

WATERSHED ENHANCEMENT BOARD

Annual Performance Progress Report (APPR) for Fiscal Year (2012-2013)

Original Submission Date: 2013

Finalize Date:

2012-2013 KPM #	2012-2013 Approved Key Performance Measures (KPMs)
1	OPERATIONS--The percentage of total funding used in agency operations.
2	OUTSIDE FUNDING--The percentage of funding from other sources resulting from OWEB's grant awards.
3	RESTORATION--The percentage of OWEB watershed restoration investments that address established basin and watershed restoration priorities.
4	PAYMENTS--The percentage of complete grant payment requests paid within 24 days.
5	FISH POPULATIONS--The percentage of monitored native fish species that exhibit increasing or stable levels of abundance.
6	PLANT COMMUNITIES--The percentage of improved riparian stream miles of the total number of stream miles in Oregon.
7	WORK PLANS--The extent to which watershed councils funded by OWEB accomplish their work plans each biennium.
8	FISH MONITORING--The percentage of native fish, where monitoring needs have been quantified, that were monitored to a level considered adequate under the Oregon Plan Monitoring Strategy and ODFW's Native Fish Status Review.
9	SALMON HABITAT QUANTITY--The percentage of potential aquatic salmon habitat made available to salmon each year.
10	CUSTOMER SERVICE--Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.

WATERSHED ENHANCEMENT BOARD

I. EXECUTIVE SUMMARY

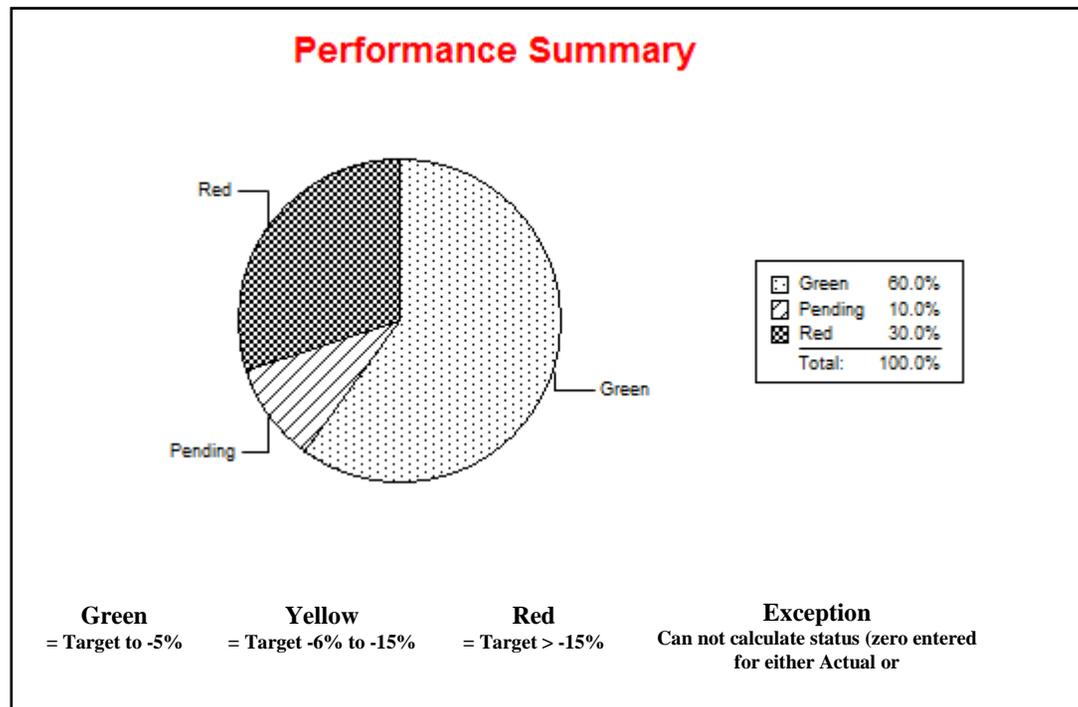
Agency Mission: To help protect and restore healthy watersheds and natural habitats that support thriving communities and strong economies.

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1. SCOPE OF REPORT

All of the Oregon Watershed Enhancement Board (OWEB) programs and services are addressed by the agency performance measures. Several Key Performance Measures are designed to gauge the progress of the Oregon Plan for Salmon and Watersheds and other natural resource agencies. OWEB's ability to report on some measures included in this report is in large part dependent upon the participation and coordination with other natural resource agencies.

2. THE OREGON CONTEXT

In 1998, Ballot Measure 66 for Parks and Salmon was passed overwhelmingly by the citizens of Oregon. This measure dedicated significant resources and confirmed the commitment of Oregonians to the ongoing efforts under the Oregon Plan for Salmon and Watersheds (Oregon Plan). By way of constitutional amendment to Article XV, the initiative dedicated 15% of the State's lottery revenue to fund the acquisition and maintenance of state parks and for the restoration and protection of fish and wildlife habitat, salmon populations, water quality, and watershed health. In 1999, the Legislature passed House Bill 3225 which created OWEB and establishing the agency responsible for administering half of the funds generated under Measure 66 for the non-park purposes. In 2010, Ballot Measure 76 was passed, also overwhelmingly, by the citizens of Oregon. This measure affirmed the dedication of 15 percent of the State's lottery revenue to natural resources. Senate Bill 342 was passed during the 2011 legislative session which, among other things, modified the mechanics of how funding is distributed and the purposes for which it can be used. OWEB's mission remains unchanged: To help protect and restore healthy watersheds and natural habitats that support thriving communities and strong economies. With passage of Ballot Measure 76 OWEB will evaluate the key performance measures and may propose changes to them to account for permanency and any new program direction that results. OWEB's Key Performance Measures are currently well aligned with the Governor's 10-year vision of a healthy environment and several Oregon Benchmarks: #35 Public Management Quality, #86 Freshwater Species, and #89 Natural Habitats. The Public Management Quality benchmark links to KPMs; #1 Operations, #2 Outside Funding, #3 Restoration, #4 Payments, #7 Work Plans, and #11 Customer Service. The Freshwater Species benchmark connects to KPMs #5 Fish Populations, #8 Fish Monitoring, #9 Salmon Habitat Quantity, and #10 Salmon Habitat Quality. The Natural Habitats benchmark relates to KPM #6 Plant Communities. Other benchmarks to which OWEB's KPMs are relevant include; #78 Wetlands, #79 Stream Water Quality, #87 Marine Species, #88 Terrestrial Species, and #89 Natural Habitats. OWEB collaborates with many partners in the context of the Oregon Plan for Salmon and Watersheds to achieve both agency-focused results toward outcomes and Oregon Plan progress. Partners include state natural resource agencies such as the Oregon Department of Fish and Wildlife, Oregon Water Resources Department, Oregon Department of Forestry, Oregon Department of Environmental Quality, and others. Additional partners that are critical to OWEB's ability to achieve its objectives are groups such as; watershed councils and soil and water conservation districts; tribes and federal agencies; local resource agencies; and non-governmental organizations.

3. PERFORMANCE SUMMARY

Many of OWEB's Key Performance Measures have been revised somewhat recently and OWEB has continued to focus on building reporting and analytical capabilities. With the 2007-2009 biennium came significant additions, refinements, and changes to OWEB's Key Performance Measures. It will take time to develop and track the data associated with the new KPMs to provide meaningful trends and achievement of performance targets. Moreover, reporting on four of the agency's 10 KPMs requires cooperation with the other agencies that collect and maintain pertinent data.

In FY 2012, OWEB continued to meet or exceed targets on 7 of its 10 performance measures. One of the measures falls into the "pending" status category as capability to evaluate progress is developed. The one measure that failed to meet the target currently experiences a one year delay in the ability to fully report on the measure. This is a function of the data processing activities associated with the measures which occurs every other year. This year a large improvement was observed with KPM # 2 Outside Funding. In reporting year 2008, the target was reduced to reflect a projected decline in available funding used by OWEB grantees as leveraged dollars. While there was an uptick in 2009, an overall decline occurred between 2006 and 2010. In FY 2011, this trend

changed and the largest match was recorded and exceeded 200%. In 2012, the available outside funding for grantees dropped again to levels that may be more representative of long term trends. Fish monitoring in Oregon (KPM #8) continues to lag behind the monitoring needs identified for certain species. Two measures remain in the "pending" status as capability to evaluate progress is developed. One of these measures, (KPM #10) Salmon Habitat Quality was removed by the Legislature and will not be reported in future years. OWEB recently contracted with the University of Oregon's Ecosystem Workforce Program to study the effects of watershed restoration grants on Oregon's local economies. The research studies show that 90% of the funding provided through OWEB grants stays within Oregon and more than 2/3 of it is expended in local communities for the purchase of goods and services. Also, on average, between 15 and 24 jobs are supported with every \$1 million invested through OWEB grant funds.

Data-sharing efforts with the Oregon Plan partners, in particular the Oregon Department of Fish and Wildlife, continue to enable OWEB to report on several native fish related measures (KPMs #5, #8, #9). Results of the customer service survey show that OWEB is meeting the target for five of the 6 categories in this measure. The Timeliness category was improved and for the first time in six years the target was achieved. Availability of Information continued to be below the target. The category of Overall Service (rated as excellent or good) increased by 2.5% to 97% and is the highest level achieved for this category.

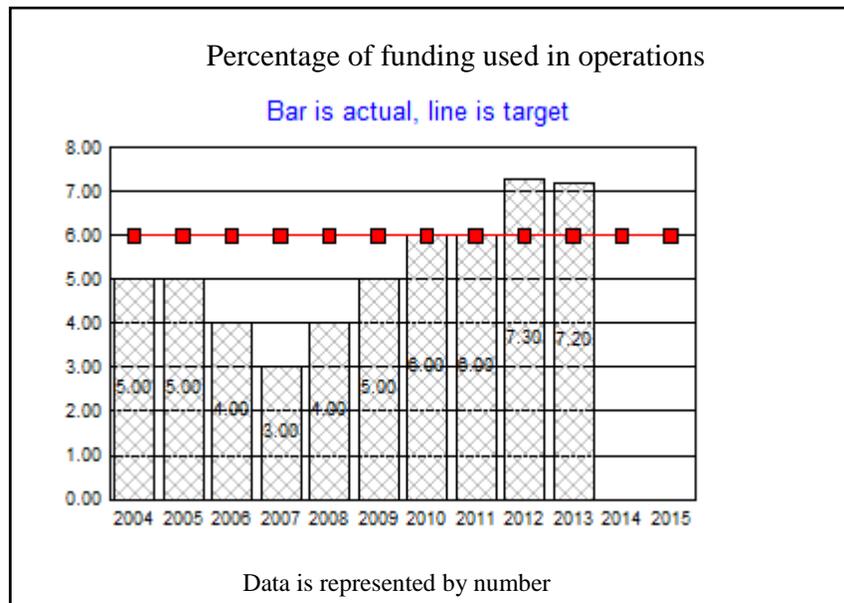
4. CHALLENGES

The challenges identified in last year's APPR are also applicable during fiscal year 2012, including the fact that many of OWEB's performance measures require data collected and maintained by other agencies. The ability to fully report on other performance measures will depend on actions and decisions of other agencies over which OWEB has limited influence.

5. RESOURCES AND EFFICIENCY

OWEB receives its funding from Oregon Lottery revenues and other sources including Salmon License Plate revenues and the federal Pacific Coastal Salmon Recovery Fund. The agency budget for 2011-2013 is approximately \$111 million. About \$57.7 million, or 52% of the biennial budget, reflects OWEB's budget for the 2012 fiscal year.

KPM #1	OPERATIONS--The percentage of total funding used in agency operations.	2004
Goal	Build effective partnerships to achieve watershed health.	
Oregon Context	#35: Public Management Quality	
Data Source	SFMA data warehouse	
Owner	Cindy Silbernagel, Fiscal Services Manager, (503) 986-0188	



1. OUR STRATEGY

OWEB strives to secure funding from a diversity of sources and disburse as much funding as possible to local groups for on-the-ground projects across the state while keeping administrative costs to a minimum.

2. ABOUT THE TARGETS

The target of six percent is set especially low to ensure that the vast majority of funds reach local watersheds (Six percent is a maximum target and desired results should be at or below this level). The performance measure calculation was modified during the 2007–09 biennium to report using a more standard and accurate method (i.e., compare agency operational costs to agency total revenue). This modification allows tracking of trends in agency operational costs relative to total agency revenue through time.

3. HOW WE ARE DOING

In FY 2012, the percentage of total funding used in agency operations was 7.20%. The data are derived by assessing a ratio of the annual operation costs to total agency revenue for the period. The agency's revenue comes from such sources as Measure 76 lottery funds, salmon license plate dollars, the federal Pacific Coastal Salmon Recovery Fund, the Pacific States Marine Fisheries Commission, and the U.S. Fish and Wildlife Service.

4. HOW WE COMPARE

OWEB finds that its operational costs are equivalent to or less than similar expenditures to those of other agencies in Oregon. For example, the Department of State Lands (DSL) reported that 52.6% of the program revenue stream was used to cover administrative and operational costs of revenue-generating programs in 2010 with a target of 36%.

5. FACTORS AFFECTING RESULTS

In 2013 OWEB exceeded the Agency Operations costs target of 6%. This exceedance is a direct result of the passage of Measure 76 under which OWEB can no longer fund other State Agencies using Grant Funds. Instead OWEB supports other State Agencies through its 'Agency Operations' fund. OWEB has no administrative power over these funds but these dollars are still counted under the existing calculation of Operating Costs, consequently OWEB Agency Operations have risen above the 6% threshold. This is the second year of OWEB not meeting the goal and a KPM revision may be necessary. The continued decline in Lottery Fund revenue has also had a significant effect on the increased ratio of administrative costs to revenue. The agency has also worked to secure additional revenue through a competitive grant application to the National Oceanic and Atmospheric Administration's Pacific Coastal Salmon Recovery Fund that resulted in a \$15 million award during FY 2011 and \$12 million award in FY2012.

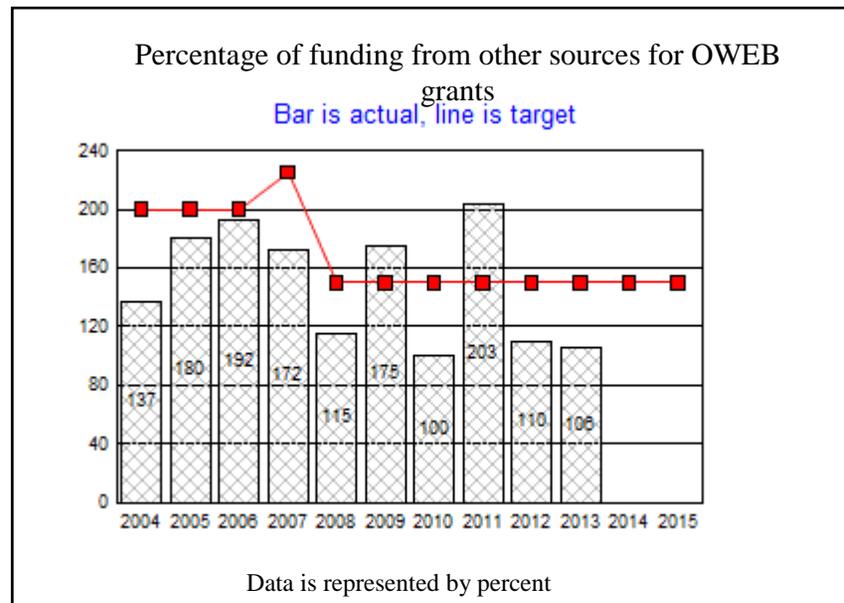
6. WHAT NEEDS TO BE DONE

The passage of Ballot Measure 76 and subsequent enactment of SB 342, which changes the structure of grant and operation funds, may require a revision to the method used for calculating this performance measure target.

7. ABOUT THE DATA

Oregon FY 2012. Data are maintained and tracked by OWEB's fiscal section. Data about DSL's administrative and operational costs are available at http://www.oregon.gov/DSL/DO/docs/pm_appr_2010.pdf

KPM #2	OUTSIDE FUNDING--The percentage of funding from other sources resulting from OWEB's grant awards.	2004
Goal	Build effective partnerships to achieve watershed health.	
Oregon Context	#35: Public Management Quality	
Data Source	OWEB Grant Management System	
Owner	Cindy Silbernagel, Fiscal Services Manager, (503) 986-0188	



1. OUR STRATEGY

Matching other funds to OWEB grant funds provides an important added value to the local partnership, fiscal integrity, and likelihood of success of funded projects. Governmental and non-governmental organizations are involved in both securing and contributing additional funds to OWEB grants.

2. ABOUT THE TARGETS

The targets were set especially high for performance measure in the past. Beginning with the 2007–09 biennium, the target was adjusted downward to more accurately reflect the expected potential of matching dollars available to OWEB grantees given the projections of steep declines in traditional federal grant contributions.

3. HOW WE ARE DOING

For FY 2012, OWEB grantees provided a contribution of 110% for every OWEB dollar on average. This figure is a decrease from a contribution of 200% in FY 2011, and slightly higher than the 100% mark in 2012 the trend is a reflection of varying levels of available grant funds that can be used as matching dollars to OWEB grant funding provided by the national and local economies over the past few years as a result of the recession.

4. HOW WE COMPARE

A match of \$1.00 to every \$1.00 from OWEB is a significant return-on-investment. For example, a similar program operated by the Washington Salmon Recovery Funding Board (SRFB) reports that for FY 2012, its grantees have provided 66% in matching dollars, donated materials, or services. These contributions are lower than the range between 1:1(100%) and 2:1 (200%) that OWEB grantees have provided during the period of 2004–2012.

5. FACTORS AFFECTING RESULTS

The availability of other funding sources and the amount of those funds is the overarching factor affecting the ability of grantees to exceed the mandatory 25% match that OWEB requires for every grant provided. OWEB grantees consistently exceed this requirement. A single project contributed over \$20,000,000 in match which equates to nearly 1/3 of the total match from all projects in 2011. If this project was removed from the calculation the total match percentage would decrease to approximately 150% for 2011.

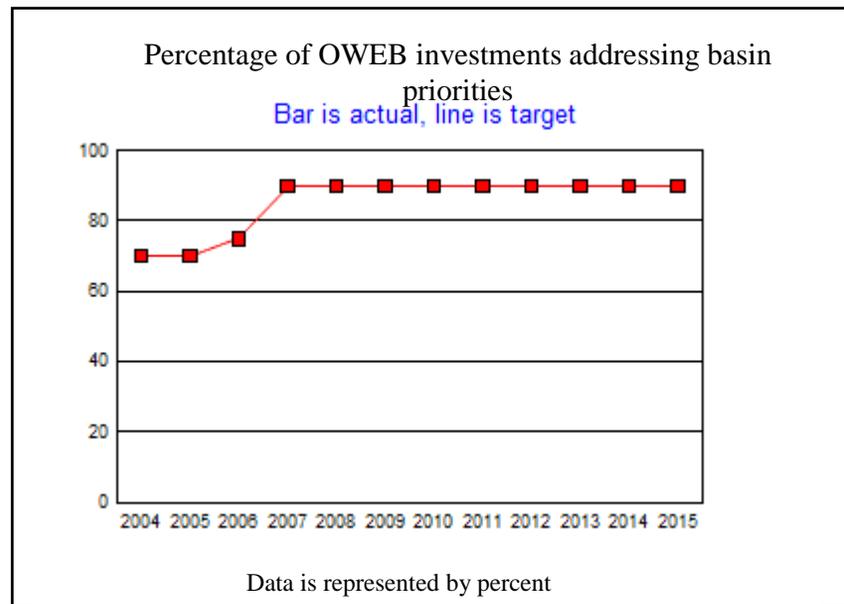
6. WHAT NEEDS TO BE DONE

The agency will continue to track the performance under this measure given the adjustment in the target and further economic changes that have influenced the funding available for use as matching dollars to OWEB grants. OWEB staff will continue to search for opportunities to pair grantees with additional funding sources and strive to attain the target in future years. OWEB will continue to track performance under this measure to determine if the target is reasonable or whether an additional adjustment is necessary.

7. ABOUT THE DATA

Oregon FY 2012. Data are maintained and tracked by OWEB's fiscal section. OWEB requires a minimum of 25% match for each grant it funds and encourages a higher percentage of investment from its grant applicants. The required match of 25% must be secured by the grantee before OWEB will disburse funds. The amount of potential match is a factor considered in the initial review of an application. The total match ultimately secured for a grant is reported to OWEB as a part of the grantee's final project completion report. Final match information is required before OWEB will disburse the remaining 10% of any grant award.

KPM #3	RESTORATION--The percentage of OWEB watershed restoration investments that address established basin and watershed restoration priorities.	2004
Goal	Build effective partnerships to achieve watershed health.	
Oregon Context	#35: Public Management Quality	
Data Source	OWEB grant database	
Owner	Meta Loftsgaarden, Deputy Director, (503) 986-0203	



1. OUR STRATEGY

The Board has adopted the format and approach for developing watershed function and “limiting factors” reports for each watershed in Oregon. The basin and watershed restoration priorities, proposed to be developed, based on these limiting factors will help focus the review of grant applications for restoration

projects and assist in the development of funding recommendations. The final analyses and technical evaluations were finished in June of 2009. With the passage of Ballot Measure 76 in November 2010 and subsequent changes in OWEB program goals, the Board has undertaken a process to develop a long-term investment strategy that will include specific continued and potentially new approaches to invest with partners in focused ecological outcomes based on state, basin and watershed restoration priorities. Once complete the strategy will provide a more robust frame-work within which to track investments in basin priorities. Data are not yet available for this measure because limiting factors analyses have just recently been completed for all river basins in the state.

2. ABOUT THE TARGETS

The target has been established as a high bar to ensure that the connection between investments and the appropriate basin and watershed restoration priorities occurs.

3. HOW WE ARE DOING

The ultimate goal is to establish investment priorities for each of the 15 Oregon Plan reporting basins in the state using information from Columbia River basin subbasin planning, species recovery planning by federal agencies, species conservation plans by state agencies, action plans developed by local groups, and restoration priorities principles adopted by the Board in 2004. The agency has completed the development of an approach and technical analysis for limiting factors so that uniform priorities may be identified everywhere in the state through the generation of limiting factors analysis reports. The prioritization process incorporates participation by watershed councils and other local partners in defining limiting factors, collating and interpreting raw data, developing limiting factors ratings, and proofing results. In addition to making the limiting factors analyses available on the OWEB website, a web-based tool has been created to ensure easy, online access to the completed priorities for many basins. OWEB has coordinated with the Oregon Department of Fish and Wildlife and the Department of Environmental Quality to work towards common funding objectives to provide aligned priorities. Limiting factors reports for all water basins in the state are complete. Between July 2008 and June 2009, the reports for the Klamath, Lakes, Walla Walla River, and Owyhee River basins were completed. Board adoption of these basin priorities is pending. On behalf of OWEB, the Partnership for the Umpqua Rivers developed the Umpqua Basin Action Plan, which outlines limiting factors for all of the 5th field watersheds in the Umpqua River Basin and compiles comprehensive restoration priorities from existing watershed assessments into a single guidance document for the entire Umpqua River Basin. In 2008, the restoration grant application began requiring applicants to specifically identify the relationship between the proposed project and the OWEB basin priorities. As the Board finalizes development of the Long-Term Investment Strategy, it is assumed that state, basin and watershed priorities will be utilized as a part of a prioritization process.

4. HOW WE COMPARE

In a similar approach conducted by the federal government, NOAA Fisheries notes in its 2009 Report to Congress that limiting factor analyses have been completed for 27 of the 28 Evolutionarily Significant Units for salmon and Distinct Population Segments for steelhead, and these documents are being used to guide restoration investments under Pacific Coastal Salmon Recovery Fund.

5. FACTORS AFFECTING RESULTS

Aligning basin and watershed restoration priorities with other state agencies may delay the establishment of common priorities, but will lead to consistent alignment between agencies and a higher ecological benefit from future investments in restoration.

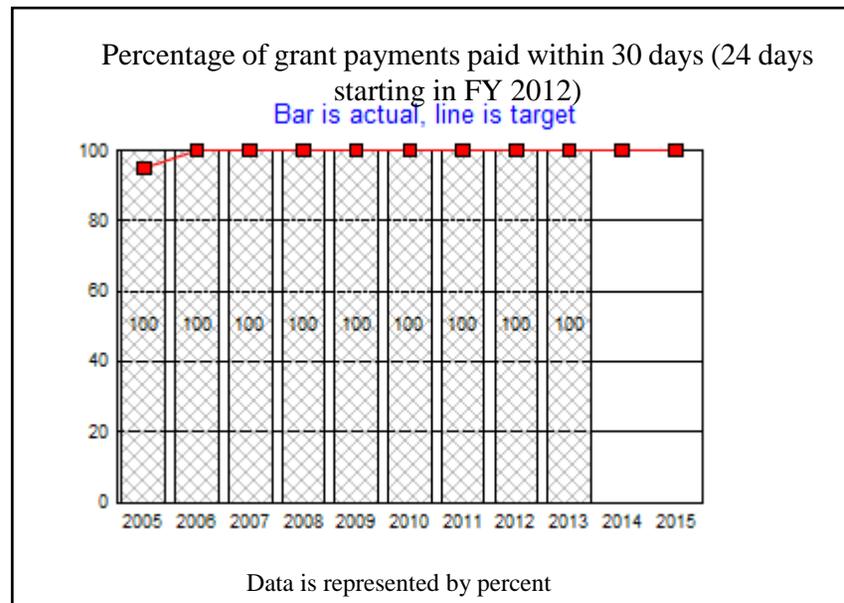
6. WHAT NEEDS TO BE DONE

As agency priorities are set for the 2013-2015 biennium and the Board completes its Long Term Investment Strategy, identifying the resources required to fully implement this strategy will be set. At the current time many other priority responsibilities exist within the agency.

7. ABOUT THE DATA

Oregon FY 2012. The OWEB restoration priorities information is available at http://www.oregon.gov/OWEB/pages/restoration_priorities.aspx. Results from the Oregon Coastal Watershed Health Indicators Project, which summarize watershed conditions and limiting factors for the recently completed basins is available at <http://www.oregonwatersheds.net/south>. The Umpqua Basin Action Plan is available at http://www.oregon.gov/OWEB/docs/pubs/Rest_Priorities/UmpquaActionPlan.pdf. The 2009 Report to Congress is available at <http://www.nwr.noaa.gov/Salmon-Recovery-Planning/PCSRF/upload/PCSRF-Rpt-2009.pdf>

KPM #4	PAYMENTS--The percentage of complete grant payment requests paid within 24 days.	2004
Goal	Make effective and accountable investments in watershed health.	
Oregon Context	#35: Public Management Quality	
Data Source	OWEB fiscal staff monthly reporting	
Owner	Cindy Silbernagel, Fiscal Services Manager, (503) 986-0188	



1. OUR STRATEGY

The operation and management of a competitive grant program is a major component of OWEB’s business activities. The timely processing of grant payments benefits OWEB and its partners by providing the necessary resources to implement watershed enhancement work in an expeditious manner.

2. ABOUT THE TARGETS

The target is ambitious, but OWEB believes it is necessary to be prompt with payment requests and strives for excellence. Many grantees depend on the timely disbursement of these resources to support operation and management obligations. This measure's target was modified within the last year from payments made within 30 days to payments made within 24 days.

3. HOW WE ARE DOING

During FY 2013, OWEB met the 100% target of complete grant payment requests paid within 24 days. OWEB met its target during each of the last nine fiscal years.

4. HOW WE COMPARE

OWEB continues to succeed in meeting the statutorily required 45-day period for making payments.

5. FACTORS AFFECTING RESULTS

The review of payments, effective staffing levels matched to workload, and strategic investments in new techniques and technology to improve efficiency enables the fiscal section to meet this target. Within the last year OWEB has continued to make strides in reporting and payment timeliness and released an on-line project completion reporting tool that will enable OWEB and grantees to more efficiently communicate information required at grant completion.

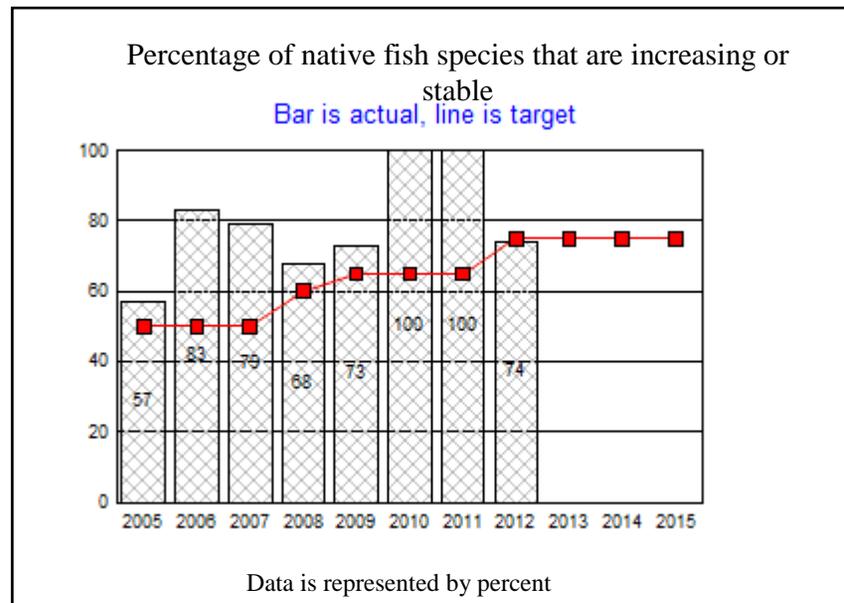
6. WHAT NEEDS TO BE DONE

OWEB has strived to meet the more ambitious target set forth within the last year and no further changes are planned at this time.

7. ABOUT THE DATA

Oregon FY 2013. These data are maintained and tracked by OWEB's fiscal section. In May of 2004, the agency added an internal performance measure, to track the total number of days elapsed between receiving a complete grant payment request from the field and finalizing the payment process in Salem.

KPM #5	FISH POPULATIONS--The percentage of monitored native fish species that exhibit increasing or stable levels of abundance.	2004
Goal	Make effective and accountable investments in watershed health.	
Oregon Context	#86: Freshwater Species	
Data Source	Oregon Department of Fish and Wildlife staff.	
Owner	Greg Sieglitz, Monitoring and Reporting Manager, (503) 986-0194	



1. OUR STRATEGY

Information about the trend in the abundance of native fish species will inform OWEBs funding priorities for watershed restoration and monitoring projects in the future. OWEB has funded the Oregon Department of Fish and Wildlife (ODFW) to collect high-quality fish abundance and distribution data under the

umbrella of the Oregon Plan for Salmon and Watersheds. While data are collected for individual populations and river basins, more work is necessary to establish overall trends in the level of abundance for native fish species.

2. ABOUT THE TARGETS

This measure was modified in FY 2007. Targets represent an increasing abundance of native fish species. Data about trends in native fish populations will assist OWEB in making strategic investments in monitoring by Oregon Plan partner agencies. This information will also assist OWEB in strategically restoring areas where monitoring has revealed that fish populations are likely to respond positively to restoration activities.

3. HOW WE ARE DOING

ODFW fish biologists determined that the percentage of monitored native fish species exhibiting increasing or stable levels of abundance increased between FY 2008 and 2011. For FY 2012, the percentage of native fish species exhibiting stable or increasing trends decreased to approximately 70%. Twenty-three native fish species that either were assessed, in the 2005 Native Fish Status Report or in the 1995 Biennial Report on the Status of Wild Fish in Oregon are currently being monitored for abundance. Monitoring results show 14 species with stable levels of abundance: Coho salmon, Fall Chinook salmon, spring Chinook salmon, chum salmon, redband trout, cutthroat trout, Lahontan cutthroat, bull trout, winter steelhead, summer steelhead, green sturgeon, Oregon white sturgeon, Warner lake sucker, Western brook lamprey, and Miller Lake lamprey. Sockeye salmon and Oregon chub continue to increase abundance and Borax Lake chub is now also increasing in abundance. Foskett Springs speckled dace, Lost River sucker, shortnose sucker, and Pacific Lamprey have been recategorized from a stable abundance category to declining in abundance. Lost River sucker and shortnose sucker were incorrectly categorized in the past as stable and recent information suggests that these species should be recategorized as declining. Monitoring for Pacific lamprey dam counts have suggested a declining abundance for several years. Other additional monitoring provided evidence of a stable population. This year, however, expert opinion has suggested the need to move this species to a declining category. Additional habitat monitoring for Foskett Springs speckled dace is planned in an attempt to establish the cause for population decline.

4. HOW WE COMPARE

The Pacific Northwest region, as a whole, is continuing toward consistent monitoring and evaluation of trends in native fish populations. The Pacific Northwest Aquatic Monitoring Partnership (PNAMP)'s Integrated Status and Trend Monitoring workgroup is a forum that serves as regional dialog pertaining to coordinated and integrated fish and habitat Research, Monitoring and Evaluation (RME) plans. Once completed, a scientifically sound comparison of the status of native fish populations will be possible.

5. FACTORS AFFECTING RESULTS

OWEBs ability to report on this measure is in large part dependent upon participation and coordination with other agencies, particularly ODFW. Many native fish species are not the specific target of monitoring by ODFW, but some of these species may be periodically monitored because they occur near targeted species. Additionally, not all species are monitored annually by ODFW and some species have been monitored for a limited number of years. Thus, too little data is available to make a quantitative assessment of trends in annual abundance.

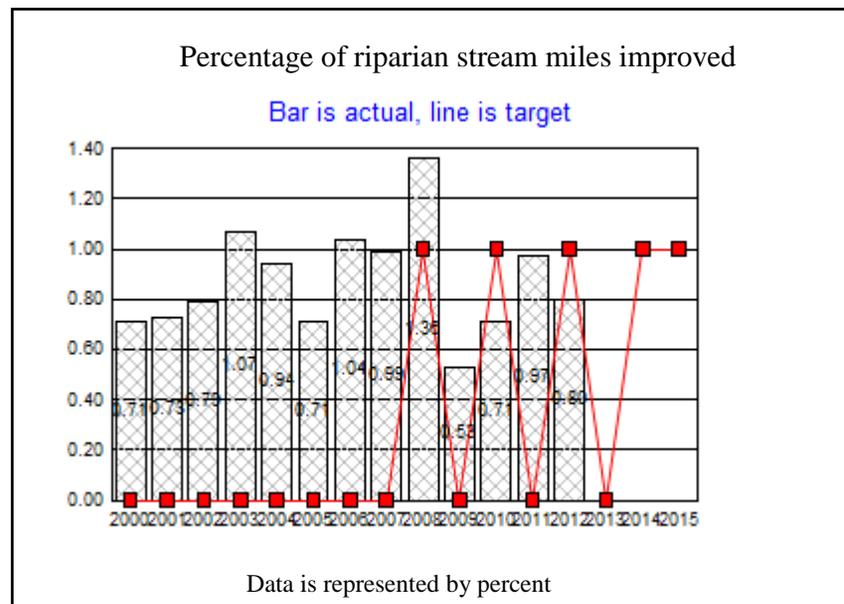
6. WHAT NEEDS TO BE DONE

OWEB will continue to work with ODFW to refine the capability to report on this measure through assessment and monitoring efforts. In the past year, recovery plans for Upper Willamette Spring Chinook salmon and winter steelhead were completed. In the upcoming year, recovery plans for Coastal fall Chinook salmon, chum salmon, winter steelhead, summer steelhead and cutthroat trout are expected to be completed. Recovery plans are a priority for ODFW and identify monitoring priorities needed to track the long term status and trends for ESA listed and native fish species. Additionally, conservation plans are planned or are in development for coastal spring Chinook salmon, Malheur redband trout, Catlow Valley redband trout, and coastal winter steelhead. A conservation plan for Columbia River white sturgeon was completed last year. ODFW, in cooperation with other state and federal agencies, under a grant from the Gordon and Betty Moore Foundation, developed the Salmon Recovery Tracker that should help with reporting on progress made towards achieving the measureable criteria identified in the State of Oregon's fish conservation and recovery plans. These criteria focus on increases in fish abundance, productivity, diversity, and spatial structure, as well as the condition of habitat. Currently, a majority of the information on tracking progress towards recovery remains focused on coastal coho salmon, but information is being gathered to report on the recovery progress of other listed salmonid species.

7. ABOUT THE DATA

Oregon FY 2012. The Native Fish Status Report was completed in 2005 and is available at <http://www.dfw.state.or.us/fish/ONFSR>. In addition, there are other data available from 2012 on native fish monitoring efforts from the ODFW Natural Resource Information Management Program website at <http://rainbow.dfw.state.or.us/nrimp/default.aspx>. Information on this website includes estimates of adult fish returns, adult fish counts at dams and weirs, and habitat distribution information, among other topics. Information from 2010 about native non-salmonid species is available from ODFW at <http://oregonstate.edu/dept/ODFW/NativeFish/Publications.htm>.

KPM #6	PLANT COMMUNITIES--The percentage of improved riparian stream miles of the total number of stream miles in Oregon.	2004
Goal	Make effective and accountable investments in watershed health.	
Oregon Context	#89: Natural Habitats	
Data Source	The OWEB Oregon Watershed Restoration Inventory (OWRI), federal Interagency Restoration Database (IRDA), Bureau of Land Management (BLM), U.S. Forest Service (USFS), and Grande Ronde Model Watershed (GRMW) Program restoration databases.	
Owner	Greg Sieglitz, Monitoring and Reporting Manager, (503) 986-0194	



1. OUR STRATEGY

The measure will assist OWEB in understanding investments made to date in riparian restoration projects, establishing priorities, and making targeted investments in riparian related projects in the future.

2. ABOUT THE TARGETS

The measure indicates the general extent and trend of streamside restoration undertaken within the state. A target of 1% represents approximately 515 riparian stream miles improved in Oregon. Our ability to report on the measure is in large part dependent upon participation and coordination with Oregon Plan partner agencies and their reporting of activities to the Oregon Watershed Restoration Inventory (OWRI). OWEB anticipates continuing to meet targets for this measure through a combination of Board investments and coordinated, strategic restoration work by organizations such as watershed councils, soil and watershed conservation districts, and agencies. OWEB may in the future recommend an annual target be established for the measure since data is increasingly being reported electronically. However, the current data processing cycle results in a one year delay in reporting and improved riparian stream mile data from federal agencies is solicited every other year.

3. HOW WE ARE DOING

The percentage of total riparian stream miles that are improved each year in Oregon ranges from 0.53% to 1.36% annually for the period 2000–2011. The number of riparian stream miles improved annually ranges from 272 to 699 for this same period. Data from the Bureau of Land Management (BLM), the U.S. Forest Service (USFS), and the Grande Ronde Model Watershed (GRMW) are requested only once a biennium, with the next data exchange scheduled in late 2012 and is not reflected in this summary. In past years, the numbers of riparian stream miles improved were reported as the sum total of riparian stream miles treated per project area. In 2006, a specialized reporting form was implemented to quantify the number of riparian stream miles improved by type of restoration treatment. For example, riparian fencing, riparian planting, and invasive species control have been separated on the reporting form and could lead to an overestimate of riparian stream miles improved. This can happen when three restoration treatment types occur at the same project location and when counted as three separate instances of improved riparian stream miles. This was the case prior to 2006. The figures used in this report include only a single instance of treated stream miles. Currently, the reported improved riparian stream miles for 2011 measured is 0.9% with additional data pending, the target of 1% is likely to be realized in late 2012.

4. HOW WE COMPARE

By way of comparison, the State of Washington's Salmon Recovery Funding Board (SRFB) 2009 report notes that between 2000 and 2008, SRFB funded projects protected and restored 536 miles of stream habitat. While this number focuses only on those investments made by the SRFB, it is dramatically lower than the 4,565 miles of riparian stream improvements made in Oregon during the same period. At the time of this report, no new information was reported from the State of Washington for riparian stream miles improved. In 2009 OWEB funded a retrospective analysis of the effectiveness of fencing and riparian planting projects completed in the South Coast and Grande Ronde basins between 1995 and 1998. The report identified that many of the restoration project

locations could not be located; and, of the study sites that were sampled, few had succeeded in restoring an adequate riparian buffer. Additional monitoring is planned in the near future to follow up on these results in other locations across the state.

5. FACTORS AFFECTING RESULTS

For 2011, data are available from the OWEB Oregon Watershed Restoration Inventory (OWRI). Data from other Oregon plan partner agencies that keep restoration project databases will not be compiled and reported until late in 2012. Data for restoration actions in the previous year are not reported by local restoration groups and federal agencies until late in the current year, thus data for 2011 is incomplete. This measure is structured such that in odd numbered years the target is not required to be met. This time lag in local groups, private landowners, and agencies reporting on restoration accomplishments results in an approximately one-year delay in reporting on the measure. OWEB's ability to report on this measure is dependent on ongoing coordination and data sharing among Oregon Plan partners such as local watershed councils and natural resource agencies. OWEB continues to work with the Oregon Department of Agriculture and federal agriculture agencies to improve the ability to report on the Conservation Reserve Enhancement Program (CREP) which includes several hundred miles of riparian stream improvement in the State, but details are limited due to federal reporting standards and controls. OWEB is actively working with the USDA Natural Resource Conservation Service and the Oregon Department of Agriculture on developing a framework and methods for accurately reporting accomplishments under the CREP.

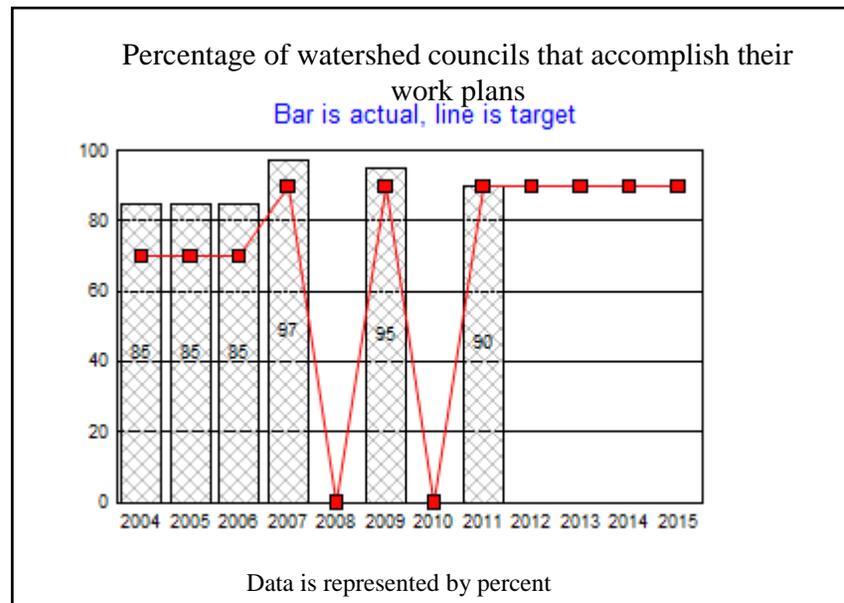
6. WHAT NEEDS TO BE DONE

OWEB will continue to make strategic and coordinated investments in riparian restoration projects, especially as these investments are targeted to address limiting factors and basin and watershed restoration priorities such as reducing sediment and water temperature levels. In addition, OWEB will track outputs of riparian restoration projects through the OWRI, maintain and build new information sharing agreements with local and federal partners, and explore data-sharing approaches with other state agencies that monitor improvements in riparian areas. The measure previously focused on trends in native riparian plant communities, which raised the need for mapping and ongoing evaluation of riparian areas in Oregon. OWEB allocated funds for mapping current conditions and modeling responses of riparian vegetation around the state. The project completed LiDAR (Light Detection and Ranging) data acquisition for study sites in the John Day and North Coast basins. In previous biennia, the legislature instructed OWEB to fund the Oregon Department of Geology and Mineral Industries (DOGAMI) acquisition of LiDAR in portions of Oregon. These data could assist in developing an updated map of riparian vegetation that will enable OWEB to strategically invest in restoration projects that are likely to improve trends in native riparian plant communities. In addition, analysis of LiDAR data may ultimately improve riparian vegetation mapping, analysis, and reporting but this work is still many years away.

7. ABOUT THE DATA

Oregon FY 2011. Data from OWRI are available for the period of 2000–2011. The IRDA database, which included data from both the BLM and USFS, is used for the period of 2000–2009. 2010-2011 USFS data came in late 2012 without analysis, this may be due to a change in the database schema that is used, OWEB staff summarized the data to the best of their ability. 2010-2011 BLM data also came in without being summarized, OWEB is waiting for the summary data but in the meantime OWEB staff has summarized the data to the best of their ability. The GRMW database covers the period of 2000–2006. The base number used for calculating the total number of stream miles in Oregon is approximately 51,500 perennial stream miles as determined by the U.S. Environmental Protection Agency (see http://www.epa.gov/bioindicators/pdf/OR_summary_final.pdf). Information about investments by the State of Washington SRFB is available at http://www.rcow.wa.gov/documents/srfb/2008_biennial_rpt.pdf.

KPM #7	WORK PLANS--The extent to which watershed councils funded by OWEB accomplish their work plans each biennium.	2004
Goal	Make effective and accountable investments in watershed health	
Oregon Context	#35: Public Management Quality	
Data Source	OWEB merit scoring of watershed council support applications for the next biennium	
Owner	Lauri Aunan, Grant Program Manager, (503) 986-0047	



1. OUR STRATEGY

The purpose of OWEB’s grants to watershed councils is to support watershed council staff and operations in carrying out activities and projects to protect or restore native fish or wildlife habitats, improve water quality or stream flows; and undertake resource assessment, planning, design and engineering, technical

assistance, monitoring, and involving people in voluntary actions to protect, restore and maintain the ecological health of lands and waters. The watershed councils' ability to substantially implement their work plans to carry out these activities shows the effectiveness of OWEB's investment in local capacity-building. In addition, the watershed councils' ability to maintain an effective organizational structure that represents the diverse make-up of local stakeholders and citizens is another measure of the effectiveness of OWEB's investment.

Currently watershed councils are evaluated for merit every two years, with the most recent evaluation completed in March 2011 for the 2011-2013 biennium. As outlined in more detail below, OWEB is transitioning to a more rigorous work plan and annual reporting requirement for councils. Councils with lower merit scores for 2011-2013 were required to submit to OWEB annual work plans and progress reports beginning this biennium. By in August 2013, all councils with OWEB council support grants must submit annual work plans and progress reports.

2. ABOUT THE TARGETS

Successful completion of work plans is one measure of watershed council operational efficiencies and effectiveness. A high proportion of watershed councils should and do make significant accomplishment toward meeting this measure's target. During the 2007–2009 budgeting process, OWEB proposed that this measure be evaluated every two years to correspond with the biennial merit review of councils. This proposed change was approved by the Legislature. The target was increased from 70% to 90% for this measure beginning in 2007.

3. HOW WE ARE DOING

The watershed council support grant process is a merit-based application and evaluation grant-making program. Applications are scored on eight criteria. Criteria #7, "An effective council makes progress toward goals," is an appropriate measure of performance to determine how well councils accomplish their work plans each biennium. A council's ability to make progress toward goals plays an important role in determining the ability of the watershed council to function effectively and operate efficiently. For this reason, Criteria #7 is the most heavily weighted criterion in the council support grant evaluation process, comprising 25% of the total merit score. This criterion is measured by evaluating the following: "In relation to its current funding level, the council has made significant progress toward their objectives related to 1) assessment, 2) education, 3) technical assistance, 4) monitoring or 5) restoration." Work plans typically consist of objectives and tasks in these five activity areas.

Watershed council support grant applications were reviewed in the spring of 2011 as part of a biennial process that occurs every two years prior to the start of each biennium. In January 2011 OWEB received 64 applications for council support grants. These applications were reviewed by panels of external experts and by OWEB staff. Following the 2011 review, OWEB placed 4 councils in the "do not fund" category based on lack of adequate performance. Of the 60

councils the OWEB Board funded (versus the 64 that applied) the data show that 97% of the 60 councils received a Criteria #7 score of excellent, very good, or adequate, showing for significant progress toward their work-plan objectives.

Since 2007 there has been a steady increase in the percentage of councils that are receiving high overall scores that correspond to placement in the excellent and very good merit categories. In 2007-2009, 58% of councils were ranked excellent or very good. In 2009-2011, 70% of councils were ranked excellent or very good. In 2011-2013, 72% of councils were ranked excellent or very good.

4. HOW WE COMPARE

The approach of the Washington Salmon Recovery Funding Board (SRFB) is similar to OWEB's under the Oregon Plan for Salmon and Watersheds in that it identifies "lead entities," which are local, watershed-based organizations that solicit, develop, prioritize, and submit to the SRFB habitat protection and restoration projects for funding consideration. Lead entities develop local salmon recovery strategies based on science, and then recruit sponsors to propose projects to implement the strategies. However, because of the slightly different structure of the SRFB process, it is not directly comparable to this measure, which is focused on work-plan accomplishments by watershed councils.

5. FACTORS AFFECTING RESULTS

The progress each watershed council makes toward meeting the objectives related to assessment, education, technical assistance, monitoring and restoration stated in their work plans is directly related to the level of funding provided through the council support grant program. In addition, each watershed council's organizational structure and effectiveness contribute to the accomplishment of work plans. Additional criteria for organizational structure and effectiveness are evaluated during the watershed council support grant review process and, in composite, represent a comprehensive and accurate assessment of watershed councils.

6. WHAT NEEDS TO BE DONE

While recognizing the accomplishments of watershed councils, the 2011 legislature wanted OWEB to review councils and the council support grant program to determine whether changes should be made. OWEB's Board also adopted a 2010 Strategic Plan directing OWEB to adjust the council support grant program. OWEB has made good progress in responding to the legislature and OWEB Board, and plans to complete its work during 2013-2014.

Respond to legislative budget note

1-4

1. Work with appropriate local government entities to review the process for establishing and overseeing watershed councils, and identify whether any statutory or rule changes are needed.

Response: During 2012, OWEB is working with county commissioners to review how it is working and identify any needed changes to statute or rule. OWEB encourages local governments to participate in watershed council meetings and encourages councils to attend local government meetings. OWEB's grants require councils to report to OWEB on their reporting to local governments.

2. Enhance watershed council reporting to OWEB for accountability and tracking of accomplishments.

Response: OWEB has always required councils to report on results. This biennium, OWEB started phasing in more rigorous reporting including submission of annual work plans and progress reports. By August 2013, 100% of council support grantees must submit annual work plans and progress reports. OWEB will track these reports and follow up on any deficiencies.

3. Review criteria used to determine council eligibility for council support grants, to better ensure that investments go to groups that reflect the interests of the watershed and have proven successful in accomplishing their work plans in the past.

Response: OWEB is revising eligibility criteria and merit criteria for council support grants so that these grants go to councils that reflect the interests of the watershed and have proven successful in accomplishing their work plans. By fall/winter 2012, OWEB will have detailed proposals for these revised criteria and expects to conduct rulemaking during 2013-2014. While these changes are under way, OWEB is not accepting new applications for council support but will review performance of existing grantees in determining whether to continue their council support funding for 2013-2015.

4. Report to the Seventy-sixth Legislative Assembly regarding progress and recommendations related to OWEB's 2011-2013 budget note.

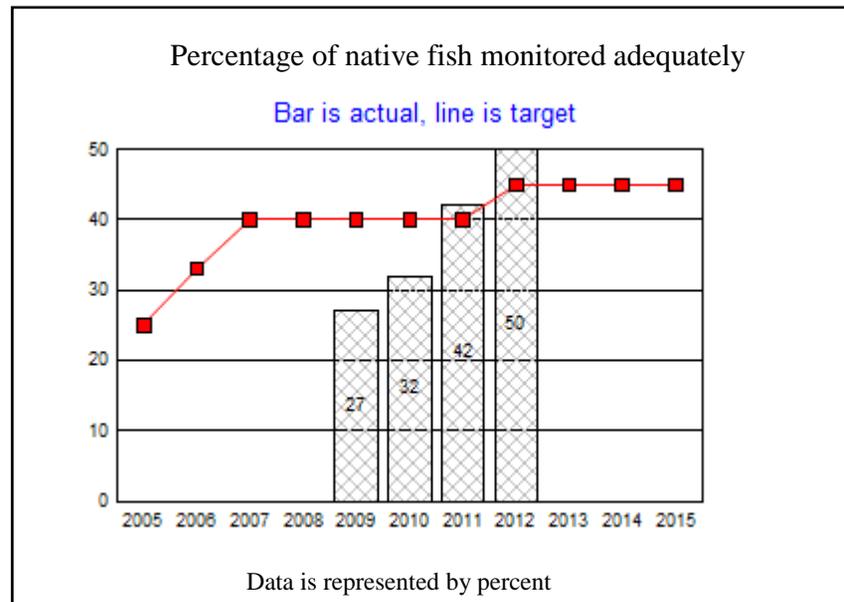
Response: OWEB will report before the end of 2012.

Review KPM

7. ABOUT THE DATA

Oregon FY 2011. Data are made available every two years through the review of watershed council support grant applications.

KPM #8	FISH MONITORING--The percentage of native fish, where monitoring needs have been quantified, that were monitored to a level considered adequate under the Oregon Plan Monitoring Strategy and ODFW's Native Fish Status Review.	2004
Goal	Build effective partnerships to achieve watershed health.	
Oregon Context	#86: Freshwater Species	
Data Source	The Oregon Department of Fish and Wildlife (ODFW) staff, ODFW's Natural Resources Information Management Program, Oregon Plan Monitoring Strategy.	
Owner	Greg Sieglitz, Monitoring and Reporting Manager, (503) 986-0194	



1. OUR STRATEGY

This performance measure will assist in developing monitoring investment and program priorities for all of the agencies participating in the Oregon Plan for

Salmon and Watersheds, but especially for the Oregon Department of Fish and Wildlife (ODFW) and OWEB.

2. ABOUT THE TARGETS

Information about this measure provides a composite view of the extent to which native fish are monitored relative to the need for monitoring. This measure identifies if a monitoring needs assessment has been conducted for a particular species. Additionally, the actual extent of monitoring can be compared to what is necessary for each species if a needs assessment has been completed. From this work it will be possible to track which species are in need of additional monitoring, as well as, which species are in need of a monitoring assessment.

3. HOW WE ARE DOING

ODFW monitors and manages fish at the population level, which is a finer scale than the species level. Recovery plans required by the federal Endangered Species Act (ESA) and state conservation plans for native fish species include recommended levels of monitoring for a particular species. In recent years, monitoring needs have been quantified for 24 species: Oregon coastal coho salmon, Rogue River spring Chinook salmon, Lower Columbia River chum salmon, Lower Columbia River coho salmon, Lahontan cutthroat trout, bull trout, Lost River sucker, short nose sucker, Lower Columbia River winter steelhead, Lower Columbia River summer steelhead, Lower Columbia River spring Chinook salmon, Lower Columbia River fall Chinook salmon, Lower Columbia River late-fall Chinook salmon, Mid-Columbia steelhead, Snake River Chinook salmon, Snake River steelhead, Oregon chub, Borax Lake chub, Warner sucker, Hutton Springs tui chub, Foskett Springs speckled dace, (the final three are new) Upper Willamette spring Chinook salmon, Upper Willamette winter steelhead and Columbia River white sturgeon. The monitoring needs outlined in these plans call for statistically robust survey designs that provide quantitative information on the status and trend of population abundance, productivity, diversity, and spatial structure. Such designs constitute adequate monitoring based on the expert opinion of ODFW fish biologists. Of the species for which monitoring needs have been quantified, 12 (or 50%) are adequately monitored. Oregon coastal coho salmon, Lower Columbia River coho salmon, Lower Columbia River fall Chinook salmon, Lower Columbia River spring Chinook salmon, Lower Columbia River winter steelhead, Mid-Columbia River steelhead, Snake River Chinook salmon, Snake River steelhead, Borax Lake chub, Oregon chub, Warner Lake sucker, and Foskett Springs speckled dace are all considered to be adequately monitored. Three recovery plan implementation biologist positions have recently been filled by ODFW to strategically coordinate and integrate the actions identified in the completed recovery plans.

4. HOW WE COMPARE

The Pacific Northwest region, as a whole, is working to understand where monitoring data is adequate and inadequate for the evaluation of the status of native fish. A Columbia River Basin-wide review of monitoring priorities and gaps is currently underway. This joint review is being conducted by the National

Oceanic and Atmospheric Administration, Bonneville Power Administration, and the Columbia Basin Fish and Wildlife Authority in cooperation with Northwest states and tribes. As this review is completed, it will provide high-level guidance on monitoring priorities in the Columbia Basin. Some actions have already begun to take place to address these monitoring priorities. This will enable comparison of monitoring initiatives between Oregon and other states in future years.

5. FACTORS AFFECTING RESULTS

OWEBs ability to report on this measure is in large part dependent upon participation and coordination with other agencies and their activities, particularly ODFW. Recovery Plans and conservation plans, including monitoring recommendations, are available for several species. However, these recommendations typically cover only a portion of the entire species geographic range. For this reason, a method for quantifying this measure across geographic boundaries has not yet been established. Additionally, federal recovery and state conservation plans are also recently developed or in development which also influences the results downward.

6. WHAT NEEDS TO BE DONE

OWEB will continue to work with ODFW to refine the capability to report on this measure through assessment and monitoring efforts. In the upcoming year, conservation plans for Coastal fall Chinook salmon, spring Chinook salmon, chum salmon, winter steelhead, summer steelhead, and cutthroat trout are expected to be completed. Recovery plans are a priority for ODFW and identify monitoring priorities needed to track the long term status and trends for ESA listed and native fish species. Additionally, conservation plans are planned or are in development for Malheur redband trout and Catlow Valley redband trout. A conservation plan for Mid-Columbia River white sturgeon is being developed. Also close to completion is a conservation plan for Rogue River/South Coast fall Chinook salmon.

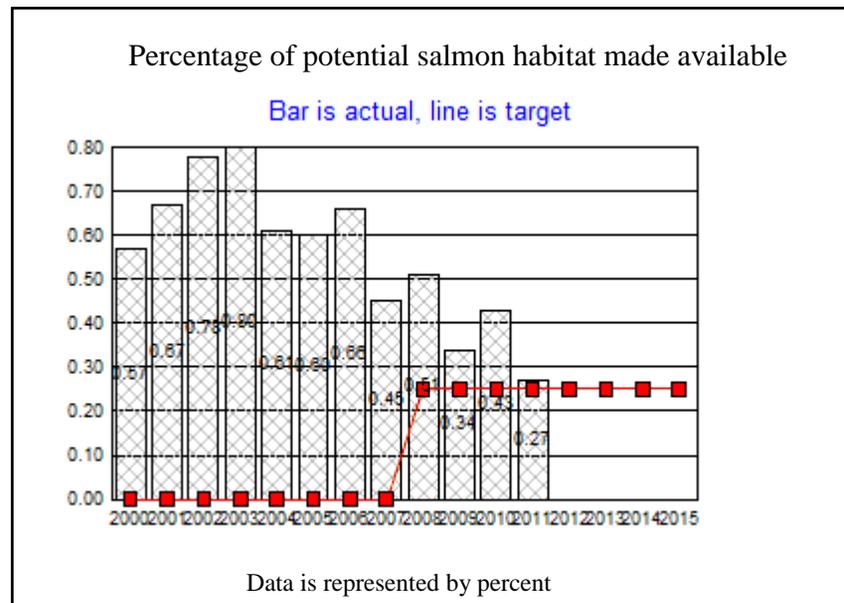
The Pacific Northwest region, as a whole, is continuing to work toward consistent monitoring and evaluation of trends in native fish populations. In addition to the Columbia River basin-wide review of monitoring priorities the Pacific Northwest Aquatic Monitoring Partnership (PNAMP) Integrated Status and Trend Monitoring (ISTM) workgroup has developed a template that will serve as regional guidance for developing detailed, coordinated, and integrated fish and habitat Research, Monitoring and Evaluation (RME) plans. The pilot area for the development of this guidance is the Lower Columbia River ESU. ODFW, Washington Department of Fish and Wildlife, and Washington's Lower Columbia River Fish Recovery Board are the co-leaders of this workgroup. Two years ago, the joint assessment has been completed and the partners are currently conducting a gap analysis comparing what is currently being monitored and what is required for adequate monitoring. ODFW, in cooperation with other state and federal agencies has developed a website, the Salmon Monitoring Advisor, which will help users design and implement effective salmon monitoring programs. The Salmon Monitoring Advisor aims to improve the quality of information gathered by salmon monitoring efforts by providing tools and resources for groups who may be conducting salmon monitoring projects by identifying a

step-by-step process for designing, implementing, analyzing, and reporting on completed monitoring projects.

7. ABOUT THE DATA

Oregon FY 2012. Regarding this year's data, two chub species and Foskett Springs speckled dace are being monitored at the population scale either annually or biannually such that monitoring is adequate to fully assess population status and trend. However, this extent of monitoring is not occurring for the other native species. For example, most of the salmonid species are monitored annually; but, this occurs at spatial scales varying from stream reach (small area) to Evolutionarily Significant Unit (very large area). Hatchery fish are excluded from abundance estimates where they overlap. Information about recovery planning is available from http://www.dfw.state.or.us/fish/CRP/conservation_recovery_plans.asp. Details about the Oregon Native Fish Conservation Policy can be found at <http://dfw.state.or.us/fish/CRP/nfcp.asp>. Information about ODFW's Native Fish Recovery and Conservation initiatives is available at <http://www.dfw.state.or.us/fish/CRP/>. Monitoring data about native fish are available from the ODFW Natural Resource Information Management Program website at <https://rainbow.dfw.state.or.us/nrimp/default.aspx>.

KPM #9	SALMON HABITAT QUANTITY--The percentage of potential aquatic salmon habitat made available to salmon each year.	2006
Goal	Make effective and accountable investments in watershed health.	
Oregon Context	#86: Freshwater Species	
Data Source	OWEB Oregon Watershed Restoration Inventory (OWRI), federal Interagency Restoration Database (IRDA), Bureau of Land Management (BLM), U.S. Forest Service (USFS), and Grande Ronde Model Watershed (GRMW) Program restoration databases.	
Owner	Greg Sieglitz, Monitoring and Reporting Manager, (503) 986-0194	



1. OUR STRATEGY

Information about the percentage of potential aquatic salmon habitat made available to salmon each year can inform OWEB funding priorities for watershed restoration projects (in particular, fish-passage restoration projects) and monitoring projects in the future.

2. ABOUT THE TARGETS

The measure indicates progress made under the Oregon Plan for Salmon and Watersheds toward removing barriers to fish passage in rivers and streams throughout Oregon; with a target of 0.25% for the percentage of habitat opened for use by salmonids (the target of 0.25% represents approximately 130 miles of potential aquatic salmon habitat made available to salmon each year). Our ability to report on this measure is in large part dependent upon the participation of and coordination with other Oregon Plan partner agencies and their activities. OWEB anticipates continuing to meet performance targets for this measure through a combination of targeted Board investments and coordinated, strategic restoration work by organizations such as watershed councils, soil and watershed conservation districts, and agencies.

3. HOW WE ARE DOING

The percentage of potential aquatic salmon habitat made available to salmon each year is well above the target of 0.25% for the period of 2000–2011. The number of aquatic salmon habitat miles made available annually ranges from 138 to 412 over this period. The target was met and exceeded in 2011, even though some data are still pending. Approximately 138 miles of aquatic salmon habitat has been made available to salmon in FY 2011.

4. HOW WE COMPARE

By way of comparison, the State of Washington's State of Salmon in Watersheds 2010 report notes that 1,180 miles of streams containing salmon habitat were made available to salmon during 2000-2012. During this same period, OWEB reported approximately 3,434 miles of salmon habitat made available to salmonids. OWEB recently funded a retrospective effectiveness analysis of barrier removal projects completed between 1995 and 1998 in the South Coast Basin. Results indicate that a large majority of these fish-passage projects remain functional and successful at providing passage for salmon. A final report for this project was released in 2010 and is available on the OWEB website.

5. FACTORS AFFECTING RESULTS

For 2011, data are available from the OWEB Oregon Watershed Restoration Inventory (OWRI). Data from other Oregon plan partner agencies that manage restoration project databases were not available at the time of this report but are expected in late 2012.

Data for restoration actions undertaken in the previous year are not reported by local restoration groups and federal agencies until late in the following year; thus complete data for 2011 will not be available until late 2012. This time lag in local groups, private landowners, and agencies reporting on restoration

accomplishments results in a one-year delay in our ability to report on this measure. OWEB's ability to report on this measure is dependent upon ongoing coordination and data sharing among Oregon Plan partners such as local watershed councils, soil and water conservation districts, and natural resource agencies. Data that comprise the reporting on this measure come from several sources: the OWEB maintained Oregon Watershed Restoration Inventory (OWRI), the federal Interagency Restoration Database (IRDA), and restoration databases maintained by the BLM, USFS, and GRMW. The results shown are likely underestimates of the percentage of potential aquatic salmon habitat made available to salmon each year because there is currently a lack of quantitative information about the total miles of potential aquatic salmon habitat in Oregon. In the absence of this number, we calculated the percentage based on an estimate of 51,500 for the total number of perennial stream miles in the state as reported by EPA as determined by the U.S. Environmental Protection Agency (see http://www.epa.gov/bioindicators/pdf/OR_summary_final.pdf). Professional judgment of ODFW biologists suggests that not all of these perennial stream miles are capable of supporting salmon; thus, the results shown above under-represent the percentage of habitat made available annually.

6. WHAT NEEDS TO BE DONE

The Oregon Department of Fish and Wildlife (ODFW) with help from OWEB is continuing the process of updating the Oregon Fish Passage Barriers Database, which was last updated in 2010 with data from 12 watershed councils, local governments and state agencies. Over 4,000 new barrier features were integrated into the database from these 12 entities. The database is based on a widely accepted data standard that was adopted by the Oregon Geographic Information Council (OGIC). This enables effective data sharing among natural resources agencies that maintain fish-passage barriers data. OWEB funding also allowed the USFS, OWEB, and local inventories data to be added to this database. OWEB has encouraged collaboration among agencies on fish-passage barriers information management. In March of 2009, the OWEB Board awarded funding to ODFW to make the Oregon Fish Passage Barriers Database more comprehensive and useful by expanding the foundation of information included in the database and by creating tools for quantifying the impact of barriers (i.e., number of miles blocked that would be opened through restoration efforts). The University of Oregon InfoGraphics Lab, with funding from OWEB, developed an interactive map viewer application that demonstrates the significance of fish passage barrier removal investments within the Coos Bay and Upper John Day River sub-basins. This was done in part, by incorporating data contained within the fish barriers dataset. The interactive map viewer is available on the OWEB website. This tool will enable users to view the progress made in improving access for fish to previously blocked habitat in these two pilot river basins. Future phases of this project under consideration include the expansion into other river basins, as well as, the development of a restoration project-planning tool for fish barrier removal with data integrated as part of the fish passage barrier database. The results of this measure assist OWEB in identifying where additional monitoring and/or research may be needed related to salmon distribution. Taken together, the information will enable strategic investments in areas where fish populations are likely to respond to restoration activities.

7. ABOUT THE DATA

Oregon FY 2011. Data from OWRI are available for the period 2000–2011. The IRDA database, which includes data for both the BLM and USFS, is used

for the period 2000–2009. BLM and USFS data are not yet available for the period of 2010-2011. The GRMW database covers the period of 2000–2006. Given the availability of data, OWEB currently is comprehensively reporting on the period 2000–2009 and will have additional data for 2010 and 2011 late in 2012. The base number used for calculating the total number of stream miles made available for salmon in Oregon is approximately 51,500 perennial stream miles as determined by the U.S. Environmental Protection Agency (see http://www.epa.gov/bioindicators/pdf/OR_summary_final.pdf). Information about investments by the State of Washington SRFB is available at http://www.rco.wa.gov/documents/srfb/2008_biennial_rpt.pdf.

KPM #10	CUSTOMER SERVICE--Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	2006
Goal	Make effective and accountable investments in watershed health.	
Oregon Context	#35: Public Management Quality	
Data Source	Survey of grant recipients	
Owner	Greg Sieglitz, Monitoring and Reporting Manager, (503) 986-0194	



1. OUR STRATEGY

OWEB strives for good to excellent ratings for each aspect of customer service. A positive experience will help ensure active public involvement, which advances the Oregon Plan's goals of voluntary participation in making improvements in watershed health.

2. ABOUT THE TARGETS

This is the sixth year that OWEB has conducted a customer-service survey. The target for this measure is set high at 91%, which is derived from the 2006 baseline data.

3. HOW WE ARE DOING

In the 2012 survey, OWEB met the 91% target rating for five of the 6 categories. For the fifth year in a row, the result for Overall Service remains above the target. Availability of Information was the lowest scoring customer service criteria with 88% of respondents rating as good or excellent. Ratings for Timeliness improved again for 2012 and met the target of 91% for the first time in six years. Accuracy was highly rated at 96%. Helpfulness and Expertise are above the target of 91%

4. HOW WE COMPARE

In 2010, the Oregon Department of Fish and Wildlife (ODFW) APPR noted that the agency did not meet the 92% target rating for any of the six categories of this measure. During 2011, the Oregon Department of State Lands (DSL) did not meet the targets for any measures and achieved an Overall Service rating of 83%. While these statistics provide representative examples of the customer-service performance of other natural resources agencies, it may be difficult to compare OWEB to these agencies, as OWEB is a non-regulatory granting agency.

5. FACTORS AFFECTING RESULTS

The survey targets a specific set of clients and, therefore, a small base of the general population. The target clients are customers who received an OWEB grant between April 1, 2011 and March 31, 2012. This population is the group of customers, including agencies working most closely with the programs within OWEB during the timeframe for this report. The data did not assess those who applied for, but were not awarded a grant. In future years, OWEB may consider offering the customer service survey through on-line tools with the intention of increasing the response rate.

6. WHAT NEEDS TO BE DONE

With the development of new information management tools and databases in the last two years there may be some fine tuning of delivery methods as more people switch from traditional paper reporting to electronic submission. OWEB will begin discussions on updating existing information systems and delivery methods that can better serve the needs of the agency and of our constituents to help improve the customer service categories in the near future. In July, 2012 OWEB began to offer an online project completion reporting option for grantees. It is expected that this improvement will enable OWEB to improve its business model and may increase the likelihood of meeting the availability of information and continue to meet the timeliness categories in the future.

7. ABOUT THE DATA

Oregon FY 2012. The OWEB survey followed the Recommended Statewide Customer Service Performance Measure Guidance provided by the Department of Administrative Services in 2005. The sample size was 153 grantees who received grants between April 1, 2011 and March 31, 2012, for whom a current e-mail address was available. Sixty-seven grantees responded, resulting in a response rate of 44%. The survey included the following questions: 1 Timeliness) How do you rate the timeliness of the services provided by OWEB? 2 Accuracy) How do you rate the ability of OWEB to provide services correctly the first time? 3 Helpfulness) How do you rate the helpfulness of OWEB employees? 4 Expertise) How do you rate the knowledge and expertise of OWEB employees? 5 Availability of Information) How do you rate the availability of information at OWEB? 6 Overall Service) How do you rate the overall quality of service provided by OWEB? Additional information about the survey: -- Survey Name: 2012 OWEB Customer Satisfaction Survey -- Surveyor: OWEB staff -- Date Conducted: June 11, 2012 through July 13, 2012 -- Population: Consumers and Constituents (OWEB grant recipients) -- Sampling Frame: OWEB awardees granted between April 1, 2011 and March 31, 2012 -- Sampling Procedure: Systematic sample (excluding those for which a current e-mail address was not available) -- Sample Characteristics: Population = 154; Sample Size = 146; Responses = 89; Response Rate = 44% -- Weighting: Single survey; no weighting required. Weaknesses of the data include the fact that customers surveyed were grant recipients for this fiscal year, the survey did not assess feedback from those who applied, but were not awarded a grant. Strengths of data are that responses were received from a variety of customers including soil and water conservation districts and watershed council staff; federal agency, tribal, and county employees; academic researchers; and non-profit groups. Information from the ODFW APPR is available at http://www.dfw.state.or.us/agency/budget/docs/11-13_ways_and_means/H%20-%20Agency%20Key%20Performance%20Measures.pdf. Information from the DSL APPR is available at <http://www.oregon.gov/dsl/DO/docs/KPM%20APPR%20FY11.pdf>

WATERSHED ENHANCEMENT BOARD**III. USING PERFORMANCE DATA****Agency Mission:** To help protect and restore healthy watersheds and natural habitats that support thriving communities and strong economies.**Contact:** Greg Sieglitz, Monitoring and Reporting Manager**Contact Phone:** 503-986-0194**Alternate:** Tom Byler, Executive Director**Alternate Phone:**503-986-0180**The following questions indicate how performance measures and data are used for management and accountability purposes.****1. INCLUSIVITY**

* **Staff :** The current performance measures were developed jointly with OWEB, the Legislative Fiscal Office, and the Legislature.

* **Elected Officials:** The current performance measures were developed jointly with OWEB, the Legislative Fiscal Office, and the Legislature.

* **Stakeholders:** OWEB maintains constant dialogue with stakeholders such as citizens and local restoration practitioners regarding programs, policies, and processes that influence our ability to achieve KPM goals. This dialogue could lead to potential changes to KPMs through time.

* **Citizens:** OWEB maintains constant dialogue with stakeholders such as citizens and local restoration practitioners regarding programs, policies, and processes that influence our ability to achieve KPM goals. This dialogue could lead to potential changes to KPMs through time.

2 MANAGING FOR RESULTS

The performance measures each link to OWEBs Strategic Plan, which in turn, guides the implementation of agency programs. In addition, OWEB continues to work with NOAA Fisheries to use regional performance measures to evaluate projects funded with monies from the Pacific Coastal Salmon Recovery Fund (PCSRF). To the extent possible, performance measures help guide grant award and other program implementation decisions (e.g., KPM #3, Restoration). Reporting on OWEB's performance measures, especially those related to restoration and conservation activities implemented as part of the Oregon Plan for Salmon and Watersheds, requires collaboration with other agencies. In some cases (e.g., KPM #8, Fish Monitoring), additional data collection and monitoring is necessary by Oregon Plan partner agencies to comprehensively report on trends at the statewide scale. OWEB staff continue to improve coordination with other agencies for the purpose of collecting and assembling data about salmon populations and watershed condition. The agency has and will continue to strive to increase its sample population for KPM #11, Customer Service.

3 STAFF TRAINING

OWEB staff attended the limited number of training sessions and meetings within the last year provided by the

Department of Administrative Services (DAS).

4 COMMUNICATING RESULTS

* **Staff :** This annual report is provided to all staff via email and through meetings.

* **Elected Officials:** This annual report is provided to elected officials as part of OWEB's Agency Request Budget binder. In addition, staff from the LFO and DAS' Budget and Management Division receive a complete copy of the APPR.

* **Stakeholders:** This annual report is provided to all public stakeholders and citizens through the OWEB website. Stakeholder groups were involved specifically through our recently completed customer service survey. Information on both OWEBs state and federal performance measures is listed on a performance measures-specific page on the agency website at http://www.oregon.gov/OWEB/performance_measures.shtml OWEB also provides information on the progress of local watershed restoration work conducted by citizens, agencies, and other groups in the Oregon Plan Biennial Reports available at http://www.oregon.gov/OWEB/publications.shtml#Oregon_Plan_for_Salmon_and_Watersheds_Reports. Federal performance measures are reported to Congress and are available at <http://www.nwr.noaa.gov/Salmon-Recovery-Planning/PCSRF/upload/PCSRF-Perf-Framework.pdf>.

* **Citizens:** This annual report is provided to all public stakeholders and citizens through the OWEB website. Information on both OWEBs state and federal performance measures is listed on a performance measures-specific page on the agency website at http://www.oregon.gov/OWEB/performance_measures.shtml OWEB also provides information on the progress of local watershed restoration work conducted by citizens, agencies, and other groups in the Oregon Plan Biennial Reports available at http://www.oregon.gov/OWEB/publications.shtml#Oregon_Plan_for_Salmon_and_Watersheds_Reports. Federal performance measures are reported to Congress and are available at <http://www.nwr.noaa.gov/Salmon-Recovery-Planning/PCSRF/upload/PCSRF-Perf-Framework.pdf>