GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of

Annual Performance Progress Report (APPR) for Fiscal Year (2007-2008)

Proposed KPM's for Biennium (2009-2011)

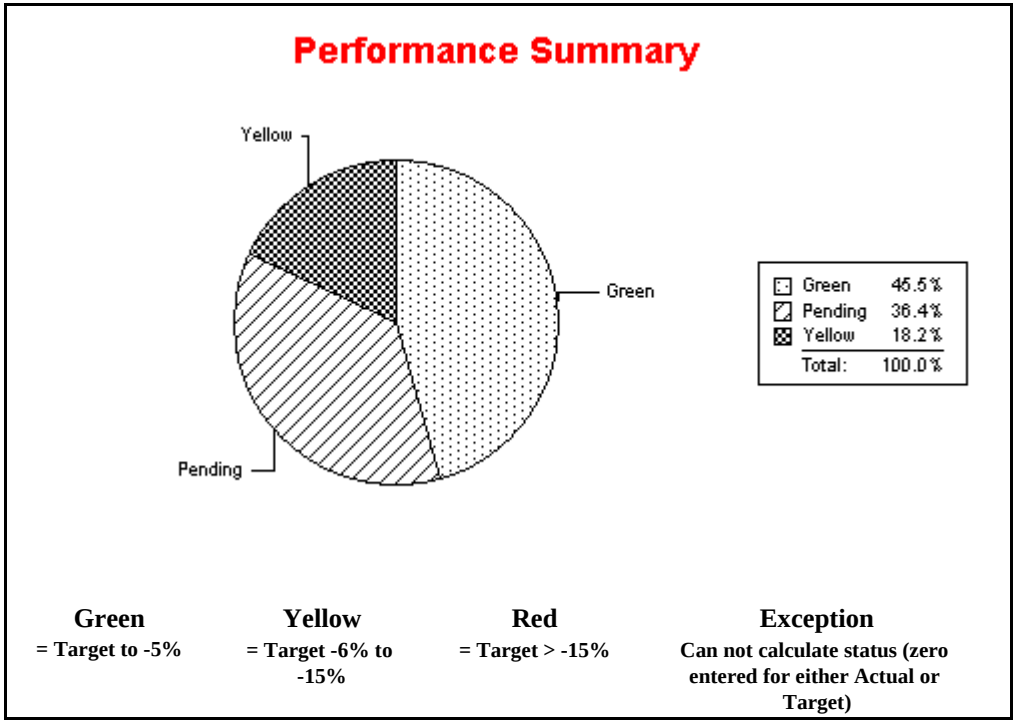
Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	EARTHQUAKE AND LANDSLIDE MAP COMPLETION - Percent of communities and other stakeholders with hazard maps and risk studies for earthquake and landslide hazards.
2	TSUNAMI EVACUATION MAP COMPLETION - Percent target communities with official, reviewed evacuation map brochures produced by DOGAMI.
3	COASTAL EROSION MAP COMPLETION - Percent target communities with standardized, 4-risk zone erosion hazard maps.
4	HAZARD AWARENESS - Public awareness of geologic hazards and mitigation efforts.
5	RECLAMATION - Total number of mining acres that have been reclaimed and returned to secondary beneficial use.
6	DETAILED GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of high resolution maps have been completed to be used for local problem solving.
7	REGIONAL GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of medium resolution maps have been completed to be used for regional problem solving.
8	MINE SITES INSPECTED ANNUALLY - Percent of mine operators with active sites inspected annually.
9	TSUNAMI INUNDATION MAP COMPLETION - Percent of coastal communities provided with detailed tsunami inundation maps for local emergency planning.
10	CUSTOMER SERVICE - 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.
11	GOVERNANCE - Percent of yes responses by Governing Board members to the set of best practices.

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2009-2011
NEW	**Title:** HAZARD AWARENESS - Public awareness of geologic hazards and mitigation efforts. **Rationale:** DOGAMI is replacing the measurement technique and data sources, but keeping the same KPM name, goal and HLO. The new data will be based upon pre and post training test results and variance.
DELETE	**Title:** HAZARD AWARENESS - Public awareness of geologic hazards and mitigation efforts. **Rationale:**

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	I. EXECUTIVE SUMMARY
Agency Mission: Provide earth science information and regulation to make Oregon safe and prosperous.	

Contact: Don Lewis, Assistant Director, Prog 1	**Contact Phone:** 971-673-1555
Alternate:	**Alternate Phone:**



1. SCOPE OF REPORT

Program 1, the Geological Survey & Services unit, progress is measured by KPM 1,2,3,4,6,7,9 and 10. There are certain projects and activities not captured by the KPM, such as geothermal resource assessment for DOE, digital flood insurance rate map re-delineation for FEMA and DLCD, and LIDAR data acquisition and quality control for BLM, USFS, USGS, FEMA, EPA, USACE, NRCS, BOR, USFWS, ODOT, ODF, OPRD, DLCD, & Lincoln, Clackamas, Washington, Lane, Polk, Marion, Linn, Benton, and Malheur Counties & the Cities of Eugene, Salem, Lincoln City, Springfield, Medford, Philomath, Yachats, and Turner & the Tribes of the Coquille and Siletz.

Program 2, the Mined Land Reclamation & Regulation unit, activity and progress is measured by KPM 4,5,8 and 10.

2. THE OREGON CONTEXT

The Agency provides services relating to life and property safety and towards sustainable natural resource utilization, including rural economic development. We partner extensively and entrepreneurially with numerous federal & state agencies, counties & cities. KPM 1,2,3,4 and 9 link to the results measured by Oregon Benchmark 67a (Emergency Preparedness - Geologic Hazards). The result for BM 67a for 2008 is 80%, with 105 of 131 named Oregon counties and communities with hazard data and prevention activities in place, up from 72% in 2007, 58% in 2006 and 50% in 2005.

3. PERFORMANCE SUMMARY

Nine of eleven KPM are making progress, including Earthquake & landslide Hazard Map Completion (KPM 1), Tsunami Evacuation Brochure Completion (KPM 2), Coastal Erosion Map Completion (KPM 3), Reclamation (KPM 5), Detailed Geologic map Completion (KPM 6), Regional Geologic map Completion (KPM 7), Tsunami Inundation Map Completion (KPM 9), Customer Satisfaction (KPM 10) and Best Practices Governance (KPM 11).

One KPM is not making progress: Mine Sites Inspected Annually (KPM 8), although the Agency is reviewing the impact of a change in inspection reporting protocol that may have artificially reduced the reported statistic.

One KPM has unclear progress: Hazard Awareness (KPM 4). The Agency has reviewed various alternative ways to attempt to measure this important KPM, but has not isolated a strong possibility; one alternative would be to report the BM 67a statistic itself.

4. CHALLENGES

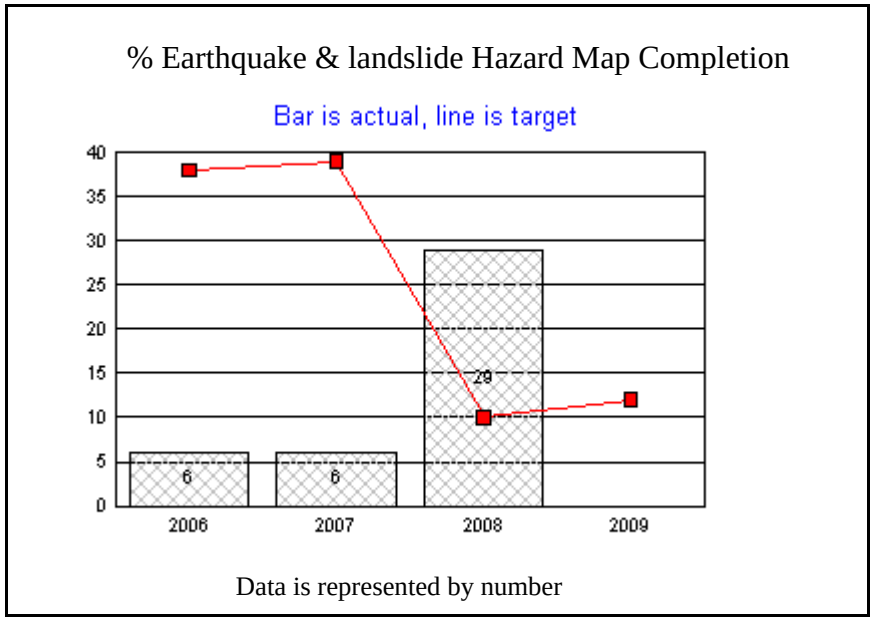
The Geologic Survey & Services program has a constant challenge to source, sign and execute fee for hazard assessment service contracts from federal & state agencies and communities with similar vested interests.

5. RESOURCES AND EFFICIENCY

The Agency utilized $1,592,242 in General Funds, $275,820 in Lottery Funds, $1,777,765 in Other Funds, and $616,471 in Federal Funds during 2007-08.

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	II. KEY MEASURE ANALYSIS

KPM #1	EARTHQUAKE AND LANDSLIDE MAP COMPLETION - Percent of communities and other stakeholders with hazard maps and risk studies for earthquake and landslide hazards.	2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data Source	Department records.	
Owner	GeoHazard Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Provide earthquake-related & landslide hazard maps for populated areas and key infrastructure areas of Oregon; reduce risk to loss of life and property. We partner with USGS, FEMA, OEM and numerous Oregon counties and cities.

2. ABOUT THE TARGETS

The targeted area of Oregon constitutes 17,610 square miles.

3. HOW WE ARE DOING

Through 2007-08 the department has produced earthquake-induced landslide, ground motion amplification and liquefaction hazard maps for 62,162 square miles of Oregon, including 9,884 square miles of the targeted inhabited area (56%). Through 2007-08 the department has produced new LIDAR-based detailed landslide inventory and hazard maps for 328 square miles overall including 313 square miles of inhabited area (2%). The combined degree of map completion is thereby 29%. As a result, the trend has moved ahead of target.

4. HOW WE COMPARE

No comparable data for similar jurisdictions available at this time.

5. FACTORS AFFECTING RESULTS

The Legislature provided $1.5 million in Lottery Funds during 2007-09 to initiate LIDAR-based landslide hazard analysis in Western Oregon. The Agency used this to leverage an additional $3.1 million of funds to accelerate the landslide, tsunami, earthquake and coastal change hazard assessment programs. This $4.6 million of LIDAR data will cover 40% of Oregon's targeted inhabited area. Having this data will provide the opportunity to radically improve the quality and precision of hazard identification, measurement and assessment in these areas.

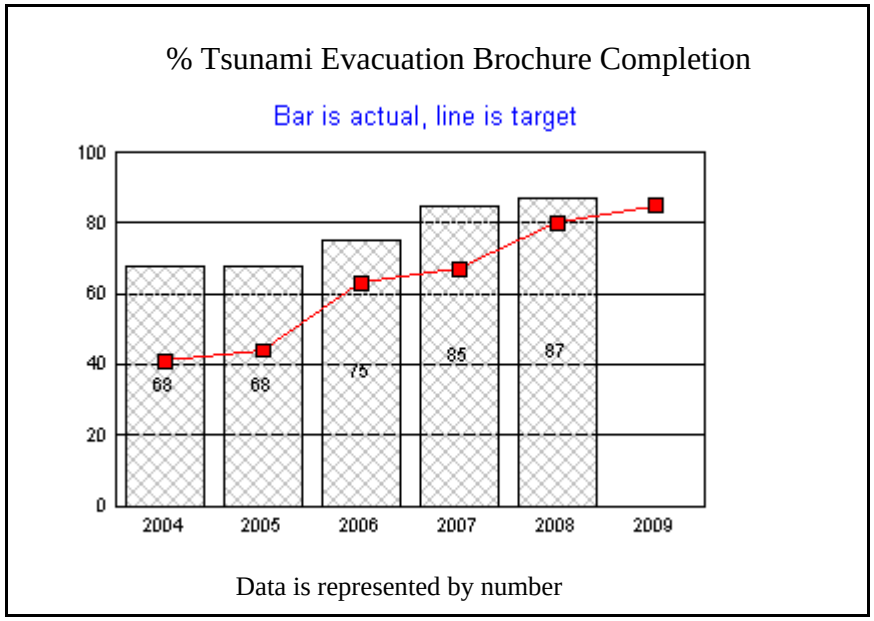
6. WHAT NEEDS TO BE DONE

The Agency is initiating landslide hazard assessment funding partnerships with federal and state agencies and with various Cities and Counties in northwest and southwest Oregon.

7. ABOUT THE DATA

The target area matches the methodology utilized and more fully described in KPM 6. The actual score reported for KPM 1 is the simple average of the two sub-measures.

KPM #2	TSUNAMI EVACUATION MAP COMPLETION - Percent target communities with official, reviewed evacuation map brochures produced by DOGAMI.	2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring geologic hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data Source	Department records.	
Owner	Coastal Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Eliminate the future loss of life of Oregonians and visitors to the Oregon Coast by working with local city officials, county emergency managers and other state and federal agencies to effectively increase awareness, personal accountability, and positive action. NOAA's National Weather Service

is a lead sponsor and OEM is a key partner.

2. ABOUT THE TARGETS

There are 39 identified at-risk incorporated communities along the Coast, representing a 2003 population of 109,624. Note that these targets do not include unincorporated areas at risk. The trend remains ahead of target.

3. HOW WE ARE DOING

Tsunami evacauation brochures have been completed for 34 of the 39 target communities, although there are not current science-based tsunami inundation models in place for the majority of these. 205,000 brochures were reprinted and distributed during 2005-06 following the Dec 2004 Indian Ocean earthquake and tsunami.

4. HOW WE COMPARE

There are 30 Washington State communities at risk, most clustered at the southern end of the state along a length of coast about one-third as long of that at risk in Oregon. Washington State has produced similar evacuation brochures for 27 communities, however these do not provide recommended evacuation routes to safety.

5. FACTORS AFFECTING RESULTS

The Agency sources funds from the federal National Tsunami Hazard Mitigation program administered by NOAA, to produce these brochures, model and create tsunami inundation maps, and to provide awareness education campaigns. The 2004 Sumatra tsunami disaster dramatically increased awareness levels of similar risk here along the Oregon Coast.

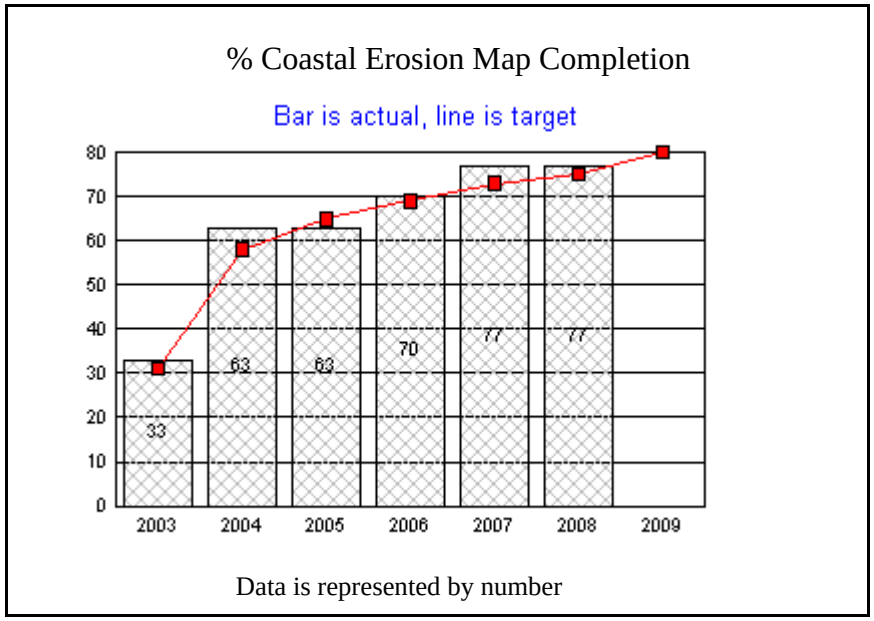
6. WHAT NEEDS TO BE DONE

Brochure completion and revisions are driven by tsunami inundation map completion (KPM 9). The Agency has initiated a plan to re-assess tsunami inundation along the entire Oregon Coast using new LIDAR-derived detailed topography to significantly improve true elevation accuracy along the entire Coast. This plan has a schedule for LIDAR acquisition during 2008-09 to be followed by inundation modelling in 2009-11.

7. ABOUT THE DATA

The data are for the Oregon fiscal year. Tsunami evacuation brochures are available online at htttp://www.oregongeology.com/sub/earthquakes/Coastal/Tsubrochures.htm .

KPM #3	COASTAL EROSION MAP COMPLETION - Percent target communities with standardized, 4-risk zone erosion hazard maps.	2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring geologic hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data Source	Department records.	
Owner	Coastal Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Reduce the risk of losses to property and infrastructure by identifying minimum and maximum potential coastal change erosion distances for bluff- and dune-backed shorelines over the next 60-100 years; for use by land use planners. DLCD, OPRD, USACE and coastal counties and

communities are active partners.

2. ABOUT THE TARGETS

30 selected communities represent the coastline of interest at risk.

3. HOW WE ARE DOING

These four-zone erosion maps ("Imminent, High, Moderate, and Low Hazard Zones") have been completed for 23 of the 30 target communities. Extensive supportive work is in progress focussed on coastal change on the northern Oregon Coast. See a portion of this work assessing estuaries and shores at http://oregongeology.com/sub/Nanoos1/index.htm .

4. HOW WE COMPARE

A direct comparable has not been located. Various jurisdictions, including the State of Hawaii, have active coastal erosion studies incorporated as part of their coastal zone management programs.

5. FACTORS AFFECTING RESULTS

Hazard assessment efforts have focussed on the northern half of Oregon where beaches are more prevalent, exposed, populated and there is greater risk due to long-term trends of rising sea level exceeding plate tectonic uplift; the reverse is generally true for southern Oregon. Funding source priorities have followed this perceived relative risk.

6. WHAT NEEDS TO BE DONE

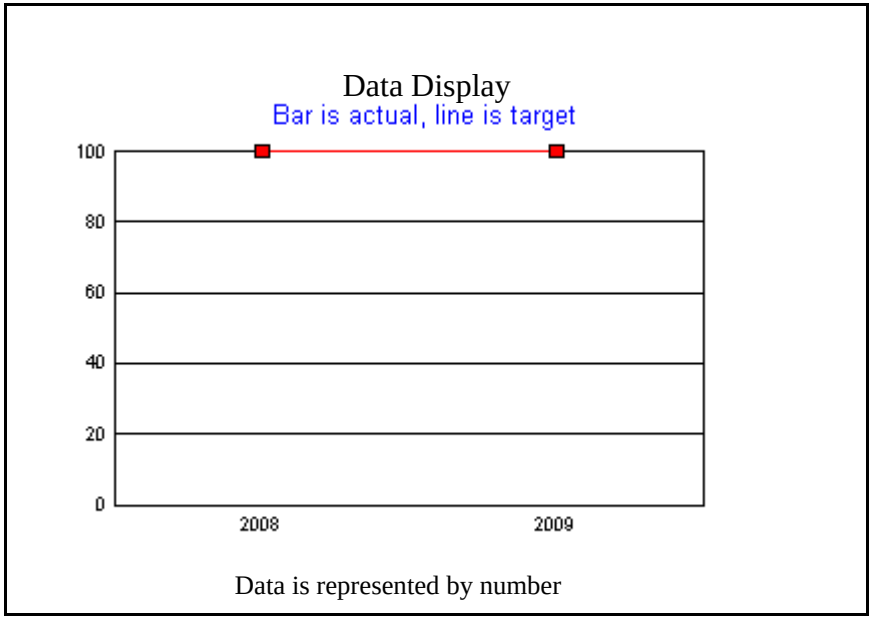
Partnerships with state and local authorities are necessary to advance this work for the communities located in Curry, Coos, Douglas and lane counties.

7. ABOUT THE DATA

The seven Open File Reports (OFR 01-03, 01-04, 04-09, 04-11, 04-18, 04-20 and 07-03) documenting these studies are available from the Nature of the Northwest Information Center at http://www.naturenw.org/ . Information concerning ongoing coastal erosion hazard assessment and mitigation activities along the coast can be found at http://www.oregongeology.com/sub/earthquakes/Coastal/CoastalHazardsMain.htm .

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	II. KEY MEASURE ANALYSIS

KPM #4	HAZARD AWARENESS - Public awareness of geologic hazards and mitigation efforts.	2003
Goal	LIFE & PROPERTY SAFETY: Agency Goal #2 Improve public awareness of geologic hazards and educate communities on mitigation.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data Source	Department records.	
Owner	Public Education Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

4. HOW WE COMPARE

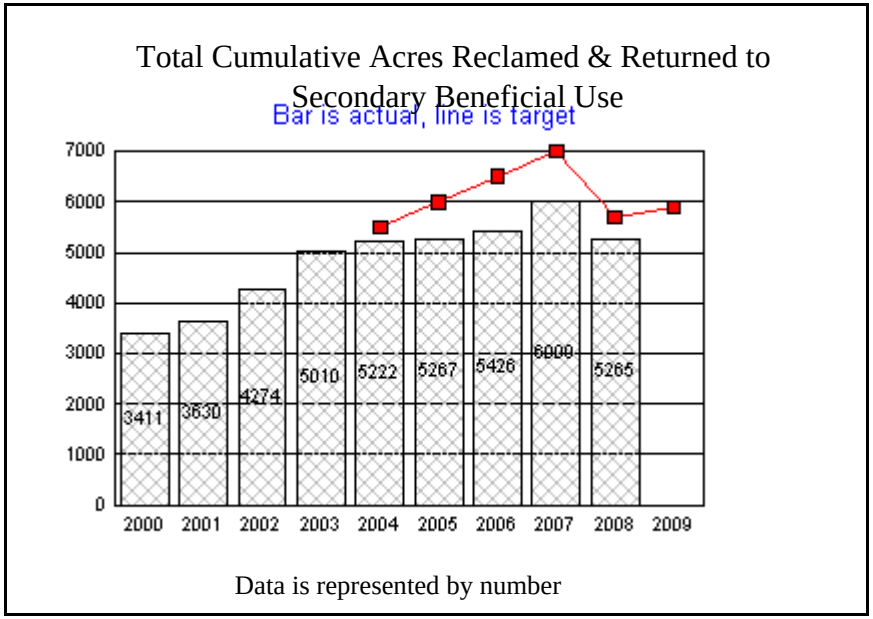
5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	II. KEY MEASURE ANALYSIS

KPM #5	RECLAMATION - Total number of mining acres that have been reclaimed and returned to secondary beneficial use.	2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #3: Resource management via prompt reclamation of acres disturbed during exploration or mining or fluid mineral drilling of mining sites.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data Source	Department records.	
Owner	Mined Land Regulation & Reclamation; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Administer reclamation plans of operating permit holders to minimize disturbance and efficiently return the land of closed sites to secondary beneficial use. The MLRR Awards program is found at http://oregongeology.com/sub/mlr/2005MLRRAwards4.htm .

2. ABOUT THE TARGETS

A review of legacy data resulted in these modified targets. The actual performance in any one year is not within agency influence since the operator makes the decision as to when to close a site.

3. HOW WE ARE DOING

During 2007-08 106 acres of disturbed land at 21 closed sites were reclaimed to secondary use. The trend is moving onto target.

4. HOW WE COMPARE

Comparision data from a similar jurisdiction is not available.

5. FACTORS AFFECTING RESULTS

The timing, pace and location of site closure, and subsequent relamation, is independent of agency activity.

6. WHAT NEEDS TO BE DONE

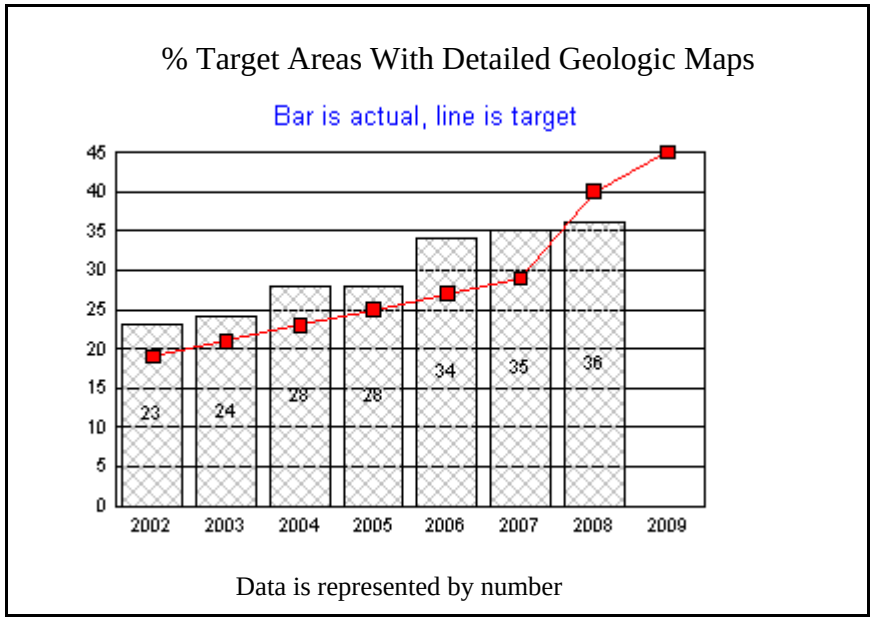
Continuously improve the program, including the spatial database.

7. ABOUT THE DATA

There are approximately 2.034 closed sites in the MLRR database (comprising an undetermined amount of disturbed acres of mined land) as compared with approximately 1,126 active site permits (comprising in excess of 21,500 disturbed acres).

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	II. KEY MEASURE ANALYSIS

KPM #6	DETAILED GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of high resolution maps have been completed to be used for local problem solving.	2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #4: Create and compile geologic data needed in natural resource and land use problem solving.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data Source	Department records.	
Owner	Statewide Mapping & Minerals Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Collect geologic data using a map scale of 1:24,000 in targeted high priority areas in Oregon to support natural resource and natural hazard assessment. The USGS is a key partner along with OWRD.

2. ABOUT THE TARGETS

Target areas are defined by population concentration (as originally established using OWRD water wells spatial density). The total targeted inhabited area is 17,610 square miles, or 18% of Oregon.

3. HOW WE ARE DOING

In 2007-08 the Agency published 9 new detailed goelogic maps covering 499 square miles, adding 223 qualifying square miles in targeted portions of the Klamath Falls area. The trend is on target. Maps are viewed at http://oregongeology.com/sub/publications/gms/gms.htm .

4. HOW WE COMPARE

Washington State does not currently have this scale of map available online. Nevada has PDF of 77 1:24,000 scale maps available at http://nbmg.unr.edu/dox/dox.htm#3 . Idaho has 61 1;24,000 scale maps available at http://idahogeology.org/Products/ . California has 42 1:24,000 scale maps available at http://consrv.ca.gov/cgs/rghm/rgm/preliminary_geologic_maps.htm .

5. FACTORS AFFECTING RESULTS

During 2007-08 the USGS did not release any new maps in Oregon at this scale. We anticiapte that they will release several of these maps for key areas west of the Metro Portland area during '08-'10.

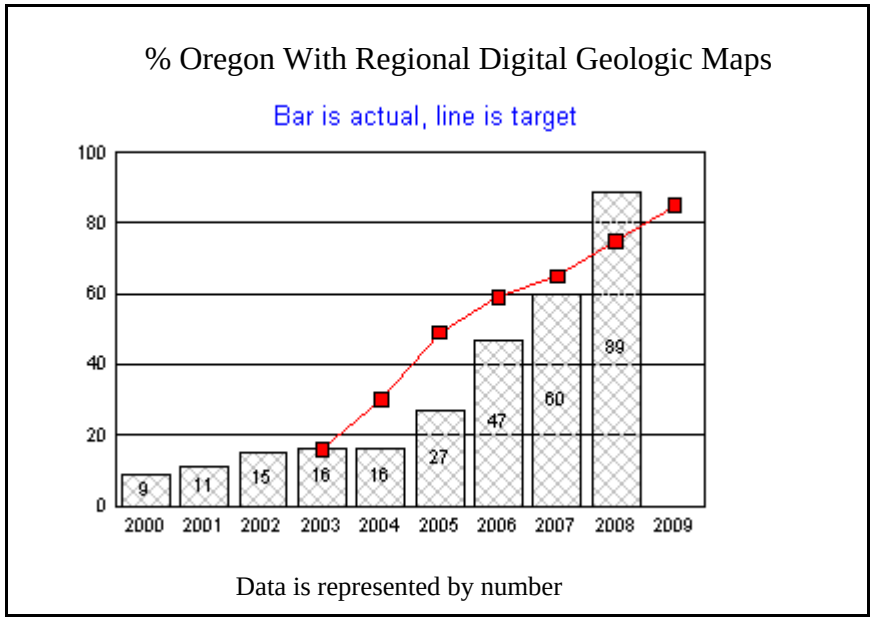
6. WHAT NEEDS TO BE DONE

The Agency is collecting LIDAR topographic data in targeted areas. This data will significantly improve the positioning of rock formation outcrops, contacts, fault lines, landslides and other key features, and thereby will improve the natural resource and hazard assessments drawn from the data. The Agency anticipates prioritizing new geologic mapping in areas with LIDAR data coverage.

7. ABOUT THE DATA

Map areas comply with the national 7.5 minute quadrangle grid system.

KPM #7	REGIONAL GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of medium resolution maps have been completed to be used for regional problem solving.	2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #4: Create and compile geologic data needed in natural resource and land use problem solving.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data Source	Department records.	
Owner	Statewide Mapping & Minerals Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Compile and deliver on-line a digital geologic map database and map interface for resource, land use and hazard planning in Oregon; utilize best available legacy data derived from the >1,000 geologic maps in Oregon. Key partners include the USGS, USFS, BOR, ODOT and DAS

EISPD GEO.

2. ABOUT THE TARGETS

Complete 100% coverage and on-line delivery by June 2011.

3. HOW WE ARE DOING

During 2007-08 the "West" portion of the state was completed. The trend is ahead of target. The preliminary data and online interface is found at http://oregongeology.com/sub/ogdc/index.htm .

4. HOW WE COMPARE

No nearest state neighbor, not the USGS, has a similar product online. A few nations have generalized products, including the British Geological Survey: http://bgs.ac.uk/education/makeamap/home/html .

5. FACTORS AFFECTING RESULTS

The Agency collaborated with Portland State University on the web applications to accelerate web development. The project page may migrate to the Agency website during 2008-09 in order to add functionality and to link with other agency hazard data such as the Statewide Landslide Information Database for Oregon http://www.oregongeology.com/sub/slido/index.htm and the Geothermal Information Layer for Oregon http://www.oregongeology.com/sub/gtilo/index.htm .

6. WHAT NEEDS TO BE DONE

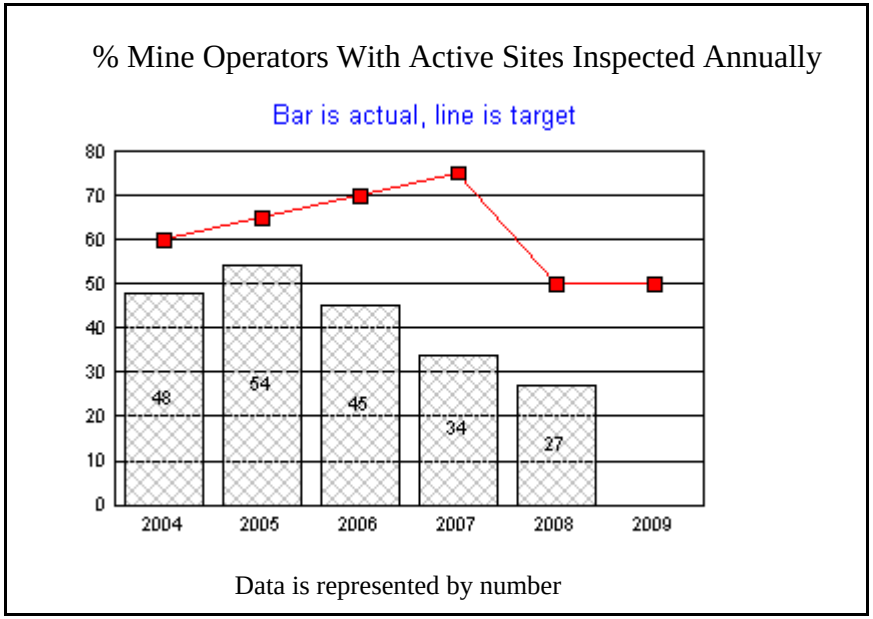
Complete the initial data gathering portion of the project that is to collect and select the best available map units data, capture the spatial polygons where the rock units exist, trace the fault lines, populate the attributes within the geodatabase, and document the sources; this initial phase is be completed by June 30, 2009. During 2009-11 the project will move into the data synthesis and presentation phase to populate data layer presentation on the web.

7. ABOUT THE DATA

The geographic information system layers of the data are available on CD via http://www.oregongeology.com/sub/ogdc/background.htm#purchase .

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	II. KEY MEASURE ANALYSIS

KPM #8	MINE SITES INSPECTED ANNUALLY - Percent of mine operators with active sites inspected annually.	2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #3: Resource management via prompt reclamation of acres disturbed during exploration or mining or fluid mineral drilling of mining sites.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data Source	Department records.	
Owner	Mined Land Regulation & Reclamation; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Annually inspect 50% of the operators with active sites. For 2007-08 there are 562 unique permit holders with active, amended or new permits.

2. ABOUT THE TARGETS

The intent of the traget is to physically visit 100% of mine operators with active sites every biennium.

3. HOW WE ARE DOING

During 2007-08 262 sites were reported inspected one or more times of 149 unique operators. The reported trend is downward.

4. HOW WE COMPARE

No comparable data for neighboring states is available.

5. FACTORS AFFECTING RESULTS

The downward trend was discovered to be impacted by a streamlining revision in the inspection reporting process.

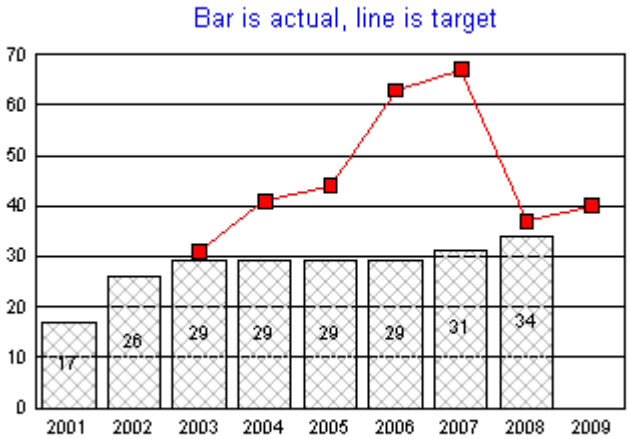
6. WHAT NEEDS TO BE DONE

The Agency is examining the relative and absolute impacts associated with the inspection reporting modifications. Efforts will be made to collect uniform types of inspection data independent of written reporting protocols.

7. ABOUT THE DATA

A list of permit sites and related information ia available at http://www.oregongeology.com/sub/mlr/mlrhome.htm .

KPM #9	TSUNAMI INUNDATION MAP COMPLETION - Percent of coastal communities provided with detailed tsunami inundation maps for local emergency planning.	2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring geologic hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data Source	Department records.	
Owner	Coastal Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	



Data is represented by number

1. OUR STRATEGY

Provide computer simulation-based tsunami inundation hazard maps for at risk coastal communities. NOAA funds the project activity. OHSU is a key technical partner. OEM provides key advice. Coastal communities are invested through a "Technical Advisory Committee". During 2006-07

the City of Cannon Beach directly funded key field mapping of paleo-tsunami sand deposits useful for calibrating historic and pre-historic tsunami events.

2. ABOUT THE TARGETS

35 at-risk incorporated communities have been identified.

3. HOW WE ARE DOING

During 2007-08 work towards one new inundation map was completed (Cannon Beach). The trend is on target, with the current operating plan having a completion date of 2018. The Agency has initiated a new operating plan to both accelerate this completion date to 2012 and to provide hazard data for the entire coast, rather than just incorporated population centers.

4. HOW WE COMPARE

Oregon is one of five Pacific states that has examined tsunami inundation hazards and has released reports summarizing the results.

5. FACTORS AFFECTING RESULTS

During the 2003-07 period delays in map completion occured due to delays in receiving high quality bathymetric and topoigraphic data, and by expert staff turnover at a key sub-contractor. These factors have been overcome.

6. WHAT NEEDS TO BE DONE

The Agency is leading the effort to acquire high resolution LIDAR-derived topographic data for the entire Oregon coast during 2008-09. Also, an improved geologic source model methodology has been improved and implemented to more accurately reflect probable earthquake-induced ground motion; this includes lessons learnbed from Sumatra. The combination of better data and improved methodology, along with actual paleo-sand deposit calibration in northern and southern Oregon will facilitate state-of-the-science "100 year" and "500 year" tsunami hazard maps. The Agency

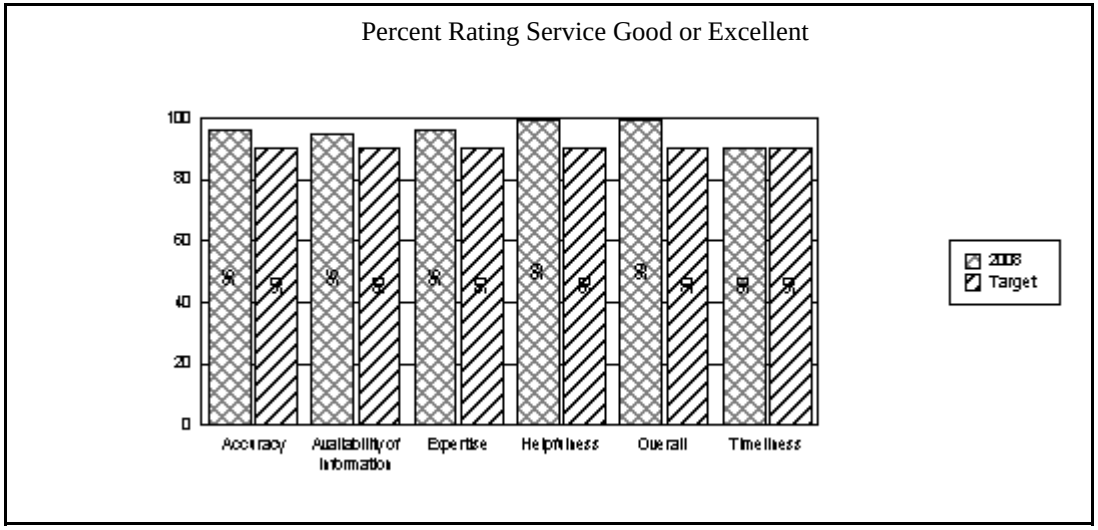
is actively competing for a relatively small incremental increase in federal funds to fund the coast-wide hydrodynamic inundation simulation model work. Following completion of the coast-wide inundation maps, the Agency will turn to updating all of the Tsunami Evacuation Brochures (KPM 2).

7. ABOUT THE DATA

Tsunami inundation maps are published as Interpretative Map Series (IMS) maps 2, 3, 11, 12, 13, 21, 23 and GMS 99, available via http://naturenw.org/geo-tsunamis.htm .

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	II. KEY MEASURE ANALYSIS

KPM #10	CUSTOMER SERVICE - 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.	2005
Goal	Improve collaboration and deliver the highest level of customer service possible.	
Oregon Context	Statewide Mission.	
Data Source	Department survey results.	
Owner	Don Lewis, 971-673-1541, don.lewis@dogami.state.or.us	



1. OUR STRATEGY

Invite customer input; respond positively to constructive criticism.

2. ABOUT THE TARGETS

90% customer satisfaction is the target.

3. HOW WE ARE DOING

Survey data collected during 2007-08 illustrates that the Agency is on track with every category. The tabled results are a blend of results for both Agency Programs. The results display that the category where each Program can improve the most is in timeliness; this was the same outcome from previous survey data.

4. HOW WE COMPARE

Agency results are similar in range and kind to other Oregon natural resource agencies.

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

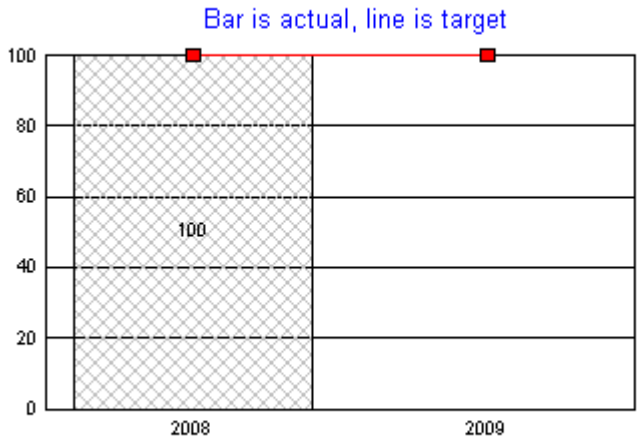
The Agency shall strive for continuous improvement in each category of customer satisfaction, and will improve satisfaction with timeliness by augmenting the availability and improving customer success in locating data, maps, reports, permit and related information via the internet.

7. ABOUT THE DATA

The 2007-08 surveys utilized the approved customer satisfaction question format and sampled varying customers at various forums. Program 2 (Mined Land Reclamation & Regulation) performed a census of its 138 Stormwater discharge permit holders (compliers). Program 1 (Geologic Survey & Services) collected convenience samples of constituents, clients and consumers that attended a Landslide hazards Symposium workshop and the Klamath Falls Geology Field Trip, a census of advisory committee constituents, and a random sample of consumers at the Nature of the Northwest Information Center. A total of 482 customers had the opportunity to write a response, and 168 did (for a 35% response rate).

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	II. KEY MEASURE ANALYSIS

KPM #11	GOVERNANCE - Percent of yes responses by Governing Board members to the set of best practices.	2007
Goal	Ensure discussion of governance best practices.	
Oregon Context	Statewide Mission.	
Data Source	Governing Board survey results.	
Owner	Don Lewis, 971-673-1541, don.lewis@dogami.state.or.us	



Data is represented by percent

1. OUR STRATEGY

Have the DOGAMI Governing Board complete the Best Practices work sheet on an individual basis each year at mid-year. The Board then

discusses their findings amongst themselves and with management at the subsequent Governing Board Public meeting.

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

The Governing Board determined that they had a unanimous consensus of a yes finding for each best practices criteria during 2007-08. These results were discussed at the October 9, 2008 Governing Board Meeting.

4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of	III. USING PERFORMANCE DATA
Agency Mission: Provide earth science information and regulation to make Oregon safe and prosperous.	

Contact: Don Lewis, Assistant Director, Prog 1	**Contact Phone:** 971-673-1555
Alternate:	**Alternate Phone:**

The following questions indicate how performance measures and data are used for management and accountability purposes.	
1. INCLUSIVITY	*** Staff :** Semi-annual to quartely discussions with section leaders and project staff. *** Elected Officials:** The Joint Natural Resources Sub-Committee reviewed, discussed and approved the KPM in 2005; targets were modified by the Legislature in 2007. *** Stakeholders:** Input has been sought and received from coastal communities, OSSPAC, OCAPA and key federal and state natural resource and emergency management agencies. *** Citizens:** The five-person Governing Board selected from different geographic areas of Oregon reviews and approves proposed and modified KPM.
2 MANAGING FOR RESULTS	The KPM are directly used to measure program and project progress. Results and measure targets impact project selection and focus fund solicitation efforts. KPM are a frequent discussion item at monthly management meetings. Nine KPM are new or have been revised in recent biennium.
3 STAFF TRAINING	The Statewide Mapping & Minerals, Geohazards, Technical Services and Coastal sections have had KPM briefings on content, objectives, targets, measurement criteria, standards and results of their assigned KPM. These KPM are a driving influence used to craft Statements of Work for the Agencies numerous contracts for services.
4 COMMUNICATING RESULTS	*** Staff :** KPM relative progress are a component of performance expectations and appraisal. *** Elected Officials:** The annual report is available online at the Agency and Progress Board websites. *** Stakeholders:** KPM objectives and targets manifest themselves within contract Statements of Work.

	*** Citizens:** The general public is briefed during Governing Board meetings when KPM are on the agenda; KPM are described and results reported on at numerous public presentations that Agency staff present regarding geologic hazards in order to increase awareness and facilitate personal accountability towards mitigation.