

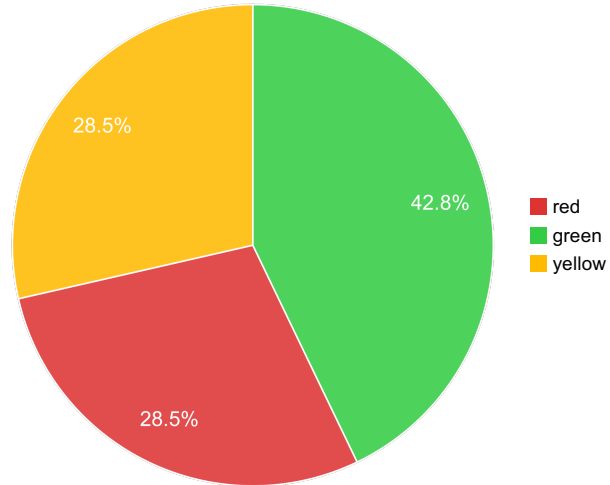
# Aviation, Department of

Annual Performance Progress Report

Reporting Year 2021

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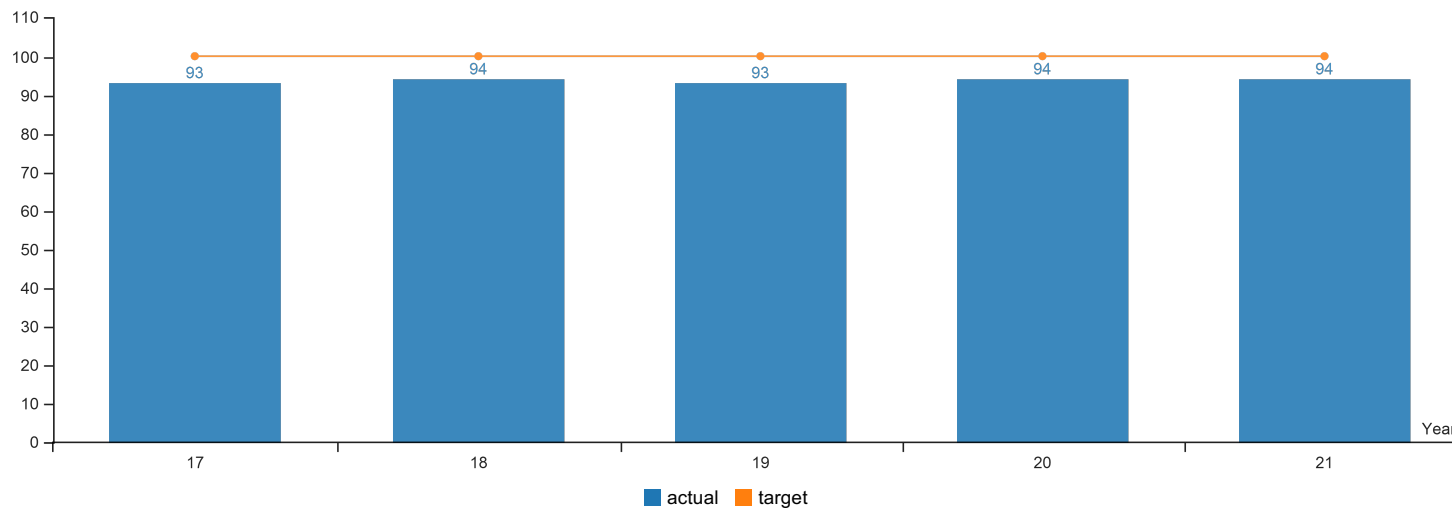
KPM #	Approved Key Performance Measures (KPMs)
1	Percent of runways in good or better condition. -
2	Percent of runways meeting or exceeding approach surface standards. -
3	Number of public use airport inspections conducted. -
4	Percentage of total Federal Funds obligated or spent. -
5	Customer Service - 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.
6	Percent of aircraft registered -
7	Percent of total best practices met by the board. -



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	42.86%	28.57%	28.57%

KPM #1	Percent of runways in good or better condition. -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>Runway Pavement Condition</b>					
Actual	93%	94%	93%	94%	94%
Target	100%	100%	100%	100%	100%

### How Are We Doing

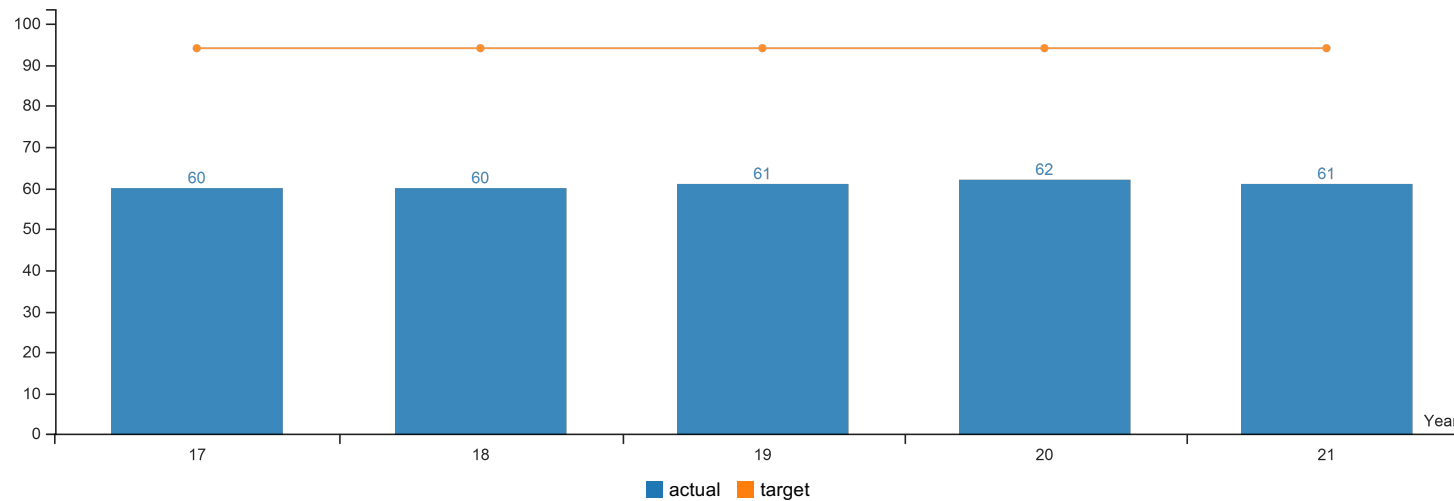
Pavement Maintenance Program (PMP) continued in 2021 and has been successful in completing the program work as scheduled. Program work continued to be regionally divided into three smaller contracts to make it easier for DBE/COBID contractors to bid and more efficient to complete the overall program work within the desired schedule constraints especially due to the added environmental oversight that comes with managing construction work at airports where threatened species such as the Streak Horned lark are present. The ten year study of the PMP funded by FAA showed that the PMP extended service life of airport pavement by twenty plus years. FAA standards are that pavement is good for twenty years so this essentially doubles the life of pavement and potentially cost avoids an entire renovation cycle.

### Factors Affecting Results

Weather conditions, availability of matching funds for local municipalities and construction scheduling are all factors that may potentially affect results in any given period. Over time heavy emphasis on crack sealing instead of surface treatments has had the effect of decreasing overall pavement condition. We have since put surface sealants ahead of small crack filling and are seeing much better results and performance. A complete PMP study was conducted and ODA has incorporated recommendations that will enhance pavement preservation.

KPM #2	Percent of runways meeting or exceeding approach surface standards. -
	Data Collection Period: Jan 01 - Sep 30

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>Runway Meeting/Exceeding Approach Standards (20:1)</b>					
Actual	60%	60%	61%	62%	61%
Target	94%	94%	94%	94%	94%

#### How Are We Doing

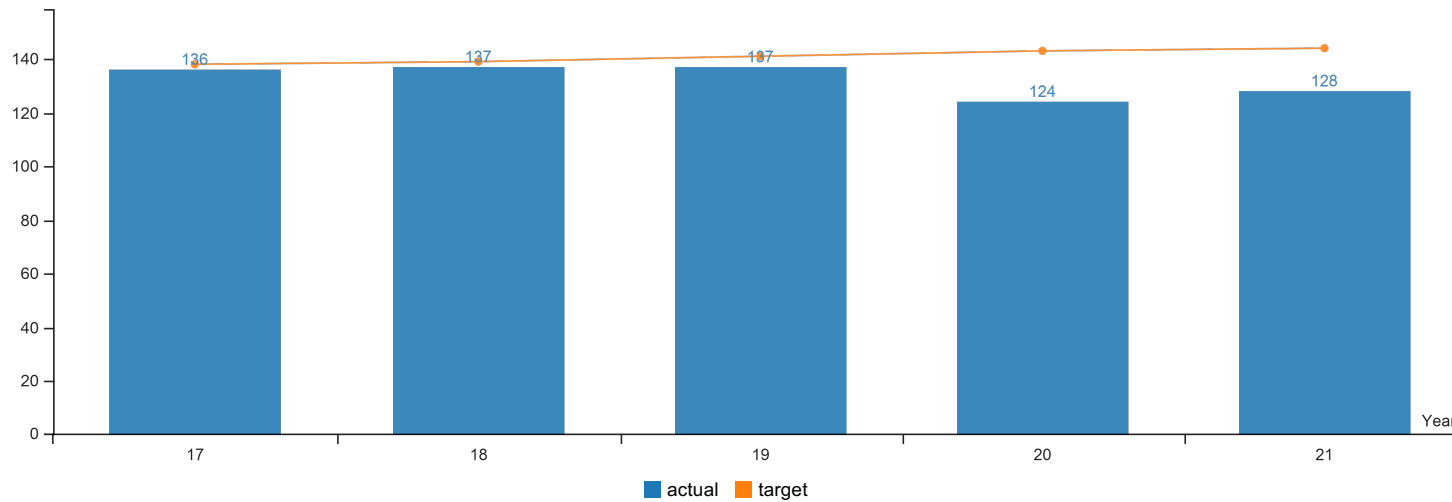
FAA part 77.25 standards require a 20:1 glide slope for visual meteorologic conditions (VMC) for public use airports. Federal dollars are available for NPIAS (National Plan of Integrated Airports System) for obstruction removal. Funding for Non-NPIAS airports lags due to declining operations funding for obstruction removal. After several years of decline, we have seen a small uptick in runways meeting or exceeding approach surface standards.

#### Factors Affecting Results

Note that several airports have more than one runway and therefore may have at least one runway that meets this standard. Obstructions are most commonly trees but can also be unchangeable such as hills or mountains. This KPM measures all of the runways at public use airports which is 105. Of these 64 meet this standard.

KPM #3	Number of public use airport inspections conducted. -
	Data Collection Period: Jan 01 - Sep 30

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>Airport Inspections</b>					
Actual	136	137	137	124	128
Target	138	139	141	143	144

#### How Are We Doing

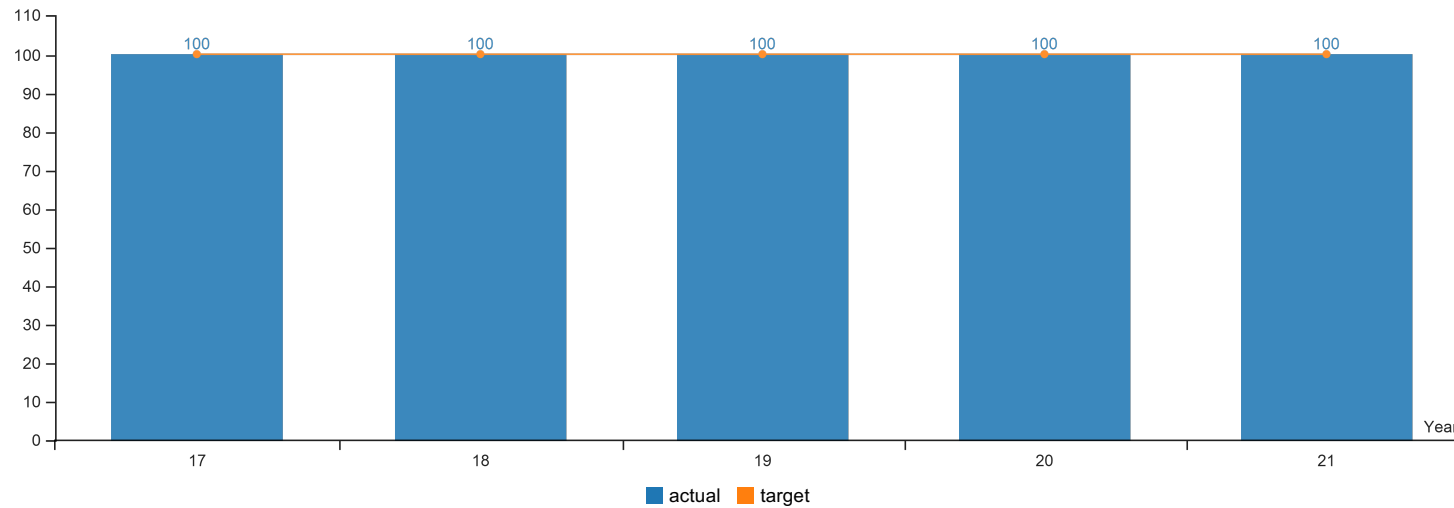
ODA completed 128 of 144 inspections. This KPM measures the number of airports that have received inspections the past year in comparison with the total possible inspections. ODA conducts 97 FAA sponsored inspections (5010s) over a three year period. One third of the inspections are conducted annually (32 in 2021). ODA conducts quarterly self-inspections at 28 state owned airports. The total possible number of inspections is 144 this year.

#### Factors Affecting Results

While all 27 of this year's 5010 inspections were completed, there was a decrease in quarterly self-inspections at ODA's airports due to an over 25% FTE reduction in Operations staff. This reduction of staff is the result of decreased agency operating revenue caused by impacts from COVID-19. Other factors include adverse weather conditions and fires. These factors caused staff's trips to some of Oregon's most remote airports to be postponed for three quarters, which accounts for 12 missed quarterly self-inspections this year. The Owyhee Reservoir State Airport is inaccessible by land, and accounts for 4 missed quarterly self-inspections this year. ODA relies on pilot reports for field conditions at Owyhee.

KPM #4	Percentage of total Federal Funds obligated or spent. -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>Federal Funds Obligated</b>					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

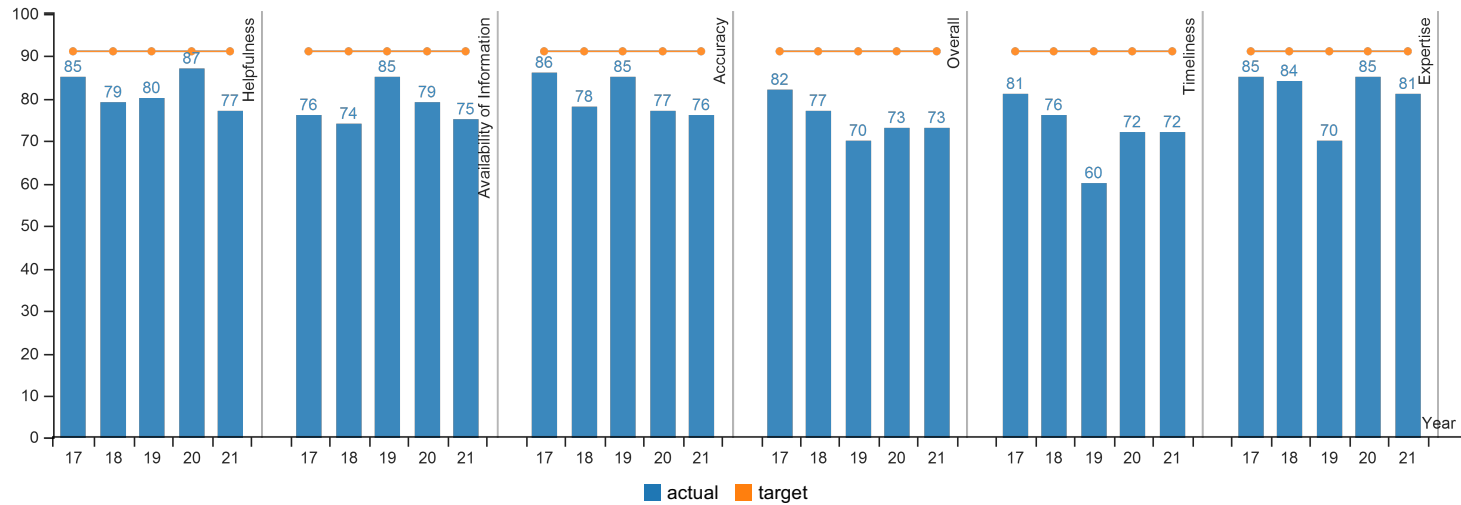
#### How Are We Doing

ODA continues to make improvements in planning, monitoring and closeout of federally funded airport projects. The Department currently utilizes all available NPE funds and assists in the coordination of the transfer of NPE funds between other airports to minimize the amount of funds to be returned to the FAA to be used as discretionary dollars at other airports.

#### Factors Affecting Results

Aviation funding has been significantly reduced due to flight reductions as a result of the pandemic. However, HB 2434 passed in the 2021 session allowing the Aviation System Action Program to continue. This program provides grants to airports throughout the state. The Aviation portion of the Connect Oregon grants will be resuming this year as well. This availability of funding for aviation will help airports statewide meet their FAA match requirements and therefore we expect to continue to meet this KPM target in the future.

KPM #5	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.
	Data Collection Period: Sep 01 - Sep 30



Report Year	2017	2018	2019	2020	2021
<b>Helpfulness</b>					
Actual	85%	79%	80%	87%	77%
Target	91%	91%	91%	91%	91%
<b>Availability of Information</b>					
Actual	76%	74%	85%	79%	75%
Target	91%	91%	91%	91%	91%
<b>Accuracy</b>					
Actual	86%	78%	85%	77%	76%
Target	91%	91%	91%	91%	91%
<b>Overall</b>					
Actual	82%	77%	70%	73%	73%
Target	91%	91%	91%	91%	91%
<b>Timeliness</b>					
Actual	81%	76%	60%	72%	72%
Target	91%	91%	91%	91%	91%
<b>Expertise</b>					
Actual	85%	84%	70%	85%	81%
Target	91%	91%	91%	91%	91%

**How Are We Doing**

The agency strives to provide excellent customer service to all that are served. In 2021 the agency received a high score in expertise however many of the other scores were slightly lower than previous years. The agency will strive to improve its scores in timeliness, helpfulness, accuracy, expertise and availability of information, and overall customer service in the future.

**Factors Affecting Results**

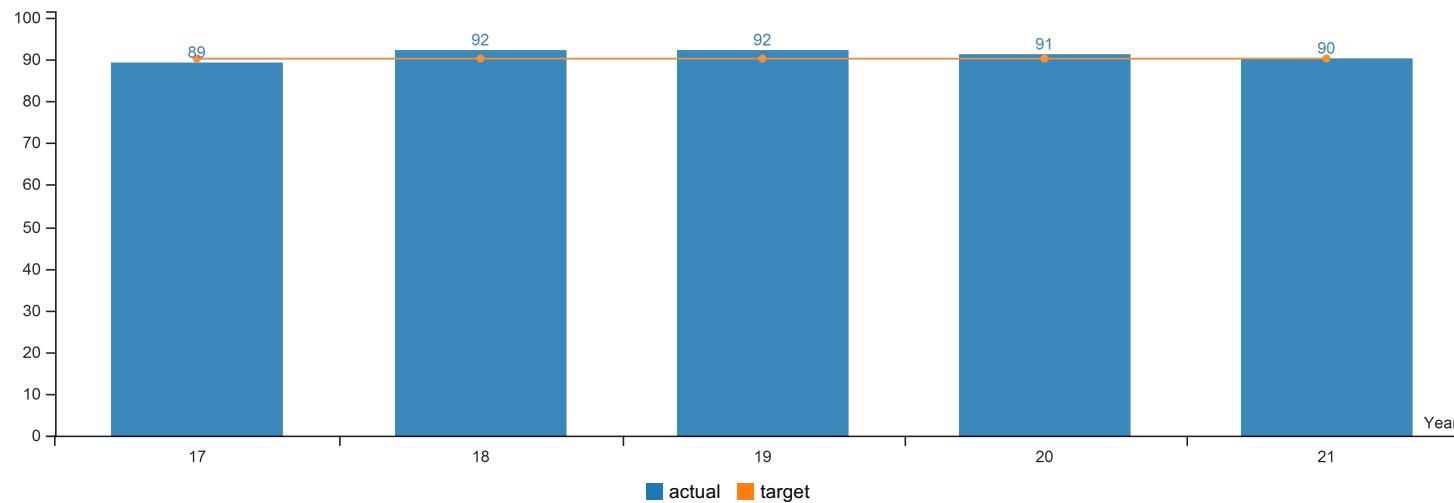
ODA was forced to eliminate 3 positions in the areas of planning, administration and operations as well as eliminate outreach from the budget. These reductions were a direct result of revenue loss due to the pandemic. This reduction in staff and outreach has decreased the agency's ability to perform excellent customer service and it is shown in the survey results.

The agency sent out a survey to almost 4,000 stakeholders including pilots, aircraft owners, airport managers, businesses at airports, airport tenants, and others who have signed up to receive notifications from the agency. The survey was entirely conducted using an online program called Survey Monkey. Stakeholders responded from all areas of the state and a variety of customers that the agency serves.



KPM #6	Percent of aircraft registered -
	Data Collection Period: Jan 01 - Aug 31

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>Percent of Aircraft Registered in Oregon</b>					
Actual	89%	92%	92%	91%	90%
Target	90%	90%	90%	90%	90%

#### How Are We Doing

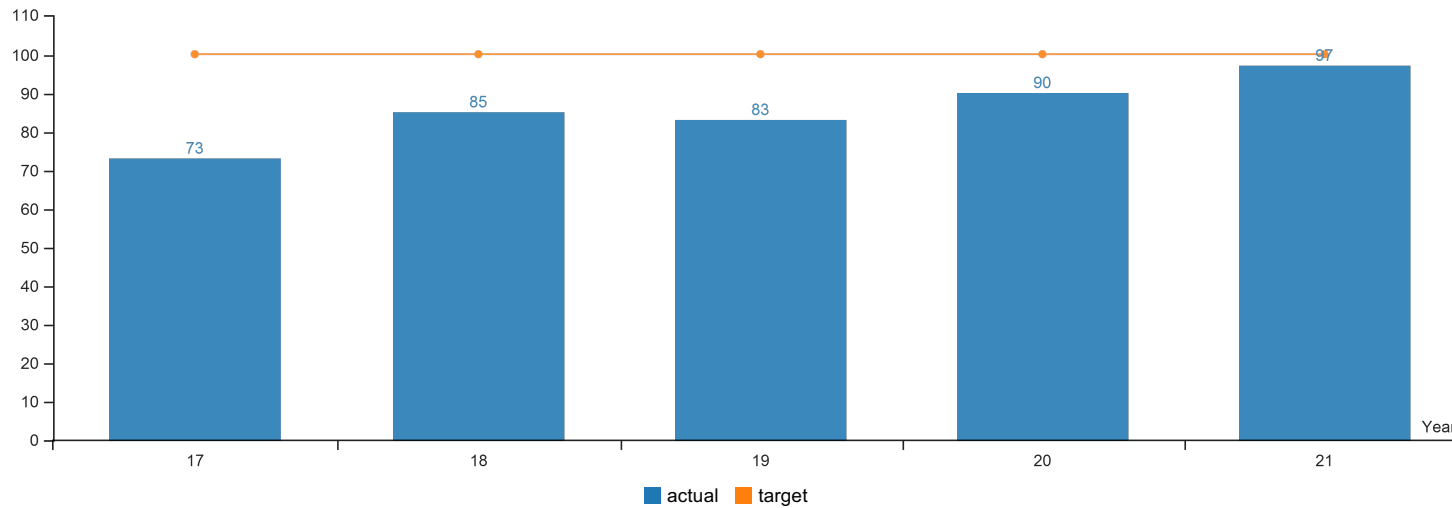
There are a total of 3,461 active aircraft in our aircraft registration database. There are 375 that are expired. The percentage of aircraft registered is 90%. For the past four years the agency has met or exceeded its goal in percent of aircraft registered. Aircraft Registration fees support the 10% grant match to Federal Aviation Administration (FAA) grants for airport improvements at 12 Federally Funded State Owned Airports throughout the state and helps support search and rescue efforts conducted by the Office of Emergency Management.

#### Factors Affecting Results

The increase in percent of Aircraft Registered is due to stronger collection efforts and collaboration with the Department of Revenue to collect delinquent aircraft registration revenue. The agency is continually looking for ways to improve the collection process. The agency's finance team and aircraft registration specialist have worked together to make improvements to the agency's collection policy and it has shown with the agency meeting or surpassing this target for the past four years.

KPM #7	Percent of total best practices met by the board. -
	Data Collection Period: Sep 25 - Oct 02

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>Aviation Board Best Practices</b>					
Actual	73%	85%	83%	90%	97%
Target	100%	100%	100%	100%	100%

#### How Are We Doing

97% is the highest score for this KPM over the past five years. The board and the agency have made efforts to improve on the areas that were shown to need improvement from past surveys. For example the board started a new process of reviewing the director's performance expectations and performing an annual performance review for the director. The agency and the board will continue to strive to improve with a goal of meeting 100% of best board practices in the future.

#### Factors Affecting Results

Board members were asked to participate in an anonymous survey that asked fifteen yes or no questions addressing the Director and the Aviation Board Best Practices. These questions were based on LFO and DAS best board practice recommendations that cover the board's involvement with the agency including key communications, agency goals, policy making, board training, finances, budget as well as annual performance and review of the director. At the time of the survey six out of seven of the Aviation Board seats were filled.