

A man in a red jacket and cap stands in a lush forest, gesturing upwards with both hands. He is addressing a group of people, mostly seen from the back, who are gathered in front of him. The forest is dense with green ferns and a large tree trunk is visible on the right.

OREGON DEPARTMENT OF STATE LANDS

STRATEGIC PLAN

RESULTS REPORT

FY23 / FY24 ACTION PLAN

WE HAVE BIG GOALS

EXCEPTIONAL SERVICE



THRIVING OREGON



SUPPORTING SCHOOLS



GREAT WORKPLACE



HOW WE'LL MEET THEM

*79 projects mapped to 29
strategies for achieving*
11 OUTCOMES

HOW YOU'LL KNOW IT

Results reported on
12 PROGRESS OBJECTIVES



WHAT WE WORKED ON



23/24
ACTION
PLAN

38
PROJECTS

FIVE
MAJOR FOCUS PROJECTS

THIRTY-THREE
PROJECTS THAT
ADVANCE OUTCOMES

34%
PROJECTS
COMPLETE

68%
PROJECTS
IN PROGRESS

100%
ON TRACK TO BE
COMPLETE BY FY27



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 biennial every survey

Action Plan Result

0/6

Satisfaction indicators increased

Element of Service	2022	2024
Timeliness	80%	74%
Accuracy	79%	78%
Helpfulness	80%	77%
Expertise	86%	83%
Availability of Information	77%	72%
Overall Satisfaction	80%	76%

CONTINUOUS IMPROVEMENT IN SUPPORT FOR TEAM DSL

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

Action Plan Result

50%

1 of 2 indicators improved

CONTINUOUS IMPROVEMENT IN REACHING PEOPLE

People joining email lists or following on social media increases every year

Action Plan Result

100%

Increases in 4 of 4 channels tracked

PROACTIVE COMMUNICATION

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

Action Plan Result

0/4

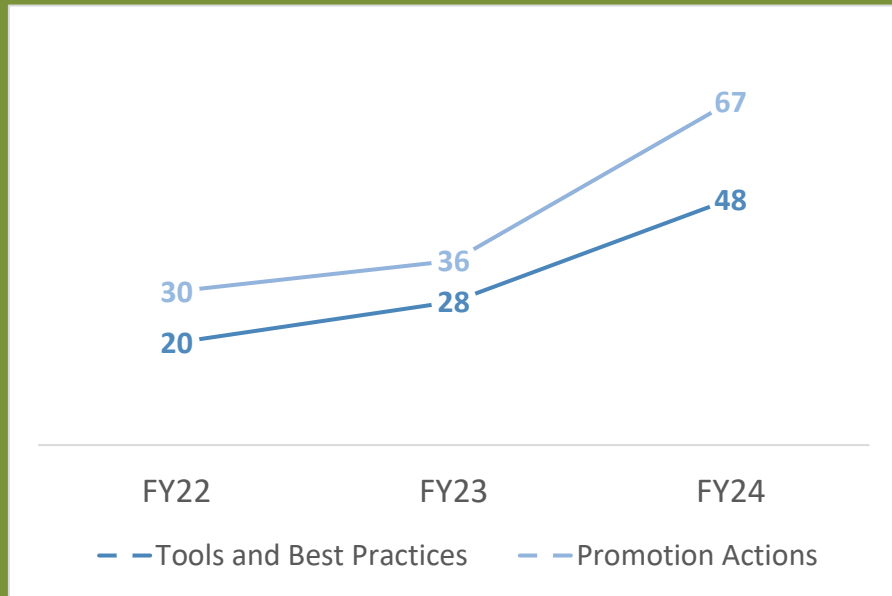
Programs with plans

PROGRESS OBJECTIVES

STEWARDSHIP TOOLS AND BEST PRACTICES

Increase availability of tools and best practices for managing and restoring wetlands, waterways, and lands

Action Plan Result



PEOPLE SERVED AT SOUTH SLOUGH RESERVE

Increase the number of people served every year

Action Plan Result



4,648 people served in FY22 | 9,506 in FY23 | 7,515 in FY24

CLIMATE & WILDFIRE RESILIENCE

Continuous investment in research, projects, practices

Action Plan Result

47

FY23 + FY24 Resilience actions

9,527

FY 23 + FY24 Rangeland acres treated for juniper and noxious weeds

1.5%

FY 23 + FY 24: % resilience-focused restoration of South Slough acres; % DSL-managed forestlands treated for juniper and noxious weeds

PROTECT WETLANDS

No net loss of wetlands



Target met in FY23



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	✓	Action Plan Result	Target
Percent annual increase in cash deposited to the Common School Fund	✗	-47%	10%
Increase in revenues generated by all land management activities, excluding timber harvest receipts	✗	-30%	3%
Percent of South Slough National Estuarine Research Reserve operations funded from non-Common School Fund sources	✓	46%	25%
Percentage of forest lands program revenue used for administrative and operational costs	✗	205%	45%
Percentage of program revenue used for administrative and operational costs on all non-forest lands	✗	71%	45%

PROGRESS OBJECTIVES

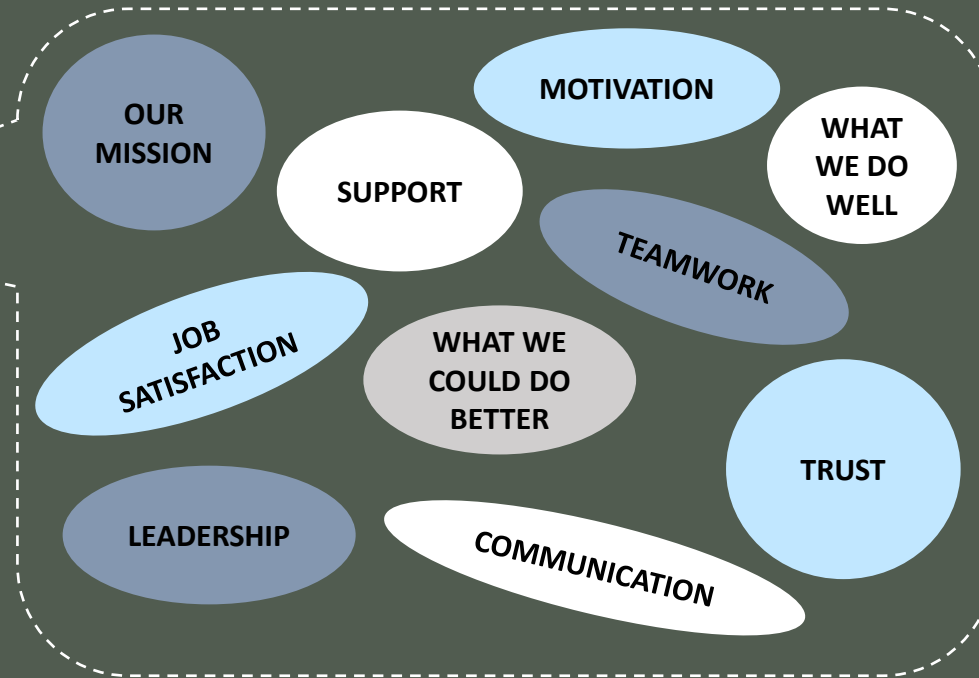
PERPETUAL EMPLOYEE SATISFACTION

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

Action Plan Result

53%

*Percent of questions maintained or
increased ratings in FY23*



NEW METRICS NEEDED FOR GREAT WORKPLACE

In FY24 the Department began using the statewide Gallup-led employee engagement survey. New progress objectives aligned with the Gallup survey will be identified to track the Great Workplace strategic goal.



GREAT WORKPLACE

OUTCOMES

*Encourage engagement
and growth*

Support work-life balance

*Retain and share
acquired knowledge*