

Date: Aug. 12, 2016

To: Environmental Quality Commission

From: Pete Shepherd, Interim Director

Subject: Agenda item E, Informational and discussion item: Commission's annual self-evaluation
Aug. 17-18, 2016, EQC meeting

Why this is important The Oregon Environmental Quality Commission must complete an annual self-evaluation. The survey gives commission members the opportunity to review their processes and procedures and DEQ information to refine and improve commission support.

Survey results The survey results indicate that the commissioners have a high level of knowledge about the commission's and DEQ's operations, roles and responsibilities. The performance measure has a summary target of 100 percent, and the 2016 self-evaluation, assessing the 2015 meeting year, had a summary average total of 95 percent. The compiled results, including comments, and analysis are included as attachment A.

Next steps and commission involvement DEQ staff will present the summary results for discussion and approval at the Aug. 17-18, 2016, commission meeting. At the request or direction of the commission, DEQ may provide additional training, information and support to the commission in response to the survey results. The results will also be included in DEQ's annual Key Performance Measures report to the Oregon Legislature.

Attachments A. Compiled survey results and analysis

Report prepared by Stephanie Caldera
Commission assistant

EQC self-evaluation survey results and analysis for 2015 meeting year

Overall score: 95 percent

Target: 100 percent

Four commissioners and one liaison to the commission, representing another state agency's board or commission, completed a self-evaluation survey in summer 2016. The results, seen below, were averaged for an overall score. Answers marked "Do not know" did not have a percentage result, and were not used to create the individual or averaged total scores. In 2015, and at the commission's request, DEQ updated the survey to include two new questions regarding the implementation of a liaison program among several state agencies and boards. Those questions are recorded at the end of this report but their responses are not included in the overall score for Key Performance Measure data.

To note, the survey omitted one question, formerly number four, as DEQ did not present an Annual Progress Report to the commission during 2015. This report will be presented to the commission in 2016, and the next survey will reinstate this question as it will be applicable.

Areas of strength

Generally, the commission displays strength and confidence across all topics and questions in the survey. Survey results indicate that the commission is generally satisfied with the information provided by DEQ, and the overall score trend is for generally stable results. The jump in percentage between 2010 and 2011 may be attributable to better information from DEQ to the commission and a revision to the survey instrument that made the questions more relevant and specific to EQC meetings and events.

Areas for improvement

The commissioners scored question four the lowest, at 80 percent and multiple "other" responses which do not have a percentage, with comments indicating a need for potential changes or improvement. This question addresses communication from DEQ about key issues, and the comments indicate confidence in this score improving for the 2016 meeting year as staffing changes in the 2015 meeting year may have impeded consistent and reliable communications.

Results over time

2008: 100 percent – *First year of measurement, used only a yes/no ranking scale*

2009: 90 percent – *Started using the scale of 0, 40, 80 or 100 percent ranking scale*

2010: 82.3 percent

2011: 96.7 percent – *Revised questions for additional relevancy*

2012: 95 percent

2013: 98 percent – *Reworded questions eight and 11 based on 2012 feedback and need for clarity*

2014: 98 percent – *Refined questions and added option for “more information”/narrative entry*

2015: 100 (Note: rounded up from 99.6) percent – *Added additional questions regarding the liaison positions*

2016: 95 percent

Survey results: As recorded in August 2016 for the 2015 meeting year

1. The commission reviews the director’s performance expectations to ensure that they are current.

100 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) – 3
- Do not know
- Other (please specify) – 1
 - *I understand this is about 2015, but it seems odd to answer this question since Director Pedersen retired at the beginning of the year.*

2. The commission gives the director an annual performance review.

100 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) – 3
- Do not know
- Other (please specify) – 1
 - *We reviewed Director Pedersen in 2015 so the answer is 100% although he retired at the beginning of the current year so again an odd question to answer.*

3. The agency’s mission and high-level goals are current and applicable.

93 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent) - 1
- All of the time (100 percent) – 2
- Do not know

- Other (please specify) – 1
 - *Mostly, although I would like to see the agency review and revise its mission statement as discussed at EQC meetings.*

4. The commission is kept updated about DEQ's key communications.

80 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent) - 1
- All of the time (100 percent)
- Do not know
- Other (please specify) – 3
 - *We lost touch when DEQ in the News went away. Confident when it comes back, or is replaced we will again be up to date. Right now we receive info from communications staff.*
 - *In 2015 there were lots of gaps here as the agency had vacant positions in this area*
 - *Most of the time, I believe this is true. Notice of the air toxics issues in SE Portland appears to have reached EQC in a less than timeline manner*

5. The commission is appropriately involved in policy-making activities, such as rule adoption.

100 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) – 4
- Do not know
- Other (please specify)

6. DEQ's budget and policy option packages are aligned with its mission and goals.

85 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent) - 3
- All of the time (100 percent) – 1
- Do not know
- Other (please specify)

7. The commission reviews all proposed budgets.

100 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) – 3
- Do not know
- Other (please specify) – 1
 - *Much improved on my time on the commission*

8. The commission is appropriately informed about budgets and how resources are used at DEQ.

93 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent) - 1
- All of the time (100 percent) – 2
- Do not know
- Other (please specify) – 1
 - *Much improved on my time on the commission.*

9. Based on the budget and financial information presented to the commission at its regular meetings, DEQ adheres to accounting rules and other relevant financial controls.

93 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent) - 1
- All of the time (100 percent) – 2
- Do not know
- Other (please specify) – 1
 - *As far as I know*

10. I am aware of and act in accordance with my role as a public official

100 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) – 4
- Do not know

- Other (please specify)

11. The commission encourages collaboration and has opportunities to collaborate appropriately with other entities.

100 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) – 3
- Do not know
- Other (please specify) – 1
 - *Liaison positions helps as well as joint meetings*

12. DEQ offers commission members opportunities to participate in hearings, informational meetings and other agency events.

93 percent

- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent) - 1
- All of the time (100 percent) – 2
- Do not know
- Other (please specify) – 1
 - *As far as I know*

13. Additional comments or questions

1. *I would like the opportunity to both check an appropriate box and to add comments in the "Other" category. When I try to add comments, the survey automatically checks the "Other" box even if I want to check a different box. For many of the questions I would like to add some qualifications and/or explanations for my answers.*

2. *Question 6: Budget and policy option proposals could better align with EQC's desire to form a stakeholder engagement group that would absorb some current functions and add others to enhance transparency and citizen involvement. Question 9: Recently heard unofficially that DEQ has some outstanding accounts receivable, the amount of which and duration seem excessive.*

Added in 2015: Two new questions for liaisons, data not included in KPM results

14. As a liaison to another Board or Commission, I receive information from my counterpart to understand areas of mutual interest.

100 percent

- Not applicable - 2
- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) – 2
- Do not know
- Other (please specify)

15. As a liaison to EQC from another state board or commission, I receive the EQC information I need from DEQ staff.

100 percent

- Not applicable
- None of the time (0 percent)
- Some of the time (40 percent)
- Most of the time (80 percent)
- All of the time (100 percent) - 1
- Do not know
- Other (please specify)

17. Additional comments or notes from non-EQC liaisons

None entered