

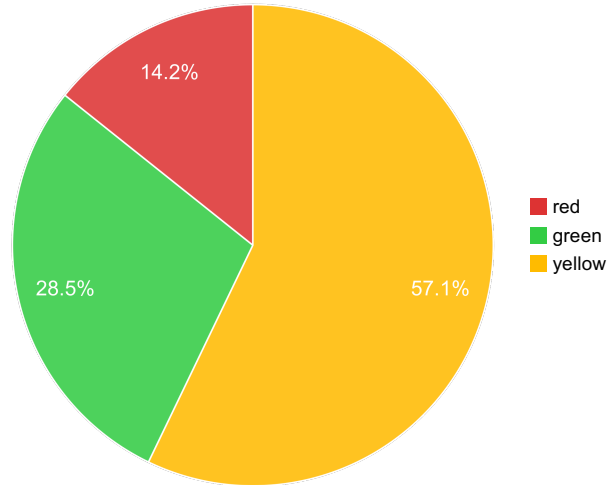
Aviation, Department of

Annual Performance Progress Report

Reporting Year 2020

Published: 9/29/2020 9:53:28 AM

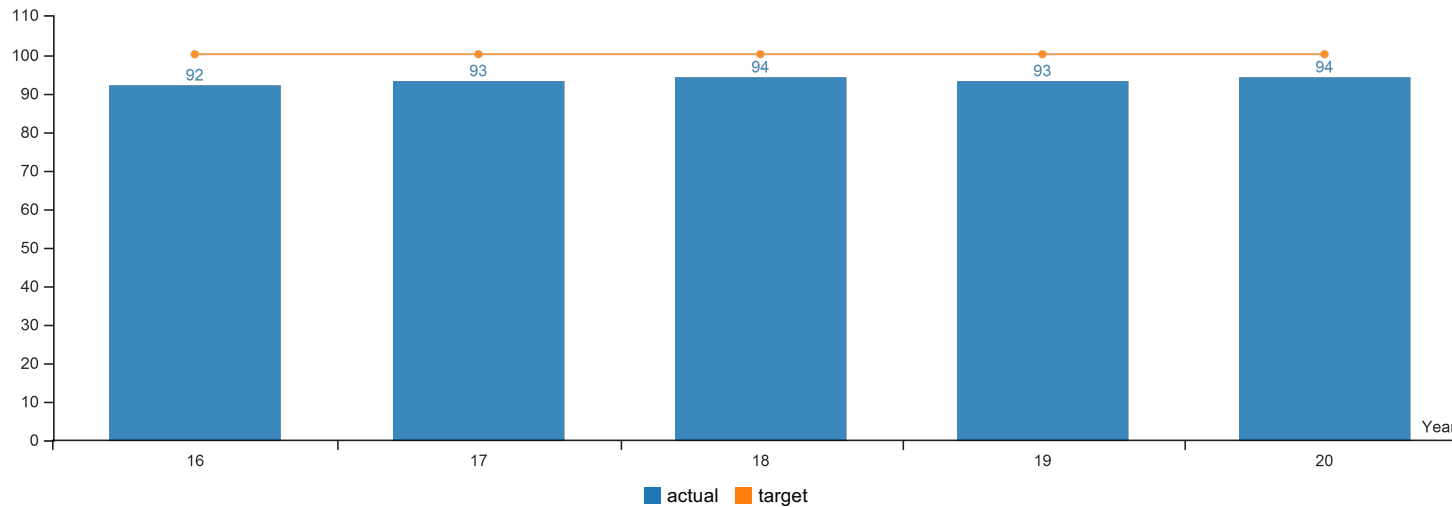
KPM #	Approved Key Performance Measures (KPMs)
1	Percent of runways in good or better condition. -
2	Percent of runways meeting or exceeding approach surface standards. -
3	Number of public use airport inspections conducted. -
4	Percentage of total Federal Funds obligated or spent. -
5	Customer Service - 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 -
8	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:	28.57%	57.14%	14.29%

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

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Runway Pavement Condition					
Actual	92%	93%	94%	93%	94%
Target	100%	100%	100%	100%	100%

How Are We Doing

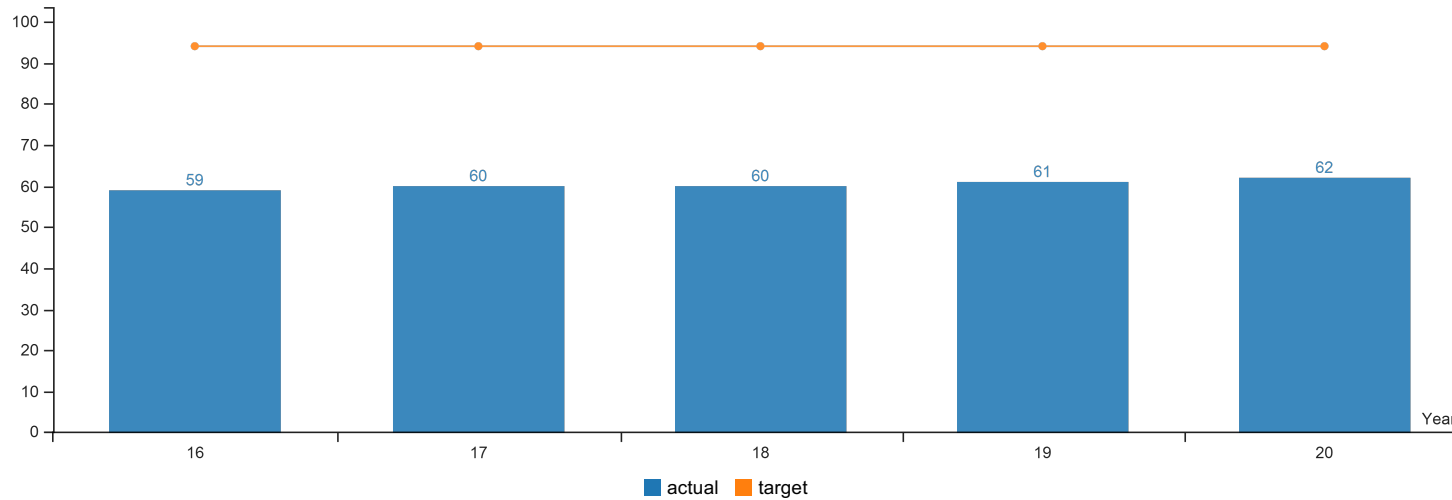
Pavement Maintenance Program (PMP) continued in 2020 and has been successful in completing the program work as scheduled. Program work continued to be regionally divided into three smaller contracts to make it easier for DBE/COBID contractors to bid and more efficient to complete the overall program 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. Contracted work is finishing ahead of schedule. 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	2016	2017	2018	2019	2020
Runway Meeting/Exceeding Approach Standards (20:1)					
Actual	59%	60%	60%	61%	62%
Target	94%	94%	94%	94%	94%

How Are We Doing

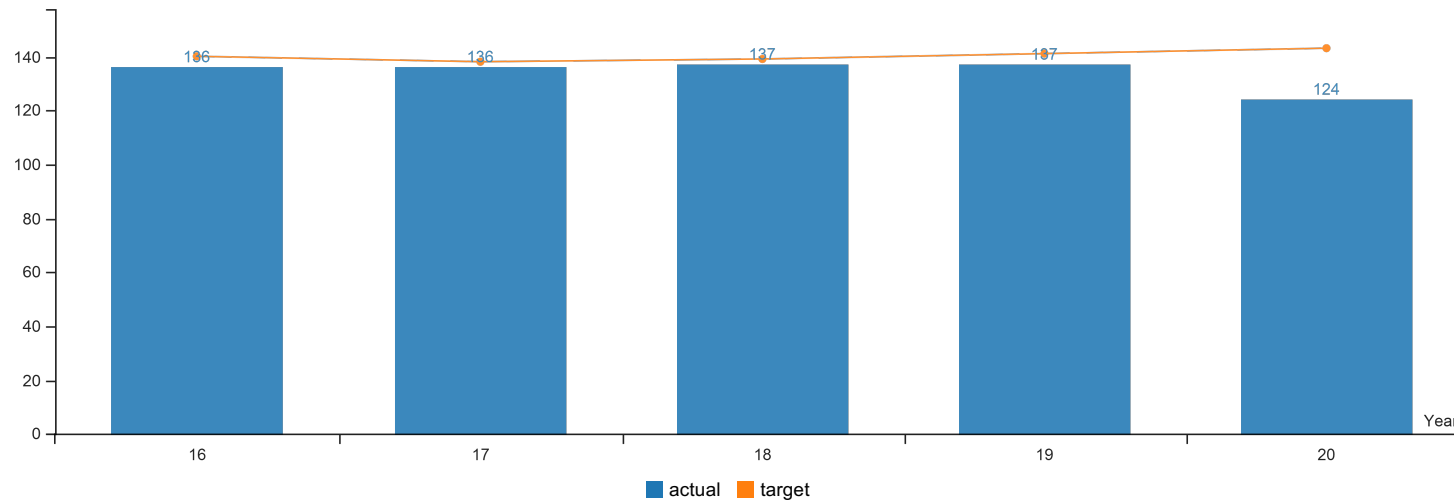
FAA part 77.25 standards require a 20:1 glide slope for visual meteorologic conditions (VMC) for public use airports. Federal dollars are available for NPIAS (National Plan of Integrated Airports System) for obstruction removal. Funding for Non-NPIAS airports lags due to declining operations funding 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 104. 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	2016	2017	2018	2019	2020
Airport Inspections					
Actual	136	136	137	137	124
Target	140	138	139	141	143

How Are We Doing

ODA completed 124 of 143 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 (31 in 2020). ODA conducts quarterly self-inspections at 28 state owned airports. Total possible number of inspections is 143 this year.

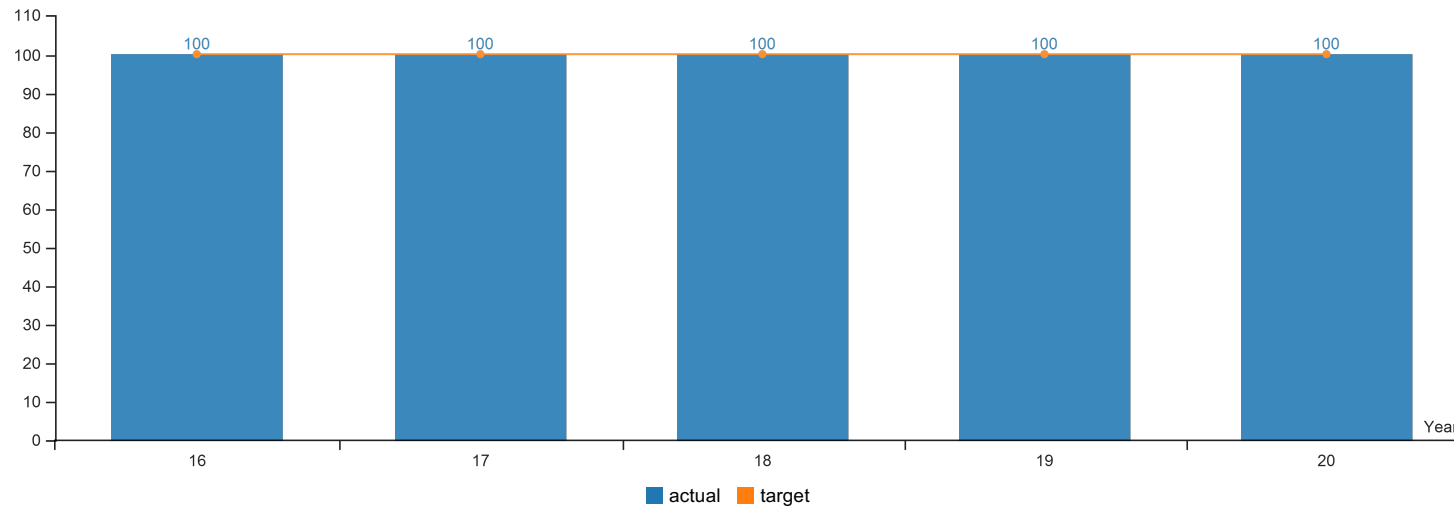
Factors Affecting Results

While all 31 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. These factors caused staff's trips to some of Oregon's most remote airports to be postponed for three quarters, which accounts for 15 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	2016	2017	2018	2019	2020
Federal Funds Obligated					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

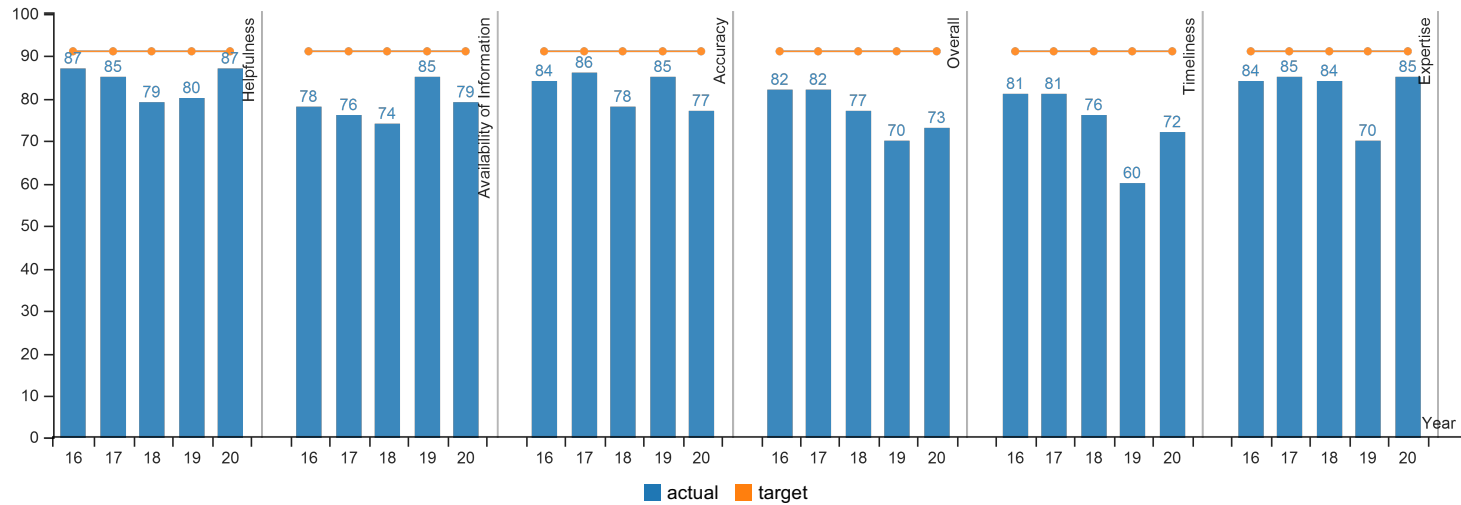
How Are We Doing

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

In the future we may see a loss in federal funds that stay in Oregon due to the uncertainty of Aviation System Action Program Grants and Connect Oregon grants for aviation projects. There may be non-state owned airports that are unable to make their grant match.

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	2016	2017	2018	2019	2020
Helpfulness					
Actual	87%	85%	79%	80%	87%
Target	91%	91%	91%	91%	91%
Availability of Information					
Actual	78%	76%	74%	85%	79%
Target	91%	91%	91%	91%	91%
Accuracy					
Actual	84%	86%	78%	85%	77%
Target	91%	91%	91%	91%	91%
Overall					
Actual	82%	82%	77%	70%	73%
Target	91%	91%	91%	91%	91%
Timeliness					
Actual	81%	81%	76%	60%	72%
Target	91%	91%	91%	91%	91%
Expertise					
Actual	84%	85%	84%	70%	85%
Target	91%	91%	91%	91%	91%

How Are We Doing

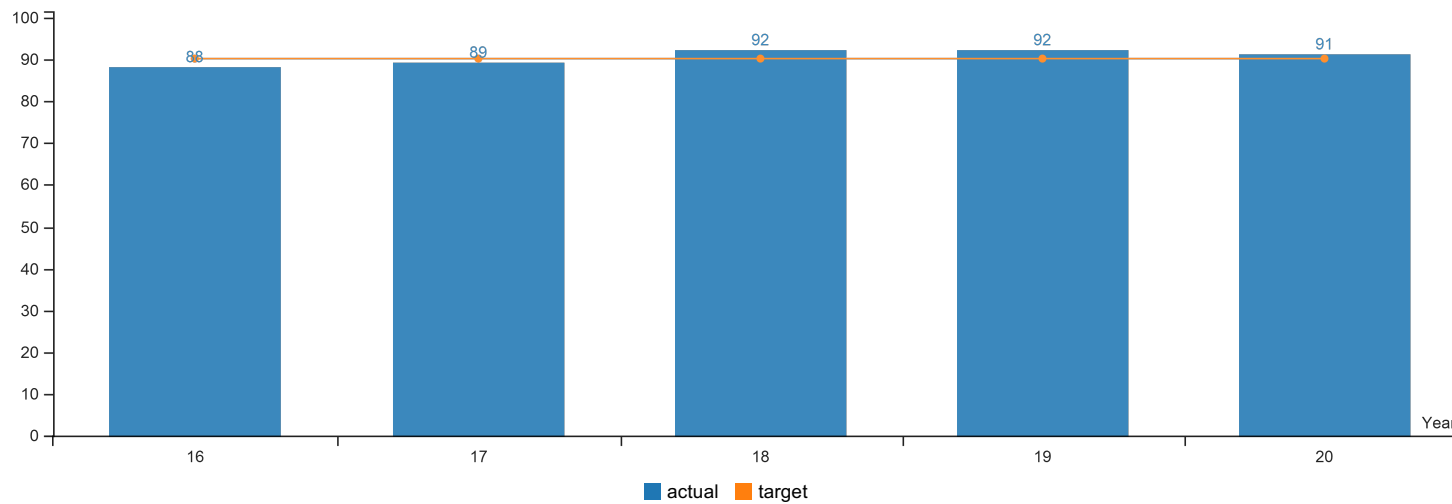
The agency strives to provide excellent customer service to all that are served. In 2020 the agency has received high scores in helpfulness, accuracy, expertise and availability of information. The agency will strive to improve its scores in timeliness and overall customer service in the future.

Factors Affecting Results

The agency sent out a survey to over 2,000 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	2016	2017	2018	2019	2020
Percent of Aircraft Registered in Oregon					
Actual	88%	89%	92%	92%	91%
Target	90%	90%	90%	90%	90%

How Are We Doing

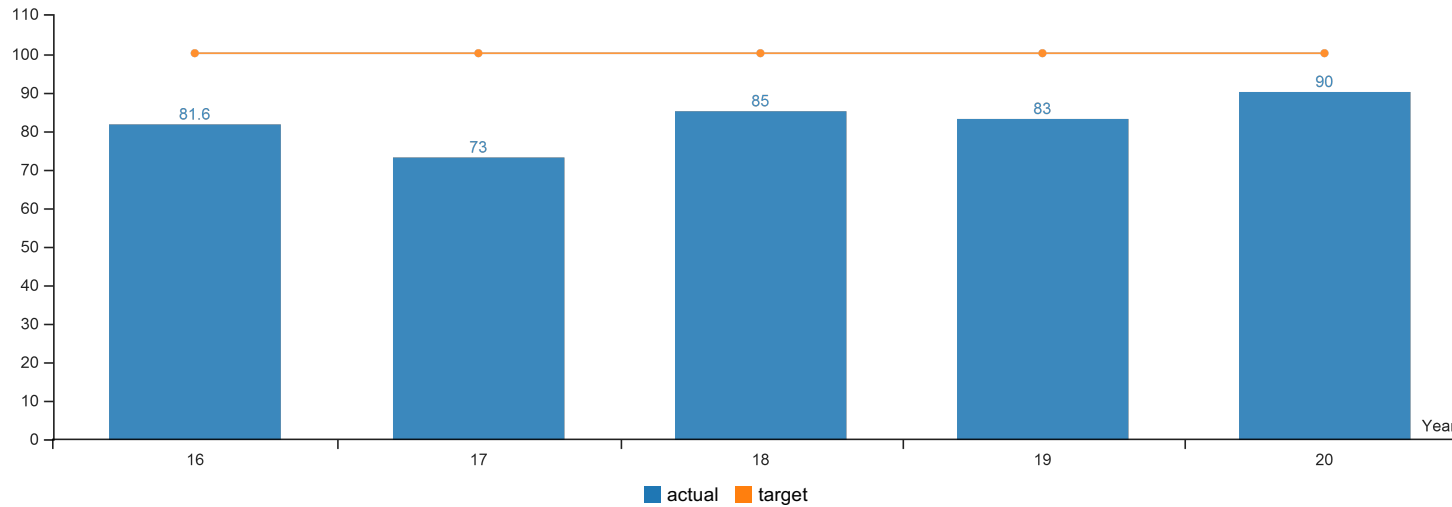
There are a total of 3,534 active aircraft in our aircraft registration database. There are 344 that are expired. The percentage of aircraft registered is 91%. For the past three years the agency has exceeded its goal in percent of aircraft registered. Aircraft Registration fees support the 10% grant 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 surpassing this target for the past three years.

KPM #8	Percent of total best practices met by the board. -
	Data Collection Period: Sep 25 - Oct 02

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Aviation Board Best Practices					
Actual	81.60%	73%	85%	83%	90%
Target	100%	100%	100%	100%	100%

How Are We Doing

In 2020 this KPM exceeded the score of the previous five years with a 90%. This improvement is due to the agency and the aviation board's commitment to improve best practices. Based on the 15 question survey 10 of the questions received a score of 100% including that the board attends the appropriate training sessions, reviews the budgets, reviews the key financial information and that the board members act in accordance with their roles as public representatives. The three questions that received the lowest scores this year are; that the executive director's performance expectations are current (50%), that the executive director receives annual performance feedback (67%) and that the board is appropriately involved in review of agency's key communications (67%). The board and the agency will strive to improve these measures to achieve a 100% rating 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 and this survey had 100% participation.