OREGON STATE MARINE BOARD
Annual Performance Progress Report (APPR)
for Fiscal Year 2006-07

2007-09 Budget Form 107BF04c

Due: September 30, 2007
Submitted: October 25, 2007

To obtain additional copies of this report, contact Oregon State Marine Board (503) 378-2630 and 435 Commercial St NE #400, Salem OR 97301, or visit http://www.oregon.gov/DAS/OPB/GOVresults.shtml#Annual_Performance_Reports.

Agency Mission

The Oregon State Marine Board as the state's boating agency is dedicated to "Safety, Education, and Access in an Enhanced Environment."

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ABOUT THIS REPORT

Purpose of Report

The purpose of this report is to summarize the agency's performance for the reporting period, how performance data are used and to analyze agency performance for each key performance measure legislatively approved for the 2005-07 biennium. The intended audience includes agency managers, legislators, fiscal and budget analysts and interested citizens.

1. PART I: EXECUTIVE SUMMARY defines the scope of work addressed by this report and summarizes agency progress, challenges and resources used.
2. PART II: USING PERFORMANCE DATA identifies who was included in the agency's performance measure development process and how the agency is managing for results, training staff and communicating performance data.
3. PART III: KEY MEASURE ANALYSIS analyzes agency progress in achieving each performance measure target and any corrective action that will be taken. This section, the bulk of the report, shows performance data in table and chart form.

KPM = Key Performance Measure

The acronym "KPM" is used throughout to indicate **K**ey **P**erformance **M**easures. Key performance measures are those highest-level, most outcome-oriented performance measures that are used to report externally to the legislature and interested citizens. Key performance measures communicate in quantitative terms how well the agency is achieving its mission and goals. Agencies may have additional, more detailed measures for internal management.

Consistency of Measures and Methods

Unless noted otherwise, performance measures and their method of measurement are consistent for all time periods reported.

AGENCY NAME : Oregon State Marine Board

TABLE OF MEASURES

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

2005-07 KPM#	2005-07 Key Performance Measures (KPMs)	Page #
1	Number of boating safety examinations conducted.	**4**
2	Number of boat patrol hours conducted on the water	**6**
3	Number of boat operators arrested for Boating Under the Influence (BUII)	**8**
4	Boating fatalities per 100,000 registered boats	**10**
5	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education card	**12**
6	Number of gallons of human waste sewage not deposited in Oregon waters as a result of Marine Board facilities	**14**
7	Ratio of matching funds from other sources to Marine Board funds	**16**
8	Average number of days it takes to process and award grant funds	**18**
9	Average number of days it takes to process requests for grant reimbursement	**20**
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	**22**

AGENCY NAME: Oregon State Marine Board

I. EXECUTIVE SUMMARY

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

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Alternate: Hillery Crew	Phone: (503) 378-2630

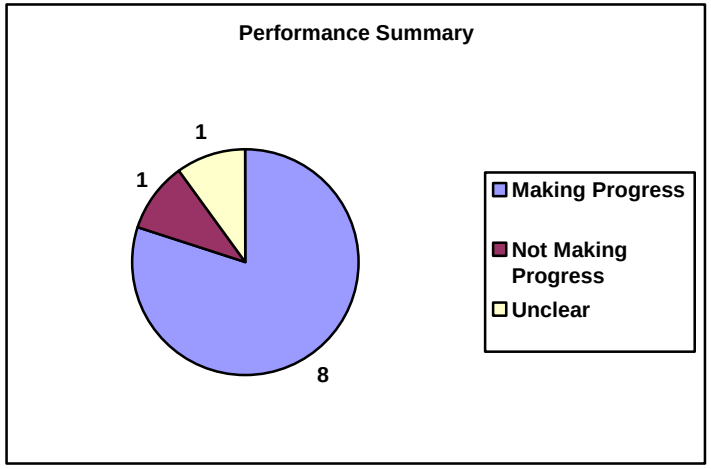
1. SCOPE OF REPORT

   - The Oregon State Marine Board's performance measures address the key program areas of the agency. They address customer service agency-wide, our Law Enforcement Program, our Facilities Program and our Education Program.
   - While our Measures address key program areas, they do not address the administration/business functions such as fiscal, payroll, personnel and budgeting. The Registration Section does not have specific performance measures but are part of the agency-wide customer service performance measurement. The Clean Marina is a new program and has internal performance measurements.

2. THE OREGON CONTEXT

   The Oregon State Marine Board is Oregon's boating agency. We are dedicated to Safety, Education, and access in an enhanced environment. Our three goals are reflected in our Mission Statement. Goal one is to "Promote Boating Safety". Measurements quantify the number of boating safety examinations conducted, the number of boat patrol hours conducted on the water, the number of boat operators arrested for Boating Under the Influence, the number fatalities per capita and compliance with mandatory education laws. Goal two focuses on protecting the environment, quantifying use of facilities designed to improve water quality and improvements at access facilities. Goal three looks at customer service and rates the customer service that is provided to our customers and partners.. Some of those partners include the Oregon State Police, State Parks, and Fish and Wildlife, most of the counties in Oregon, many ports and recreational park districts, many cities in Oregon, the US Coast Guard, the US Fish and Wildlife, and Bureau of Land Management.

3. PERFORMANCE SUMMARY



I. EXECUTIVE SUMMARY

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

We are making satisfactory progress on 8 of our 10 performance measures. We are continually working on the targets that we have set out to achieve. In Performance measurement 3, we are working with our providers to begin to make progress towards our targets. Our Performance Measure #10 is unclear at this time. We just did our first survey and as we do future surveys, we will know if we are achieving the targets that we have set.

4. CHALLENGES

Some of the challenges that we face and have no control over are low water, fuel costs, and the number of boater out on the water. While we right in expectations into our contracts with providers, we have little control over their actions. We have little control over how many fatalities will occur in any given year. Addressing the issues raised in the customer services survey will take some time, but we have already started working on that piece. We are also continuing to work on being clear about what our expectations are for the documentation that needs to be provided for reimbursement from our grant recipients to be able to facilitate the payment of their reimbursement requests.

5. RESOURCES USED AND EFFICIENCY

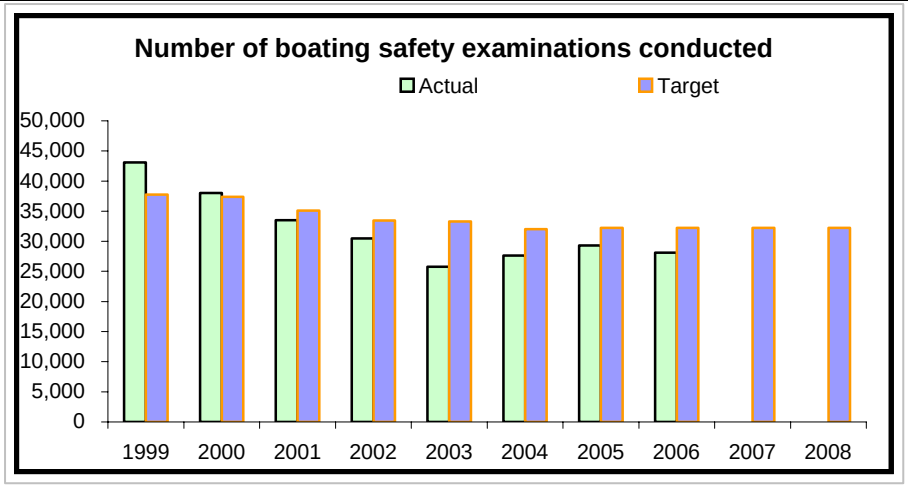
Our Budget for the state fiscal year ending 6/30/07 was $19,579,113. We typically spend less in the first year of the biennium as many of our facilities projects are completed in the 2nd half of the biennium.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

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

KPM #01	BOATING SAFETY EXAMINATIONS Number of boating safety examinations conducted	Measure since: e.g. 2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data source	Program activity reports from our providers to the Law Enforcement Program	
Owner	Law Enforcement Program, Bill Rydblom, (503) 378-2610	



1. **OUR STRATEGY**
   Deputies and Troopers conduct a boating safety examination (fill out a report form) on all boats stopped for cause or when requested by a boater. The level of boat patrol is tied to available funding. Program providers are asked to perform one Boat Examination Report Form for each boat patrol hour. The more boat examinations that are done, the safer boaters are.

2. **ABOUT THE TARGETS**
   The targets are tied to patrol hours. An increase in the number of patrol hours results in an increase in the number of examinations performed. In 2004, we were directed by the State Court to establish rules for conducting Safety Inspections as officers could no longer stop boats for routine exams. We decreased our target to match estimated number of reasons to stops to 32,500.

3. **HOW WE ARE DOING**
   Although our targets were established based of the logic of patrol= examinations=safety, on 5/11/04, criteria established by OAR was put into place regulating "safety inspections". In 06/07, we saw a 1.67% increase in number of examinations. High fuel costs and low water conditions may have contributed to less boating activity resulting in fewer patrol hours and fewer boat examinations.

4. **HOW WE COMPARE**
   Although Oregon's program differs significantly from most other states, we have begun to make comparisons. Of 55 states and territories, we rank 16th (in 06) in the number of inspections & examinations.

5. **FACTORS AFFECTING RESULTS**
   Factors that impacted our ability to achieve our target include boating activity (number of boat use days, fuel cost and water level conditions.

6. **WHAT NEEDS TO BE DONE**
   Continue to monitor data from service providers regarding boat examinations conducted as well as from other states. Make adjustments to "Target and Data" regarding the performance measure as necessary.

7. **ABOUT THE DATA**

II. KEY MEASURE ANALYSIS

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

The reporting cycle is by state F/Y and supported by strong reporting data. We have been monitoring this and similar data for two decades. Reliability is checked by frequent comparison to other Oregon service providers, hand check of boat examination documents and field evaluation/audits.

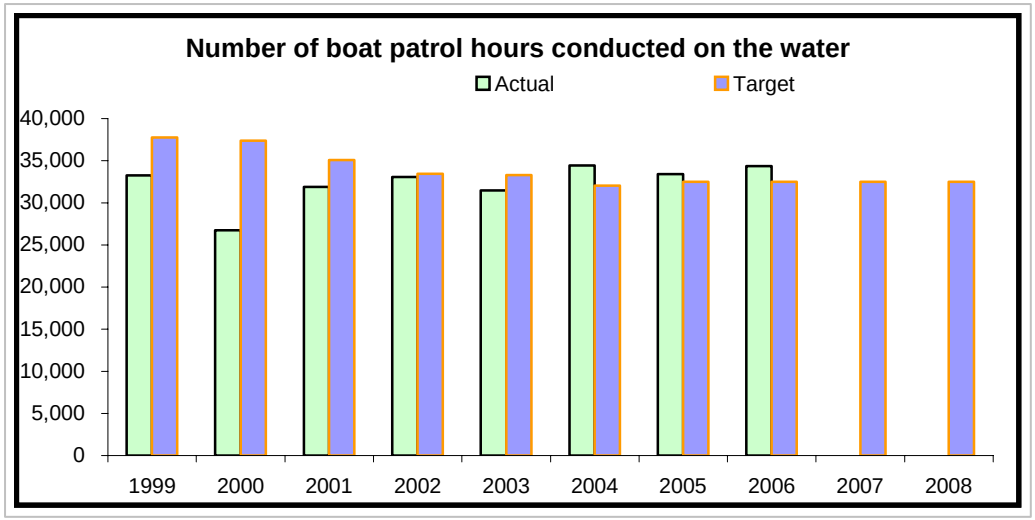
AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

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

KPM #02	Number of boat patrol hours conducted on the water	Measure since: e.g. 2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data source	Program activity reports from our providers to the Law Enforcement Program	
Owner	Law Enforcement Program, Bill Rydblom, (503) 378-2610	

1. **OUR STRATEGY**
   Deputies and Troopers conduct patrols on Oregon water bodies to enhance the safety of the boating public. The Marine Board contracts with service providers (counties and State Police) to provide an amount of patrol depending on the need (boat use and related problems) that can be afforded based on budget limitation. On-water patrol is key to enhancing safe boating on Oregon waters.



2. **ABOUT THE TARGETS**
   The Service Providers must provide a minimum of 75% of the agreed upon patrol hours. Of those agreed upon patrol hours, at least 50% of them must be on the water. The more patrol hours we are able to buy from OSP and the Counties, the more on –water patrol hours are available. Given the amount of funding we have, the target is expected to remain at about 32,500. The higher the number, the more boat patrol hours can be provided on the water.

3. **HOW WE ARE DOING**
   The Marine Board works diligently to increase the efficiency of our service providers and maximize the amount of patrol hours they provide. In 06/07, patrol hours increased by 3.4%.

4. **HOW WE COMPARE**
   Although Oregon's program differs significantly from most other states, we have begun to make comparissons. Of 55 states and tarritories, we rank 18th in 2006 in the number of boat patrol hours.

5. **FACTORS** AFF**ECTING RESULTS**

   Factors that impacted our ability to achieve our target include boating activity (number of boat use days), fuel cost and water level conditions. Additional funding for patrol services is netting an increase in patrol hours.

6. **WHAT NEEDS TO BE DONE**

Continue to monitor data from service providers regarding boat examinations conducted as well as from other states. Make adjustments to "Target and Data" regarding the performance measure as necessary.

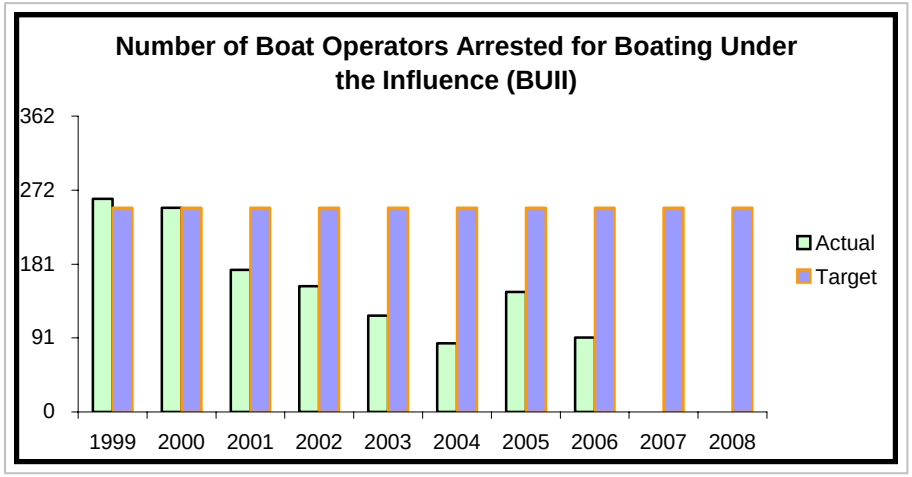
7. **ABOUT THE DATA**
The reporting cycle is state F/Y and supported by strong reporting data. We have been monitoring this and similar data for two decades. Reliability is checked by frequent comparison to other Oregon service providers, hand check of boat examination documents and field evaluation/audits.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

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

KPM #03	Number of Boat Operators Arrested for Boating Under the Influence (BUII)	Measure since: e.g. 2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data source	Program activity reports from our providers to the Law Enforcement Program and the annual survey provided by Intercept Research Corp	
Owner	Law Enforcement Program, Bill Rydblom, (503) 378-2610	



1. **OUR STRATEGY**
   Boating under the influence of intoxicants is a major threat to safety on Oregon Waters (as big as driving under the influence is to highway safety). Surveys indicate boaters are concerned about this issue. Our agency takes a significant effort to train and equip marine deputies and troopers to detect and apprehend BUII violators.

2. **ABOUT THE TARGETS**
   In 1988, the agency began a formal BUII enforcement training program for deputies and troopers. Within a few years, officers were being equipped with portable intoxilizers and additional laws were enacted providing additional tools useful in combating BUII. By the late 1990's, annual arrest numbers were averaging 250 per year. However, in the past few years, we have undergone a change in key personnel and changed our court evidentiary instrument from the INTOXILIZER 1400 to the Draeger 7410 EPAS Plus. These changes destabilized our Boating/Alcohol Enforcement Program. Things are running smoothly at present so we are maintaining the target at the previous level of 250.

3. **HOW WE ARE DOING**
   In the last few years we have not done as well as we would have liked. However, we have geared up for improving on the downward trend. We have added 10 instruments to our inventory (total of 70)., have increased officer training, have scheduled several BUII saturation patrols with plans to increase more in 2008, and continue to conduct prosecutor training and updating and expanding our BUII reference guide for Courts and Prosecutors.

4. **HOW WE COMPARE**
   Although Oregon's program differs significantly from most other states, we have begun to make comparisons. Of 55 state and territories, we ranked 22nd in the number of boat operators arrested for BUIIs for 2006..

5. **FACTORS AFFECTING RESULTS**
   Commitment and willingness of service providers to step up and aggressively enforce BUII law. Many prosecutors are only willing to prosecute BUII arrests if there is a breath test indicating a BAC of .08 or above (due to case load, and difficulty in winning a case without it). Boating alcohol education, patrol presence (saturation patrol effort) and officer training and commitment affect results.

6. **WHAT NEEDS TO BE DONE**
   Continue efforts to hold service providers accountable for maintaining reasonable levels of BUII enforcement efforts by seeing to it that marine personnel attend training, target problem areas for extra patrol and monitor the number of field sobriety tests administrated as well as the number of BUII arrests that are made.

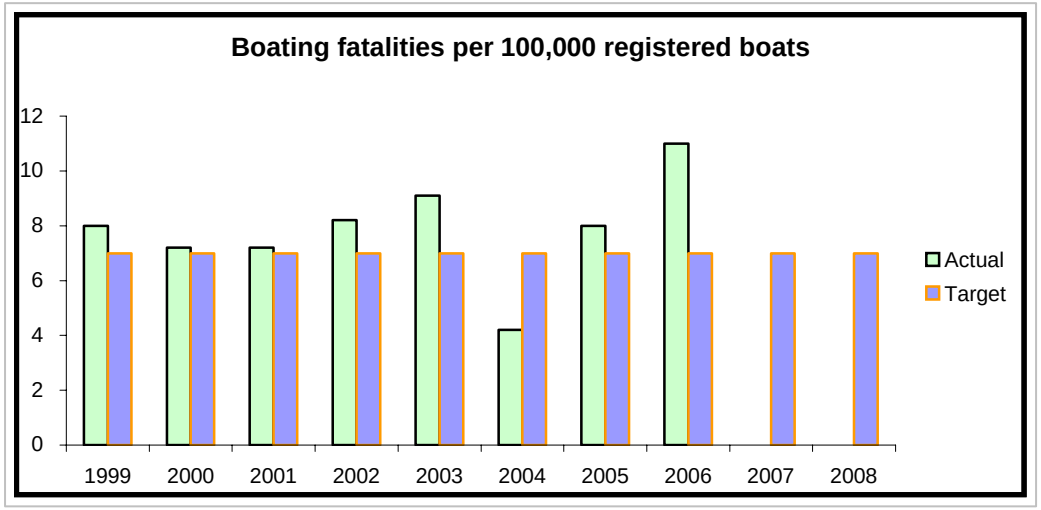
7. **ABOUT THE DATA**
   The reporting cycle is Oregon F/Y and supported by strong reporting data. We have been monitoring this and similar data for two decades. Reliability is checked by frequent comparison to other Oregon service providers, hand check of boat examination documents and field evaluation/audits.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

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

KPM #04	Boating fatalities per 100,000 registered boaters	Measure since: e.g. 2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data source	US Coast Guard accident reports	
Owner	Education Section, Marty Law, (503) 378-2612	



1. **OUR STRATEGY**
   Compared to the rest of the country, there are a number of risks that come with the great variety of boating opportunities in Oregon. We have coastal conditions and whitewater rivers that have the potential to be as dangerous as any in the country, cold water year-round and a longer boating season than many states in the northern tier of this country. Reaching and educating our boaters is critical. Our agency has one of the most progressive mandatory education programs in the country.

2. **ABOUT THE TARGETS**
   A target of 7 deaths per 100,000 registered boats, while still 7 deaths too high, would continue the downward trend in boating fatalities we have seen since the 1960's. Since we began keeping statistics, we have bettered this target only 4 times in more than 40 years.

3. **HOW WE ARE DOING**
   The Oregon numbers will fluctuate greatly because the numbers are so small. Year to year, we are not showing progress but over the longer term, we have made progress. We generally measure trends in 10 year periods. During the 70's, we lost on average 29 boaters per 100,000 registered boats. The rate in the 1980's dropped to nearly 16 boaters per 100,000 registered boats. During the 1990's, the rate for Oregon fell further to a little more than 8 boaters per 100,000. In 2006, Oregon had 20 fatalities.

4. **HOW WE COMPARE**

   Oregon has been historically above the national average due to the proximity to the ocean, whitewater rivers, longer boating season and year-round cold water.

5. **FACTORS AFFECTING RESULTS**
   We have undertaken a number of targeted education efforts, including a coastal campaign aimed at several bar crossings including the Columbia River Bar which has helped result in a drop in accidents and fatalities. Several years ago on the Columbia River Bar, seven people died in boating accidents. The Marine Board formed a partnership with the Coast Guard, the Coast Guard Auxiliary, county law enforcement and Washington State Parks to provide information to

boaters at ramps on both sides of the Columbia during a targeted season. The results were gratifying. The number of fatalities dropped to 1. The number of search and rescue missions were cut by a third. The number of disabled boats, capsized boats and injured boaters all fell significantly. We continued the same program for three more years and got the same results. We have worked with the Coast Guard to spread the effort to two more coastal bars, and this past year added one more bar. There is not a question that targeting information can make a difference. We also have one of the most progressive mandatory education programs in the country which we believe will have on positive impact on accidents.

6. **WHAT NEEDS TO BE DONE**
   We need to continue to educate Oregon boaters through the mandatory education program and through site and activity specific efforts, like our coastal programs.

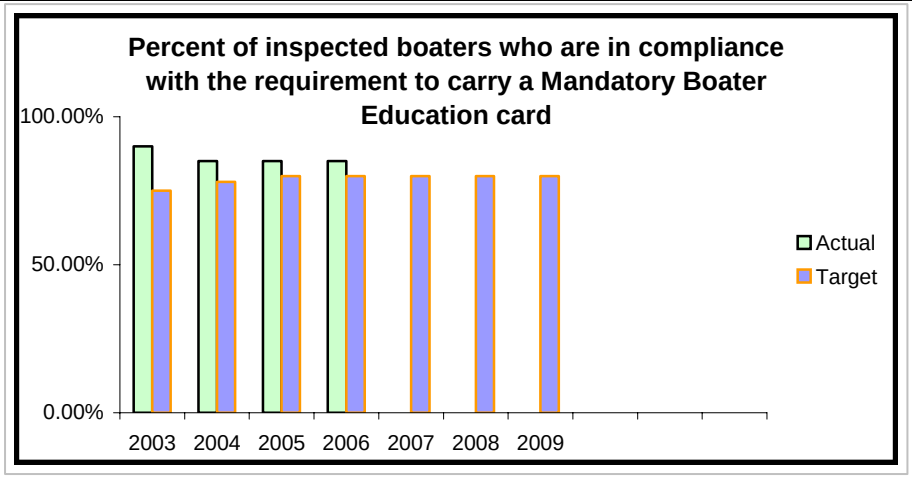
7. **ABOUT THE DATA**
   This data is based on a calendar year.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

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

KPM #05	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education card	Measure since: e.g. 2003
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data source	Information on applicatons processed, program activity data submitted by our law enforcement providers, contacting other states with similar programs , and the Triennial survey	
Owner	Education Section, Marty Law, (503) 378-2612	



1. **OUR STRATEGY**
   Our goal is to have as many boaters as possible take a safe boating course. The requirement to carry a card is phased in from 2003 to 2009. We are in the fifth year of phasing in this program.

2. **ABOUT THE TARGETS**

   The first year's number exceeded our expectation. We have the greatest compliance for this program of any state in the county. When we originally researched the mandatory boater education programs around the country, the highest compliance we found was 80% in Connecticut. Based on several factors, we set a goal of 80% compliance for the program.

3. **HOW WE ARE DOING**
   In the first year of the phase-in, we found greater compliance (90%) than we anticipated. For a number of reasons, we can expect these people to be a little more compliant. In the three years that followed, compliance dropped to the mid 80 percentile. We expect that compliance will fall a little more as the Phase-in moves to our older boaters as they have been more vocal in their opposition to the requirement.

4. **HOW WE COMPARE**
   Oregon has had the greatest compliance of any state in the country that has a Mandatory Education program. The highest compliance for a mandatory education program in any other state was Connecticut at 80%.

5. **FACTORS AFFECTING RESULTS**
   The Marine Board offers programs on-line, classroom training and tests through local law enforcement so that boaters have many different ways to get their card. We continue to train more and more volunteers to provide these courses.

6. **WHAT NEEDS TO BE DONE**

We need to continue to educate Oregon boaters about the requirement of acquiring their mandatory boater education card. Continued certification and training for our providers needs to continue.

7. **ABOUT THE DATA**
   This information is based on a calendar year.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

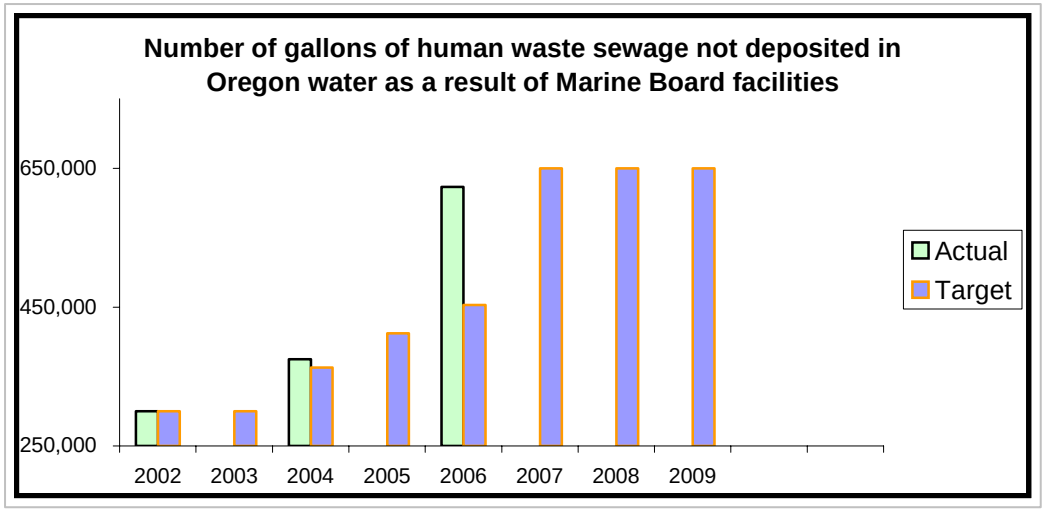
Agency Mission: The Oregon State Marine Board as the state's boating agency is dedicated to Safety, Education, and access in an enhanced environment.

KPM #06	Number of gallons of human waste sewage not deposited in Oregon Waters as a result of Marine board facilities	Measure since: e.g. 2002
Goal	Quality access for boaters that protects and enhances the environment	
Oregon Context	Mission Statement	
Data source	Maintenance Assistance Program activity reports, Site inspections, Personal contracts with private Marinas and Federal agencies	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	

1. **OUR STRATEGY**
   To reduce human sewage waste that is released into our waterways. This done by funding boat waste management facilities and tracking use.

2. **ABOUT THE TARGETS**

   Targets are based on the estimated amount of marine sewage that is expected to be properly disposed of in facilities funded with Clean Vessel Act grants and state grants provided by the Marine Board. OSMB requires annual maintenance logs to be submitted by facility operators to track waste volume and facility usage and maintenance. Using historical data of the gallons of waste collected, OSMB estimates the additional capacity added with new facility installations.



3. **HOW WE ARE DOING**
   The actual performance in 2006 (623,119 gallons) exceeded the target (453,000 gallons). Based on the actual performance, the target levels have been adjusted to 650,000 for 2007..

4. **HOW WE COMPARE**
   There are no public or private incustry standards for this measure. Washington and California track data similar to Oregon's, but these states serve far more boaters and have a significantly higher number of large boats than Oregon, so comparisions are not meaningful.

5. **FACTORS AFFECTING RESULTS**
   Results are dependent upon reporting compliance by owners of public pump-out facilities. Boaters' utilization of pump-outs is related to convenience, location, and concern for water quality and the environment.

6. **WHAT NEEDS TO BE DONE**

The Marine Board needs to continue funding boat waste management facilities and tracking use. The Board also will be continuing providing information on the location of the waste disposal sites in agency boating publications, web site, and marine specific brochures to encourage boaters to properly dispose of waste.

7. **ABOUT THE DATA**

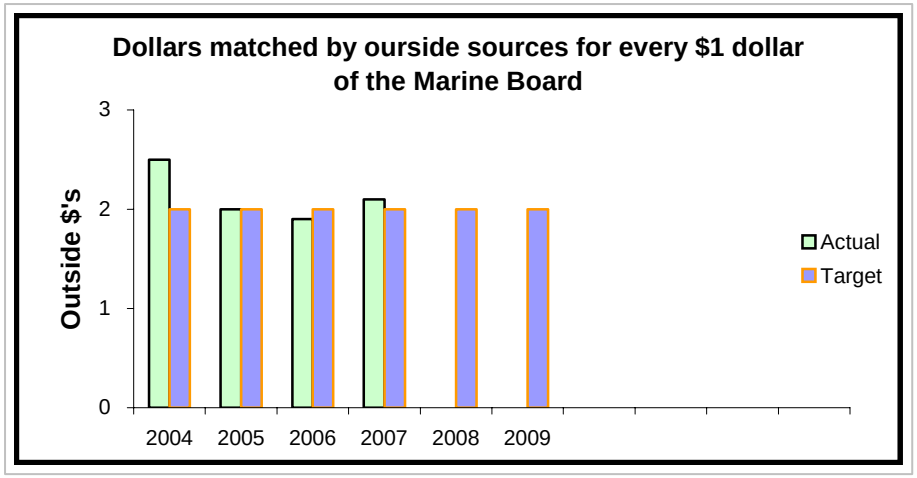
Pump-out usage is tracked by built in flow meters in each functioning unit. Marina operators and other managers with pump-outs included in the Marine Board's Maintenance Assistance Program report data from flow meters to the Board each biennium. Reports are typically received by the Board in September of each even year. Marine Board staff perform spot audits to verify the accuracy of data provided and inspects pump-out units in the field.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

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

KPM #07	Ratio of matching funds from other sources to Marine Board funds	Measure since: e.g. 2005
Goal	Quality access for boaters that protects and enhances the environment	
Oregon Context	Mission Statement	
Data source	Maintenance Assistance Program activity reports, Site inspections, Personal contracts with private Marinas and Federal agencies	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	



1. **OUR STRATEGY**
   To leverage Oregon State Marine Board funds with funds from other sources to allow more projects to be funded.

2. **ABOUT THE TARGETS**

   The measure indicates whether the agency is able to attract other sources of funding to maximize state funds derived from fees paid by boaters. The measure is a ratio of outside funds to stat boater funds.

3. **HOW WE ARE DOING**
   The actual performance in 2007 was just above the target (2:1).

4. **HOW WE COMPARE**
   There are no public or private industry standards for this measure. In comparison with neighboring states, Oregon has been particularly successful in attracting federal funds. For instance, in FY 2006, Oregon obtained $1.8 million in federal Boating Infrastructure Grants or 16% of the funding available nationwide. By comparison, California secured 12%, Washington 2%, and Idaho 0%.

5. **FACTORS AFFECTING RESULTS**

   The ability to attract supplemental funding depends upon quality projects and staff effort of grant applicants to complete grant applications. Federal funding is often nationally competitive, requiring attractive projects that meet national priorities and a solid administrative track record with prior grants.

6. **WHAT NEEDS TO BE DONE**
   The Marine Board needs to continue to select potential projects and prepare grant applications to secure matching funds and federal grants to make state appropriated funds go further.

7. **ABOUT THE DATA**

II. KEY MEASURE ANALYSIS

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

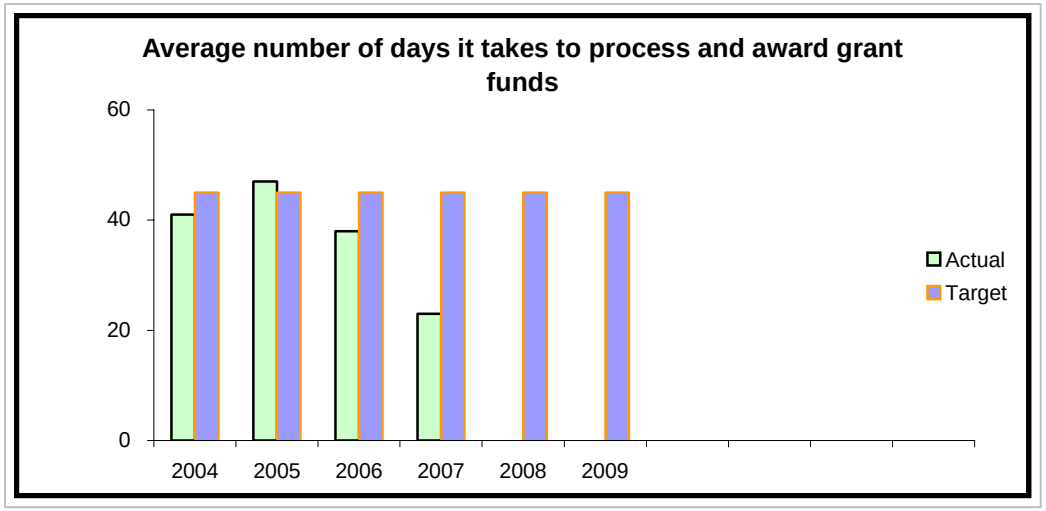
Grant information is kept in agency files and in federal financial assistance data bases. Data for federal grants are available on a federal fiscal year. State grant funds can be tracked annually or by the biennium.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

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

KPM #08	Average number of days it takes to process and award grant funds	Measure since: e.g. 2005
Goal	Providing excellent customer service	
Oregon Context	Mission Statement	
Data source	Agency grant files and Board meeting minutes	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	



1. **OUR STRATEGY**
   To be responsive to grant applicants and to process applications and award grant funds in a timely manner.

2. **ABOUT THE TARGETS**

   The measure indicates how responsive, in terms of days, the agency is in processing grant applications and awarding grant funds.

3. **HOW WE ARE DOING**
   The actual performance in 2007(23) exceeded the target (45 days).

4. **HOW WE COMPARE**
   There are no public or private industry standards for this measure.

5. **FACTORS AFFECTING RESULTS**

   The Marine Board awards grants entirely with state boater funds and in combinations with other funding sources, including federal funds. The agency has greater control in processing grants consisting entirely of state funds and less control over processing grants where other agencies, especially federal granting agencies play a significant role in processing grant funds. Most delays occur in grants with federal funds, where the Marine Board has little control.

6. **WHAT NEEDS TO BE DONE**
   The Marine Board needs to continue to process grant applications and award funds in a timely fashion. While the measure of 23 days is commendable, the Board should continually review procedures and practices to determine if this can be reduced further.

7. **ABOUT THE DATA**
   Grant information is kept in agency files and in financial assistance data bases. Data for federal grants are available on a federal fiscal year. State grant funds can be tracked annually or by the biennium.

AGENCY NAME: Oregon State Marine Board

II. KEY MEASURE ANALYSIS

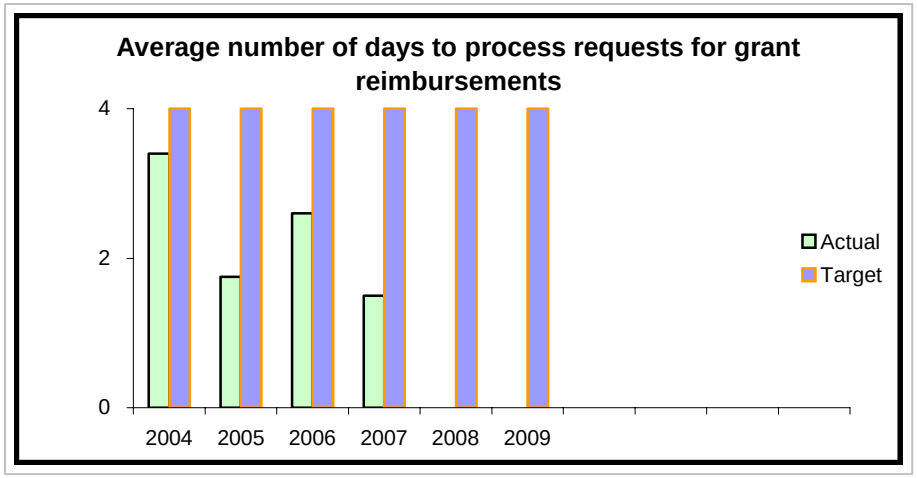
Agency Mission: The Oregon State Marine Board as the state's boating agency is dedicated to Safety, Education, and access in an enhanced environment.

KPM #09	Average number of days to process requests for grant reimbursements	Measure since: e.g. 2005
Goal	Providing excellent customer service	
Oregon Context	Mission Statement	
Data source	Agency grant files and Business Services files	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	

1. **OUR STRATEGY**
   To be responsive to grant applicants and to process reimbursement requests in a timely manner.

3. **ABOUT THE TARGETS**

   The measure indicates whether the agency is responsive to grant recipients and can process requests for reimbursements of grant funds in a reasonable time period.



3. **HOW WE ARE DOING**
   The actual performance in 2007 (1.9 days) exceeded the target (4 days).

4. **HOW WE COMPARE**
   There are no public or private industry standards for this measure.

5. **FACTORS AFFECTING RESULTS**

   Processing requests for reimbursement requires agency staff time and the State Accounting system (SFMA). The ability of agency staff to process requests also relies on the accuracy and eligibility of supporting documentation supplied by the grant recipient. Requests for additional information or clarification of material submitted can cause delays in processing.

6. **WHAT NEEDS TO BE DONE**
   The Marine Board needs to continue to process reimbursement requestsand voucher payments in a timely fashion. The agency should continually review and refine procedures and practices to improve this level of service.

7. **ABOUT THE DATA**
   Grant information is kept in agency files and in centralized agency fiscal files. Reimbursements of grant funds can be tracked annually or by the biennium.

AGENCY NAME: Oregon State Marine Board

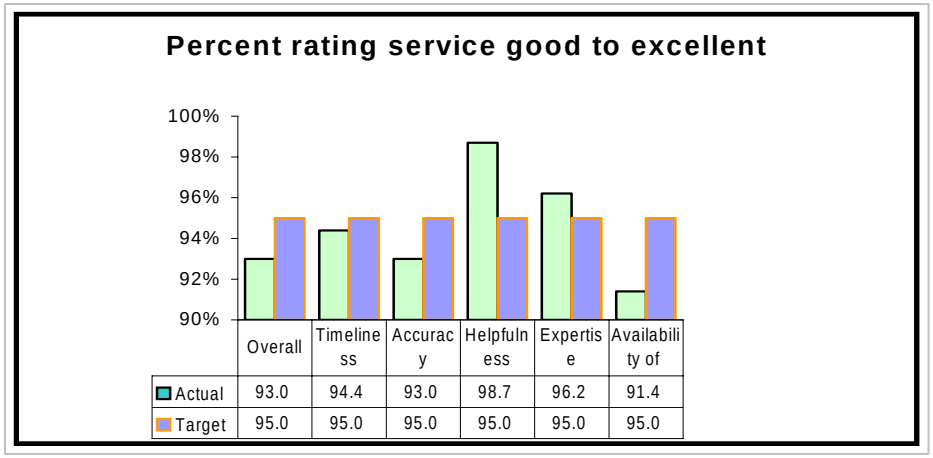
II. KEY MEASURE ANALYSIS

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

KPM #10	Percent of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information	Measure since: e.g. 2006
Goal	Providing excellent customer service	
Oregon Context	Mission Statement	
Data source	Customer Service Survey	
Owner	Administration, Randy Henry, (503) 378-2611	

1. **OUR STRATEGY**

The Oregon State Marine Board Customer Service Survey was developed following the *Recommended Statewide Customer Service Performance Measures Guidance*. The survey was a random sample pick from internal and external stakeholders, including registered boaters, facility providers, our agents and others. The guidelines define customer satisfaction as the percentage sum of good and excellent ratings for six service criteria: timeliness, accuracy, helpfulness, expertise, information availability and overall quality. This measure replaces our old measures of ratings of our web site, publications and general customer service from our registration section.



2 **.ABOUT THE TARGET**

The Marine Board is completely funded by its primary constituency (recreational boaters), so excellent customer service has always been our focus. However, previous surveys have been very broad and are not directly comparable with data from these specific measures. We selected an internal target of 95% customer service ratings for "Good" and "Excellent". Data from this initial survey has helped us identify areas that need additional attention.

3. **HOW WE ARE DOING**

Because we separated the surveys out for each of our primary constituencies, we are able to view customer satisfaction ratings for the agency on average, or by specific program. On average, we received a 94.75% Good & Excellent rating for overall customer service. Broken down by measurement, we ranked from a high of 98.7% for Helpfulness to a low of 91.5% for availability. We did not due another survey during this time period. We plan to do another survey in the spring of 2008.

Further broken down by program, we see exceptional service form our Facilities program, ranking 100% for Helpfulness and Expertise, but received ratings of 82.4% and 88.2% for Timeliness and Accuracy. Reasons for the lower ratings are being addressed by staff.

4. **HOW WE COMPARE**

Because this is the first year of the general use of this survey, agency-to-agency comparison is not readily available. Future reports will allow us to compare to other state agencies.

5. **FACTORS AFFECTING RESULTS**

Because we were able to break down survey results by constituency group, we received specific information that helped us understand variations in data from group to group. Recreational boaters – our largest constituency group – interact with us in one or more of three different ways: via our registration agents, via the online registration system, and via our in-house staff. The largest variation related to registration agents. While agents do provide Marine Board services, they face frequent staff turnover and are not in our direct control. Providing adequate training is a constant challenge. As a result, the accuracy rating was the lowest of all measurements at 78.8%.

6. **WHAT NEEDS TO BE DONE**

Program-specific survey results and all written comments from survey respondents were provided to the appropriate staff and identified program weaknesses and strengths. Customer service training is either maintained or improved as needed. Certain specific issues raised by the survey were addressed immediately by staff, while others required programmatic adjustments – mostly in communications with the various constituencies. Certain suggestions made by survey respondents have also been implemented, such as an on-line boat registration lookup for registration agents, and additional computer-based training for registration agents.

7. **ABOUT THE DATA**

A total of 985 surveys were mailed between May 15 and July 15. Surveys included a self-addressed, postage-paid envelope. In all, 534 surveys were returned, or 54%. The mailout is as follows:

Group	Total	Mailed	Received	Margin of Error
Boater Education Instructors	68	68	39	8.6%
Facility Providers	88	88	58	6.3%
Registration Agents	126	126	79	5.7%
10Law Enforcement Providers	32	32	17	13.7%
Guides/Outfitters/Charter Boats	1,122	287	135	4.2%
Recreational Boaters	189,000	384	206	5.7%

The survey questions were as recommended in the Statewide Customer Service Performance Measure Guidance, but each unique constituency received a "survey statement" from which to answer the question. For example:

Please answer the following questions about your experience as a volunteer instructor for the Oregon State Marine Board.

How do you rate the following: 1=excellent, 4=poor, 5=unknown

1 - Timeliness of service provided by OSMB 1 2 3 4 5
2 - Ability to provide services correctly the first time 1 2 3 4 5
3 - Helpfulness of OSMB employees 1 2 3 4 5
4 - Knowledge and expertise of OSMB employees 1 2 3 4 5
5 - Availability of information from OSMB 1 2 3 4 5

Thank you for your time and interest in helping us improve our services to you.

AGENCY NAME: Oregon State Marine Board

III. USING PERFORMANCE DATA

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

Contact: Paul Donheffner	Phone: (503) 378-2619
Alternate: Hillery Crew	Phone: (503) 378-2630

The following questions indicate how performance measures and data are used for management and accountability purposes.	
2 INCLUSIVITY Describe the involvement of the following groups in the development of the agency's performance measures.	• Staff: brainstormed ideas and presented them to stakeholders in a series of workshops. • Elected Officials: Members of the Ways and Means committee review the measures in 2005 and changed the wording on some, eliminated several and added new ones. • Stakeholders: Listened to the ideas of staff and helped craft the original performance measures. • Citizens: There was no input from citizens.
3 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?	Performance measures help shape program elements and activities. For instance, an alarming rise in deaths on coastal bars resulted in a joint initiative with the US Coast Guard to develop a public information campaign that started at Buoy 10 and now have added kiosks and low power radios up and down the coast at Oregon bars.
4 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?	At least 2 staff members from each section participate in the updating of the performance measures. There are discussions at staff meetings on where we are with our targets and where we are.
5 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?	• Staff: Performance measures are shared with management staff and at section staff meetings. Information is used to set priorities within sections. • Elected Officials: During the Legislative Session through the budget process. They are used to inform legislators about agency priorities and programs. • Stakeholders: At Board meetings, in Newsletters, agency hosted training conferences and through our website. We also report key performance measures to the US Coast Guard and US Fish and Wildlife. The purpose is informational. • Citizens: On our Website and as part of our budget document. The purpose is informational.