

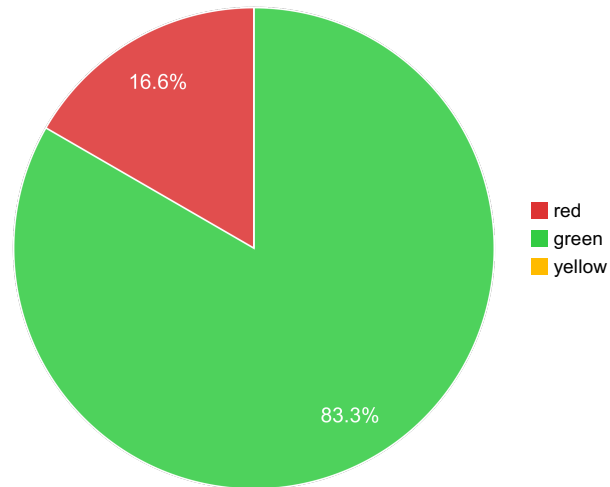
# Oregon Watershed Enhancement Board

Annual Performance Progress Report

Reporting Year 2023

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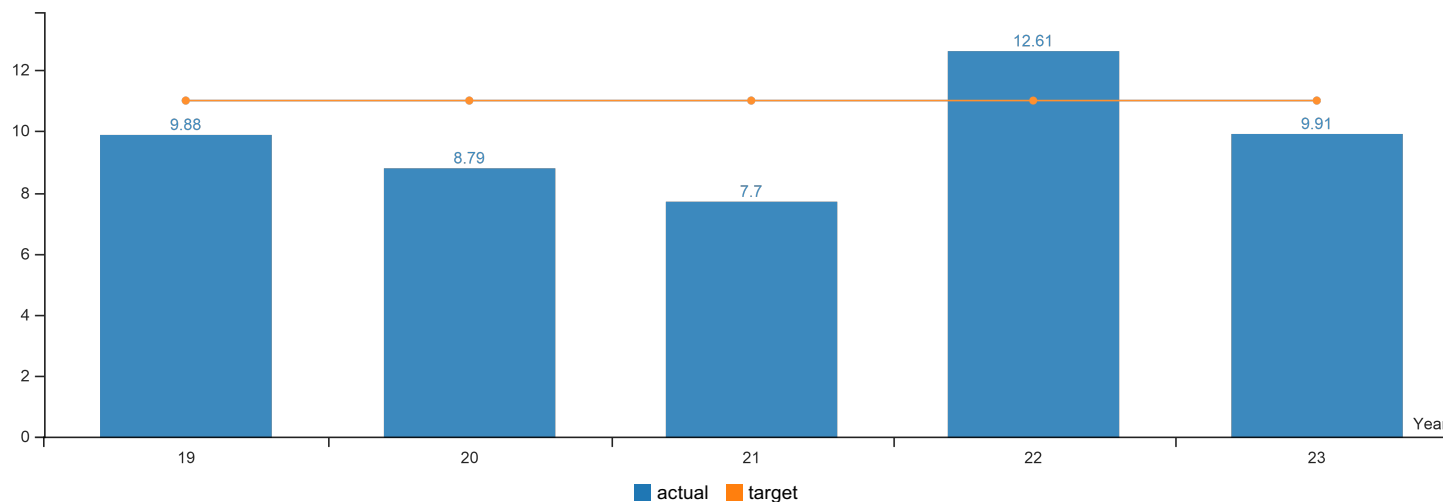
KPM #	Approved Key Performance Measures (KPMs)
1	OPERATIONS - The percentage of total funding used in agency operations.
2	FUNDING FROM OTHER SOURCES - The percent of funds contributed from other sources on OWEB funded restoration projects.
3	GRANT-MAKING ACROSS OREGON - Percent of Oregon's 76 sub-basins (defined as 8-digit hydrologic unit code areas) within which Oregonians benefit from OWEB's grant programs.
4	TIMELINESS OF GRANT-MAKING - The percent of open solicitation grant agreements executed within one month after Board award.
5	FISH POPULATIONS - The percentage of monitored native fish species that exhibit increasing or stable levels of abundance.
6	WATERSHED COUNCIL GOVERNANCE - Percent of OWEB funded watershed councils that demonstrate effective organizational governance and management using OWEB merit criteria.
7	PAYMENTS - The percentage of complete grant payment requests paid within 24 days.
8	STREAMSIDE HABITAT - The number of riparian stream miles restored or enhanced as a result of OWEB funded grants.
9	UPLAND HABITAT - Acres of upland habitat restored or enhanced as a result of OWEB funded grants.
10	NATIVE SPECIES HABITAT AND WATER QUALITY - Percent of restoration, acquisition or technical assistance funding invested to address habitat for threatened, endangered or species of concern, or water-quality concerns identified on 303(d) listed streams.
11	NATIVE FISH HABITAT QUANTITY - Miles of fish habitat opened as a result of completed fish passage projects funded through OWEB grants.
12	CUSTOMER SERVICE - 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.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
<b>Summary Stats:</b>	83.33%	0%	16.67%

KPM #1	OPERATIONS - The percentage of total funding used in agency operations.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = negative result



Report Year	2019	2020	2021	2022	2023
<b>Percentage of funding used in operations</b>					
Actual	9.88	8.79	7.70	12.61	9.91
Target	11	11	11	11	11

### How Are We Doing

The goal of this KPM is to track the agency's capacity to effectively and efficiently administer grant funds. OWEB administers grant funds for on-the-ground projects, planning, development, and monitoring work. The operations rate is the percent of total funding that OWEB spends to effectively operate and administer the grant programs. OWEB calculates the operations rate by dividing operations expenditures for the fiscal year by total expenditures (operations plus grants).

OWEB's operations expenditures include staffing, supplies and services to operate the grant programs. OWEB's grant expenditures are for payments to grantees. OWEB provides grant funds to grantees on a reimbursement basis. Once funds are committed in a grant agreement, it may take several months or even years before a grantee has completed a project. This is due to the complex nature of the watershed restoration projects that OWEB funds.

The desired value for this KPM is near or slightly below the target of 11%. In the FY 2023 reporting cycle, the percentage of total funding used in agency operations was well below the target. This is considered to be meeting the KPM, but an operations rate that is too low is a concern.

If the operations rate is too low, it indicates that OWEB does not have the staffing to effectively accomplish the agency's work. It also means that OWEB does not have the capacity to quickly develop and launch new programs, pursue new federal resources, or respond effectively to new board and state priorities.

OWEB needs sufficient capacity to effectively administer new and ongoing grant programs.

As part of the 2023-2025 budgeting process, OWEB requested additional resources to increase the agency's capacity. OWEB received some of the requested resources to establish an organizational

structure and build the staffing to meet the agency's operational needs.

OWEB plans to continue pursuing resources as needed to accomplish its current core work and additional assigned work. This will hopefully bring the agency's operations rate closer to the 11% target in future years.

#### **Factors Affecting Results**

OWEB has a history of low operation rates. This has become more and more of a challenge as the volume and complexity of the agency's workload increased over time. OWEB also faced staffing shortages and increased workload demands. Contributing factors include the lottery funding pause in 2020 due to the COVID-19 public health emergency, subsequent recovery of lottery revenues, and newly assigned programs for fire and drought recovery and landscape resiliency.

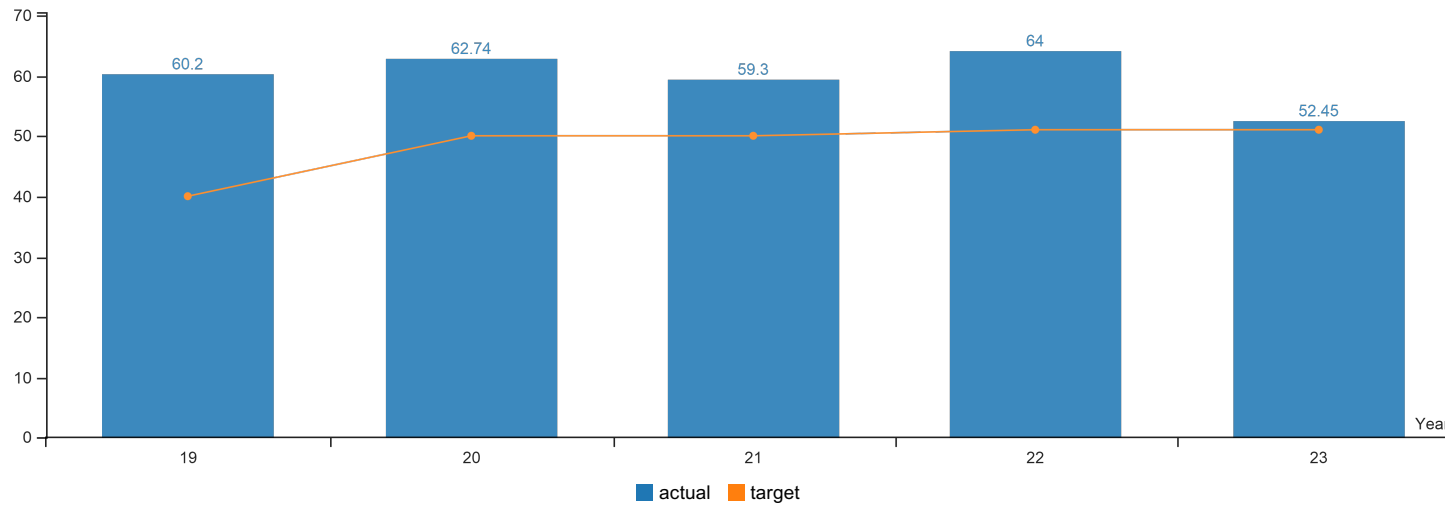
OWEB calculates the operations rate for this KPM by dividing operations expenditures for the fiscal year by total expenditures (operations plus grants). The 2022 operations rate was unusually high because the agency had hired new staff to administer several new funding programs assigned to the agency. At the time the 2022 rate was calculated, OWEB had hired the staff for the new programs, and had committed some of the funds in grant agreements, but had not yet begun issuing grant payments to grantees.

OWEB predominantly issues grant payments on a reimbursement basis. Because of the complexity of projects that OWEB funds, OWEB may issue reimbursement payments to a grantee over a several years as a project is implemented.

By 2023, grantees of the new funding programs began requesting reimbursement payments for their projects and OWEB's grant expenditures increased. The 2023 operations rate of 9.91% more accurately reflects the agency's resources and capacity to administer grants than the 2022 operations rate.

KPM #2	FUNDING FROM OTHER SOURCES - The percent of funds contributed from other sources on OWEB funded restoration projects.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Percent of funds</b>					
Actual	60.20%	62.74%	59.30%	64%	52.45%
Target	40%	50%	50%	51%	51%

### How Are We Doing

The goal of this KPM is to demonstrate that OWEB grantees leverage funding from other sources. Since this KPM was first reported in 2017, OWEB has consistently exceeded the target. In FY 2023, for projects reported to the Oregon Watershed Restoration Inventory (OWRI), OWEB contributed \$19,530,458 (approximately 48 %) to restoration projects, while project partners contributed \$21,543,475 (approximately 52 %).

### Factors Affecting Results

Through its grantees and via joint funding agreements, OWEB partners with a variety of organizations to invest in restoration. Partners include federal, state, and local governments, Tribes, non-governmental organizations, citizen groups, landowners, local businesses, and private foundations. A diverse portfolio of funders supports on-the-ground implementation of restoration projects, which address a variety of priority actions—ranging from sage-grouse habitat conservation to instream improvements to fish habitat.

To date, OWEB has required a minimum of 25% match to be documented in all applications for OWEB funds. In 2023, OWEB revised its rules to reduce the required match to a minimum of \$1, and to allow flexibility to set the matching funds amount specific to each grant offering. This was done to make grant funding more accessible to a variety of organizations. A recent assessment of tribal engagement identified match as a barrier for some organizations applying for OWEB grants. For 2023-25, OWEB has reduced the match requirement to \$1 for Technical Assistance and Stakeholder Engagement; it remains 25% for restoration grants.

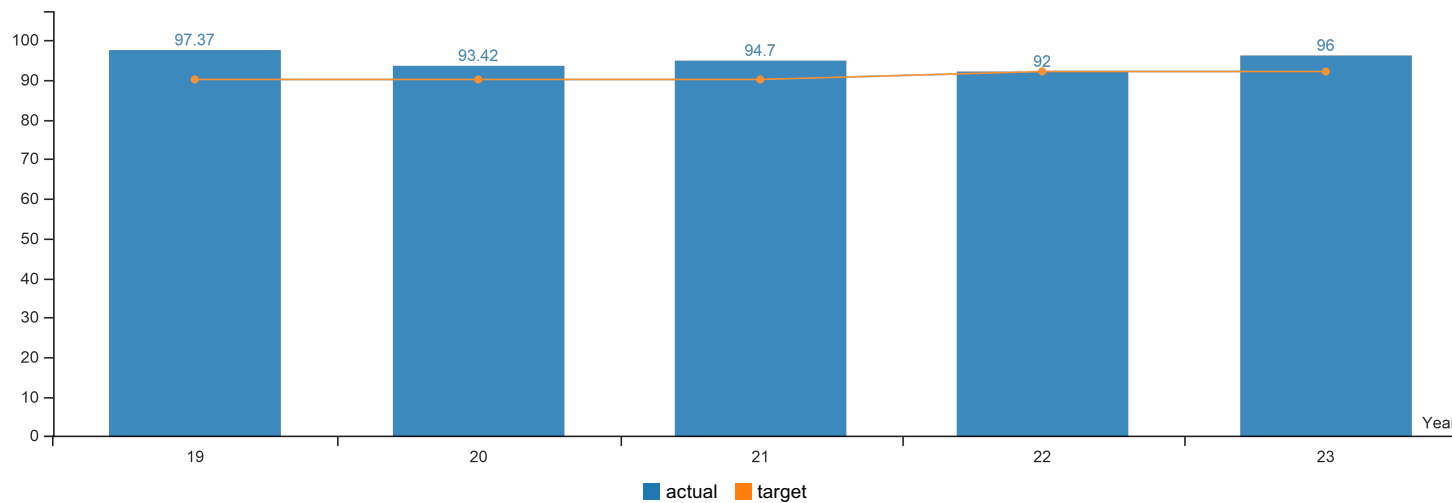
Finally, rising costs following the COVID-19 public health emergency may also influence applicant capacity and, in turn, the amount of matching funds available.

Information to calculate this KPM is provided from the information grantees report to the Oregon Watershed Restoration Inventory (OWRI). OWRI is the most reliable and accurate source of information because it reflects project costs and funders after projects are complete (rather than estimates and predictions of costs and funders at the time the project is proposed).

**KPM #3 GRANT-MAKING ACROSS OREGON - Percent of Oregon's 76 sub-basins (defined as 8-digit hydrologic unit code areas) within which Oregonians benefit from OWEB's grant programs.**

Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Percent of Oregon sub-basins</b>					
Actual	97.37%	93.42%	94.70%	92%	96%
Target	90%	90%	90%	92%	92%

**How Are We Doing**

Results for FY 2023 continue to demonstrate that over 90% of Oregon's sub-basins benefitted from OWEB's grant programs. OWEB's mission is to protect and restore healthy watersheds that support thriving communities and strong economies. OWEB grant programs provide clean water, improve fish and wildlife habitat, support local jobs, and improve community livability. This KPM assesses how grants achieving OWEB's mission are distributed throughout the state. By looking at grant-making across Oregon, OWEB can determine if some areas of Oregon less frequently receive grant awards and explore the possible reasons.

**Factors Affecting Results**

This KPM is dependent on grant applications being received from local partners in various locations around the state.

OWEB builds and maintains relationships with current and prospective grantees and provides training and consultations on its grant processes. This assistance helps make OWEB programs more accessible to communities and grantees around Oregon. OWEB continues to expand outreach to current and non-traditional partners to understand barriers to participation, current and prospective grantee assistance needs, and opportunities to support impacted communities. Over the 2023-25 biennium, OWEB leadership will continue to regularly connect with organizations new to the OWEB grant-making process, and staff are actively working to streamline the application process.

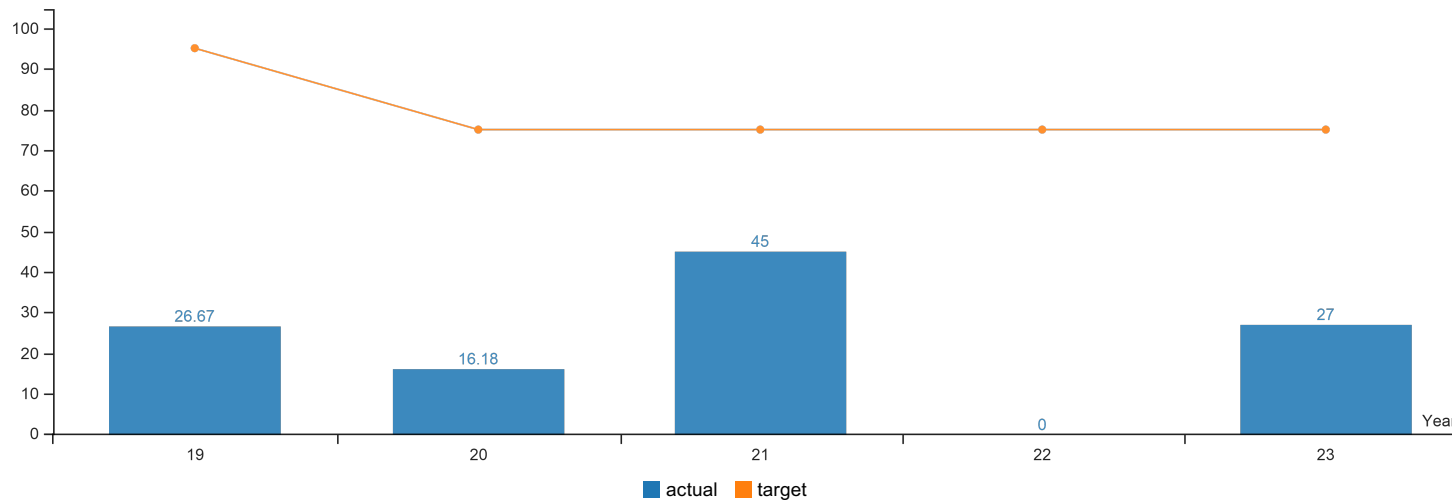
This KPM is calculated as the percent of Oregon sub-basins with at least 50% of their land area contained within the boundary of the State of Oregon that receive at least one OWEB grant within a biennium. Sub-basin is a terminology used by the U.S. Geological Survey as part of its categorization of hydrologic units. A sub-basin is equivalent to an 8-digit hydrologic unit code. There are 76 sub-basins within Oregon that have at least 50% of their land area contained within the State of Oregon boundary. In FY2023, there were a total of 1,016 grants analyzed. These 1,016 grants cover all

but three of the 76 sub-basins that have at least 50% area within Oregon.



KPM #4	TIMELINESS OF GRANT-MAKING - The percent of open solicitation grant agreements executed within one month after Board award.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Percent of open solicitation grants awarded within 1 month</b>					
Actual	26.67%	16.18%	45%	0%	27%
Target	95%	75%	75%	75%	75%

#### How Are We Doing

This KPM analyzes all OWEB Open Solicitation (Restoration, Monitoring, Stakeholder Engagement, Technical Assistance) projects. For each project, “Days from Award” is calculated as the number of days between Award Date and the date the Grant Agreement was executed.

Results for the current report have improved from the previous year, although they remain below target. Results from the past couple of years demonstrate the impacts of the COVID-19 funding pause and staffing shortage.

Internally, OWEB has implemented a mid-year data query to gather more information and assist with the agency’s continuous improvement. The output is being used to identify and address any steps that are causing delays. Mid-year results in 2023 showed an increase in Timeliness, with results over the past 6 months up to 47%, indicating a trend in the right direction.

#### Factors Affecting Results

This KPM was established in 2017. At that time a fully signed grant agreement was required prior to payment. Recent changes make the grant agreement effective as of its award date, allowing the grantee to incur costs starting with that date, and expenses can be reimbursed once a fully executed grant agreement is in place.

This KPM has helped the agency to understand the impact of the COVID-19 impacts on funding and staffing. Results in FY 2022 were unusually low, reflecting impacts on OWEB’s support and administrative staff who would have traditionally started the grant agreement process. OWEB also re-started several grant programs that had been on pause during the COVID-19 public health emergency, creating a pulse of workload for the small number of staff generating, reviewing and signing grant agreements.

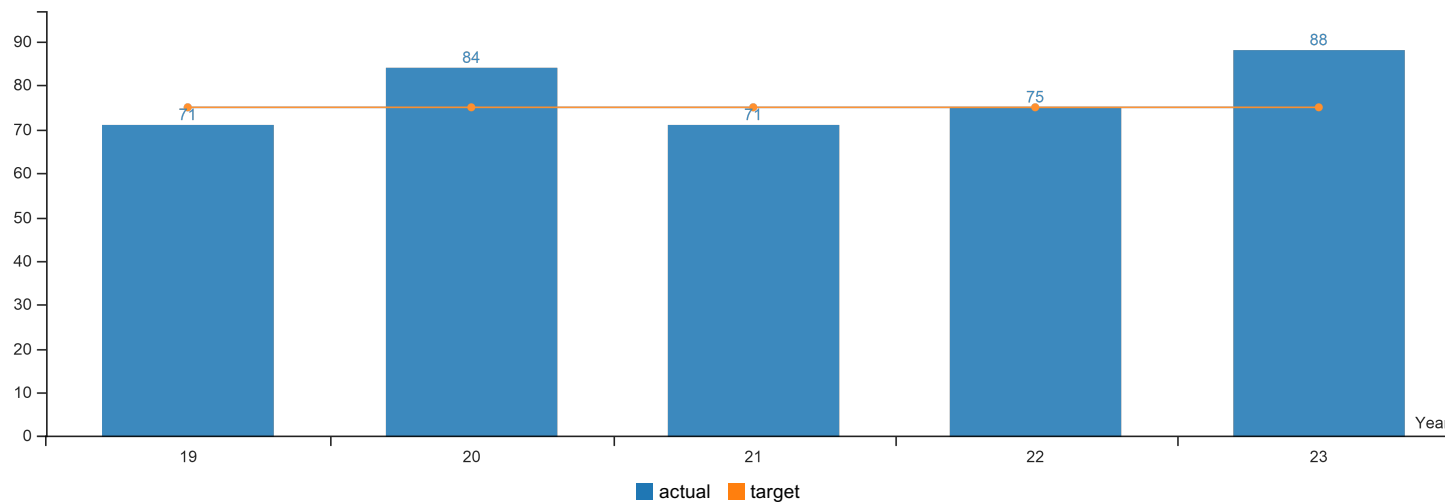
In addition to the impacts from the COVID-19 budget crisis, this KPM is challenging because external parties influence the ability for OWEB to meet the one-month time frame. Several factors outside of OWEB can delay execution beyond the target: 1) the requirement under OWEB's administrative rules for grantees to resolve outstanding final reports for other, open grants prior to being issued a new grant agreement; 2) time needed for DOJ to review agreements for awards greater than \$150,000 unless these utilize standard grant agreement conditions; and 3) time required for the OWEB-executed grant agreement to be signed by the grantee and returned to OWEB. Additionally, the timeframe of 31 days since award time also includes weekends and holidays, which may result in an inaccurate representation and variability from month to month.

As noted in previous Annual Performance Progress Reports, OWEB has taken action to improve timeliness of grant agreement execution. For example, the agency worked with DOJ to streamline the review process for grants that are more standard in nature while still exceeding the \$150,000 limit for reviews. In addition, staff have improved systems designed to help grantees know when they have outstanding reports, with the goal of reducing time delays based on outstanding grantee reports. OWEB has implemented methods for consistently tracking the time required for individual steps in the grant agreement workflow in greater detail, enabling staff to identify actual target specific steps during which delays are common, and explore opportunities for improvements.

This KPM only looks at grant agreements in the agency's open solicitation grant programs. At the time this KPM was approved, open solicitation grants were a larger percentage of OWEB's grantmaking. The agency's grantmaking has diversified significantly to include a variety of other programs. This means that there is other grantmaking workload that is also in progress, competing with open solicitation grant agreements for limited staff processing time. It also means that OWEB may pursue changes to this KPM in the future to better capture the effectiveness of all of the agency's grantmaking while recognizing a realistic time frame to accomplish workload.

KPM #5	FISH POPULATIONS - The percentage of monitored native fish species that exhibit increasing or stable levels of abundance.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Percentage of native fish species that are increasing or stable</b>					
Actual	71%	84%	71%	75%	88%
Target	75%	75%	75%	75%	75%

### How Are We Doing

The goal of this KPM is to evaluate progress towards a desired outcome of OWEB’s grant funding, which is healthy native fish populations. The Oregon Department of Fish and Wildlife (ODFW) provides the data for this KPM to OWEB.

Since 2015, the percentage of monitored native fish species exhibiting increasing or stable levels of abundance has ranged from 65% to 88%. The rate for FY 2023 reflects recent assessments indicating stable or increasing trends for two species, Pacific lamprey and westslope cutthroat trout.

Of the 17 native fish species monitored in the current FY 2023 reporting period, 15 were considered to be stable or increasing: chum salmon, coho salmon, Chinook salmon, winter steelhead, coastal cutthroat trout, westslope cutthroat trout, bull trout, eulachon, white sturgeon, Pacific lamprey, Miller Lake lamprey, Warner sucker, sockeye salmon, Oregon chub, and Borax Lake chub. For some species, such as salmon, steelhead, and native trout, the species designation can include several Species Management Units (SMUs).

### Factors Affecting Results

Abundances of salmon and steelhead populations are cyclical, and many of Oregon’s salmon and steelhead populations have experienced low adult returns over the past several years in response to poor ocean conditions and successive years of drought. These lower abundances generally continued through the current reporting period, likely as a response to poor conditions for ocean survival. Abundances have incrementally improved in some species management units (e.g., Oregon Coast & Lower Columbia Coho; Coastal Chinook), but returns to some populations have reached record lows in recent years. Some recent improvement in ocean conditions may favor near-term stable to increasing abundance for some anadromous species in near-term reporting periods. However, persistent marine heat waves and a high likelihood of a return to El Niño conditions should temper longer-term expectations.

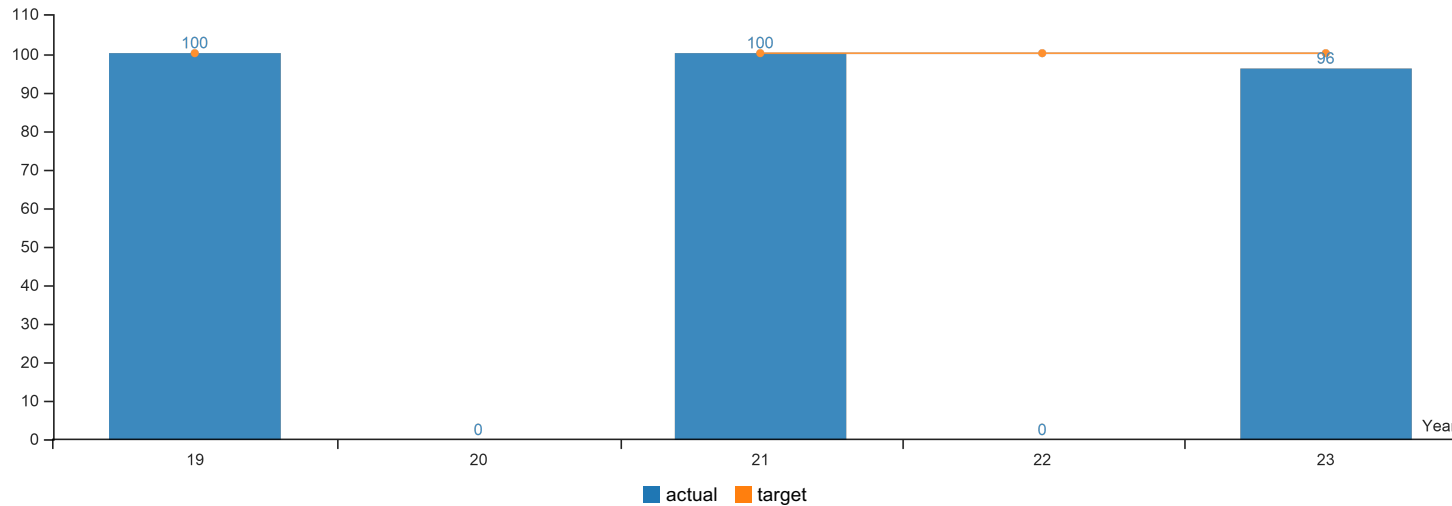
The KPM methodology includes fish species that are targeted for monitoring during a given reporting year, regardless of the baseline information available for quantifying their abundance. Therefore, the KPM results will reflect a lower percentage value during reporting years when monitoring a new species, or when monitoring a species without sufficient baseline abundance data.

OWEB's ability to report on this measure is dependent upon ODFW. OWEB will continue to work with ODFW to refine the capability to report on this measure through assessment and monitoring efforts. ODFW has continued work with partners to develop monitoring methods that have potential to expand monitoring coverage, with OWEB funding one of the first projects to leverage these methods in the Goose Lake basin. Sufficient funding for sustained monitoring is necessary to sustain reporting on this KPM.

**KPM #6 WATERSHED COUNCIL GOVERNANCE - Percent of OWEB funded watershed councils that demonstrate effective organizational governance and management using OWEB merit criteria.**

Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Percent of watershed councils that meet merit criteria</b>					
Actual	100%		100%		96%
Target	100%		100%	100%	100%

**How Are We Doing**

This KPM is measured on a biennial basis.

Fifty-seven Watershed Council Capacity grant applications were received by the March 2023 application deadline. The applications were evaluated based on four merit criteria: 1) effective governance and management, 2) progress in planning, 3) progress in on-the-ground watershed restoration, and 4) progress in community engagement for watershed restoration purposes. All criteria are equally weighted in the review process. OWEB staff considered the following information in the review: 1) information in the council’s two-year work plans; 2) answers to the Council Capacity grant application questions; 3) OWEB staff’s knowledge of council performance; 4) any supplemental information provided by the council in response to OWEB’s request; and 5) if requested by OWEB, interviews with council officers and staff. OWEB considers a watershed council to have met its work plan objectives if they meet all four merit criteria.

For the 2023-25 Council Capacity grant cycle, 54 of the watershed councils recommended for funding met all four of the merit criteria and received full funding; two watershed councils received reduced funding because they did not meet all of the merit criteria and specifically did not meet the first merit criterion, progress in Organizational Governance and Management. One watershed council demonstrated inadequate performance and was not funded. Specific to this KPM, 54 out of 56 organizations receiving funding met both the effective governance and management criteria.

**Factors Affecting Results**

The purpose of OWEB’s grants to watershed councils is to support effective watershed council staff and operations in carrying out activities and projects to protect or restore native fish or wildlife habitats and improve water quality. These groups also undertake resource assessment, planning, design and engineering, technical assistance, monitoring, and outreach to involve landowners and citizens in voluntary actions to protect, restore and maintain the ecological health of lands and waters. The councils’ ability to demonstrate progress in work plan implementation and maintain effective

organizational management and governance shows the effectiveness of OWEB's investment in helping to support the operating costs of watershed councils.

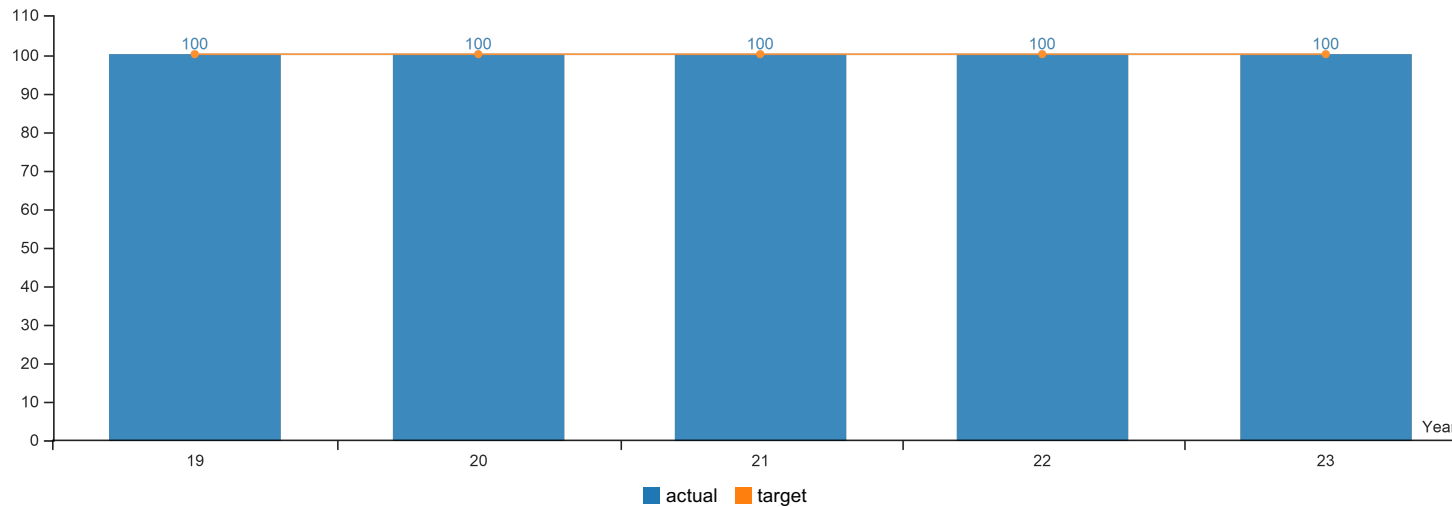
Currently watershed councils are evaluated for merit every two years at the start of each biennium. The watershed council capacity (Council Capacity) grant process supports OWEB's goal of resilient, sustainable local organizations, is performance and outcome based, and contains high standards for eligibility, reporting, and accountability. In July of 2014, the OWEB Board adopted new rules and guidance for Council Capacity grants. The new funding criteria contain higher standards for eligibility and merit than in the past.

The 2023-25 Council Capacity grant cycle is the fifth time watershed councils have been evaluated using the new merit criteria and ranked for funding using three funding levels (fully fund, fund at a reduced level, and do not fund). In the four biennia since OWEB implemented this new program, we have seen the percentage of councils that meet both the effective governance and management criteria generally to increase, from 81% in 2015-2017, 92% in 2017-2019, to 100% in 2019-2021 and 2021-23.

The slight dip this year is due to many challenges organizations have faced due to COVID. OWEB will continue to work with councils to help improve their organizational governance and management.

KPM #7	PAYMENTS - The percentage of complete grant payment requests paid within 24 days.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Percentage of grant payments paid within 30 days (24 days starting in FY 2012)</b>					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

#### How Are We Doing

OWEB fulfills its mission by administering grant programs. OWEB processes grant payments to local grantees that support on-the-ground projects, planning, design, and monitoring.

This KPM looks at OWEB's timeliness in issuing grant payments as a measure of good customer service. Payment timeliness is important to OWEB's grantees because they are often small, local organizations with limited cash on hand.

OWEB has met its target during each of the last 17 fiscal years of reporting.

#### Factors Affecting Results

OWEB prioritizes timely review of payments. In addition to investments of staff time to support timely payments, OWEB has also directed resources towards technology solutions that facilitate faster payment timeframes.

In 2023, OWEB launched a new online payment module as part of its online grant management system. The online payment module has received extremely positive reviews from OWEB customers and represents a significant advance in payment processing. OWEB has held trainings for grantees on the online payment system and continues to provide one-on-one assistance as needed.

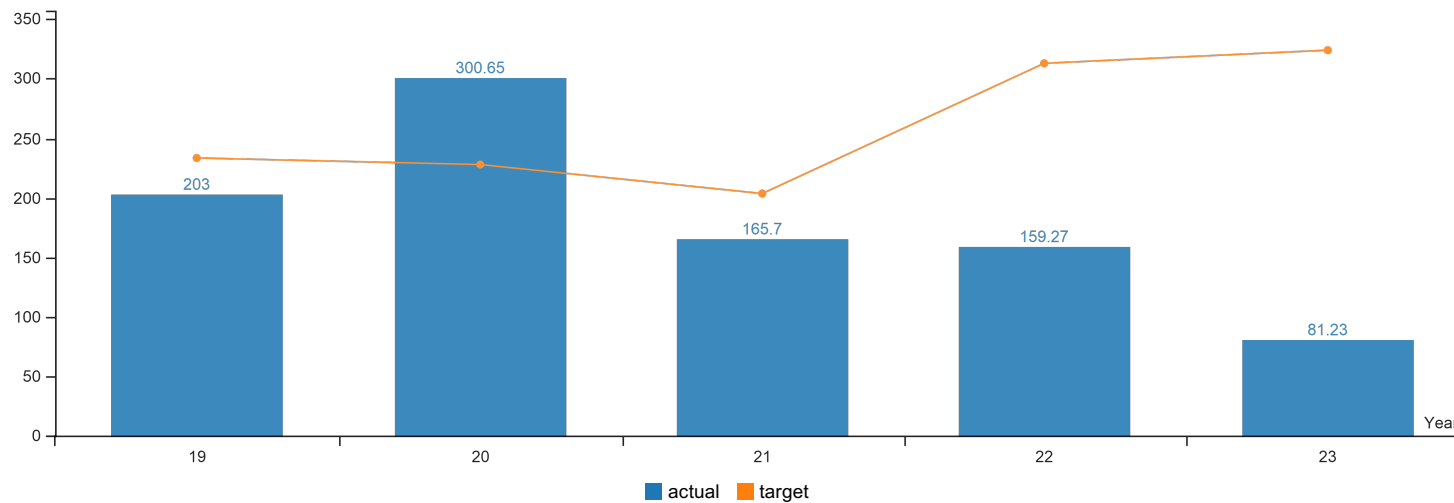
OWEB provides regular training and technical assistance to grantees to help ensure that grant payment requests are completed correctly and include all required supporting documentation. This investment of resources by OWEB staff improves the efficiency and timeliness of payment processing because requests are submitted correctly. There is an ongoing need for this assistance due to staffing changes at local organizations.





KPM #8	STREAMSIDE HABITAT - The number of riparian stream miles restored or enhanced as a result of OWEB funded grants.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Riparian Plant Communities</b>					
Actual	203	300.65	165.70	159.27	81.23
Target	233.70	228.20	203.90	313	324

### How Are We Doing

Investment in streamside habitats is a priority for OWEB because these habitats provide benefits to Oregon's native fish and wildlife, as well as water quality. Results for the past two reporting cycles have been below target. This KPM was approved by the Legislature in 2017. The proposed target for this measure was a rolling average of miles of riparian area treated by OWEB funded grants over the previous 10 years, as reported to the Oregon Watershed Restoration Inventory (OWRI). Currently, the target for this measure is set as the 10-year average from OWEB-funded riparian projects from 2010-2019.

### Factors Affecting Results

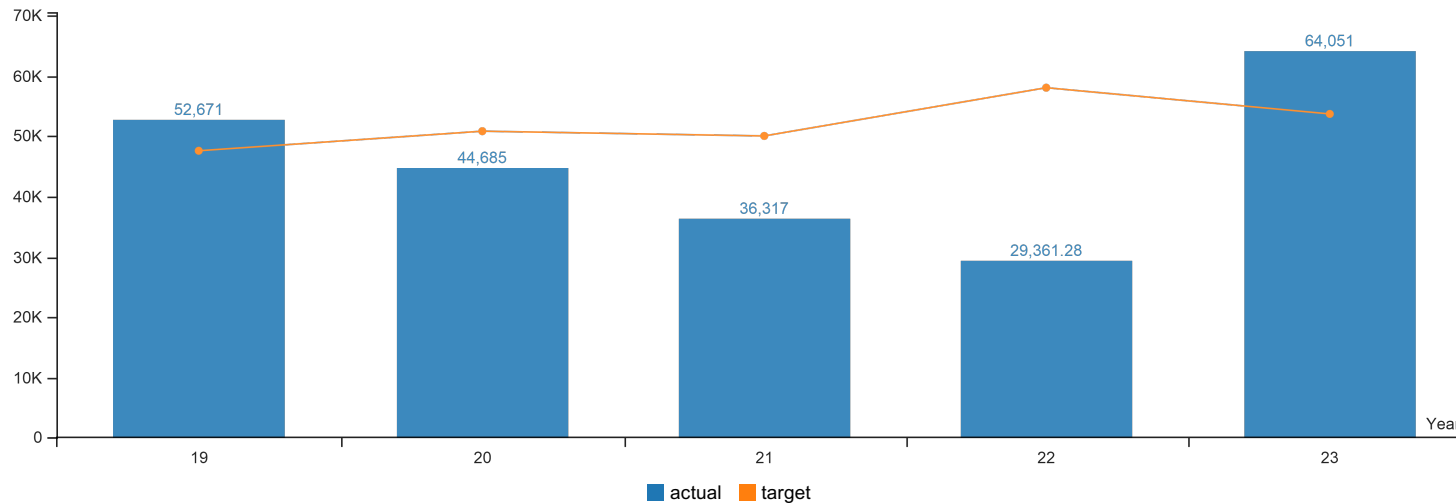
Mileage of restored streamside areas varies from year to year depending on the number and size of individual streamside projects. At the time the data were pulled to generate this 10-year average, the total streamside miles restored ranged from approximately 180 miles in 2013 up to 567 miles in 2014. There is some lag time for reporting that results in data availability being delayed by one year. For this reason, previous years' data may be revised upward as projects are completed and reported to OWRI.

OWEB and grantee organizations continue to recover from funding and staffing impacts caused by the COVID-19 public health emergency and the associated impacts to lottery dollars. OWEB observed a lower number of applications and funding requests in some of the agency's grant programs over the past two years, reflecting the impacts of the COVID-19 public health emergency. During 2023, OWEB has seen an increase in applications and funding requests, and anticipates that this will mean an increase in the number of on-the-ground projects in the future.

Even as the number of projects increase, OWEB may continue to observe a decline in the stream miles restored as local partners pursue more complex and longer-term projects. In addition, local partners may focus attention on other needs within the watershed, such as upland opportunities or in-stream habitat (see results for KPMs 9 and 11).

KPM #9	UPLAND HABITAT - Acres of upland habitat restored or enhanced as a result of OWEB funded grants.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Upland Habitat Restored</b>					
Actual	52,671	44,685	36,317	29,361.28	64,051
Target	47,560	50,800	50,015	58,003	53,660

#### How Are We Doing

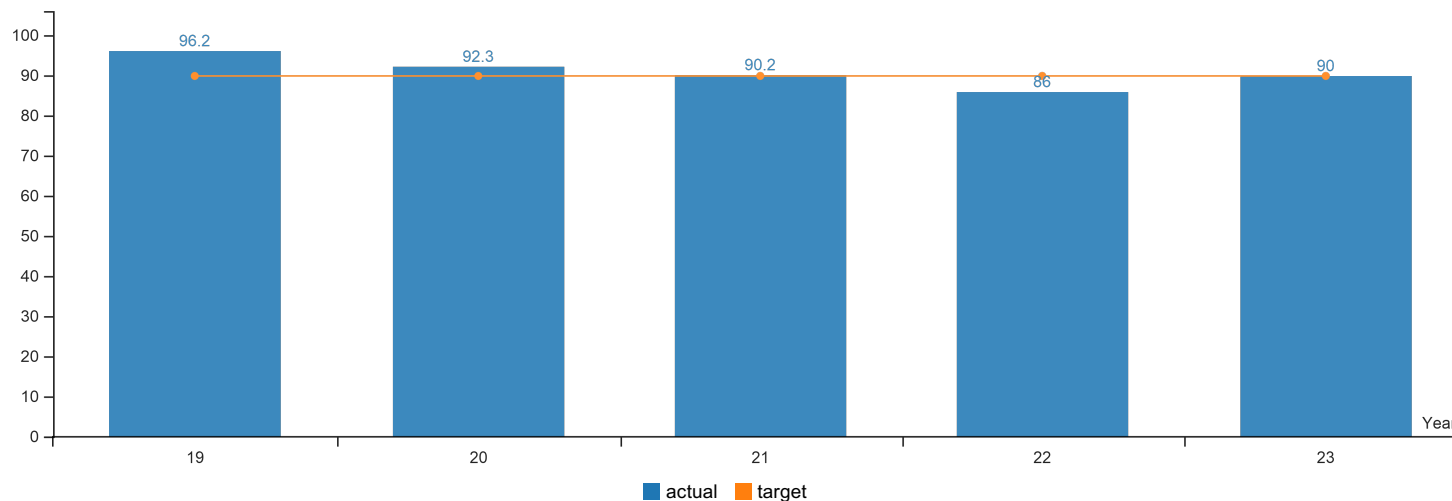
This KPM measures progress towards improving upland habitat conditions for the benefit of native species and water quality. Examples of upland restoration projects include western juniper control, invasive weed control, and replanting of upland areas with plant species that prevent and control soil loss and runoff. These projects support healthy watersheds and improve habitat for species such as western sage grouse. The results for the last three reporting periods have been below the desired target. This KPM was approved by the Legislature in 2017. The proposed target for this measure was a rolling average of upland acres restored by OWEB funded grants over the previous 10 years, as reported to the Oregon Watershed Restoration Inventory (OWRI). Currently, the target for this measure is set as the 10-year average of OWEB-funded upland projects from 2010-2019.

#### Factors Affecting Results

There is a high degree of variability in the number of upland habitat acres restored from year to year. From 2010-2019 and at the time the data were pulled to generate this 10-year average, the total number of upland acres restored or enhanced each year in Oregon ranged from 39,959 acres (2015) to a maximum of 95,926 acres in 2010. There is some lag time for reporting that results in data availability being delayed by one year. For this reason, previous years' data may be revised upward as projects are completed and reported to OWRI.

KPM #10	NATIVE SPECIES HABITAT AND WATER QUALITY - Percent of restoration, acquisition or technical assistance funding invested to address habitat for threatened, endangered or species of concern, or water-quality concerns identified on 303(d) listed streams.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Investments to address T&amp;E species, species of concern; or concerns identified on 303(d) listed streams</b>					
Actual	96.20%	92.30%	90.20%	86%	90%
Target	90%	90%	90%	90%	90%

**How Are We Doing**

This KPM tracks OWEB projects that address habitat for threatened, endangered, or species of concern, as well as water-quality concerns identified on 303(d) listed streams over time. The 303(d) list is developed and updated by the Oregon Department of Environmental Quality to track and address streams that do not meet state water quality standards.

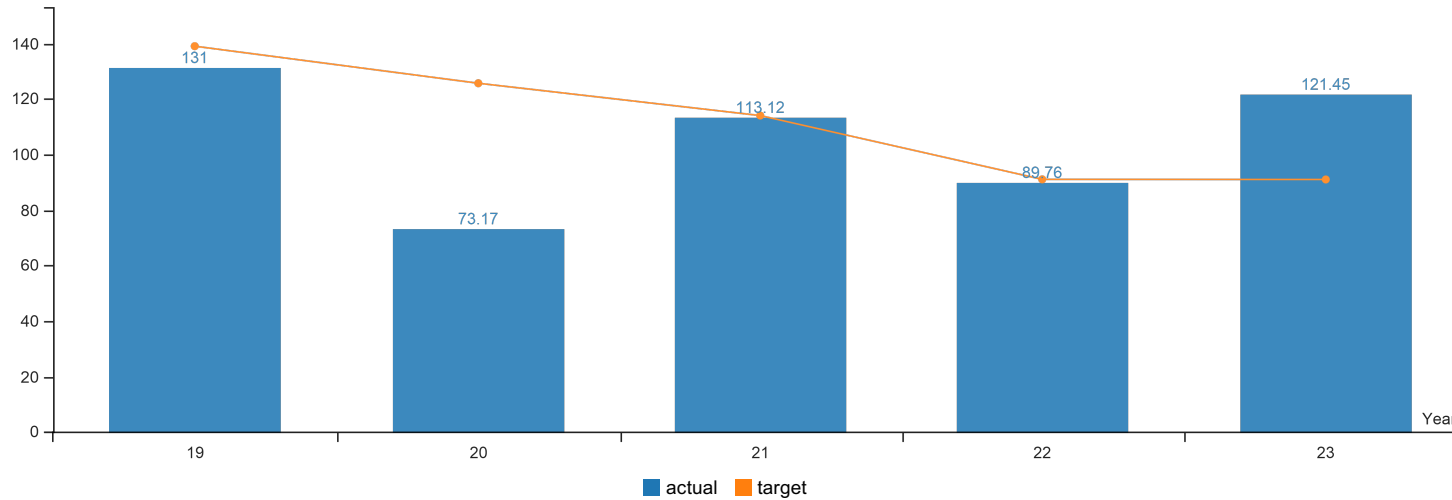
In this fifth year of reporting, this KPM is at target, with 142 out of 162 projects indicating that they address habitat and/or water quality concerns.

**Factors Affecting Results**

This KPM is tracked through applicant responses for restoration, technical assistance, and acquisition grants. Only approved and funded grants, identified by their grant agreement execution date, are included in the analysis.

KPM #11	NATIVE FISH HABITAT QUANTITY - Miles of fish habitat opened as a result of completed fish passage projects funded through OWEB grants.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>SALMON HABITAT QUANTITY</b>					
Actual	131	73.17	113.12	89.76	121.45
Target	138.80	125.50	113.90	91	90.96

#### How Are We Doing

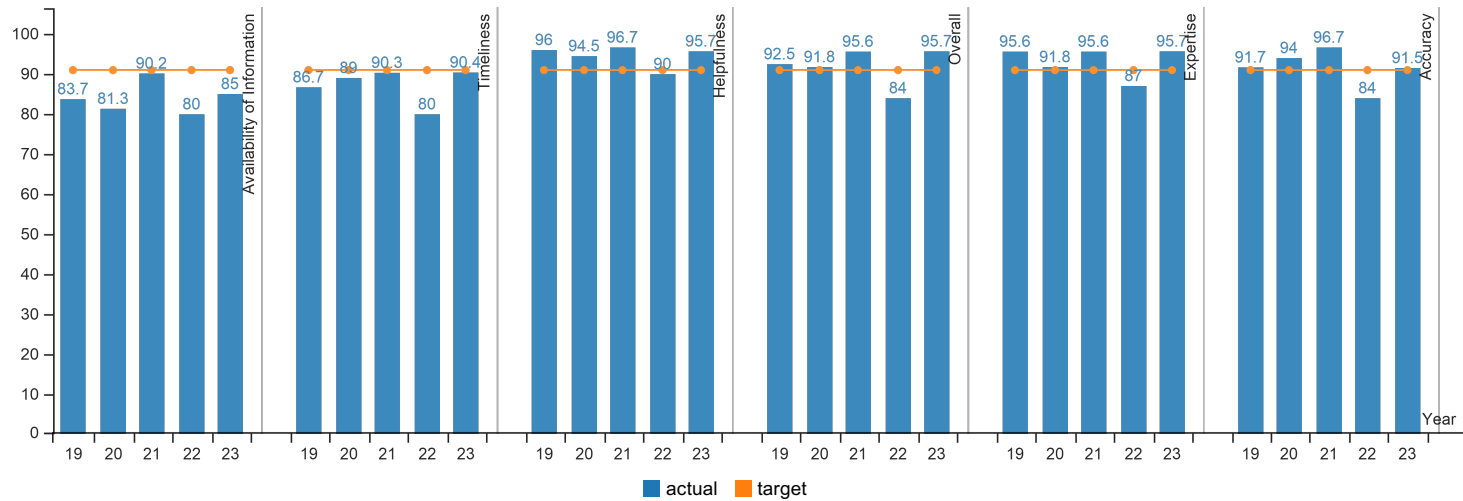
This KPM measures progress toward removing barriers to fish passage through OWEB funded projects in rivers and streams throughout Oregon. Results exceed the target this reporting cycle, after falling slightly below target over the most recent two reporting cycles. This KPM was approved by the Legislature in 2017. The proposed target for this measure was a rolling average of miles opened/improved by OWEB funded grants over the previous 10 years, as reported to the Oregon Watershed Restoration Inventory (OWRI). Currently, the target for this measure is set as the 10-year average of results from Fish Passage Crossing Miles from 2010-2019.

#### Factors Affecting Results

The yearly numbers of salmon habitat opened or improved have generally been decreasing since 2010. This trend likely is due to the fact that restoration efforts early in the history of the Oregon Plan for Salmon and Watersheds may have focused on fish-passage projects that were less complicated and simpler to implement. As restoration efforts have matured, more complicated and expensive projects are beginning to be implemented, which take more planning time.

There is substantial variability from year to year in this metric. Between 2010 and 2019 and at the time the data were pulled to generate this 10-year average, the year with the lowest number of stream miles made available was 2017 (35 miles), and the year with the highest number of stream miles made available was 2010 (181 miles). There is some lag time for reporting that results in data availability being delayed by one year. For this reason, previous years' data may be revised upward as projects are completed and reported to OWRI.

KPM #12 CUSTOMER SERVICE - 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	2019	2020	2021	2022	2023
<b>Availability of Information</b>					
Actual	83.70%	81.30%	90.20%	80%	85%
Target	91%	91%	91%	91%	91%
<b>Timeliness</b>					
Actual	86.70%	89%	90.30%	80%	90.40%
Target	91%	91%	91%	91%	91%
<b>Helpfulness</b>					
Actual	96%	94.50%	96.70%	90%	95.70%
Target	91%	91%	91%	91%	91%
<b>Overall</b>					
Actual	92.50%	91.80%	95.60%	84%	95.70%
Target	91%	91%	91%	91%	91%
<b>Expertise</b>					
Actual	95.60%	91.80%	95.60%	87%	95.70%
Target	91%	91%	91%	91%	91%
<b>Accuracy</b>					
Actual	91.70%	94%	96.70%	84%	91.50%
Target	91%	91%	91%	91%	91%

How Are We Doing

OWEB strives for excellent customer service in all areas for its applicants and grantees. FY 2023 Customer Service survey results are generally well above the target in almost every category. Many narrative comments in the customer service survey underscored the helpfulness of individual OWEB staff. Comments reflected an increased ability to find information on the website. Staff continue to review feedback and improve the availability of information about all aspects of the grant-making process.

#### **Factors Affecting Results**

In 2023, the OWEB customer service survey was sent via email to 685 valid email addresses of potential applicants and grantees, receiving 94 complete responses.

Since 2017, OWEB has used a targeted methodology to circulate the customer service survey via email to contact information provided to the agency's online grant application system. OWEB continues to receive many positive narrative comments from customers about the quality of its staff.

The agency continues to solicit feedback from users and identify necessary improvements to meet their needs. In the past two reporting cycles, agency leadership and staff have been conducting outreach to new prospective partners, implementing recommendations to make grantmaking more equitable and inclusive, and meeting with partners and potential applicant organizations regularly.

OWEB made two notable improvements this year that received significant positive customer feedback. One improvement is to the agency's web site. OWEB re-organized its web site to provide a better customer experience and make information easier to locate. The agency also launched a new online payment module as part of its online grant administration system. The new module has been very popular with grantees and eliminates the need for emailed payment requests. OWEB provided training sessions on the new module this year and continues to provide one-on-one assistance to grantees.