overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.		No change	85%	85%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
8	<b>PROMOTE WATER SUPPLY SOLUTIONS</b> Percent of protests on water right applications resolved informally on an annual basis.	95%	95%

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

### LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

Approve the proposed 2007-09 measures with the exception of KPM #8 and approve targets. Remove KPM #8 and direct the agency to maintain the measure as an internal measure. The Department should also investigate new measures aimed at better measuring their administrative functions.

### SUB-COMMITTEE ACTION:

Approved the LFO recommendations.