

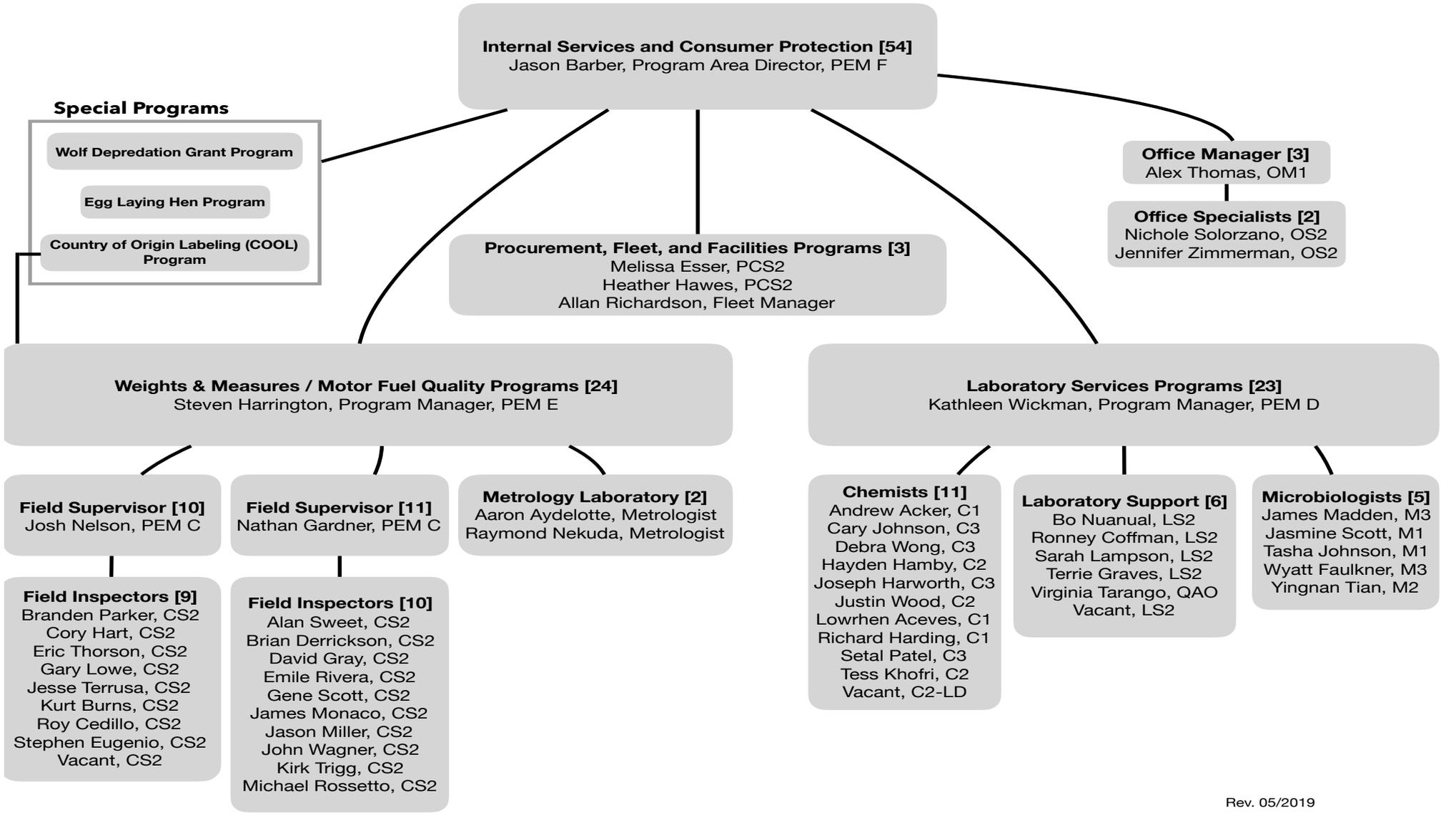
# Internal Service Consumer Protection (ISCP)

## Program Area Update

June 13, 2019

Oregon Department of Agriculture





# W&M KPM – History

(85% is goal)

Year	Devices	Exams	Exam %	Rej. %	CA %	Total %	Comp. Rate
2018	61,537	53,621	87.1%	8.1%	5.2%	13.3%	86.7%
2017	60,381	52,348	86.7%	8.1%	3.8%	11.9%	88.1%
2016	58,601	51,438	87.8%	9.9%	3.9%	13.8%	86.2%
2015	57,486	52,557	91.4%	7.9%	5.2%	13.1%	86.9%
2014	56,709	53,708	94.7%	8.6%	4.2%	12.8%	87.2%
2013	56,038	52,882	94.3%	8.6%	5.5%	14.1%	85.9%
2012	55,144	53,600	97.2%	7.6%	6.5%	14.1%	85.9%

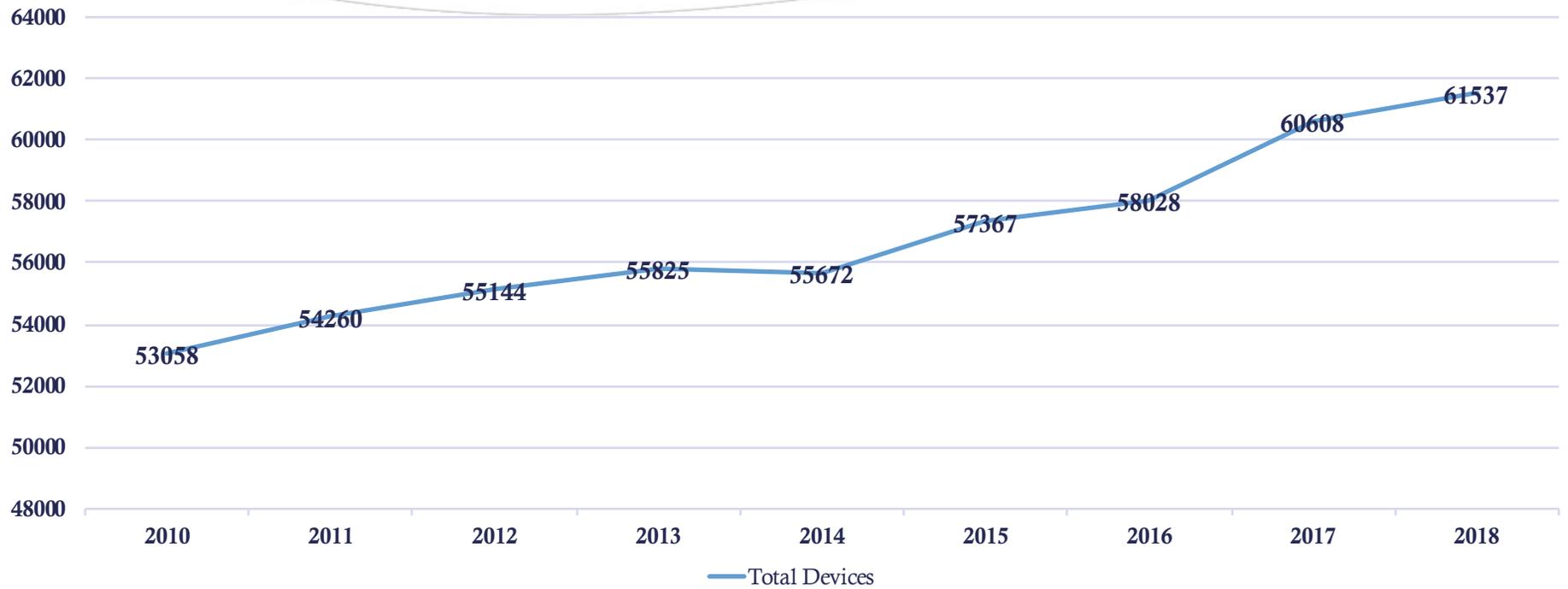






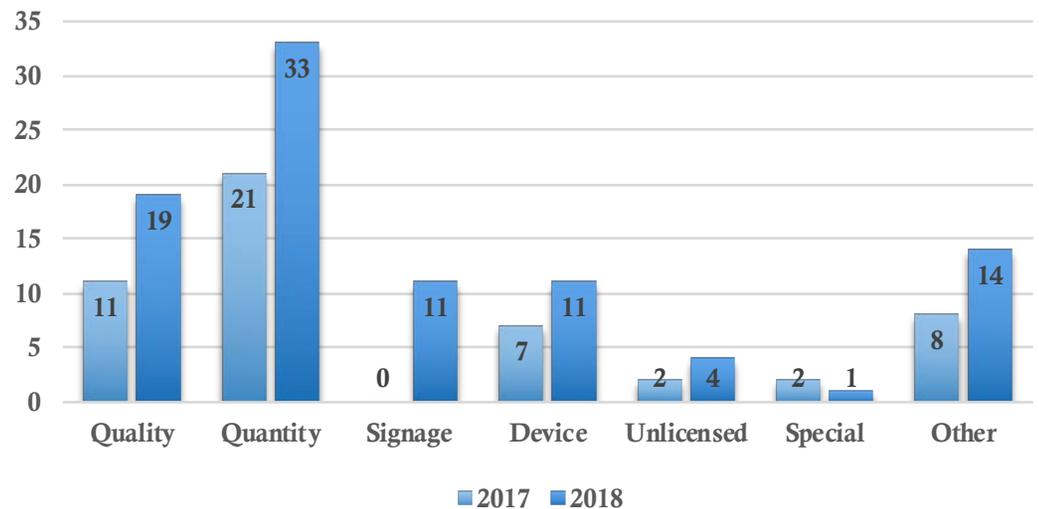


# W&M - Total Devices Licensed



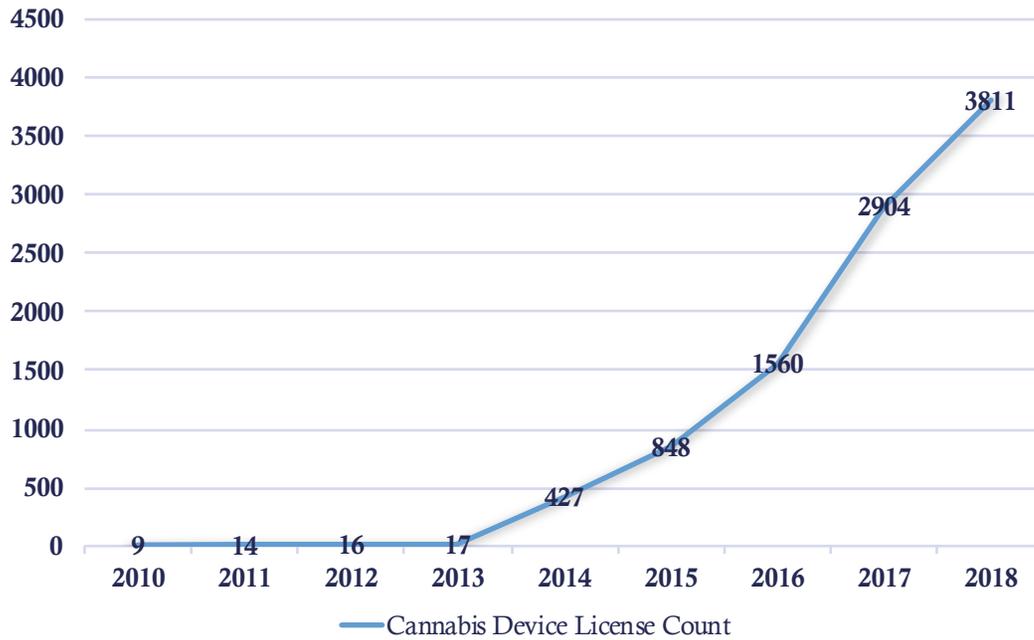
# Complaints & Just Checking In

- ◆ In 2018, Weights & Measures received a total of **93** complaints and/or service requests. (51 in 2017)
- ◆ Number of Just Checking Ins performed for Food Safety: **171** (167 in 2017)
- ◆ Number of complaints received:
  - ◆ Motor Fuel Quality: **19**
  - ◆ Motor Fuel Quantity: **33**
  - ◆ Motor Fuel Advertising / Labeling: **11**
  - ◆ Device Complaints: **11**
  - ◆ Unlicensed Complaints: **4**
  - ◆ Special Requests: **1**
  - ◆ Other: **14**

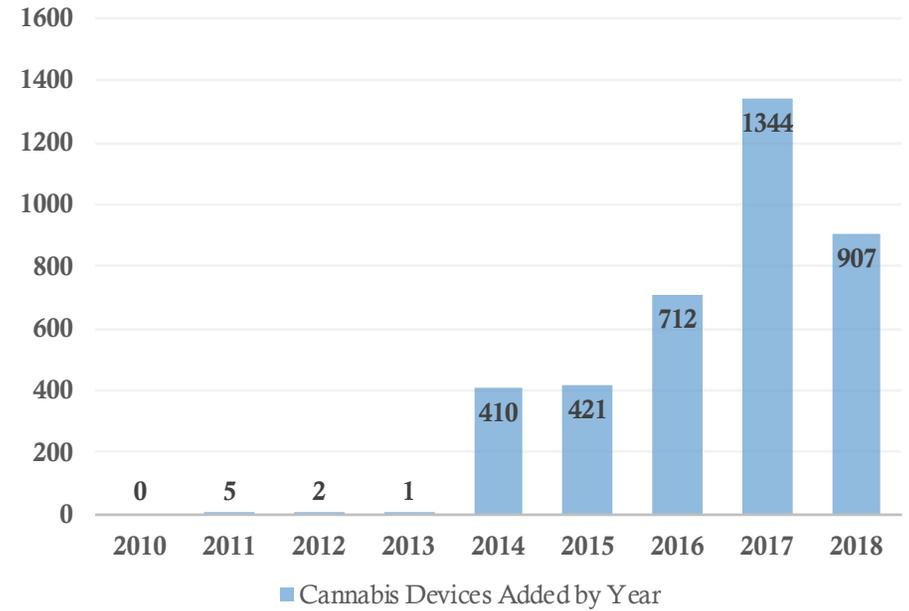


# Cannabis Device Data

## Cannabis Device License Count



## Cannabis Devices Added by Year





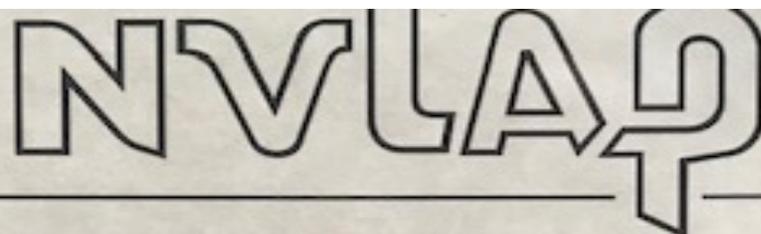












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## Certificate of Accreditation to ISO/IEC 17025:2005

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NVLAP LAB CODE: 200468-0

**Oregon Dept. of Agriculture Weights & Measures Metrology Lab.**  
Salem, OR

*is accredited by the National Voluntary Laboratory Accreditation Program for specific services,  
listed on the Scope of Accreditation, for:*

### **Calibration Laboratories**

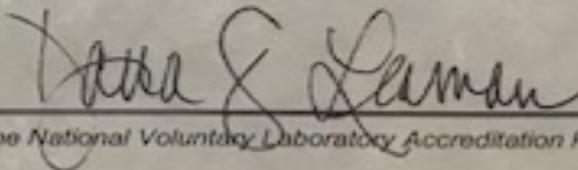
*This laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2005.  
This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality  
management system (refer to joint ISO-ILAC-IAF Communique dated January 2009).*

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2018-08-01 through 2019-09-30

*Effective Dates*



  
*For the National Voluntary Laboratory Accreditation Program*

# Metrology

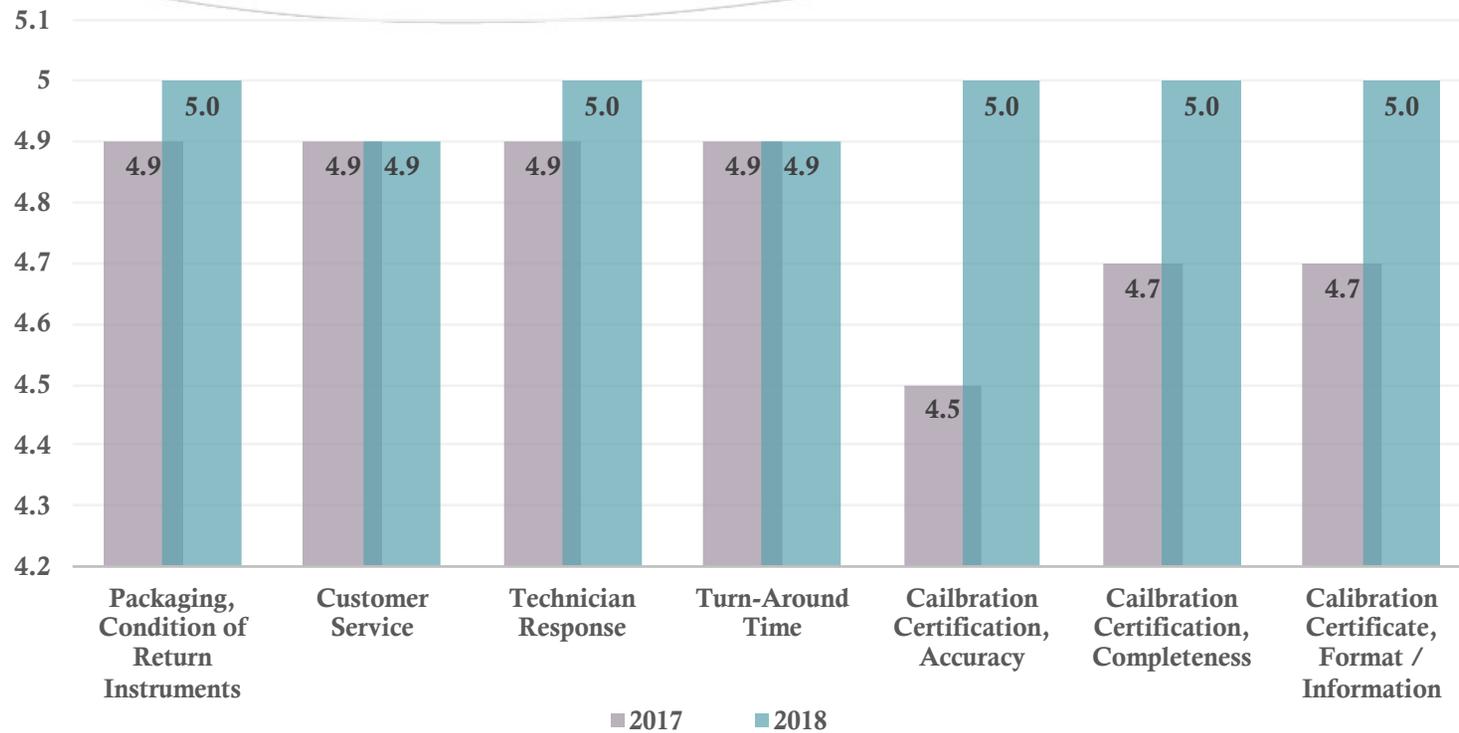
- Internal calibration services provided for approximately **1,259** pieces of Weights and Measures equipment.
- **2,391** of external calibration services provided **\$39,476** from in-state businesses and **\$40,621** from out-of-state businesses generating a total of **\$80,097** in revenue for the division.

# Metrology

## New automated Mass Comparator



# Customer Service Survey - Metrology





# Motor Fuel Quality

- 💧 **2062** Total Fuel Screenings (2073 in 2017)
- 💧 **51** or **2.47%** of these screenings failed (40 or 1.93% in 2017)
- 💧 **4,859** Fuel Storage Tanks Screened Statewide (**1278** Locations) (3966 in 2017, 1101 locations)
- 💧 **123** Screenings with water (**98** locations) (112 in 2017, 90 locations)
  - 💧 **7** Screenings with excessive water(25 in 2017)
- 💧 **29** Fuel samples drawn statewide (29 in 2017)









## Gasoline Tax Rates Effective January 1, 2018

Federal:	\$0.184	/ gallon
Oregon:	\$0.340	/ gallon
Local :	\$0.000	/ gallon

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**Total: \$0.524 / gallon**

(No city or county taxes assessed)

Find more fuel tax information at <https://oda.fyi/FuelTaxes>

# W&M Safety First!

- ◆ **Work Related Injuries**

- ◆ ODA had **10** work-related injuries in 2018 (10 in 2017),  
**0** from Weights & Measures. (1 in 2017)

- ◆ **Vehicle Related Accidents**

- ◆ ODA had **31** (22 in 2017) vehicle accidents in 2018,  
**0** from Weights & Measures. (0 in 2017)

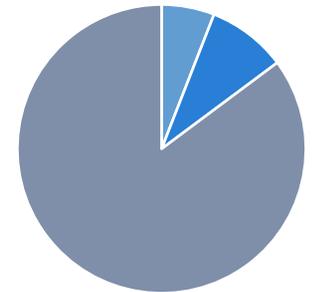
# ISCP Program Survey Data

## Excellent and Good % Totals by Program

	Expertise	Timeliness	Accuracy	Helpfulness	Info Available	Overall Service
<b>Motor Fuel Quality</b>	100%	92%	100%	92%	100%	<b>92%</b>
<b>Weights &amp; Measures</b>	100%	97%	99%	97%	94%	<b>99%</b>
<b>Wolf Depredation</b>	63%	86%	71%	63%	75%	<b>63%</b>
<b>Grand Total</b>	<b>98%</b>	<b>96%</b>	<b>98%</b>	<b>95%</b>	<b>93%</b>	<b>96%</b>

## Excellent and Good % Totals by Customer Type

	Expertise	Timeliness	Accuracy	Helpfulness	Info Available	Overall Service
<b>Complier</b>	<b>100%</b>	<b>96%</b>	<b>99%</b>	<b>96%</b>	<b>93%</b>	<b>98%</b>
<b>Constituent</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>100%</b>
<b>Consumer</b>	<b>88%</b>	<b>95%</b>	<b>91%</b>	<b>88%</b>	<b>92%</b>	<b>88%</b>



- Wolf Depredation
- Motor Fuel Quality
- Weights & Measures

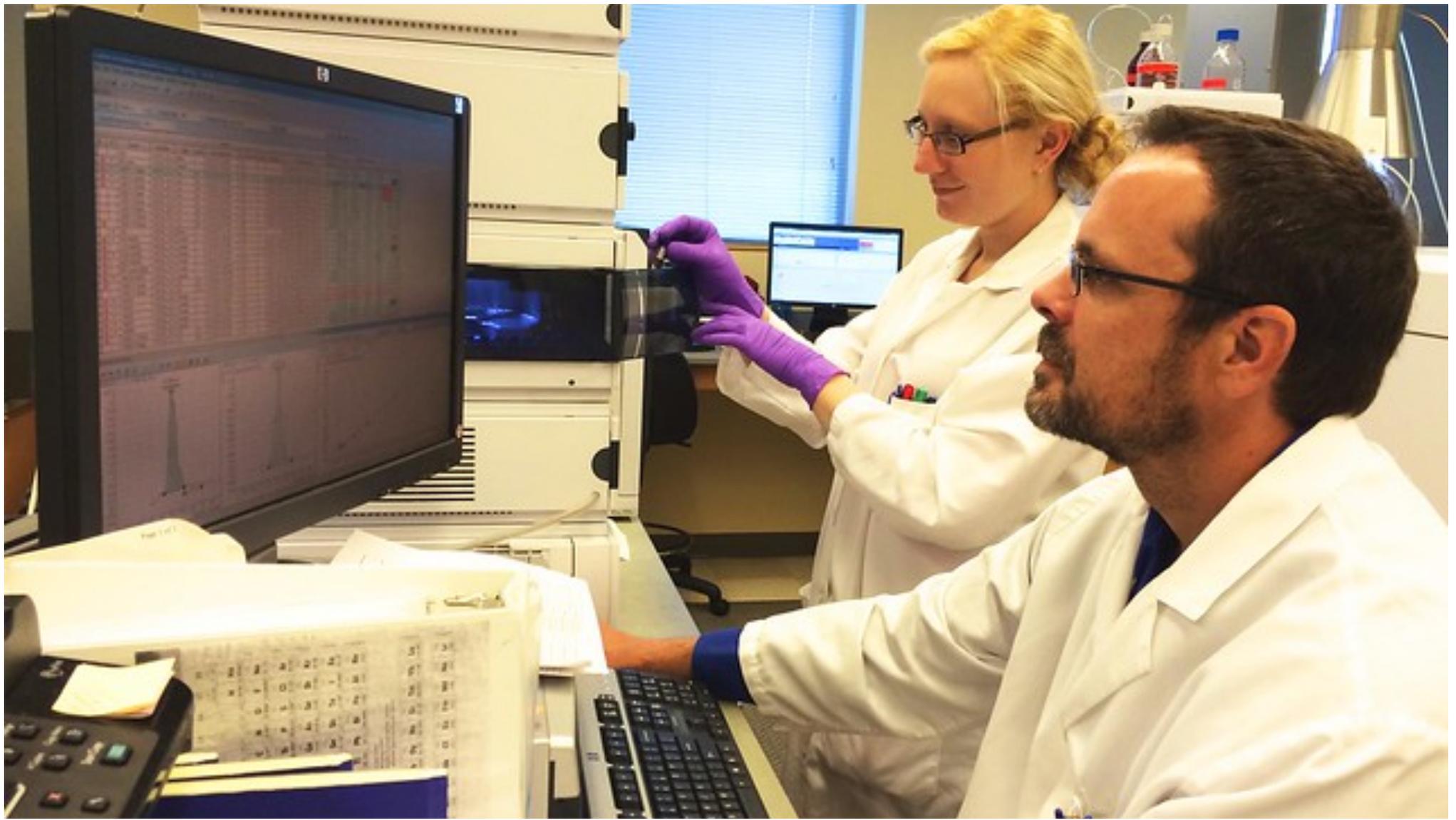
# Lab Services



# Lab Services

(Providing Chemistry and Microbiology Services)

- ❑ **2018 – Received 6,285 samples and conducted 16,910 tests in support of the following enforcement programs:**
  - ❑ **Food Safety (dairy, baywater, shellfish)**
  - ❑ **Pesticides**
  - ❑ **Fertilizer**
  - ❑ **CAFO**
  - ❑ **DEQ Ground Water**
  - ❑ **Other (EPA, DEQ, Dept. of Forestry, etc.)**
  
- ❑ **Analytical and tech support to private businesses to help facilitate the export of their products to domestic and foreign markets**



# Lab Services – Accomplishments

- ❑ Laboratory Services was successful in the implementation of Microbial Source Tracking Testing (polymerase chain reaction-PCR) for determining source (human, dog, bird, cow, deer, elk, goat, sheep) from E. coli found in water samples.
- ❑ ODA Laboratory Services was selected as one of two labs in the US to represent the NSSP (National Shellfish Sanitation Program) during a harmonization review audit by Canada Food Inspection Agency jointly with the FDA. The laboratory received glowing praise by the auditors.
- ❑ ODA Laboratory Services received Legislative E-Board funding in September 2018, in order to work on methods for testing foods for cyanotoxin presence. The laboratory is acquiring instrumentation and supplies to support this project, as well as facilitating outreach to others in the scientific community who have knowledge with these compounds.

Lab Manager, Kathleen Wickman

Honored for “Commitment to State Service” – 35 years and 10 months



# Procurement Unit

(Facilities and Fleet)

- ◆ **Procurement, Fleet and Facilities** - Provide support for all of the department's programs in the areas of procurement (purchases, contracts, grants), mail and supply room, fleet and facility management.
  - ◆ Staff of 2 processed 1,063 help desk tickets for 2018.
  - ◆ ODA maintains a total fleet of 259 vehicles (247 standard, 12 specialty.)
    - ◆ Cost per mile to operate was \$.21 for 2018, which was the total overall average for all state vehicles. This is with maintaining a seasonal fleet of 40 older vehicles, many of which are well over 100,000 miles.
  - ◆ ODA owns a total of 11 buildings in Salem, Hermiston and Ontario and rents 23 other offices and buildings across the state.

# ODA Wolf Grant



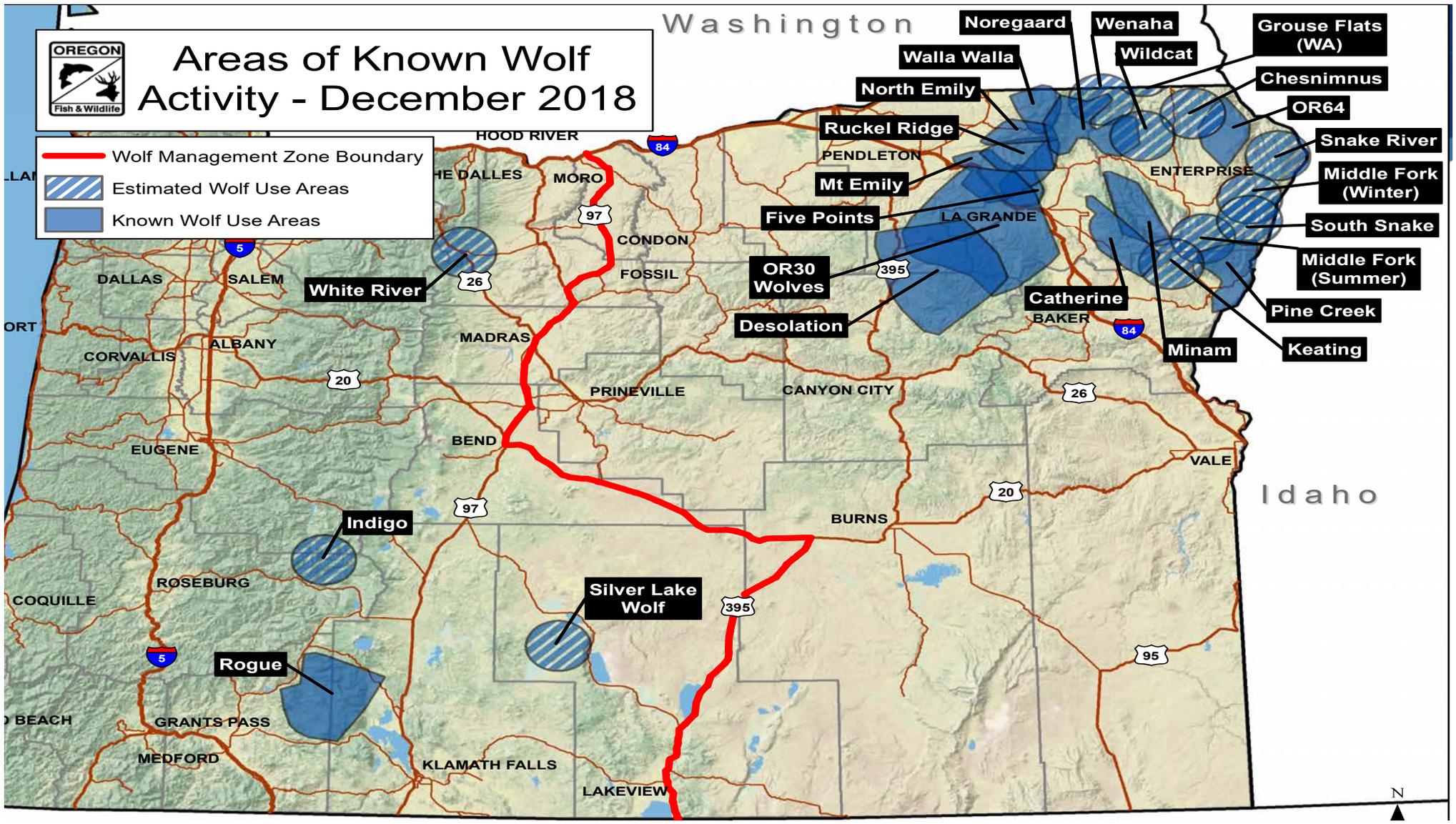
# ODA Wolf Grant

- **Currently, there are 17 counties in Oregon that have County Wolf Advisory Committees (County Wolf Programs.) Coos and Curry Counties are working on forming committees.**
- **At the end of 2018, Oregon's known wolf population was at 137. This is a 10% increase from last year (124).**
- **Confirmed depredation incidents by wolves increased 65% from last year, with 28 confirmed incidents (up from 17 last year.) Three wolf packs were responsible for the majority of the depredations (Rogue-11, Pine Creek-6 and Chesnimnus-5).**
- **The Governor's Recommended Budget (GRB) has \$218,510 allocated for ODA's Wolf Grant Program for 19-21. At this point, it appears all bills related to additional wolf funding are dead, however, there is always the possibility of additional funding prior to the session closing.**
- **The ODA also has a federal grant pending with U.S. Fish and Wildlife Service which, if awarded, would make available an additional \$65,000 for prevention for 2019 and \$11,000 of direct compensation for 2020. These federal funds require a dollar-for-dollar match of state general funds.**



# Areas of Known Wolf Activity - December 2018

- Wolf Management Zone Boundary
- Estimated Wolf Use Areas
- Known Wolf Use Areas



# ODA Wolf Grant

- For the 2019 wolf grant period, ODA received the largest ask for wolf grant funds (\$504,678) since the inception of the program in 2012.
- Unfortunately, ODA only had a total of \$112,219 to award to 11 County Wolf Programs. 100% of direct compensation claims were paid. The agency also had to allocate at least \$65,000 towards prevention in order to match (dollar for dollar) a pending federal wolf prevention grant. Administrative awards were reduced and missing claims were pro-rated with the remaining balance. If ODA is successful in obtaining federal wolf grant funds this year, an additional \$65,000 of prevention will be awarded to the counties bringing the overall total of grant dollars awarded in the 2019 grant period to \$177,219.

# 2019 Grant Awards

County	Direct Comp.	Missing	Prevention	Admin	Totals
Malheur	0		\$500	\$400	\$900
Umatilla	\$500	\$4,107	\$14,000	\$600	\$19,207
Wheeler	0		\$1,500	\$100	\$1,600
Grant	\$450		\$2,000	\$400	\$2,850
Union	\$1,303		\$2,500	0	\$3,803
Klamath	\$4,190		\$3,900	0	\$8,090
Jackson	\$6,200		\$13,000	0	\$19,200
Morrow	0		\$1,000	\$400	\$1,400
Lake	0		\$1,000	0	\$1,000
Wallowa	\$5,760	\$6,889	\$15,000	0	\$27,649
Douglas	0	0	0	0	0
Baker	\$10,634	\$5,891	\$9,500	\$495	\$26,520
<b>Totals</b>	<b>\$29,037</b>	<b>\$16,887</b>	<b>\$63,900</b>	<b>\$2,395</b>	<b>\$112,219</b>

# Special Programs

- ◆ **Egg Laying Hen Program** - Regulate the manner in which egg-laying hens may be confined in an enclosure. Transition commercial egg farms in Oregon away from small battery cages to larger cages and ultimately to enriched colony systems and cage-free production systems.
  - ◆ 10 licensed commercial egg farms to audit each year
  - ◆ 80 licensed distributors of eggs in Oregon
  - ◆ Have conducted 2 investigations that were founded, one resulting in \$7,500 civil penalty
- ◆ **County of Origin Labeling (COOL) Retail Surveillance Program**
  - ◆ ODA has a cooperative agreement with USDA to conduct retail store surveillance audits to ensure compliance with federal county of origin provisions. ODA conducted 54 audits for 2018 including 4 follow-up audits from 2017.

# 19-21 Legislative Summary

- **Weights and Measures Fee Increase Ratification (5% in 2018 and 5% in 2019)**
  - Last fee increase was 12 years ago (2007)
- **Weights and Measures Fee Cap Increase;**
- **Agency Lab Consolidation Planning**
- **Laboratory Equipment Replacement and Operations Manager**



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Thank you

