

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**TABLE OF PROPOSED MEASURES**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>2007-09 KPM#</b>	<b>PROPOSED 2007-09 Key Performance Measures (KPMs)</b>	<b>Change from 2005-07</b>	<b>Page #</b>
1	EMPLOYMENT LAND SUPPLY – Percent of cities that have an adequate supply of land for industrial and other employment needs to implement their local economic development plan.		3
2	HOUSING LAND SUPPLY – Percent of cities that have an adequate supply of buildable residential land to meet housing needs.	New wording, new data	3
3	PUBLIC FACILITIES PLANS – Percent of cities that have updated the local plan to include reasonable cost estimates and funding plans for sewer and water systems.		3
4	CERTIFIED INDUSTRIAL SITES – Number of industrial sites certified as “project-ready” added each fiscal year.		4
5	TRANSIT SUPPORTIVE LAND USE – Percent of urban areas with a population greater than 25,000 that have adopted transit supportive land use regulations.		4
6	TRANSPORTATION FACILITIES – Percent of urban areas that have updated the local plan to include reasonable cost estimates and funding plans for transportation facilities.		4
7	ERT – Percentage of local participants who rank DLCD involvement in the ERT process as good to excellent.	New data	5
8	COASTAL DEVELOPMENT ZONING– Percent of estuarine areas designated as “development management units” in 2000 that retain that designation.		5
9	NATURAL RESOURCE INVENTORIES – Percent of urban areas that have updated buildable land inventories to account for natural resource and hazard areas.	New wording, new data	5
10	FARM LAND – Percent of farm land outside urban growth boundaries zoned for exclusive farm use in 1987 that retains that zoning.		6
11	FOREST LAND – Percent of forest land outside urban growth boundaries zoned in 1987 for forest or mixed farm/forest use that remains zoned for those uses.		6
12	URBAN GROWTH BOUNDARY EXPANSION – Percent of land added to urban growth boundaries that is not farm or forest land.		6
13	PERIODIC REVIEW REMANDS – Percent of periodic review work tasks that are returned to local jurisdictions for further action.		7
14	TIMELY COMMENTS – Percent of DLCD concerns or recommendations regarding local plan amendments that are provided to local governments within the statutory deadlines for such comments.		7
15	GRANT AWARDS – Percent of local grants awarded to local governments within two months after receiving application.		7
16	LAND USE APPEALS – Percentage of agency appeals of local land use decisions that were upheld by LUBA and the Courts.		8

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT****TABLE OF PROPOSED MEASURES**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

17	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.	New data	<b>9</b>
18	TASK REVIEW – Percent of periodic review work tasks under review at DLCDC for no longer than four months.	New data	<b>10</b>
19	MEASURE 37 – Percentage of Measure 37 claims assigned to the agency that are processed within 180 days.		<b>10</b>

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>#1 EMPLOYMENT LAND SUPPLY</b> – Percent of cities that have an adequate supply of land for industrial and other employment needs to implement their local economic development plan.											<b>Relates to 2005-07 KPM #1</b>
<b>Goal(s):</b> Economic development: Promote economic development and quality communities.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM 4: Job Growth											<b>“X” any changes:<sup>1</sup></b>
<b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. Provide funding and other technical assistance to local governments regarding periodic <sup>2</sup>											New wording
<b>Source:</b> DLCDD tracking of periodic review approval orders.											New data
<b>Owner:</b> Bob Rindy, Director’s Office, 503-373-0050 ext 229											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY
<b>Actual</b>		<b>14</b>	<b>38</b>	<b>44</b>	<b>48</b>	<b>56</b>	<b>44</b>				
<b>Target</b>					<b>72</b>	<b>79</b>	<b>86</b>	<b>71</b>	<b>76</b>	<b>81</b>	

<b>#2 HOUSING LAND SUPPLY</b> – Percent of cities that have an adequate supply of buildable residential land to meet housing needs.											<b>Relates to 2005-07 KPM #2</b>
<b>Goal(s):</b> Economic development: Promote economic development and quality communities.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM 74: Affordable housing											<b>“X” any changes:<sup>3</sup></b>
<b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. (1)Provide grant funds and technical assistance to local governments for <sup>4</sup>											x New wording
<b>Source:</b> DLCDD tracking of periodic review approval orders.											x New data
<b>Owner:</b> Bob Rindy, Director’s Office, 503-373-0050 ext 229											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY
<b>Actual</b>		<b>14</b>	<b>37</b>	<b>44</b>	<b>73</b>	<b>75</b>	<b>82</b>				
<b>Target</b>					<b>72</b>	<b>79</b>	<b>86</b>	<b>89</b>	<b>92</b>	<b>67</b>	

<b>#3 PUBLIC FACILITIES PLANS</b> – Percent of cities that have updated the local plan to include reasonable cost estimates and funding plans for sewer and water systems.											<b>Relates to 2005-07 KPM #3</b>
<b>Goal(s):</b> Economic development: Promote economic development and quality communities.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM: 4 Job Growth and OBM 74: Affordable Housing											<b>“X” any changes:<sup>5</sup></b>
<b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. (1)Provide grant funds and technical assistance to local governments <sup>6</sup>											New wording
<b>Source:</b> DLCDD tracking of periodic review approval orders.											New data
<b>Owner:</b> Bob Rindy, Director’s Office, 503-373-0050 ext 229											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY
<b>Actual</b>		<b>7</b>	<b>12</b>	<b>17</b>	<b>26</b>	<b>31</b>	<b>34</b>				
<b>Target</b>					<b>21</b>	<b>29</b>	<b>33</b>	<b>41</b>	<b>42</b>	<b>43</b>	

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>#4 CERTIFIED INDUSTRIAL SITES</b> – Number of industrial sites certified as “project-ready” added each fiscal year.											<b>Relates to 2005-07 KPM #4</b>
<b>Goal(s):</b> Economic development: Promote economic development and quality communities.											<b>Measure since: 2003</b>
<b>HLO(s):</b> OBM: 4 Job Growth											<b>“X” any changes:<sup>7</sup></b>
<b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. Provide grants funds and technical assistance to address land use issues <sup>8</sup>											New wording
<b>Source:</b> Department records.											x New data
<b>Owner:</b> Bob Rindy, Director’s Office, 503-373-0050 ext 229											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY
<b>Actual</b>					<b>10</b>	<b>18</b>	<b>13</b>				
<b>Target</b>					<b>0</b>	<b>30</b>	<b>20</b>	<b>12</b>	<b>12</b>	<b>12</b>	

<b>#5 TRANSIT SUPPORTIVE LAND USE</b> – Percent of urban areas with a population greater than 25,000 that have adopted transit supportive land use regulations.											<b>Relates to 2005-07 KPM #5</b>
<b>Goal(s):</b> Economic development: Promote economic development and quality communities.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM 4: Job Growth and OBM 70: Commuting											<b>“X” any changes:</b>
<b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. Provide grants through the ODOT/DLCD TGM Program and technical assistance <sup>9</sup>											New wording
<b>Source:</b> Periodic review work task orders and post acknowledgment plan amendments.											New data
<b>Owner:</b> Cora Parker, Director’s Office, 503-373-0050 ext 223											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY
<b>Actual</b>		<b>58</b>	<b>64</b>	<b>67</b>	<b>70</b>	<b>73</b>	<b>74</b>				
<b>Target</b>					<b>65</b>	<b>68</b>	<b>72</b>	<b>73</b>	<b>76</b>	<b>80</b>	

<b>#6 TRANSPORTATION FACILITIES</b> – Percent of urban areas that have updated the local plan to include reasonable cost estimates and funding plans for transportation facilities.											<b>Relates to 2005-07 KPM #6</b>
<b>Goal(s):</b> Economic development: Promote economic development and quality communities.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM 4: Job Growth and OBM 72: Road Condition											<b>“X” any changes:</b>
<b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. Provide grants through the ODOT/DLCD TGM Program and technical assistance <sup>10</sup>											New wording
<b>Source:</b> Periodic review approval orders.											New data
<b>Owner:</b> Cora Parker, Director’s Office, 503-373-0050 ext 223											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY
<b>Actual</b>		<b>22</b>	<b>26</b>	<b>33</b>	<b>42</b>	<b>45</b>	<b>48</b>				
<b>Target</b>					<b>38</b>	<b>43</b>	<b>48</b>	<b>53</b>	<b>58</b>	<b>62</b>	

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

#7 ERT—Percentage of local participants who rank DLCD involvement in the ERT process as good to excellent.											Relates to 2005-07 KPM #7
<b>Goal(s):</b> Economic development: Promote economic development and quality communities. <b>HLO(s):</b> DLCD Mission. <b>Strategy:</b> COLLABORATION. Department will work with economic revitalization team to ensure customer satisfaction. <b>Source:</b> Customer service survey results provided by economic revitalization team (ERT). <b>Owner:</b> Lane Shetterly, Director’s Office, 503-373-0050 ext 280											<b>Measure since: 2006</b> <b>“X” any changes:<sup>11</sup></b>
											New wording
											x New data
											New measure
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Biennial
Actual											
Target							TBD	TBD	TBD	TBD	

#8 COASTAL DEVELOPMENT ZONING – Percent of estuarine areas designated as “development management units” in 2000 that retain that designation.											Relates to 2005-07 KPM #8
<b>Goal(s):</b> Secure Oregon’s Legacy <b>HLO(s):</b> OBM 4: Job Growth <b>Strategy:</b> MONITORING, FINANCIAL AND TECHNICAL SUPPORT. Assist local governments and port districts in preserving development <sup>12</sup> <b>Source:</b> DLCD databases on periodic review, plan amendment, and permit consistency review. <b>Owner:</b> Bob Bailey, Ocean and Coastal Services Division, 503-373-0050 ext 281											<b>Measure since: 2002</b> <b>“X” any changes:</b>
											New wording
											New data
											New measure
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: OR FY
Actual			100	100	100	100	100				
Target			100	100	100	100	100	100	100	100	

#9 NATURAL RESOURCE INVENTORIES – Percent of urban areas that have updated buildable land inventories to account for natural resource and hazard areas.											Relates to 2005-07 KPM #9
<b>Goal(s):</b> Secure Oregon’s Legacy <b>HLO(s):</b> OBM 4:Job Growth, OBM 67:Emergency Preparedness, OBM 74:Affordable Housing, OBM 77:Wetlands Preservation, OBM 87: Native Fish and Wildlife <b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. Provide grant funds and technical assistance to local governments <sup>14</sup> <b>Source:</b> DLCD tracking of periodic review approval orders. <b>Owner:</b> Bob Rindy, Director’s Office, 503-373-0050 ext 229											<b>Measure since: 2002</b> <b>“X” any changes:<sup>13</sup></b>
											x New wording
											x New data
											New measure
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: OR FY
Actual					4	5	8				
Target					3	6	9	9	10	11	

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>#10 FARM LAND</b> – Percent of farm land outside urban growth boundaries zoned for exclusive farm use in 1987 that retains that zoning.											<b>Relates to 2005-07 KPM #10</b>
<b>Goal(s):</b> Secure Oregon’s Legacy.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM 4: Job Growth, OBM 80: Agricultural Lands											
<b>Strategy:</b> MONITORING AND TECHNICAL SUPPORT. Department will monitor plan amendments and provide advice and technical <sup>15</sup>											
<b>Source:</b> DLCDD’s rural lands GIS database and plan amendment database.											
<b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											<b>“X” any changes:</b>
											New wording
											New data
											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: Calendar yr
<b>Actual</b>			<b>99.95</b>	<b>99.95</b>	<b>99.89</b>	<b>99.94</b>					
<b>Target</b>			<b>99.95</b>	<b>99.94</b>	<b>99.94</b>	<b>99.93</b>	<b>99.93</b>	<b>99.93</b>	<b>99.92</b>	<b>99.92</b>	

<b>#11 FOREST LAND</b> –Percent of forest land outside urban growth boundaries zoned in 1987 for forest or mixed farm/forest use that remains zoned for those uses.											<b>Relates to 2005-07 KPM #11</b>
<b>Goal(s):</b> Secure Oregon’s Legacy.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM 4: Job Growth, OBM 81: Forest Land											
<b>Strategy:</b> MONITORING AND TECHNICAL SUPPORT. Department will monitor plan amendments and provide advice <sup>16</sup>											
<b>Source:</b> DLCDD’s rural lands GIS database and plan amendment database.											
<b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											<b>“X” any changes:</b>
											New wording
											New data
											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: Calendar yr
<b>Actual</b>			<b>99.97</b>	<b>99.95</b>	<b>99.95</b>	<b>99.95</b>					
<b>Target</b>				<b>99.96</b>	<b>99.96</b>	<b>99.96</b>	<b>99.95</b>	<b>99.95</b>	<b>99.95</b>	<b>99.94</b>	

<b>#12 URBAN GROWTH BOUNDARY EXPANSION</b> – Percent of land added to urban growth boundaries that is not farm or forest land.											<b>Relates to 2005-07 KPM #12</b>
<b>Goal(s):</b> Secure Oregon’s Legacy.											<b>Measure since: 2002</b>
<b>HLO(s):</b> OBM 80: Agricultural Lands, OBM 81: Forest Land											
<b>Strategy:</b> FINANCIAL AND TECHNICAL SUPPORT. Department will provide grants, advice and technical assistance to local governments <sup>17</sup>											
<b>Source:</b> Plan amendment and periodic review database.											
<b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											<b>“X” any changes:</b>
											New wording
											New data
											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: Calendar yr
<b>Actual</b>		<b>48</b>	<b>74</b>	<b>46</b>	<b>30</b>	<b>30</b>					
<b>Target</b>				<b>55</b>	<b>55</b>	<b>55</b>	<b>55</b>	<b>55</b>	<b>55</b>	<b>55</b>	

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>#13 PERIODIC REVIEW REMANDS</b> – Percent of periodic review work tasks that are returned to local jurisdictions for further action.											<b>Relates to 2005-07 KPM #13</b>	
<b>Goal(s):</b> Improve Collaboration.											<b>Measure since: 2003</b>	
<b>HLO(s):</b> DLCDC Mission												<b>“X” any changes:</b>
<b>Strategy:</b> COLLABORATION. DLCDC will work closely with local jurisdictions in the development of their work tasks.												New wording
<b>Source:</b> Department records.												New data
<b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											New measure	
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY	
<b>Actual</b>					8.14	9.26	13.04					
<b>Target</b>					0	0	0	15	15	15		

<b>#14 TIMELY COMMENTS</b> – Percent of DLCDC concerns or recommendations regarding local plan amendments that are provided to local governments within the statutory deadlines for such comments.											<b>Relates to 2005-07 KPM #14</b>	
<b>Goal(s):</b> Improve Collaboration and Deliver the highest level of customer service possible.											<b>Measure since: 2003</b>	
<b>HLO(s):</b> DLCDC Mission												<b>“X” any changes:</b>
<b>Strategy:</b> MONITORING AND TECHNICAL SUPPORT. DLCDC will continue existing processes for review of local plan amendments.												New wording
<b>Source:</b> Department records.												New data
<b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											New measure	
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY	
<b>Actual</b>					100	100	100					
<b>Target</b>					100	100	100	100	100	100		

<b>#15 GRANT AWARDS</b> – Percent of local grants awarded to local governments within two months after receiving application.											<b>Relates to 2005-07 KPM #15</b>	
<b>Goal(s):</b> Improve Collaboration and Deliver the highest level of customer service possible.											<b>Measure since: 2003</b>	
<b>HLO(s):</b> DLCDC Mission												<b>“X” any changes:</b>
<b>Strategy:</b> PRIORITIZING. DLCDC will set grant application review a high priority for the part of the <sup>18</sup>												New wording
<b>Source:</b> Department records.												New data
<b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											New measure	
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY	
<b>Actual</b>					14	36	77					
<b>Target</b>					90	90	90	90	90	90		

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>#16 LAND USE APPEALS</b> – Percentage of agency appeals of local land use decisions that were upheld by LUBA and the Courts.											<b>Relates to 2005-07 KPM #16</b>
<b>Goal(s):</b> Economic development: Promote economic development and quality communities.											<b>Measure since: 2003</b>
<b>HLO(s):</b> DLCD Mission											<b>“X” any changes:</b>
<b>Strategy:</b> MONITORING. DLCD will continue to appeal only those decisions that clearly violate state regulations.											New wording
<b>Source:</b> DLCD courts database.											New data
<b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY
<b>Actual</b>			<b>100</b>	<b>67</b>	<b>No appeals</b>	<b>No appeals</b>	<b>No appeals</b>				
<b>Target</b>					<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>#17 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.</b>											<b>Rates to 2005-07 KPMs #17 and #18</b>	
<b>Goal(s):</b> Improve Collaboration and Deliver the highest level of customer service possible.											<b>Measure since: 2006</b>	
<b>HLO(s):</b> DLCDC Mission											<b>“X” any changes:</b> <sup>19</sup>	
<b>Strategy:</b> COLLABORATION. Department will review survey results and respond accordingly.												New wording
<b>Source:</b> Department survey results.											x	New data
<b>Owner:</b> Lane Shetterly, Director’s Office, 503-373-0050 ext 280												New measure
<b>Overall</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: Biennial	
Actual							77					
Target						0	77	77	80	80		
<b>Timeliness</b>												
Actual							77					
Target						0	77	77	80	80		
<b>Accuracy</b>												
Actual							80.4					
Target						0	80.4	80.4	83.4	83.4		
<b>Helpfulness</b>												
Actual							80.4					
Target						0	80.4	80.4	83.4	83.4		
<b>Expertise</b>												
Actual							86.7					
Target						0	86.7	86.7	89.7	89.7		
<b>Availability of Information</b>												
Actual							80.7					
Target						0	80.7	80.7	83.7	83.7		

**DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT**

**PROPOSED 2007-09 KPMs**

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

<b>#18</b> <b>TASK REVIEW</b> – Percent of periodic review work tasks under review at DLCD for no longer than four months.											<b>Relates to 2005-07 KPM #19</b>	
<b>Goal(s):</b> Streamlining <b>HLO(s):</b> DLCD Mission <b>Strategy:</b> PRIORITIZING AND TECHNICAL SUPPORT. DLCD will continue to set staffing priorities in a manner that ensures <sup>20</sup> <b>Source:</b> Department records. <b>Owner:</b> Rob Hallyburton, Community Services Division, 503-373-0050 ext 239											<b>Measure since: 2003</b>	
											<b>“X” any changes:</b>	
												New wording
											x	New data <sup>21</sup>
												New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY	
<b>Actual</b>					<b>100</b>	<b>100</b>	<b>96</b>					
<b>Target</b>					<b>100</b>	<b>100</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>		

<b>#19</b> <b>MEASURE 37</b> –Percentage of Measure 37 claims assigned to the agency that are processed within 180 days.											<b>Relates to 2005-07 KPM #20</b>	
<b>Goal(s):</b> Streamlining <b>HLO(s):</b> DLCD Mission <b>Strategy:</b> PRIORITIZING AND STREAMLINING. DLCD will continue to set staffing priorities and streamline procedures in a manner that <sup>23</sup> <b>Source:</b> Department records. <b>Owner:</b> Cora Parker, Director’s Office, 503-373-0050 ext 223											<b>Measure since: 2006</b>	
											<b>“X” any changes:</b> <sup>22</sup>	
												New wording
												New data
												New measure
<b>DATA:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	Data Cycle: OR FY	
<b>Actual</b>							<b>100</b>					
<b>Target</b>							<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>		

## DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT

## ENDNOTES

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

---

<sup>1</sup> PROPOSED KPM #1 - RATIONALE FOR REQUESTED CHANGE: DATA: Data set changes will start 2006 due to a reduction in the number of local jurisdictions subject to periodic review. This proposed revised measure shows decreased targets effective 2006. Former wording of the measure is as follows: Percent of urban areas with a population over 2,500 that have a sufficient supply of commercial and industrial land to implement their local economic development strategy. The rewording of this measure also addresses a 2005 legislative budget note requiring the department to evaluate alternatives for disaggregating data related to this measure and report to the Joint Legislative Audit Committee no later than August 2006. The department's preferred alternative includes an amended methodology. The Joint Legislative Audit Committee approved the revised measure and targets on July 6, 2006.

<sup>2</sup> PROPOSED KPM #1 - (Strategy continued) review and plan amendments intended to increase and maintain the supply of industrial and other employment sites. Department strategy also includes policy, program and process improvements and streamlining to reduce the cost and time necessary to comply with statewide planning requirements regarding land supply.

<sup>3</sup> PROPOSED KPM #2 - RATIONALE FOR REQUESTED CHANGE: DATA: Data set changes will start 2006 due to a reduction in the number of local jurisdictions subject to periodic review. This proposed revised measure shows decreased targets effective 2006. Former wording of the measure is as follows: Percent of urban areas that have a sufficient supply of buildable residential lands to meet housing needs. Targets decrease in 2008 and 2009 as a result of decreased jurisdictions required to conduct periodic review.

<sup>4</sup> PROPOSED KPM #2 - (Strategy continued) periodic review work program tasks to prepare or update buildable land inventories and needs analyses; and (2) for communities not in periodic review provide technical assistance, Transportation and Growth Management funds (in joint program with ODOT), and Coastal program grant funds; to update buildable land inventories and land needs analyses.

<sup>5</sup> PROPOSED KPM #3 - RATIONALE FOR REQUESTED CHANGE: Data set changes will start 2006 due to a reduction in the number of local jurisdictions subject to periodic review. This proposed revised measure shows decreased targets effective 2006. Targets decrease in 2008 and 2009 as a result of decreased jurisdictions required to conduct periodic review. Former wording of the measure is as follows: Percent of urban areas that have updated the local plan to include reasonable cost estimates and funding plans for sewer and water. The rewording of this measure also addresses a 2005 legislative budget note requiring the department to evaluate alternatives for disaggregating data related to this measure and report to the Joint Legislative Audit Committee no later than August 2006. The department's preferred alternative includes an amended methodology. The Joint Legislative Audit Committee approved the revised measure and targets on July 6, 2006.

<sup>6</sup> PROPOSED KPM #3 - (Strategy continued) for periodic review work update public facilities plans; and (2) for communities not in periodic review provide technical assistance, Transportation and Growth Management funds (in joint program with ODOT), and Coastal program grant funds; to local governments prepare or update public facilities plans.

<sup>7</sup> PROPOSED KPM #4 - RATIONALE FOR REQUESTED CHANGE: DATA: Data for 2004 is zero in first half of fiscal year. New data changes occur starting 2006 as a result of ERT team determinations that additional time and investments are needed to certify sites.

<sup>8</sup> PROPOSED KPM #4 - (Strategy continued) related to industrial site certification in conjunction with other Economic Revitalization Team agencies.

<sup>9</sup> PROPOSED KPM #5 - (Strategy continued) for periodic review work tasks and plan amendments.

<sup>10</sup> PROPOSED KPM #6 - (Strategy continued) for periodic review work tasks and plan amendments.

Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.

---

<sup>11</sup> PROPOSED KPM #7 - RATIONALE FOR REQUESTED CHANGE: A 2005 legislative budget note required the department to adopt a new measure relating to economic revitalization and report to the Joint Legislative Audit Committee no later than August 2006. Customer satisfaction survey results were provided in June 2006 through an intergovernmental agreement with the Oregon Progress Board. Joint Legislative Audit Committee approved the measure for DLCD on July 6, 2006. Targets are being determined as of August 2006 and will be provided at a later date.

<sup>12</sup> PROPOSED KPM #8 - (Strategy continued) zones in coastal estuaries for water dependent and water related uses important to local economies.

<sup>13</sup> PROPOSED KPM #9 - RATIONALE FOR REQUESTED CHANGE: DATA: Data set changes will start 2006 due to a reduction in the number of local jurisdictions subject to periodic review. This proposed revised measure shows decreased targets effective 2006. Former wording of the measure is as follows: Percent of urban areas that have updated buildable land inventories to account for natural resource and hazard areas.

<sup>14</sup> PROPOSED KPM #9 - (Strategy continued) in updating buildable land inventories to account for natural resource and hazard areas.

<sup>15</sup> PROPOSED KPM #10 - (Strategy continued) assistance to local governments regarding farmland zoning requirements in state laws, goals and rules.

<sup>16</sup> PROPOSED KPM #11 - (Strategy continued) and technical assistance to local governments regarding forest land zoning requirements in state laws, goals and rules.

<sup>17</sup> PROPOSED KPM #12 - (Strategy continued) with regard to state policies pertaining to the choice of land for urban growth boundary expansion.

<sup>18</sup> PROPOSED KPM #15 - (Strategy continued) biennium that applications are received.

<sup>19</sup> PROPOSED KPM #17 - RATIONALE FOR REQUESTED CHANGE: Customer satisfaction survey results will be provided to DLCD in June 2006 consistent with an intergovernmental agreement with the Oregon Progress Board IGA. June 2006 results have been used as a baseline target for the department.

<sup>20</sup> PROPOSED KPM #18 - (strategy continued) periodic reviews are completed within four months.

<sup>21</sup> PROPOSED KPM #18 - RATIONALE FOR REQUESTED CHANGE: DATA: Data set changes occur starting 2006 as a result of fewer local jurisdictions subject to periodic review requiring decreased targets effective 2006.

<sup>22</sup> PROPOSED KPM #19 - RATIONALE FOR REQUESTED CHANGE: Request for new measure was required by 2005 legislative budget note requiring the department to adopt a new measure relating to Measure 37 and report to the Joint Legislative Audit Committee no later than August 2006. Department received approval by Joint Legislative Audit Committee of the performance measure and targets on July 6, 2006.

<sup>23</sup> PROPOSED KPM #19 - (strategy continued) ensures claims are timely processed.

## Criteria Review - Proposed 2007-09 Key Performance Measures

<b>Name of Agency: Department of Land Conservation and Development</b>			
<b>Agency Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.</b>			
LFO Reviewer: Susie Jordan	8/2/2006	BAM Reviewer: Satish Upadhyay	8/3/06

Meets? (Y / N)	Do the agency's key performance measures (KPMs)...
Y	<p><b>1. Gauge progress towards achieving agency goals, mission and pertinent high-level outcome measures, including Oregon Benchmarks?</b></p> <p>Reviewer comments/suggestions: The Department's Measures quantifies progress toward appropriate benchmarks and goals.</p>
Y	<p><b>2. Focus on a few key indicators of agency success?</b></p> <p>Reviewer comments/suggestions: The Department's measures capture its mission and critical responsibilities. New and/or modified measures were reviewed and approved by the interim Joint Legislative Audit Committee at its June 2006 meeting.</p>
Y	<p><b>3. Embody Governmental Accounting Standards Board (GASB) definitions?</b></p> <p>Reviewer comments/suggestions: The Department's measures conform to approved definitions.</p>
Y	<p><b>4. Have ambitious but realistic targets?</b></p> <p>Reviewer comments/suggestions: The Department has established ambitious but realistic targets for a majority of the measures. Targets established for new measures has no historical data to gauge realistic expectations, but are set in the right direction.</p>
Y	<p><b>5. Have accurate and reliable data?</b></p> <p>Reviewer comments/suggestions:</p>

## Criteria Review - Proposed 2007-09 Key Performance Measures

<b>Name of Agency: Department of Land Conservation and Development</b>			
<b>Agency Mission: To support all our partners in creating and implementing local comprehensive plans that reflect and balance the statewide goals, the vision of local citizens, and the interests of local, state, federal and tribal governments.</b>			
LFO Reviewer: Susie Jordan	8/2/2006	BAM Reviewer: Satish Upadhyay	8/3/06

Meets? (Y / N)	Do the agency's key performance measures (KPMs)...
Y	<b>6. Link to specific organizational units?</b> Reviewer comments/suggestions:
Y	<b>7. Include the required customer service measure?</b> Reviewer comments/suggestions:
N/A	<b>8. Allow comparisons with others wherever possible?</b> Assessed when the agency submits budget form 107BF04c, the <a href="#">Annual Performance Progress Report</a> due 9/30/06