

July 28-29, 2015 OWEB Board Meeting

Executive Director Update #F-5: Key Performance Measure Revision Process

Background

As part of the agency's Annual Performance Plan Report to the Oregon Legislature, OWEB reports on a number of Key Performance Measures, or KPMs (Attachment A). These metrics are part of an approach to measure performance and outcomes of state government. Measures must:

- Gauge progress toward agency's goals and mission,
- Use standard terminology and definitions,
- Be few in number,
- Identify performance targets to be achieved during the two year budget cycle,
- Use accurate and reliable data sources,
- Measure customer satisfaction,
- Assign an organizational unit responsible for achieving the target, and
- Address comparable information, where possible.

During the budget deliberation process of each legislative session, the Legislature will approve, disapprove, or change/update each agency's proposed biennial performance measures.

Many of OWEB's KPMs and the targets associated with these metrics were developed over five years ago. While some may still be relevant, with the passage of Constitutional Ballot Measure 76 in 2010, much of the way OWEB operates in relationship to its partner agencies has changed. As an example, OWEB used to be responsible for distributing all funding through Measure 66, including funds distributed for staff to other agencies. With Measure 76, this arrangement changed and OWEB is now the lead agency for the "Grant" fund, but is not responsible for Lottery distributions to other agencies. This change has dramatically impacted the agency's ability to meet a 6% administrative cost ratio target as outlined in KPM #1. In addition, many KPMs are dependent on the reporting of other state or federal agencies. While this is a good idea in concept in that it encourages cross-agency communication on outcomes, it can be a challenge in reality. For example, OWEB is reliant on federal agencies gathering information in their databases, then extracting information from those databases for OWEB to use in KPM reporting. If agencies do not report information to their databases, replace older data with new data that is more accurate, or report differently than the format needed by OWEB for reporting on KPMs, it impacts OWEB's ability to report on measures, appropriately explain changes in data/trends, and/or achieve targets.

During the 2015 Legislative session, OWEB staff notified the Joint Ways & Means Natural Resources Subcommittee that the agency will propose updates to its KPMs for the 2017 Legislative Session. Attachment B is the timeline for developing updated KPMs, which will include discussions with the executive committee in July and information for Board discussion at the October Board meeting.

Staff Contact:

If you have questions or need additional information, contact Meta Loftsgaarden at meta.loftsgaarden@state.or.us or 503-986-0180.

Attachment

- A. Key Performance Measures
- B. Key Performance Measures Revisions Timeline

2013-2014 KPM #	2013-2014 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.

Key Performance Measure Revision Timeline

April 2015 Board	OWEB Board meeting -- Introduce KPM revision topic Director's Update
May 2015	Prepare materials for staff background and June all staff retreat
June 2015	Staff discussion at all-staff retreat providing ideas and feedback on KPM revisions/additions
June 2015	Legislature approves Agency budgets and KPMs for annual report
July 2015	Convene Executive Committee to begin discussing revisions to KPMs
July 2015 Board	OWEB Board meeting -- Discuss process, including having the Executive Committee as lead on KPM revision process
August 2015	Convene Executive Committee to advise on revisions to KPMs
Sept. 30, 2015	OWEB completes FY 2015 Annual Performance Program Report (APPR) with current KPMs
September	Convene Executive Committee for final review of draft KPMs
Oct. 2015 Board	OWEB Board meeting -- Discuss draft KPMs
December 2015	Executive Committee makes changes based on Board feedback
Jan. 2016 Board	OWEB Board meeting -- Board approval of final KPMs (with April 2016 Board meeting as back-up if needed)
April 30, 2016	OWEB submit revised KPMs and inform DAS/LFO
June 30, 2016	DAS/LFO Analysts provide feedback to agency on KPM revisions
September 15, 2016	OWEB completes FY 2006 APPR with current and new KPMs