OREGON DEPARTMENT OF STATE LANDS

2022-2027

STRATEGIC PLAN

RESULTS REPORT

YEAR ONE | FY22

WE HAVE BIG GOALS

EXCEPTIONAL SERVICE

THRIVING OREGON

SUPPORTING SCHOOLS

GREAT WORKPLACE

WE'RE GOING TO MEET THEM

79 projects mapped to 29 strategies for achieving

11 OUTCOMES

HOW YOU'LL KNOW IT

We're reporting results every year on

12 PROGRESS OBJECTIVES

WHAT WE'RE WORKING ON

FY23 / FY24
ACTION PLAN

38
PROJECTS

FIVE
MAJOR FOCUS PROJECTS

THIRTY-THREE
PROJECTS THAT ADVANCE OUTCOMES

13%
COMPLETE IN YEAR ONE

79%
IN PROGRESS IN YEAR ONE

83%
ON TRACK TO BE COMPLETE BY FY25

EXCEPTIONAL SERVICE

OUTCOMES

Improved service

Increased access to information and services

Increased awareness and understanding of DSL services and contributions

Staff is supported in providing exceptional service

PROGRESS OBJECTIVES

CONTINUOUS IMPROVEMENT IN CUSTOMER SATISFACTION

Customer satisfaction increases with every biennial survey

Year One Result

67%

Four of six satisfaction indicators increased

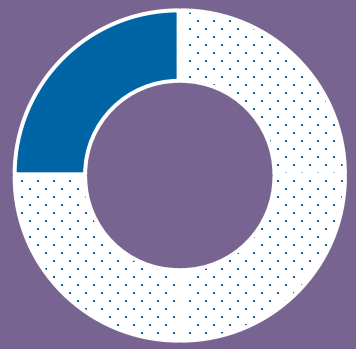
Progress Toward 93% Target

Expertise: 86.3%
Overall Satisfaction: 80%
Helpfulness: 80%
Timeliness: 79.8%
Accuracy: 79.4%
Availability of Information: 76.5%

PROACTIVE COMMUNICATION

100 percent of programs have a communications plan by end of FY24

Year One Result



1 of 4 plans in place

CONTINUOUS IMPROVEMENT IN REACHING PEOPLE

People visiting DSL's website, joining email lists, or following on social media increases every year

Year One Result

67%

Two of three channels tracked increased

CONTINUOUS IMPROVEMENT IN SUPPORT FOR TEAM DSL

Improve or maintain ratings for "employee support" questions with every Employee Satisfaction Survey

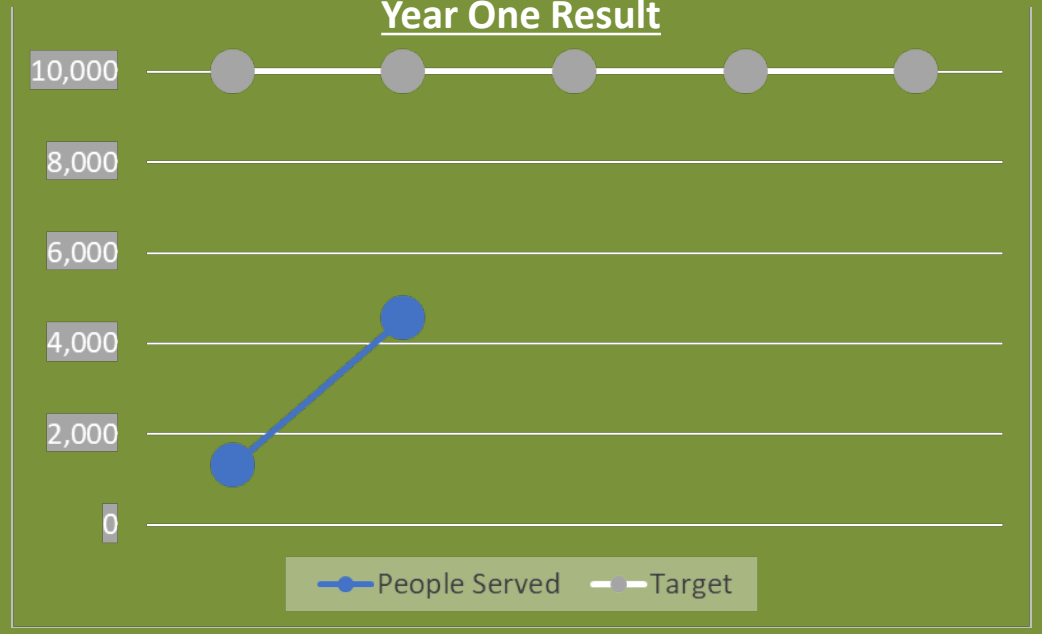
- Year One data coming Spring 2023

PROGRESS OBJECTIVES

CONTINUOUS IMPROVEMENT IN SERVING PEOPLE AT SOUTH SLOUGH RESERVE

Increase the number of people served annually at South Slough National Estuarine Research Reserve from year to year

Year One Result



PROTECT WETLANDS

No net loss of wetlands during the FY

Year One Result

26

26 acre decrease

NEW METRICS: BASELINE DATA BEING COLLECTED IN YEAR ONE

- *Increase in research, projects and practices that promote climate change and wildfire resilience for agency-managed lands, waterways, and wetlands*
- *Increase availability of tools and best practices for managing and restoring wetlands, waterways, and lands*

THRIVING OREGON

OUTCOMES

Enhanced lands and waters

Widespread stewardship of lands and waters

Increased opportunities for students and teachers

SUPPORTING SCHOOLS

OUTCOMES

Increase net revenue for the Common School Fund

PROGRESS OBJECTIVES

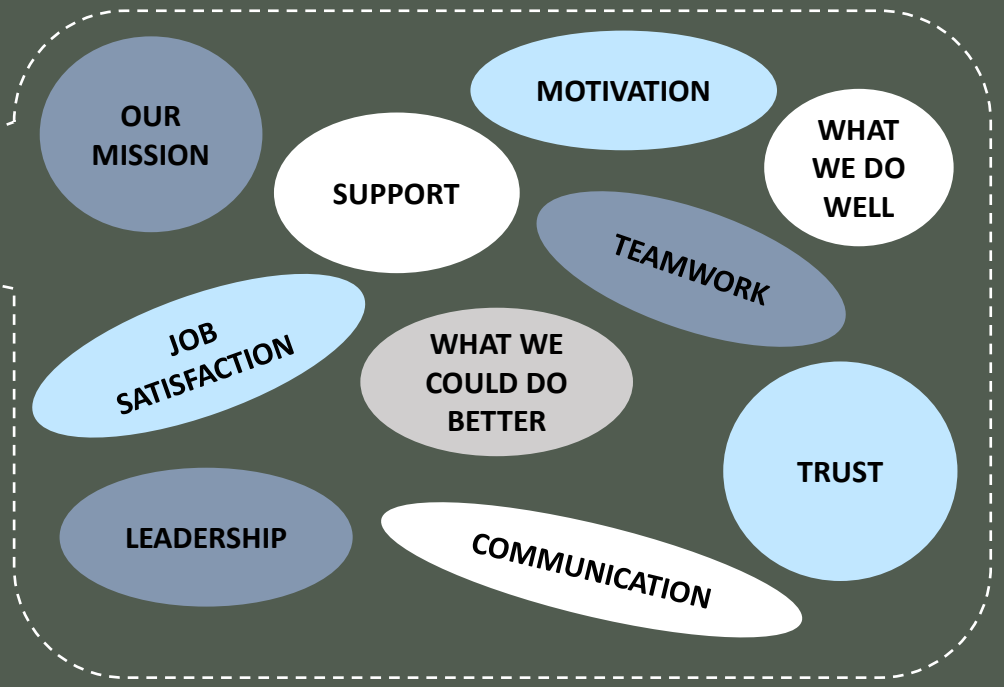
KEY PERFORMANCE MEASURE	✓	Year One Result	Target
Percent annual increase in cash deposited to the Common School Fund	✓	97%	10%
Increase in revenues generated by all land management activities, excluding timber harvest receipts	✓	26%	3%
Percent of South Slough National Estuarine Research Reserve operations funded from non-Common School Fund sources	✓	47%	25%
Percentage of forest lands program revenue used for administrative and operational costs	✗	114%	45%
Percentage of program revenue used for administrative and operational costs on all non-forest lands	✗	65%	45%

PROGRESS OBJECTIVES

DATA COMING: PERPETUAL EMPLOYEE SATISFACTION

*Improve or maintain ratings for **All Questions** with every employee satisfaction survey.*

DSL's Employee Satisfaction Survey is conducted every other year. Year One data will be captured in Spring 2023.



NEW METRICS: BASELINE DATA BEING COLLECTED IN YEAR ONE

The FY23 Employee Satisfaction Survey will also provide baseline data for two new metrics:

- ***Continuous Improvement in Work-Life Balance Satisfaction:*** *Questions will be added to the employee satisfaction survey starting in FY23 to benchmark and track progress.*
- ***Improve retention, accessibility of acquired knowledge:*** *Questions will be added to the employee satisfaction survey in FY23 benchmark and track progress.*

GREAT WORKPLACE

OUTCOMES

Encourage engagement and growth

Support work-life balance

Retain and share acquired knowledge