

OREGON DEPARTMENT OF GEOLOGY & MINERAL INDUSTRIES

Annual Performance Progress Report (APPR)

for Fiscal Year 2005-06

2005-06 Budget Form 107BF04c

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To obtain additional copies of this report, contact Oregon Department of Geology & Mineral Industries at (971)-673-1555, Suite 965, 800 NE Oregon Street, Portland, OR 97232, or at www.oregongeology.com, or visit http://www.oregon.gov/DAS/OPB/GOVresults.shtml#Annual_Performance_Reports.

Agency Mission

Produce and use geologic information to promote the health, safety, and welfare of Oregonians.

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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 **Key Performance Measures. 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.

TABLE OF MEASURES

Agency Mission: Produce and use geologic information to promote the health, safety, and welfare of Oregonians.

2005-07 KPM#	2005-07 Key Performance Measures (KPMs)	Page #
1	EARTHQUAKE AND LANDSLIDE MAP COMPLETION - Percent of communities and other stakeholders with hazard maps and risk studies for earthquake and landslide hazards.	4
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11	GOVERNANCE – Percent of yes responses by Governing Board members to the set of best practices.	Not Yet Active

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Contact: Don Lewis, Assistant Director, Program 1: Geological Survey & Services	Phone: (971) 673-1555
Alternate:	Phone:

1. SCOPE OF REPORT

- Program 1, Geological Survey & Services, progress is measured by KPM 1, 2, 3, 4, 6, 7, 9 and 10, however the Survey is largely funded by being, and operates as, a “project shop”. It is contracted by agencies and communities for services. There are several projects not described by the KPM, including mineral resource assessment for DSL, geothermal resource assessment for ODOE, statewide seismic needs assessment for Senate Bill 2, coastal change and hazard assessment for USACE, OHSU, DLCD, OPRD, and ODOT, and seismic hazard mitigation projects for OUS, OEM and FEMA.
- Program 2, Mined Land Regulation & Reclamation, activity and progress is measured by KPM 5, 8 and 10, however Program 2 regulatory compliance assurance activity goes far beyond the simplified facts measured by KPM 5 & 8, including field participation in DEQ Storm Water program.

2. THE OREGON CONTEXT

The Agency provides services relating to life & property safety and towards sustainable natural resource utilization, including rural economic development. We partner extensively with federal agencies (USGS, NOAA, FEMA, USACE, BOR, USFS, and BLM), state agencies (DLCD, ODOT, DEQ, OEM, ODF, OPRD, DSL, ODOE, OUS, ODE, OWEB, and OHSU), counties and cities. KPM 1, 2, 3, 4 and 9 tie to Oregon Benchmark 67a (Emergency Preparedness – Geologic Hazards); the 2005 report can be viewed at http://www.das.state.or.us/DAS/OPB/obm_pubs.shtml#2005_Benchmark_Report.

3. PERFORMANCE SUMMARY

Nine of the ten KPM are either new or were extensively re-crafted for 2005-06. They now more closely measure the activity and objectives of the agency.

KPM Progress Summary	Key Performance Measures (KPMs) with Page References	# of KPMs
KPM MAKING PROGRESS at or trending toward target achievement	Tsunami Evacuation Brochure Completion (page 5), Coastal Erosion Map Completion (page 6), Hazard Awareness (page 7), Reclamation (page 8), Detailed Geologic Map Completion (page 9), Regional Geologic Map Completion (page 10), Customer Service (page 13)	7
KPM NOT MAKING PROGRESS not at or trending toward target achievement	Earthquake and Landslide Map Completion (page 4), Tsunami Inundation Map Completion (page 12)	2
KPM - PROGRESS UNCLEAR target not yet set	Mine Sites Inspected Annually (page 11),	1
Total Number of Key Performance Measures (KPM)		10

4. CHALLENGES

The constant ongoing challenge is to source funds from mutually interested partners to support directly on-topic KPM-related activities.

5. RESOURCES USED AND EFFICIENCY

The agency utilized \$1,767,912 in General Funds, \$1,398,254 in Other Funds and \$892,858 in federal funds during fiscal 2005-06.

II. USING PERFORMANCE DATA

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The following questions indicate how performance measures and data are used for management and accountability purposes.	
<p>1 INCLUSIVITY Describe the involvement of the following groups in the development of the agency's performance measures.</p>	<ul style="list-style-type: none"> • Staff: Regular discussions with section leaders & specialized staff. • Elected Officials: The Joint Natural Resources Sub-Committee reviewed, discussed and approved the KPM in 2005. • Stakeholders: Input has been sought and received from coastal communities, OSSPAC, OCAPA and various agencies. • Citizens: The Governing Board reviewed and approved the proposed new KPM in 2004.
<p>2 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?</p>	<p>The KPM are directly used to measure progress and effect positive change in both programs. Subject matter-specific KPM are a frequent discussion item at bi-monthly management meetings. Nine of the ten KPM are new or revised in the past year.</p>
<p>3 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?</p>	<p>The Statewide Mapping & Minerals, GeoHazards and Coastal sections have had KPM-specific briefings on the new content, measurement criteria, standards and objectives of their assigned KPM. The KPM are a driving influence in the crafting of Statements of Work for various contracts for services.</p>
<p>4 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?</p>	<ul style="list-style-type: none"> • Staff: KPM measurement and relative progress are a component of performance appraisal. • Elected Officials: The annual report is available online at both the agency and the Progress Board websites. • Stakeholders: KPM manifest themselves within contracted Statements of Work. • Citizens: The Governing Board and the public are briefed annually on the detail behind agency KPM reporting.

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KPM #1	EARTHQUAKE AND LANDSLIDE MAP COMPLETION % of communities and other stakeholders with hazard maps and risk studies for earthquake & landslide hazards.	Measure since: 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 high-quality earthquake & landslide hazard maps for populated portions of Oregon; reduce risk to loss of life and property. We partner with USGS, FEMA, OEM, and numerous Oregon counties.

2. ABOUT THE TARGETS

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

3. HOW WE ARE DOING

Through 2005-06 the department has produced detailed earthquake hazard maps using 3-dimensional data for 1,093 square miles, representing 6.2% of the total target area. Work has focused on densely populated urban areas wherein 61 of the 100 largest cities have been completed (population of 61 in 2000: 1,823,593). The city of Salem earthquake hazard map (GMS 105) can be viewed online at <http://www.oregongeology.com/sub/publications/gms/gms.htm>.

4. HOW WE COMPARE

No comparable data for similar jurisdictions available at this time.

5. FACTORS AFFECTING RESULTS

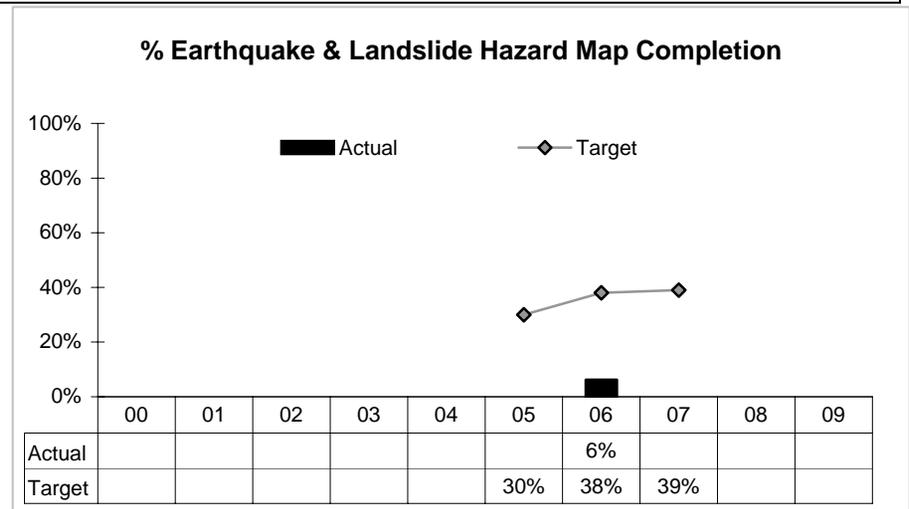
Work is time intensive and progressive; supplementary 2-dimensional hazard analysis for 10 western Oregon counties totaling 7,662 square miles of target area is complete and available (incremental 43.5%). In total, 49.7% of the target area has at least a 2-dimensional earthquake hazard assessment complete.

6. WHAT NEEDS TO BE DONE

Acquire LIDAR topographic data for target areas in western Oregon to dramatically improve the caliber of the Agency’s work on Mudslide Hazard Maps, and will accelerate the work towards defining Further Review Areas for rapidly moving landslides.

7. ABOUT THE DATA

The target area matches the methodology utilized and described in KPM #6.



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KPM #2	TSUNAMI EVACUATION MAP COMPLETION % target communities with official, reviewed evacuation map brochures produced by DOGAMI.	Measure since: 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 & federal agencies to effectively increase awareness and action. NOAA is a lead sponsor and OEM is a key partner.

2. ABOUT THE TARGETS

There are 40 identified at-risk communities along the Coast, including all incorporated cities representing a population of 109,624 (2003).

3. HOW WE ARE DOING

Tsunami evacuation brochures have been completed for 30 of the 40 target communities. 205,000 brochures were reprinted and distributed this past year. The completion trend is well above target.

4. HOW WE COMPARE

There are 30 Washington communities at risk, most clustered at the southern end of the state along a length of coast about 1/3 as long of that at risk in Oregon. Washington has produced similar evacuation brochures for 27 communities, however they do not provide recommended routes to safety.

5. FACTORS AFFECTING RESULTS

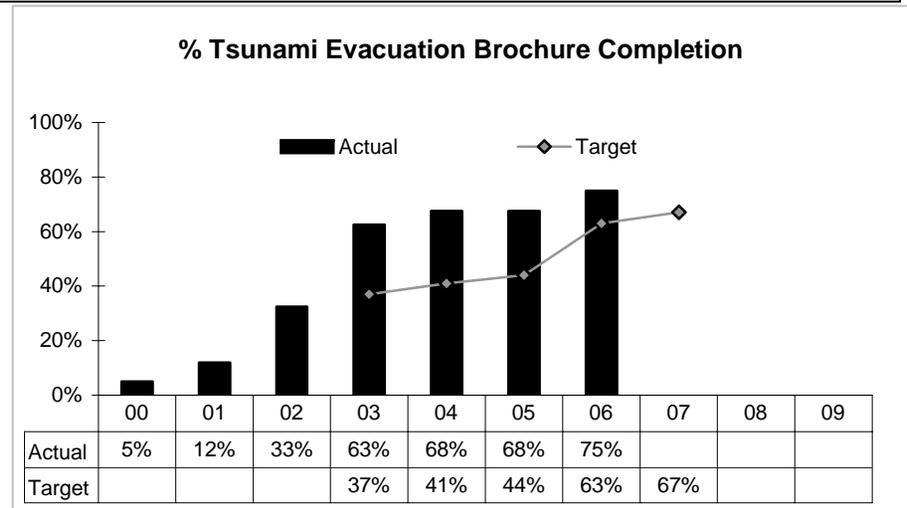
The agency sources funds from the federal National Tsunami Hazard Mitigation Program to produce these brochures, model and create inundation maps, and to increase awareness. The Sumatra tsunami disaster increased awareness levels to the saturation point.

6. WHAT NEEDS TO BE DONE

Brochure completion and revisions are driven by tsunami inundation mapping studies. These studies are experiencing improvements due to a inundation data and models resulting from the Sumatra tsunami, and as superior new LIDAR-derived topographic data for Oregon are gathered.

7. ABOUT THE DATA

The data are reported for the Oregon fiscal year. A review is in progress, to be reported on next year, to verify the scope of areas at risk, and to interrogate the inundation mapping – evacuation brochure – information distribution – hazard awareness campaign assumptions and methodologies. Tsunami evacuation brochures can be downloaded at <http://www.oregongeology.com/sub/earthquakes/Coastal/Tsubrochures.htm> .



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KPM #3	COASTAL EROSION MAP COMPLETION % target communities with standardized, 4-risk zone erosion hazard maps.	Measure since: 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, ODOT, OHSU, USACE and coastal counties and communities are active partners.

2. ABOUT THE TARGETS

30 selected communities represent the coastline of interest and at risk.

3. HOW WE ARE DOING

These four-zone erosion maps (“Imminent, High, Moderate, and Low Hazard Zones”) have been completed for 21 communities. Extensive supportive work is in progress focused on coastal change on the northern Oregon coast; see a portion of this work assessing estuaries and shores at <http://www.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

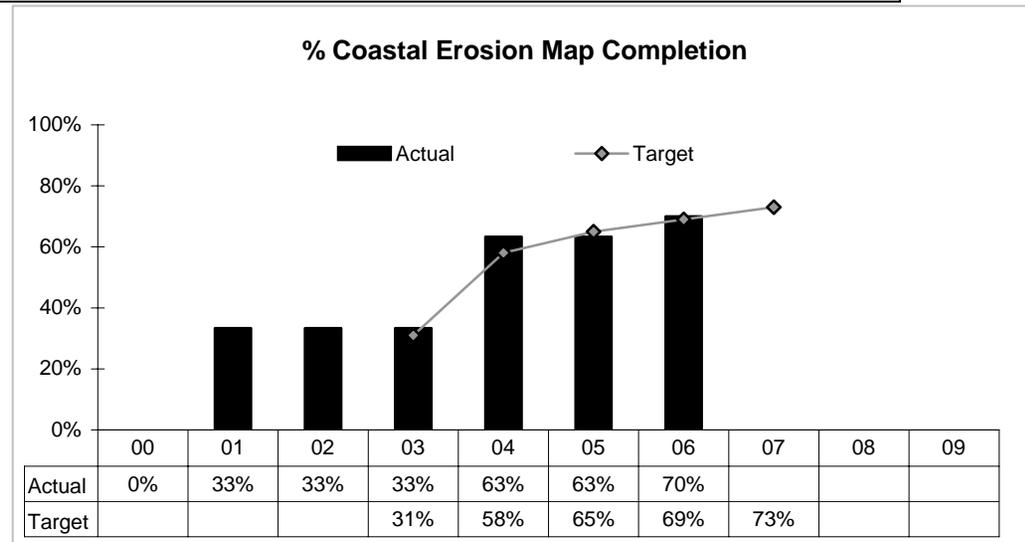
Staff vacancy affected progress during 2004-05. Field work completed for two communities during 2005-06 with a final report issued by calendar year-end.

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



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KPM #4	HAZARD AWARENESS Public awareness of geologic hazards and mitigation efforts.	Measure since: 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

Deliver reliable hazard information to Oregonians at risk so as to positively affect awareness, behavior and personal accountability. We work with OEM, FEMA, USGS, NOAA, ODF, ODOT, counties, communities, school districts, and numerous media organizations.

2. ABOUT THE TARGETS

The objective is 100% awareness of natural hazards.

3. HOW WE ARE DOING

The data collected for 2005-06 demonstrates a very high level of awareness; trending on target. Department web-page downloads consistently spike immediately following hazardous events, such as earthquakes. For example, on the day of the recent M3.8 earthquake 20 miles north of Portland, our website experienced a six-fold increase in earthquake-related page loads. Hazard awareness information is available at <http://www.oregongeology.com/sub/earthquakes/earthquakehome.htm>.

4. HOW WE COMPARE

Comparable data is unavailable.

5. FACTORS AFFECTING RESULTS

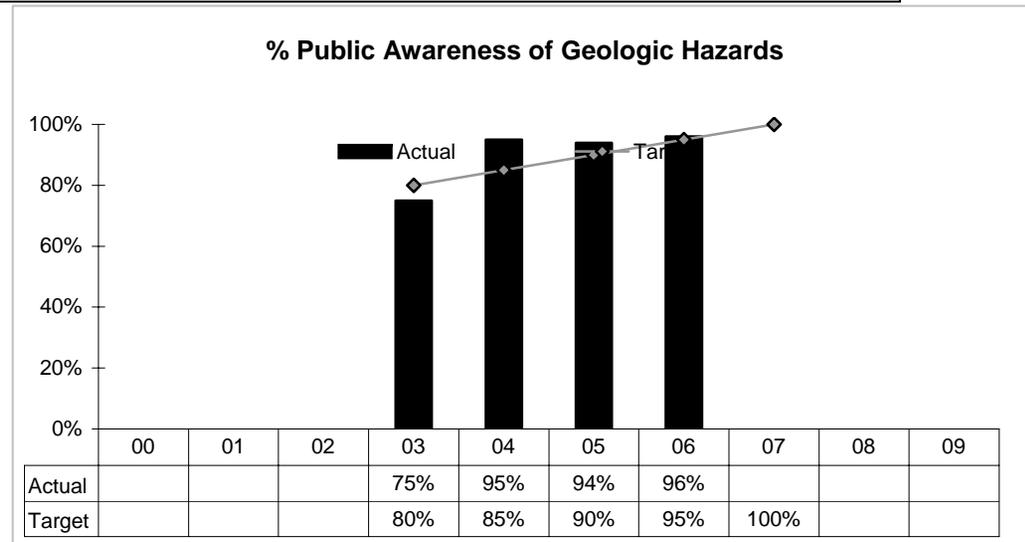
Media saturation coverage of high-profile natural disasters such as the Sumatra tsunami and hurricane Katrina dramatically increased awareness. Docudramas, such as shown frequently on the Discovery channel, regarding the inevitable Cascadia mega-quake and a Yellowstone super-eruption help.

6. WHAT NEEDS TO BE DONE

Define the “information gaps” that Oregon customers seek; track department website activity and proactively evaluate customer satisfaction results wherein *availability of information* is the agency’s lowest rating at 92% satisfaction.

7. ABOUT THE DATA

The data is largely qualitative; reflecting the greater than 19 times out of 20 incidence rate of the department fielding and responding to queries following natural hazard events.



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PM #5	RECLAMATION Total number of mining acres that have been reclaimed and returned to secondary beneficial use.	Measure since: 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**

Collaborate with the 600 permit holders to minimize disturbance and efficiently return the land of closed sites to secondary beneficial use. The agency recognizes superior efforts through the MLRR Awards program: <http://www.oregongeology.com/sub/mlr/2005MLRR Awards4.htm> .

2. **ABOUT THE TARGETS**

The targets were derived as a stretch objective based upon then-existing records of cumulative reclamation as of 2003. However, although the current records for 2003-2006 are precise, records for historic activity dating back three decades is incomplete. A comprehensive review is in progress.

3. **HOW WE ARE DOING**

During 2003-04, 2004-05 and 2005-06 212, 45 and 159 acres of disturbed land were reclaimed to secondary use. The trend is below target. The existing incremental target rates are not expected to be met.

4. **HOW WE COMPARE**

Comparison to a similar jurisdiction is not available.

5. **FACTORS AFFECTING RESULTS**

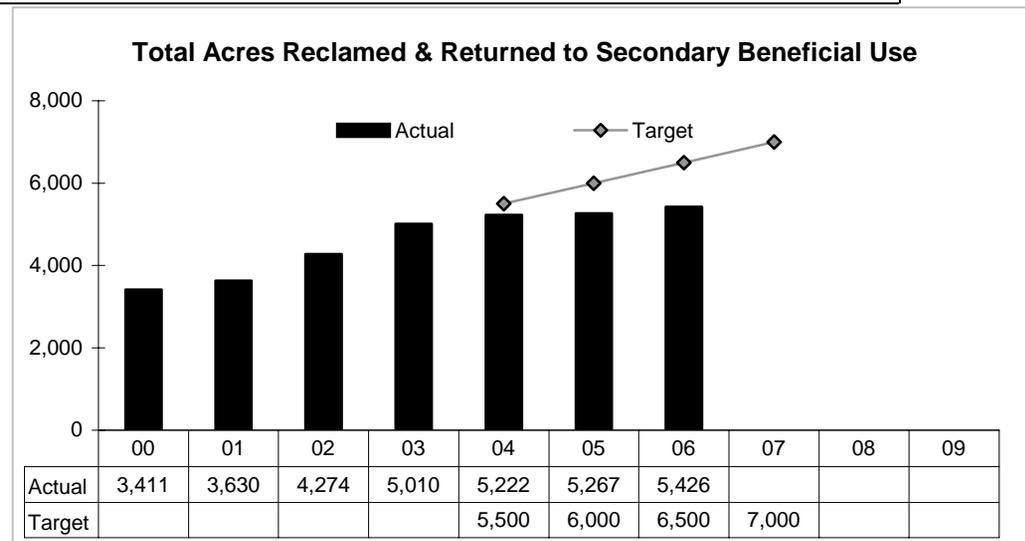
The timing and pace of annual site closure, and subsequent reclamation, is independent of agency activity.

6. **WHAT NEEDS TO BE DONE**

The agency is auditing the records and anticipates an adjustment, possibly significantly downwards, in statewide cumulative acres reclaimed data.

7. **ABOUT THE DATA**

Data is tracked by permit type, ID number, and permit holder. Data records include voluntary acres, proposed and actual post-mining use and status date.



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KPM #6	DETAILED GEOLOGIC MAP COMPLETION % of targeted areas in Oregon where geologic data in the form of high resolution maps have been completed to be used for local problem solving.	Measure since: 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 first principles geologic data in high priority areas in Oregon to support natural hazard and resource assessment. USGS is a vital partner.

2. **ABOUT THE TARGETS**

Target areas are defined by population density (using water well density as a proxy). The total area is 17,610 square miles, or 18% of Oregon.

3. **HOW WE ARE DOING**

In 2005-06 we added 1,153 square miles of detailed geologic map areas, including publication backlog, primarily in the Prineville, Albany, Eugene, Medford and Pendleton areas. During the reporting period we made **85** PDF images of our 1:24,000 scale GMS map series available at <http://www.oregongeology.com/sub/publications/gms/gms.htm>. The trend is above target.

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://www.nbmng.unr.edu/dox/dox.htm#3>. Idaho has 61 1:24,000 scale maps available at [http://www.idahogeology.org/Products/reverselook.asp?switch=pubs&value=Digital_Web_Maps_\(DWM\)](http://www.idahogeology.org/Products/reverselook.asp?switch=pubs&value=Digital_Web_Maps_(DWM)). California has 42 1:24,000 scale maps available at http://www.consrv.ca.gov/cgs/rghm/rgm/preliminary_geologic_maps.htm.

5. **FACTORS AFFECTING RESULTS**

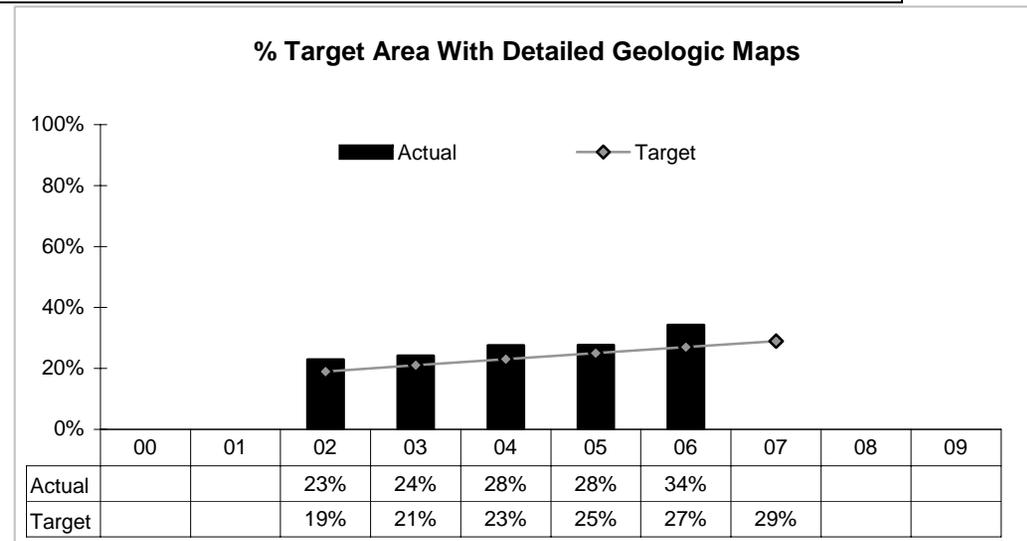
The 2005-06 results are exceptionally high due to the release of a backlog in the publishing of maps in the Pendleton, Medford and Eugene areas.

6. **WHAT NEEDS TO BE DONE**

Examine the means to accelerate data collection, synthesis and presentation in priority areas, without unnecessarily sacrificing in quality.

7. **ABOUT THE DATA**

Map areas comply with the national 7.5' quadrangle grid system. Water well density was created by determining the number of OWRD wells per section.



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KPM #7	REGIONAL GEOLOGIC MAP COMPLETION % of Oregon where geologic data in the form of medium resolution maps have been completed to be used for regional problem solving.	Measure since: 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 for resource and land use planning in Oregon; utilize best available legacy data.

2. **ABOUT THE TARGETS**

Complete 100% coverage of Oregon by June 2009.

3. **HOW WE ARE DOING**

During 2005-06 the “Central-Central” (Year 3) portion was completed; NE & SE online <http://www.oregongeology.com/sub/ogdc/index.htm> . The trend is accelerating, but remains below target.

4. **HOW WE COMPARE**

No nearest state neighbor, nor the USGS, has a similar product online. A few nations have generalized products, including the British Geological Survey: <http://www.bgs.ac.uk/education/makeamap/home.html> .

5. **FACTORS AFFECTING RESULTS**

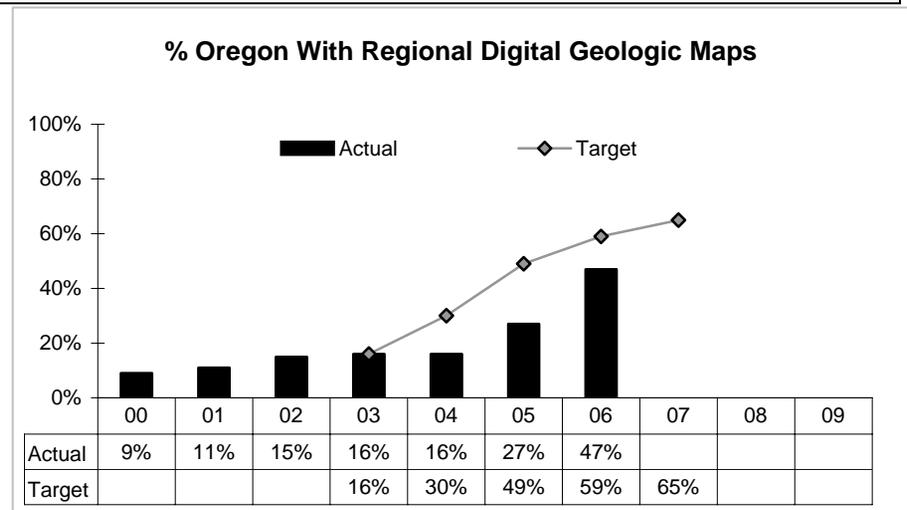
Collaboration with Portland State University on the web applications significantly accelerated our on-line delivery.

6. **WHAT NEEDS TO BE DONE**

Continue on track for 2009 completion. Add searchable natural resource information layers to the online map making tool.

7. **ABOUT THE DATA**

The geographic information system (GIS) layers of the data are available on CD at <http://www.oregongeology.com/sub/ogdc/background.htm#purchase> .



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KPM #8	MINESITES INSPECTED ANNUALLY % of mine operators with active sites inspected annually by MLRR staff.	Measure since: 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**

Inspect a high proportion of the current 515 operators' active permitted sites annually for compliance assurance.

2. **ABOUT THE TARGETS**

Inspecting a majority of mine operators' sites is positive. There is no established basis for targeting an increasing proportion.

3. **HOW WE ARE DOING**

During 2005-06 525 sites were inspected for 232 unique operators. This compares with 605 sites and 280 operators in 2004-05 and 553 sites and 245 operators in 2003-04.

In addition, during 2005-06 another 39 exempt sites were inspected for 14 operators. This compares with 51 exempt sites and 27 operators in 2004-05 and 94 exempt sites and 45 operators in 2003-04.

The trend is flat.

4. **HOW WE COMPARE**

No comparable data for neighboring states available.

5. **FACTORS AFFECTING RESULTS**

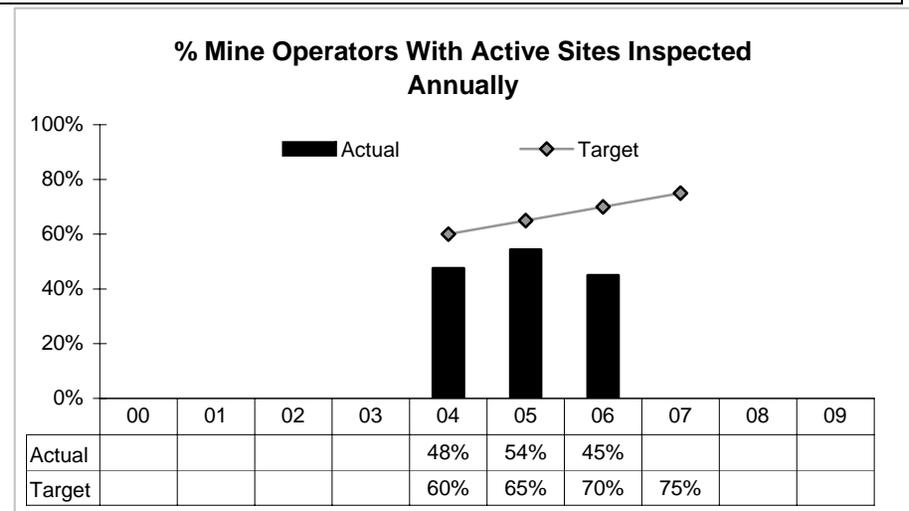
2005-06 was the highest aggregate production in the past decade.

6. **WHAT NEEDS TO BE DONE**

Examine utility of visiting more operators versus current focus on highest impact operations.

7. **ABOUT THE DATA**

The data is drawn from departmental records, and includes site location information and dates inspected. A list of permit sites and related information is available at <http://www.oregongeology.com/sub/mlr/mlrhome.htm> .



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KPM #9	TSUNAMI INUNDATION MAP COMPLETION % of coastal communities provided with detailed tsunami inundation maps for local emergency planning.	Measure since: 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

Provide computer simulation tsunami inundation hazard maps for at-risk communities. NOAA funds the work. OHSU is a key partner. Each community provides data and in-kind support; Cannon Beach is funding field research.

2. ABOUT THE TARGETS

35 at-risk communities have been identified, excluding state parks.

3. HOW WE ARE DOING

During 2005-06 no new inundation maps were completed due to varying technical complications with the two study areas in progress (Florence and Cannon Beach). The trend is significantly below target. The target completion date is 2018.

4. HOW WE COMPARE

Oregon is one of the five Pacific states (along with Washington, California, Alaska and Hawaii) that has examined tsunami inundation hazards in a detailed fashion.

5. FACTORS AFFECTING RESULTS

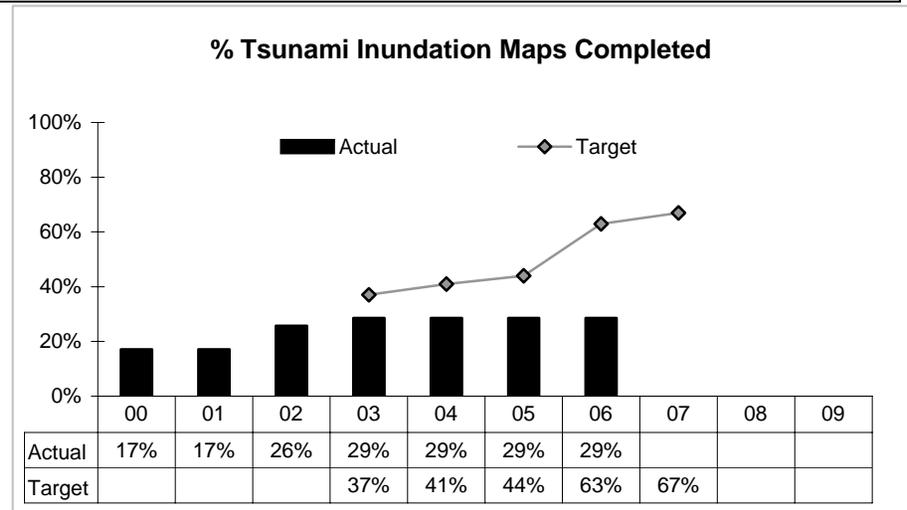
Delays in receiving high quality bathymetric and coastal topographic data, and staff turnover at a key subcontractor delayed progress in the period.

6. WHAT NEEDS TO BE DONE

Acquire high-quality LIDAR & most current bathymetric data, expand paleo-tsunami sands mapping, and incorporate technical lessons learned from tsunami inundation during the Sumatra earthquake. A bottle neck is the iterative and time-consuming nature of computer simulation modeling.

7. ABOUT THE DATA

The data reflects the number of completed inundation simulation maps versus the complete list of at-risk communities. The maps have been published as Interpretative Map Series (IMS) maps #2, 3, 11, 12, 13, 21, 23 and also GMS-99 and are available at <http://www.naturenw.org/geo-tsunamis.htm>.



Agency Mission: Produce and use geologic information to promote the health, safety, and welfare of Oregonians.

KPM #10	CUSTOMER SERVICE : Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Measure since: 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 assumed as default target.

3. **HOW WE ARE DOING**

The department is trending well above target in all categories. The tabled results are a 75:25 split between Program 1 and Program 2. Interestingly, the program-specific ratings were mirror images in each category even to the relative proportions of “excellent” versus “good” responses for each question.

4. **HOW WE COMPARE**

Comparisons with other agencies or jurisdictions are not available.

5. **FACTORS AFFECTING RESULTS**

The results speak to a significant satisfaction amongst all customer groups.

6. **WHAT NEEDS TO BE DONE**

Continuous improvement; emphasize an increase in web access to, and user-friendliness of, all types of information.

7. **ABOUT OUR CUSTOMER SERVICE SURVEY**

The surveys utilized the approved customer satisfaction question format and sampled varying customers and in various ways. The Program 2 survey was a census of the 628 permit-holder compliers. Program 1 collected three convenience samples of constituents, clients and consumers that attended technical workshops, a census of advisory committee constituents, and a random sample of consumers at the Nature of the Northwest Information Center. A total of 1,470 customers had the opportunity to respond, and 254 did (17.3% response rate).

