

Agency Management Report

KPMs For Reporting Year 2009

Finalize Date: 10/5/2009

Agency: AVIATION, OREGON DEPARTMENT of

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
Summary Stats:	62.50%	25.00%	12.50%	0.00%	0.00%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - Percent of runways in good or better condition.	87.90	90.00	Green	2009	Pavement maintenance program meets most of this need, however, federal, state and local funding is insufficient for rehab/reconstruction needs for runways on many of Oregon's airports.
2 - Percent of runways meeting or exceeding approach surface standards.	67.70	75.00	Yellow	2009	Current funding insufficient to remove all obstacles within Airport conical surface. Deferred maintenance backlog includes needs for navigational, lighting and weather requirements.
3 - Number of State Airports with current Inspections.	121.00	142.00	Yellow	2009	Remotely located airports not visited within last quarter due to operational priority and funding.
4 - Percentage of total Federal Funds obligated or spent.	100.00	100.00	Green	2009	
5 - 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.	60.10	91.00	Red	2008	Next survey scheduled in Spring 2010.
6 - Percent of aircraft registered	77.10	80.00	Green	2009	Aircraft registration computer system being updated, to include electronic payment processing capabilities.

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KPMs	Actual	Target	Status	Most Recent Year	Management Comments
7 - Percent of pilots registered	87.10	80.00	Green	2009	Pilot registration computer system being updated, to include electronic payment processing capabilities.
8 - Percent of total best practices met by the board.	80.00	75.00	Green	2008	

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.