

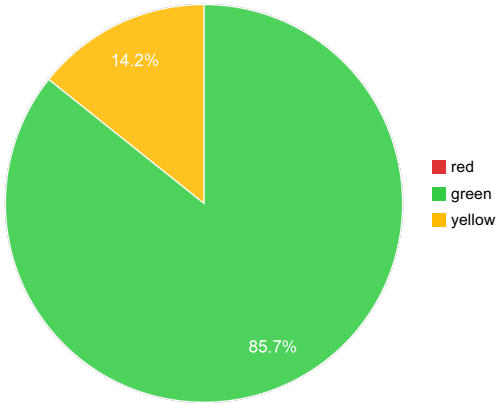
Parks and Recreation Department

Annual Performance Progress Report

Reporting Year 2025

Published: 9/26/2025 2:27:00 PM

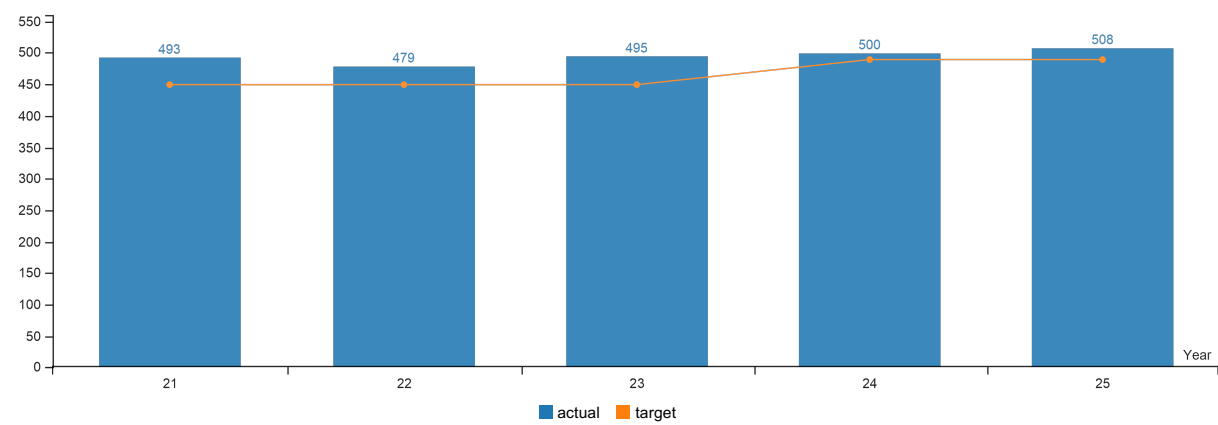
KPM #	Approved Key Performance Measures (KPMs)
1	PARK VISITATION - Visitors per acre of Oregon Parks and Recreation Department property.
2	HERITAGE PROGRAM BENEFITS - Number of properties, sites, or districts that benefit from an OPRD-managed heritage program.
3	Grant Programs - Percent of Oregon communities that benefit from an OPRD-managed grant program.
4	PROPERTY ACQUISITION - Recreation lands index: Park lands and waters acquired by OPRD as a percentage of total goal. (Linked to Oregon Benchmark #91)
5	FACILITIES BACKLOG - Percent reduction in facilities backlog since 1999.
6	CUSTOMER SATISFACTION - 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.
7	COMMISSION BEST PRACTICES - Percent of total best practices met by the State Parks and Recreation Commission.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	85.71%	14.29%	0%

KPM #1	PARK VISITATION - Visitors per acre of Oregon Parks and Recreation Department property.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Visitors Per Acre of Oregon Parks and Recreation Department Property					
Actual	493	479	495	500	508
Target	450	450	450	490	490

How Are We Doing

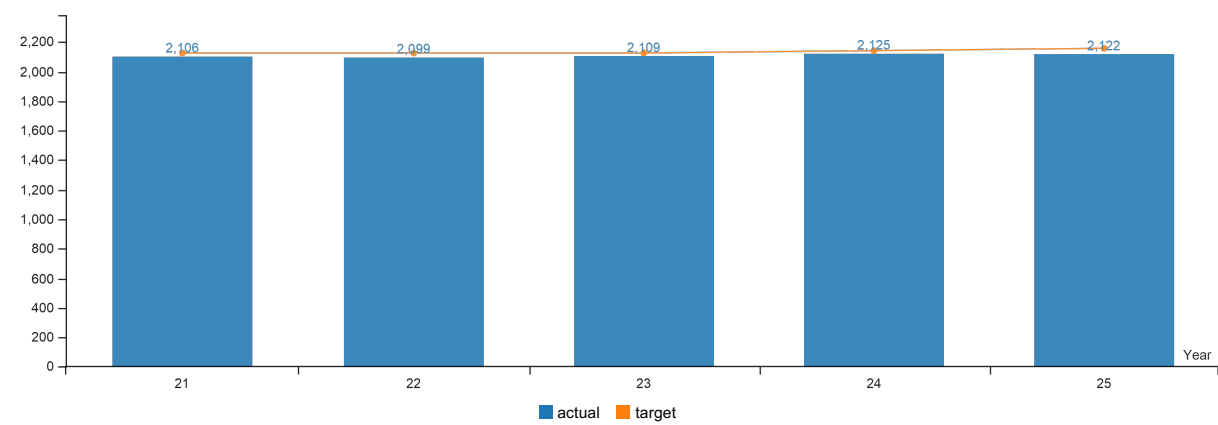
In FY 2025, we achieved 508 visitors per acre—exceeding our target of 490 and marking a modest increase from 501 visitors per acre in FY 2024. This represents a 1.4% year-over-year increase and continues a trend of strong performance above the 490 target. Visitation levels appear to have stabilized following the fluctuations seen in the immediate post-pandemic years. The Department remains committed to balancing access and experience by strategically acquiring new park properties to meet the needs of a growing population. Total visitation reached 56.9 million in FY 2025, a slight increase of 1.5% compared to the previous year.

Factors Affecting Results

Visitor density (visitors per acre) is influenced by factors affecting both attendance and total park acreage. Attendance can vary due to weather conditions, economic trends, the perceived quality of recreational offerings, and temporary park closures for construction, storm damage, or other disruptions. Acreage is shaped by the availability of land from willing sellers, funding for acquisitions, and, occasionally, property dispositions. In FY 2025, total acreage decreased slightly due to the transfer of Fort Yamhill to the Confederated Tribes of Grand Ronde. Both attendance and acreage play a critical role in shaping this key performance measure.

KPM #2	HERITAGE PROGRAM BENEFITS - Number of properties, sites, or districts that benefit from an OPRD-managed heritage program.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Number of Properties, Sites, or Districts That Benefit From an OPRD-Managed Heritage Program					
Actual	2,106	2,099	2,109	2,125	2,122
Target	2,130	2,130	2,130	2,146	2,162

How Are We Doing

Oregon's Preservation Plan calls for increasing the number and thematic diversity of cultural resources identified, evaluated, and listed in the National Register that represent the full scope of the state's history, its rural communities, and places associated with Native American Tribes and early history. In fiscal year 2025, Oregon added 11 new properties to the National Register, including the Juniper House in Portland, recognized for its statewide significance as Oregon's first end-of-life care home dedicated exclusively to residents with HIV/AIDS and for its substantial impact on statewide healthcare and LGBTQ+ history. Oregon also advanced its goal of listing important places in rural Oregon, such as the 1906 J.L. Elam Bank in Milton-Freewater, Umatilla County, and the Owyhee Grocery Store in Malheur County, notable for its petrified wood facade. The Port Orford City Jail in Curry County is significant for its connections to the city's early governance and its first mayor, Gilbert E. Gable, a local civic booster, entrepreneur, and advocate for the "State of Jefferson," a movement to establish southeast Oregon as its own state. The City of Salem sponsored a study of the contributions of the Methodist Mission to Oregon in the late-nineteenth century, resulting in the listing of the Mill Place House Site, the former home of missionary Jason Lee. The famous airplane the "Spruce Goose," on display at the McMinnville Air Museum and associated with inventor and aviator Howard Hughes, was relisted in the National Register after being taken of the list following its move from California.

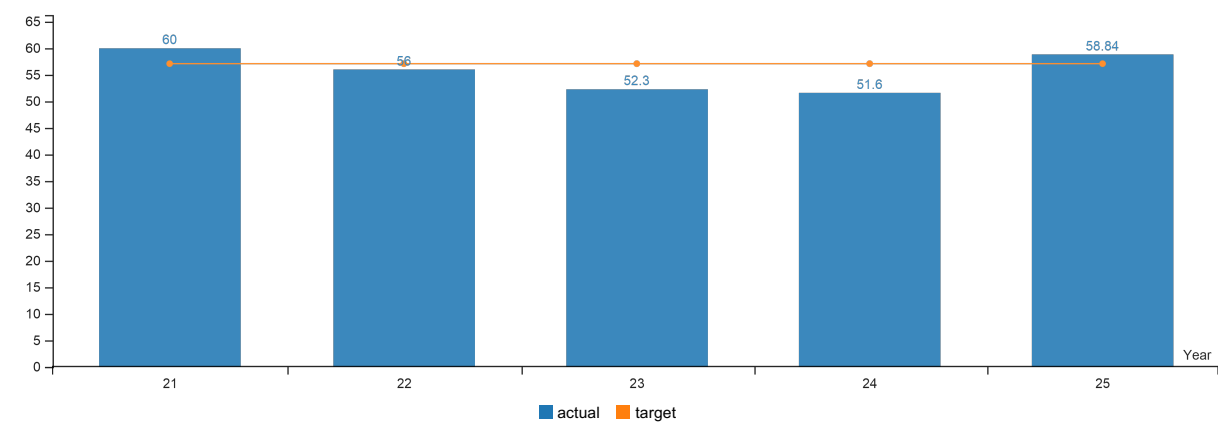
A total of 2,122 properties, including 174 historic districts, located across Oregon's 36 counties and representing many aspects of the state's history, are now listed in the National Register. Oregon counted a total number of 2,125 historic properties in fiscal year 2024, including 137 historic districts. A change in methodology for counting historic properties using National Park Service data corrected past errors and resulted in a revised property count.

Factors Affecting Results

Efforts in recent years under the Oregon Historic Preservation Plan and Oregon Heritage Plan focused on reaching underrepresented populations to increase geographic and thematic diversity in the stories represented by recognized historic places. This effort began in fiscal year 2018 and continues under the 2024–2033 Oregon Historic Preservation Plan. Key goals include identifying landmark properties in rural and underserved areas, and properties associated with Native Americans, Oregon's early history, and histories not yet represented or underrepresented in the state's inventory. Strategies to achieve this goal include working with partner agencies and organizations and providing funding and technical assistance to community-driven efforts to identify and recognize these places. In the last fiscal year, the State Historic Preservation Office worked with the African American community to document contributions in "Black Historic Resources in Oregon," which will make the listing process for properties associated with this community easier in the future. The agency continued an effort begun in fiscal year 2023 to document the contributions of women in labor history and expects to complete the work in 2026 and start listing properties associated with this history. The agency also continues to work with local communities to support preservation efforts, including providing grant funds to list the Dr. Edward and Anne McLean House in West Linn, Clackamas County in fiscal year 2025, and has committed to funding future efforts in Canby, Clackamas County, and La Grande, Union County. These efforts and a concerted staff-driven program to build interest in the program are expected to gradually increase the total number of historic properties listed in the National Register over several years. The recent re-authorization of the state Special Assessment for Historic Properties tax incentive program may further encourage program participation.

KPM #3	Grant Programs - Percent of Oregon communities that benefit from an OPRD-managed grant program.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Percent of Oregon communities that benefit from an OPRD-managed grant program					
Actual	60%	56%	52.30%	51.60%	58.84%
Target	57.10%	57.10%	57.10%	57.10%	57.10%

How Are We Doing

FY 2025 results reflect an unduplicated count of Oregon communities awarded Department grants. During this period, 163 of 277 communities—58.8%—benefited from an OPRD-managed grant program, an increase from the prior year. FY 2025 results reflect an unduplicated count of Oregon communities awarded Department grants. During this period, 163 of 277 communities—58.8%—benefited from an OPRD-managed grant program, an increase from the prior year.

This growth is likely due to increased activity in three key programs:

- Local Government Grant Program (LGGP): Funding increased from 12% to 25% of OPRD's lottery revenue, significantly expanding the number of grants awarded;
- Oregon Main Street Revitalization Grant Program (OMS); and
- Veterans and War Memorials Grant Program (VWM): These programs accept applications every other year. Awards were approved and reported in FY 2025 but are not issued in even-numbered fiscal years.

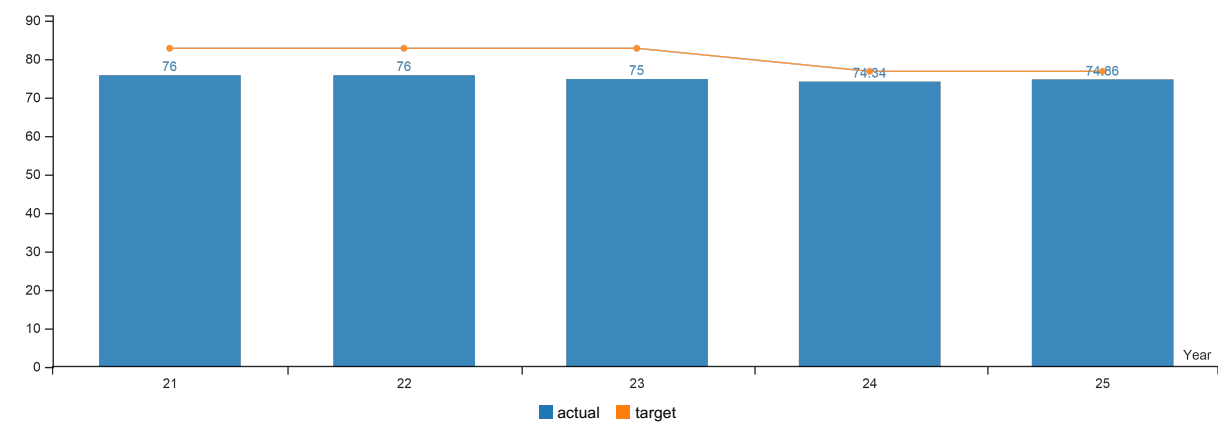
All grant awards approved by the Oregon Parks and Recreation Commission are included.

Factors Affecting Results

Several factors influence grant program results, including the availability of funding, the frequency of application cycles (annual vs. biennial), and specific program requirements such as local match commitments and other eligibility criteria. Additional variables include the maximum allowable grant award amounts, the number of applicants, and the geographic distribution of those applicants across the state.

KPM #4	PROPERTY ACQUISITION - Recreation lands index: Park lands and waters acquired by OPRD as a percentage of total goal. (Linked to Oregon Benchmark #91)
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Park Lands and Waters Acquired by OPRD as a Percentage of Total Goal					
Actual	76%	76%	75%	74.34%	74.86%
Target	83%	83%	83%	77%	77%

How Are We Doing

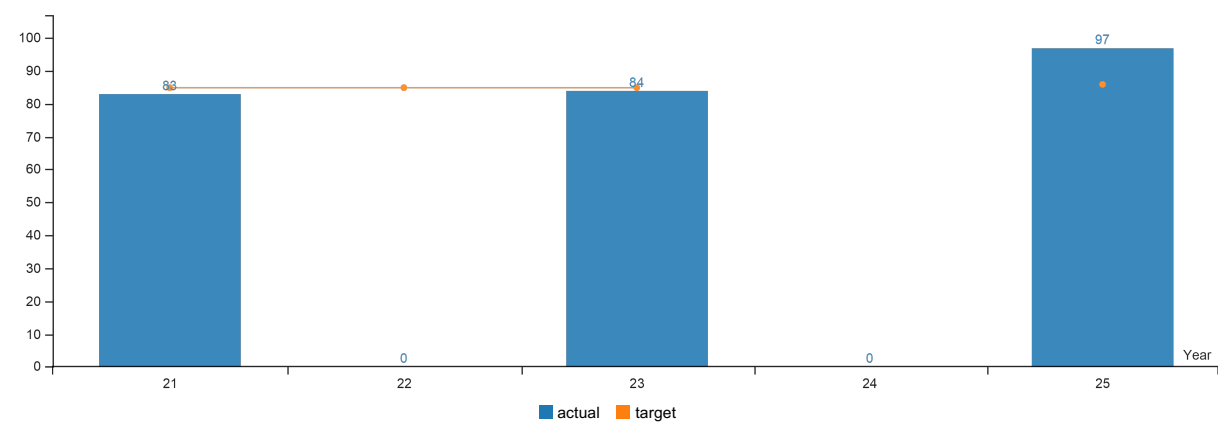
This Key Performance Measure tracks progress toward the long-term goal of providing 35 acres of park land per 1,000 residents. In FY 2025, the agency remained at approximately 75% of that goal, consistent with the previous two fiscal years. However, the measure did increase slightly—from 74.33% in FY 2024 to 74.86% in FY 2025—due to a modest decrease in Oregon’s population. This measure continues to guide strategic planning for park system expansion, helping the Department balance growing demand for recreation with the need to protect natural resources.

Factors Affecting Results

Progress toward the goal of 35 acres per 1,000 population is influenced by both land acquisition and population trends. On the acreage side, growth depends on the availability of suitable land from willing sellers, funding for acquisitions, and strategic priorities for expanding the park system. In some cases, acreage may decrease due to property transfers or dispositions. On the population side, changes in Oregon’s overall population—whether through growth or decline—directly impact the ratio. Even when acreage remains stable, a rising population can reduce the percentage of the goal achieved, while a population decrease can have the opposite effect. This measure helps the Department assess long-term capacity and plan for future needs.

KPM #5	FACILITIES BACKLOG - Percent reduction in facilities backlog since 1999.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Percent Reduction in Facilities Backlog					
Actual	83%	0%	84%		97%
Target	85%	85%	85%		86%

How Are We Doing

Current data indicates continued progress in reducing the maintenance backlog. Of the 1,585 projects originally identified, only 50 remain as valid and active in the maintenance queue. Some projects were completed, while others were removed due to changes in need or relevance. Given that the original list dates back 26 years, much of it no longer reflects current priorities. OPRD continues to monitor maintenance needs and is developing a new strategic plan to address both emergent and ongoing maintenance challenges.

Factors Affecting Results

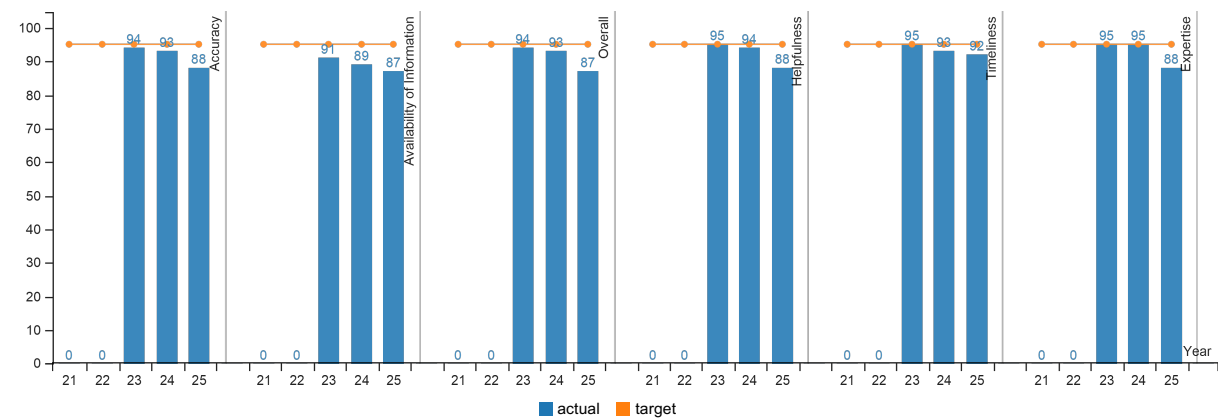
Park construction priorities are funded each biennium through the Parks and Natural Resources Fund (Lottery). However, recent financial constraints have reduced the availability of this funding source. Investments are focused in two key areas:

1. Major maintenance – addressing backlogged repairs and deferred maintenance, with an emphasis on improving efficiency and sustainability.
2. Enhancement projects – supporting infrastructure and amenities to meet future needs.

Progress in reducing the backlog may be affected by decisions to shift resources toward enhancement projects, depending on evolving priorities and available funding.

The Department is reassessing its continued emphasis on reducing the original maintenance backlog to ensure that current priorities reflect the most urgent and necessary needs. Emergent maintenance issues continue to arise, often requiring immediate funding. As a result, the Department believes the backlog list should be evaluated and updated more frequently to remain responsive and relevant.

KPM #6	CUSTOMER SATISFACTION - 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: Jul 01 - Jun 30



Report Year	2021	2022	2023	2024	2025
Accuracy					
Actual	0%	0%	94%	93%	88%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	0%	0%	91%	89%	87%
Target	95%	95%	95%	95%	95%
Overall					
Actual	0%	0%	94%	93%	87%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	0%	0%	95%	94%	88%
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	0%	0%	95%	93%	92%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	0%	0%	95%	95%	88%
Target	95%	95%	95%	95%	95%

How Are We Doing

FY 2025 results show a modest decline in customer satisfaction scores. While the majority of feedback remains positive, the slight decrease from FY 2024 highlights opportunities for improvement. OPRD will continue to use this scoring rubric to refine customer-facing interactions and enhance the overall visitor experience.

Customer feedback is collected through web-based surveys and other tools designed to capture input from a broad range of agency users.

Factors Affecting Results

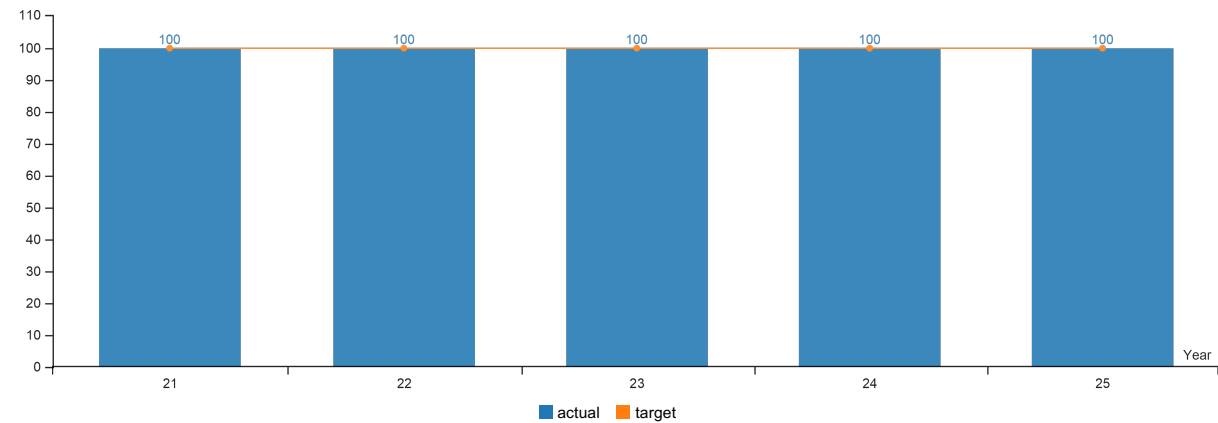
Several factors may influence satisfaction scores:

- Crowding: Visitor satisfaction tends to decline when parks are crowded, even if service quality remains high.
- Fee increases: Recent adjustments to park fees have contributed to more negative perceptions, regardless of the actual service delivered.

OPRD remains committed to monitoring customer feedback and making data-informed improvements to better serve all park users.

KPM #7	COMMISSION BEST PRACTICES - Percent of total best practices met by the State Parks and Recreation Commission.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Percent of Commission Best Practices Met					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

This Key Performance Measure is required of all state agencies by the Department of Administrative Services. It is based on a set of 16 mandated best practices, which include areas such as business processes, oversight responsibilities, budget and financial planning, and training.

The Oregon State Parks and Recreation Commission conducts an annual self-evaluation, where each commissioner independently assesses the Commission’s performance. These individual evaluations are then discussed collectively to produce a consensus report. The process is expected to improve over time as it becomes more established.

The first data was collected in November 2007. For the most recent review period (July 2023–June 2024), the Commission completed its best practices survey in April 2025. All commissioners (100%) rated the Commission as 'meets' or 'exceeds' expectations across all best practices.

Factors Affecting Results

Because many of the best practices measures are subjective, they rely on the experience and judgment of individual Commissioners to develop reasoned responses. As a result, the appointment of new Commissioners—who may be less familiar with agency operations or evaluation criteria—can influence results.