

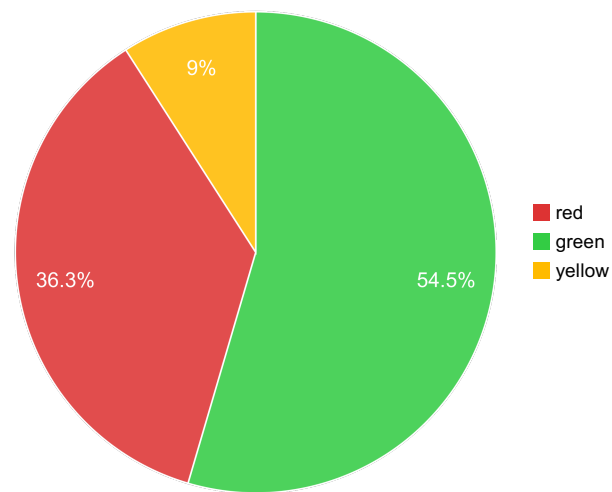
Marine Board

Annual Performance Progress Report

Reporting Year 2021

Published: 10/7/2021 12:49:01 PM

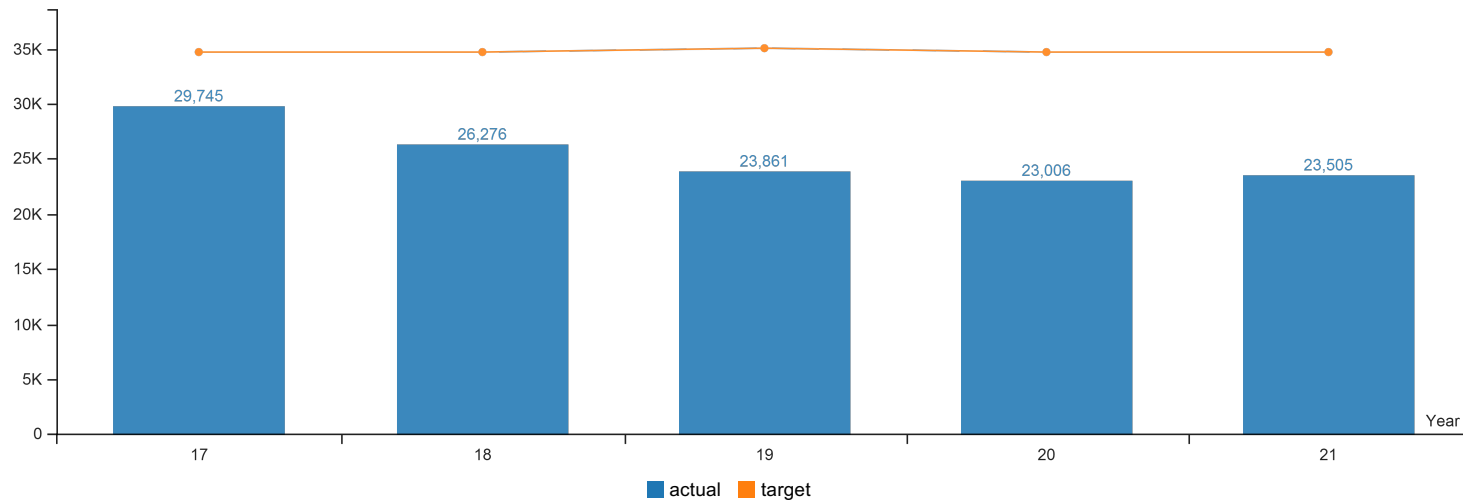
KPM #	Approved Key Performance Measures (KPMs)
1	Number of boat patrol hours conducted on the water. -
2	Number of boat operators arrested for boating under the Influence of Intoxicants (BUII). -
3	Boating fatalities per 100,000 registered boats. -
4	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card -
5	Number of gallons of boater generated-sewage not deposited in Oregon waters as a result of Marine Board facilities. -
6	Ratio of matching funds from other sources to Marine Board funds. -
7	Average number of days it takes to process and award grant funds. -
8	Average number of days it takes to process requests for grant reimbursements. -
9	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
10	Percent of total best practices met by the Board. -
11	Number of boat Inspections for aquatic invasive species with actual inspections. -



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	54.55%	9.09%	36.36%

KPM #1	Number of boat patrol hours conducted on the water. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Number of Boat Patrol Hours Conducted on the Water					
Actual	29,745	26,276	23,861	23,006	23,505
Target	34,650	34,650	35,000	34,650	34,650

How Are We Doing

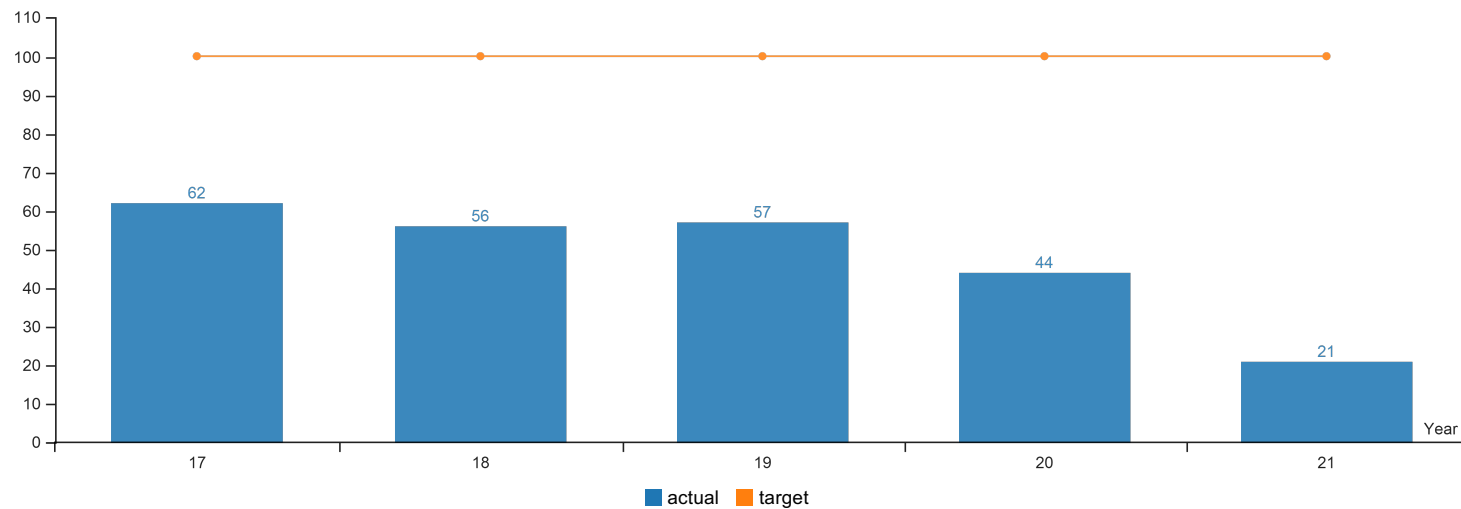
Hours continue to be below our target and with no end in sight. There are many contributing factors. To counter reduced presence on the water, we have directed marine officers to focus on very basic priorities such as life jacket use and registration compliance. Officers are being overwhelmed by the large increase in non-motorized boating by new participants who don't recognize basic rules and requirements.

Factors Affecting Results

The primary factor is budget and available staffing of contract agencies. Several agencies reported staffing shortages and unfilled positions, an issue endemic in law enforcement in general. This impacts patrol hours directly because of a lack of staff, but indirectly because marine officers are frequently pulled off duty to assist in other issues such as highway patrol, criminal events and fire support (community evacuation and related work). Fires have been a particular challenge because marine officers are equipped for rural operation and often first on the scene to assist in evacuations and rescues. Search and rescue activities often pull marine officers away from duty as well, another issue exacerbated by COVID-19 and the large number of people seeking outdoor recreation and social distancing.

KPM #2	Number of boat operators arrested for boating under the Influence of Intoxicants (BUII). -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Number of Boat Operators Arrested for Boating Under the Influence (BUII)					
Actual	62	56	57	44	21
Target	100	100	100	100	100

How Are We Doing

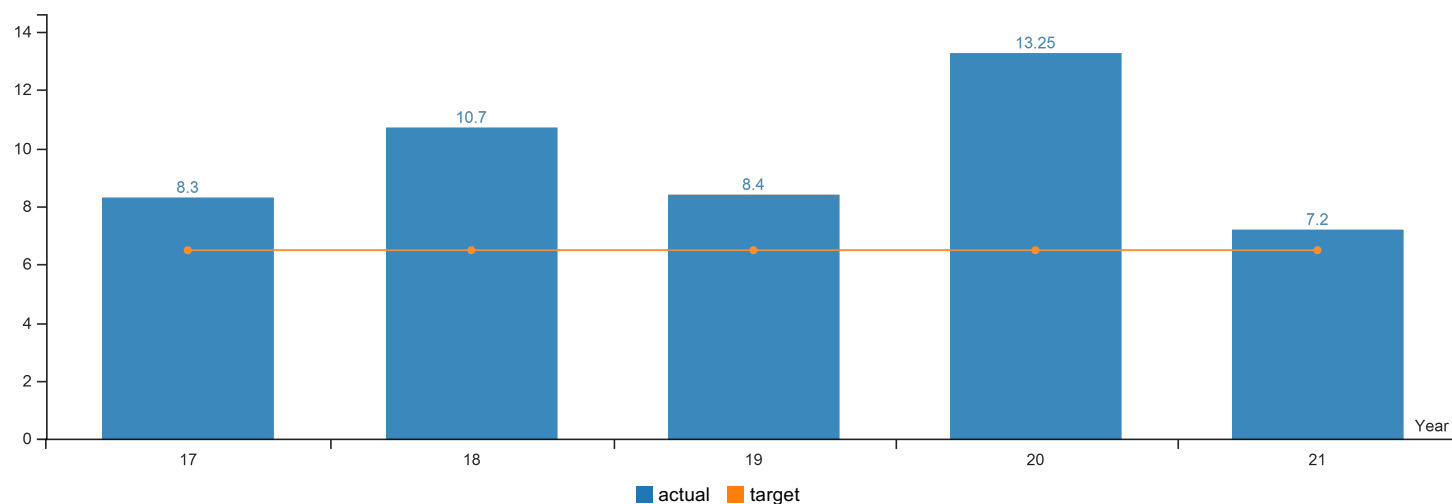
This number continues to decline. There are multiple contributing factors described below. Oregon tends to have lower BUII-related fatalities and incidents than other states, but the advent of recreational marijuana and anecdotal evidence indicates that use of alcohol and drugs (illicit or legal) continues on Oregon's waterways.

Factors Affecting Results

Identifying and prosecuting BUIIs is a time-consuming process that takes special skills, experience and personal passion to keep waterways free of intoxicated or impaired operators. Reduced staffing and available time (patrol hours) certainly impacts officers' ability to find and investigate BUIIs. In addition, several jurisdictions are less willing to emphasise BUII patrols because of its perceived impact on recreation.

KPM #3	Boating fatalities per 100,000 registered boats. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2017	2018	2019	2020	2021
Boating Fatalities per 100,000 Registered Boats					
Actual	8.30	10.70	8.40	13.25	7.20
Target	6.50	6.50	6.50	6.50	6.50

How Are We Doing

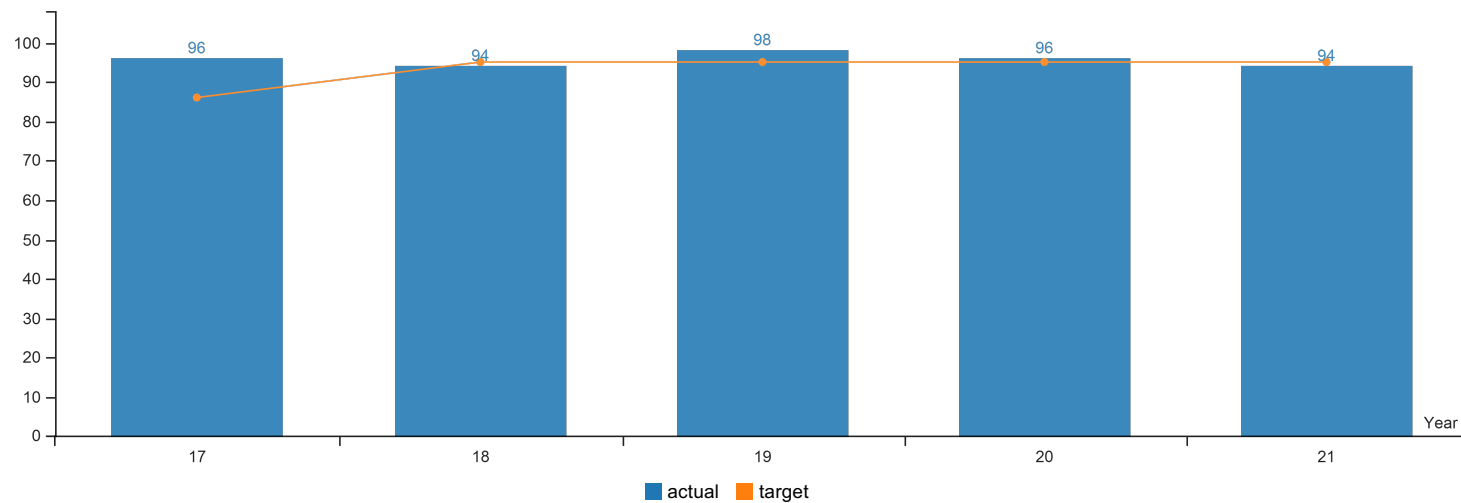
2021 was much better than the previous year. 2020 saw a high level of early fatalities related to pandemic isolation and people with minimal skills sought to isolate on high, cold waterways. The incidents and fatalities in 2021 followed annual patterns more closely.

Factors Affecting Results

Contributing factors include strong media focus on water safety early in the spring, heightened sense of awareness among law enforcement and the public about water safety issues, a low water year related to a dry spring, and some extremely hot weather which may have had the effect of actually dissuading people from recreating outside on the worst days. Marine enforcement did focus attention on life jacket compliance and education. Marine Board messaging on life jacket use was much more focused this year.

KPM #4	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Percent of Inspected Boaters who are in Compliance with the Requirements to Carry a Mandatory Boater Education Card					
Actual	96%	94%	98%	96%	94%
Target	86%	95%	95%	95%	95%

How Are We Doing

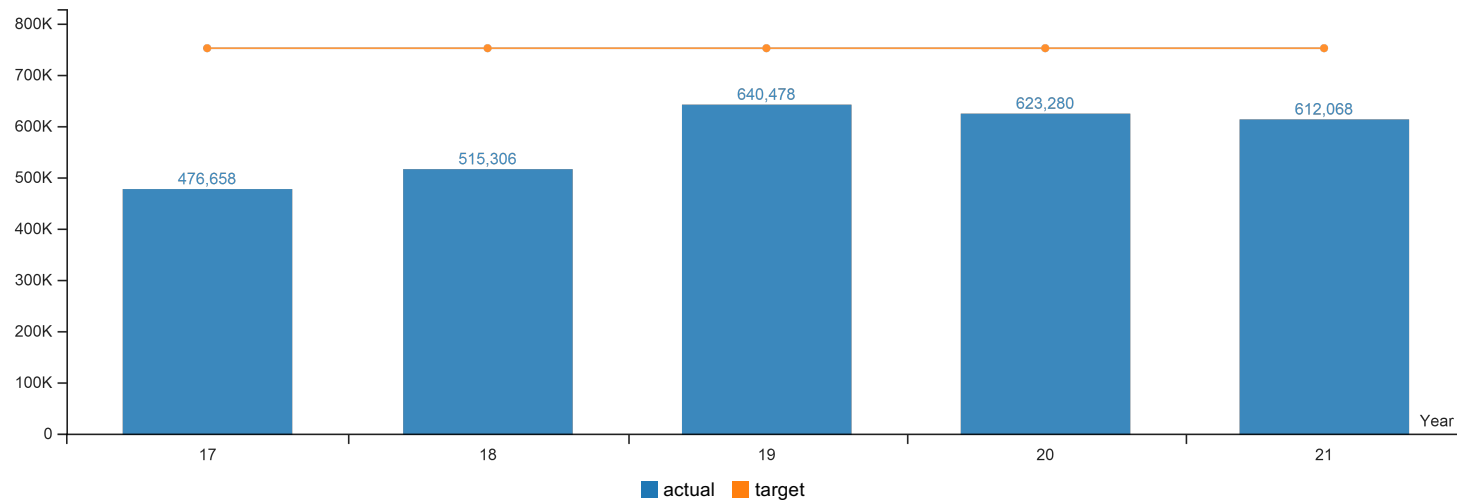
Boater Education Card compliance continues to be strong. Courses are convenient and accessible. The Marine Board offeres virtual classes during the pandemic improving accessibility. The law itself enhances compliance by allowing a certified operator in the boat overseeing other people who are operating the boat. This continues to be a law that generally seems supported by the public.

Factors Affecting Results

This is a well-established program now and one with good public support. It is highly accessible with the online training options, and online coursework continues to improve annually in it's delivery, content and effectiveness. Marine Officers are continually trained to ask for proof of compliance with every interaction and are trained to explain the program and encourage participation.

KPM #5	Number of gallons of boater generated-sewage not deposited in Oregon waters as a result of Marine Board facilities. -
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Number of Gallons of Human Waste Sewage not Deposited in Oregon Waters as a result of Marine Board Facilities					
Actual	476,658	515,306	640,478	623,280	612,068
Target	750,000	750,000	750,000	750,000	750,000

How Are We Doing

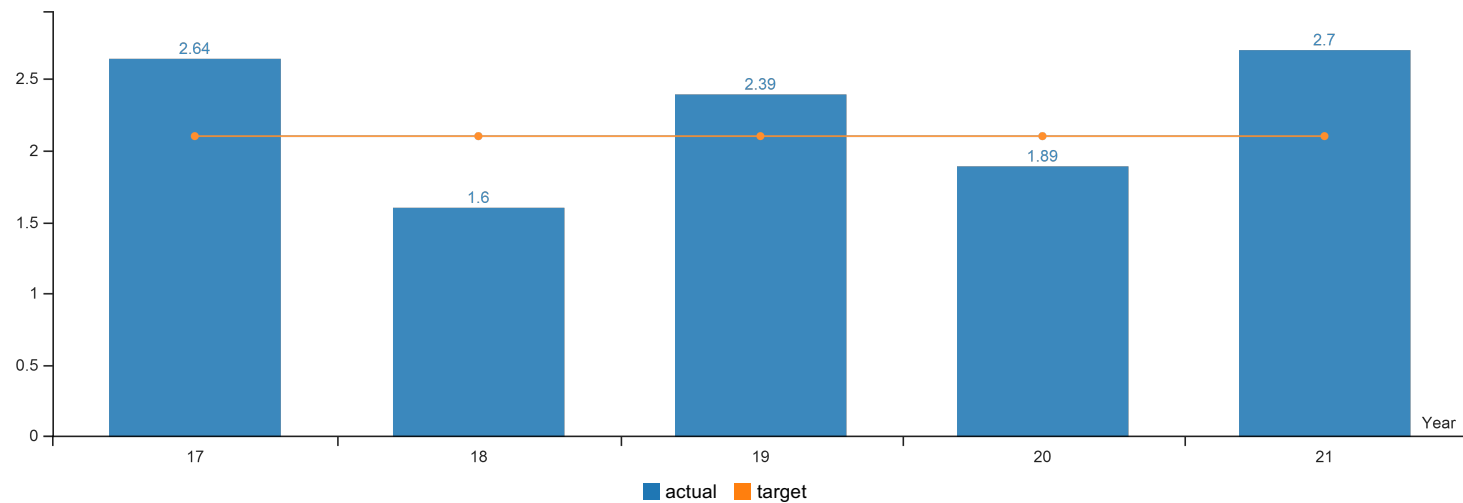
This is below the targeted amount.

Factors Affecting Results

Pumpouts, dump stations and floating restrooms are typically located on lakes or reservoirs. Changes in water flow management has an impact on usability of the equipment as well as drought conditions. In addition, many facility owners could not fill seasonal positions and did not have staffing to maintain many floating restrooms. Other locations were impacted by fires and were either not used or had limited use.

KPM #6	Ratio of matching funds from other sources to Marine Board funds. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Ratio of Matching Funds from other Sources to Marine Board Funds					
Actual	2.64	1.60	2.39	1.89	2.70
Target	2.10	2.10	2.10	2.10	2.10

How Are We Doing

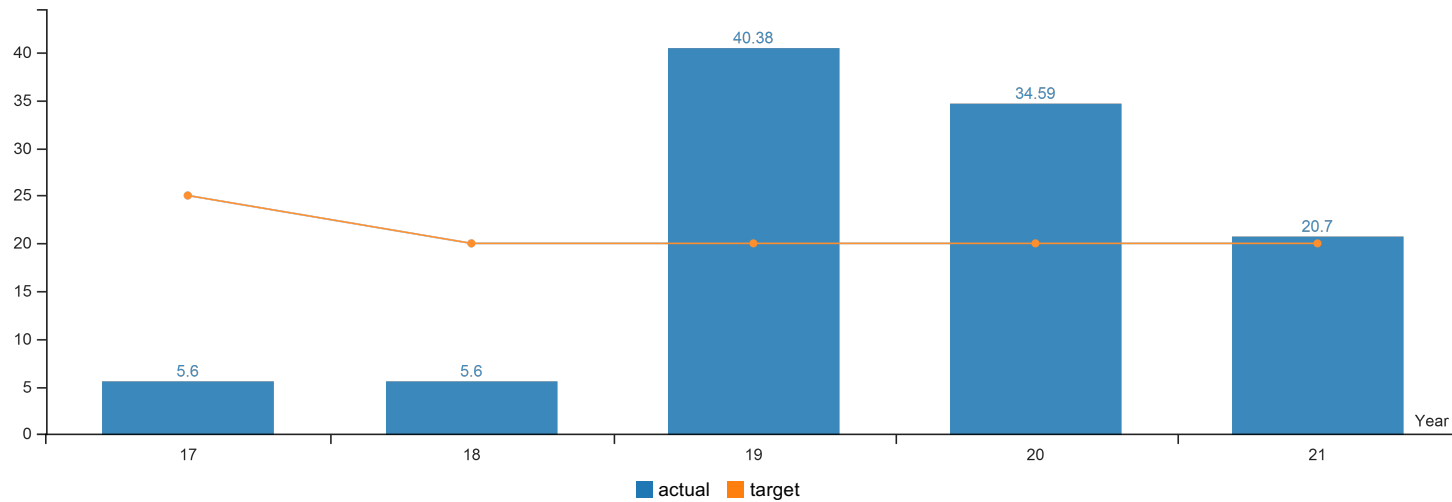
This is slightly above the target.

Factors Affecting Results

Many grant recipients were successful in receiving other sources of funds to use as match.

KPM #7	Average number of days it takes to process and award grant funds. -
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = negative result



Report Year	2017	2018	2019	2020	2021
Average Number of Days it takes to Process and Award Grant Funds					
Actual	5.60	5.60	40.38	34.59	20.70
Target	25	20	20	20	20

How Are We Doing

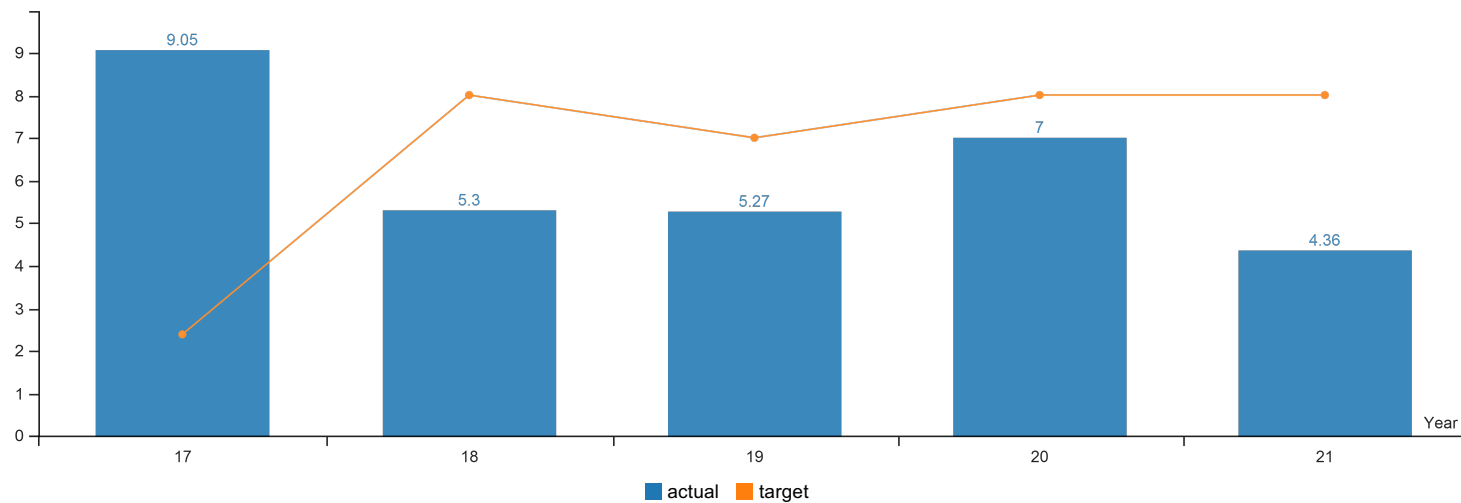
This is slightly above the target amount.

Factors Affecting Results

This is significantly lower than the previous period in large part because no federal agencies applied or were awarded grant funding. Federal agencies typically take two to three times longer than the target days.

KPM #8	Average number of days it takes to process requests for grant reimbursements. -
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = negative result



Report Year	2017	2018	2019	2020	2021
Average Number of Days it takes to Process Requests for Reimbursements					
Actual	9.05	5.30	5.27	7	4.36
Target	2.40	8	7	8	8

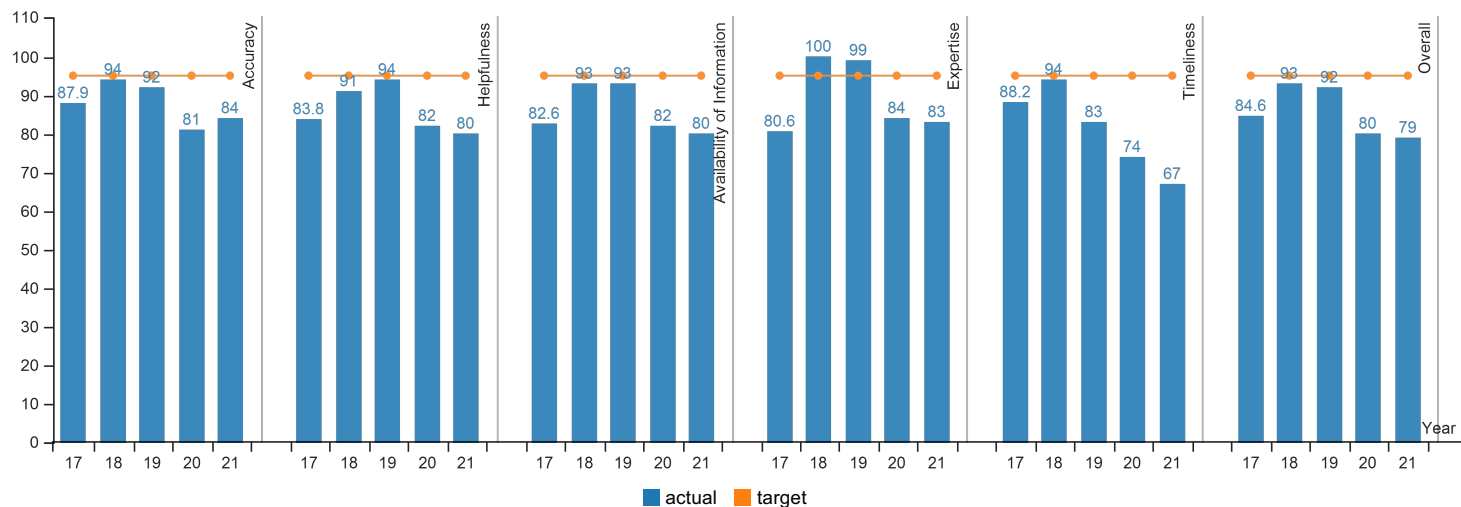
How Are We Doing

This is below the target

Factors Affecting Results

Grant recipients received training on documentation and reimbursement process which reduced the frequency and need for follow up and clarification.

KPM #9	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2017	2018	2019	2020	2021
Accuracy					
Actual	87.90%	94%	92%	81%	84%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	83.80%	91%	94%	82%	80%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	82.60%	93%	93%	82%	80%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	80.60%	100%	99%	84%	83%
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	88.20%	94%	83%	74%	67%
Target	95%	95%	95%	95%	95%
Overall					
Actual	84.60%	93%	92%	80%	79%
Target	95%	95%	95%	95%	95%

How Are We Doing

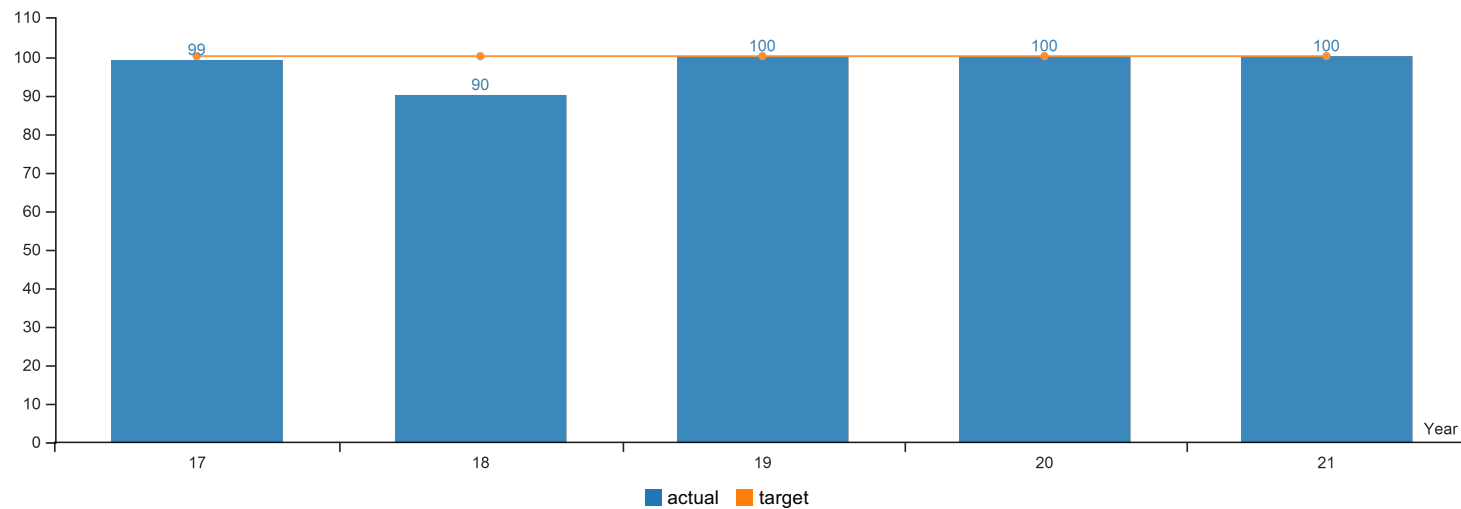
Satisfaction levels are slightly below (2%), compared to previous year.

Factors Affecting Results

The restrictions imposed by the State due to the COVID-19 pandemic were still in place and the agency's office remained closed to the public. The volume of phone inquiries continued high and the registration section coped with this challenge.

KPM #10	Percent of total best practices met by the Board. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Percent of Best Management Practices met by the Board					
Actual	99%	90%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

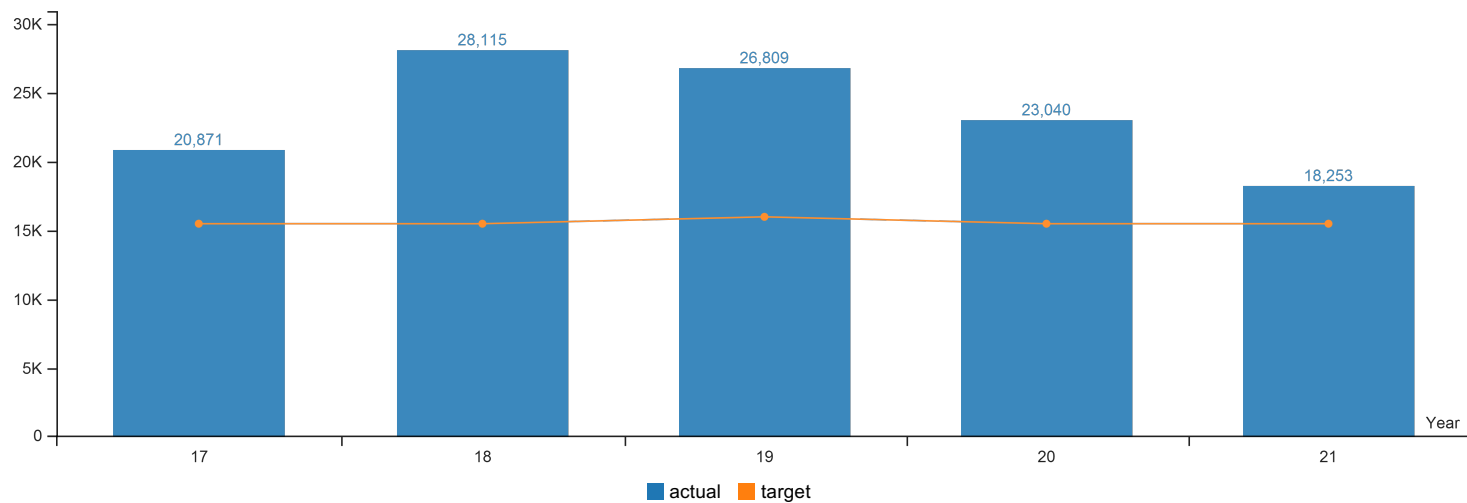
Executive Director's performance expectations are current, Executive Director receives annual performance feedback, the agency's mission and high-level goals are current and applicable, the board reviews the Annual Performance Progress Report, the board is appropriately involved in review of agency's key communications, the board is appropriately involved in policy-making activities, the agency's policy option packages are aligned with their mission and goals, the board reviews all proposed budgets, the board periodically reviews key financial information and audit findings, the board is appropriately accounting for resources, the agency adheres to accounting rules and other relevant financial controls, Board members act in accordance with their roles as public representatives, the board coordinates with others where responsibilities and interests overlap, the board members identify and attend appropriate training sessions, and the board reviews its management practices to ensure best practices are utilized.

Factors Affecting Results

Due to some technical and logistical limitations, during the current calendar year, the management was not able to perform a self-evaluation. A new survey is scheduled by December 2021.

KPM #11	Number of boat Inspections for aquatic invasive species with actual inspections. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Number of inspections					
Actual	20,871	28,115	26,809	23,040	18,253
Target	15,500	15,500	16,000	15,500	15,500

How Are We Doing

A slight decrease in the number of inspections compared to 2020 as the pandemic continues to impact the number of boaters that are traveling into Oregon.

Factors Affecting Results

The Oregon Marine Board partners with the Oregon Department of Fish and Wildlife on this program to support the efforts financially through boater fees. These funds are currently matched with federal funding from the U.S. Corps of Engineers, with all funds going to ODFW for program support. In 2021 ODFW had challenges with hiring enough inspectors to start the season with and also getting a later than normal start to the season in mid-May. Additionally, a few inspectors left their positions in early summer causing operations at some inspection stations to be limited until more staff could be hired and trained.