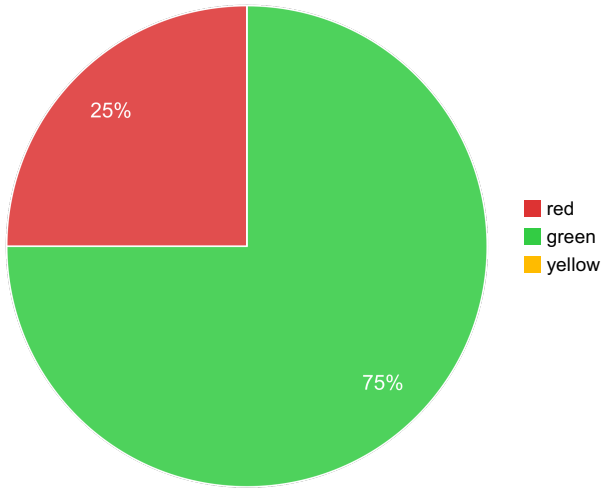
Oregon Watershed Enhancement Board

Annual Performance Progress Report

Reporting Year 2025

Published: 9/2/2025 11:41:40 AM

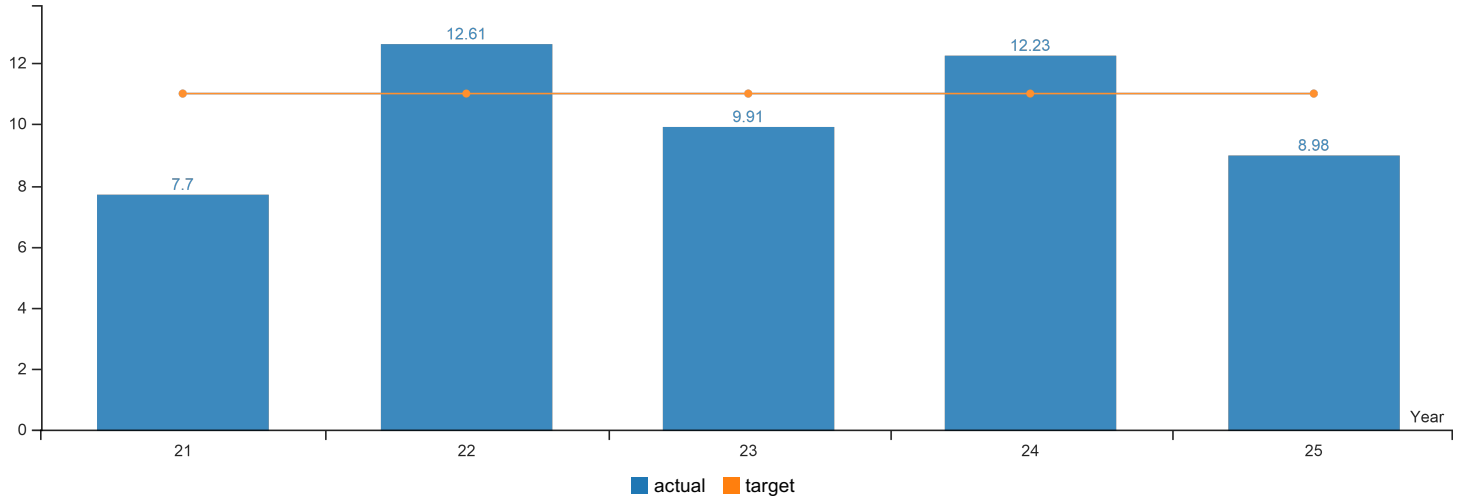
KPM #	Approved Key Performance Measures (KPMs)
1	OPERATIONS - The percentage of total funding used in agency operations.
2	FUNDING FROM OTHER SOURCES - The percent of funds contributed from other sources on OWEB funded restoration projects.
3	GRANT-MAKING ACROSS OREGON - Percent of Oregon's 76 sub-basins (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%
Summary Stats:	75%	0%	25%

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	2021	2022	2023	2024	2025
Percentage of funding used in operations					
Actual	7.70	12.61	9.91	12.23	8.98
Target	11	11	11	11	11

How Are We Doing

In FY 2025, OWEB had grant expenditures of $83,856,589 with operations/administrative expenditures of $8,273,286, or 9% of the total expenditures ($92,129,875).

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 2025 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 presents a concern. Sufficient staffing and operations resources are critical to OWEB's successful administration of grants, including ensuring accountability of public dollars while providing excellent customer service to applicants and grantees.

OWEB's 2025-2027 budget includes more permanent positions and less limited duration positions, with the same approximate total number of positions as 2023-2025. This increase in permanence and stability, while not reflected in the percent of OWEB's annual expenditures on operations, will enhance OWEB's long-term ability to effectively and efficiently administer grant funds. OWEB is

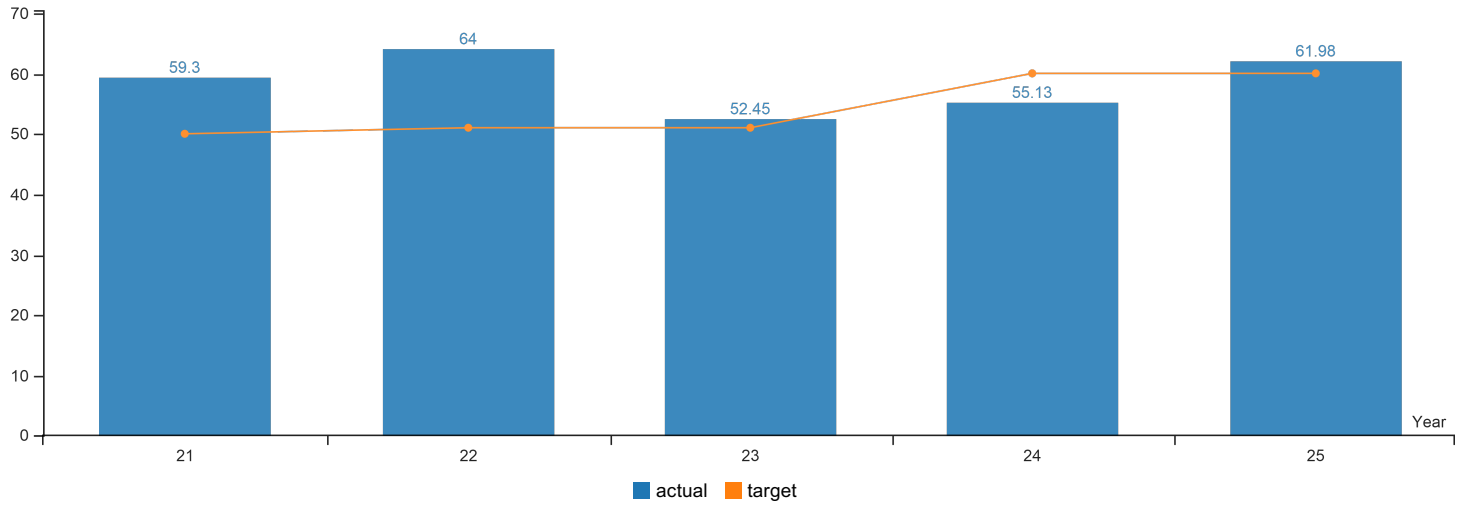
thankful for these resources and will continue to pursue staffing and operations resources as needed to effectively administer grants and maintain an operations rate closer to the desired rate of 11%.

Factors Affecting Results

OWEB calculates the operations rate for this KPM by dividing operations expenditures for the fiscal year by total expenditures (operations plus grants). 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 several years as a project is implemented.

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	2021	2022	2023	2024	2025
Percent of funds					
Actual	59.30%	64%	52.45%	55.13%	61.98%
Target	50%	51%	51%	60%	60%

How Are We Doing

The goal of this KPM is to demonstrate that OWEB grantees leverage funding from other sources.

Between 2017 (when this KPM was first reported) and 2023, OWEB consistently exceeded the target. In FY 2024, the target increased to 60%. Results for this FY 2025 report exceed the target slightly. In 2025, for projects reported to the Oregon Watershed Restoration Inventory (OWRI), OWEB contributed $20,234,657 (approximately 38 %) to restoration projects, while project partners contributed $32,981,068 (approximately 62 %).

Factors Affecting Results

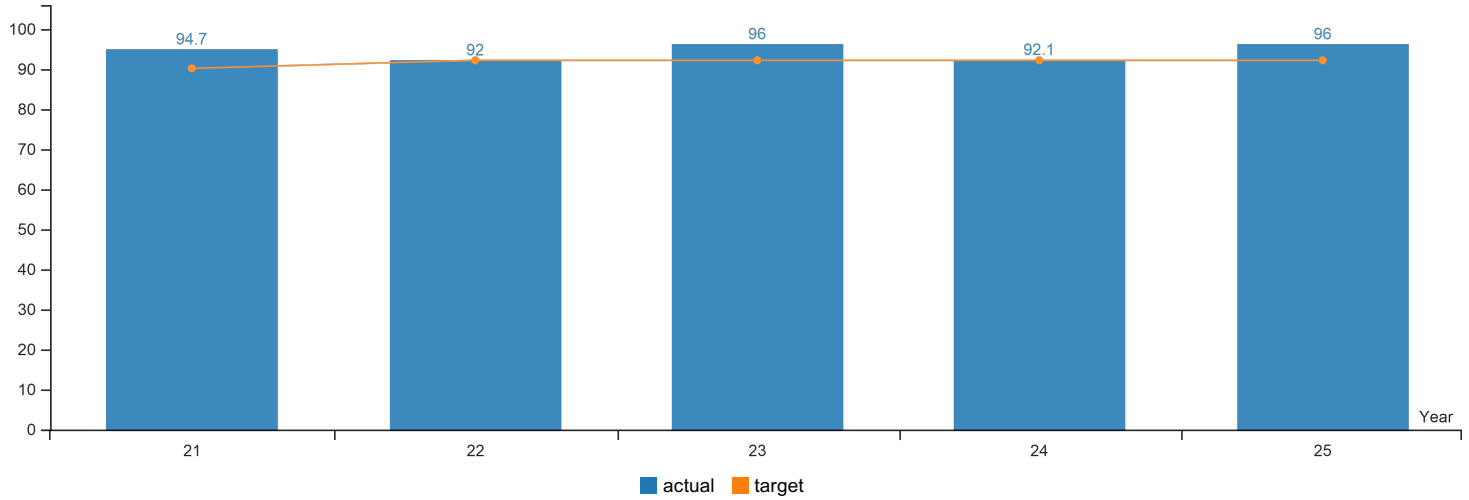
Through its grantees and via joint funding agreements, OWEB partners with a variety of organizations to invest in restoration. Partners include federal, state, and local governments, Tribes, non-governmental organizations, citizen groups, landowners, local businesses, and private foundations. A diverse 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.

Until recently, OWEB required a minimum of 25% match to be documented in all applications for OWEB funds. OWEB has revised its rules to reduce the required match for some grant types, 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. OWEB's match requirement has been reduced to 5% for technical assistance, engagement, and monitoring grants, but remains 25% for restoration grants.

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). For all KPMs using data from the Oregon Watershed Restoration Inventory (OWRI), 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. Completed projects are reported to OWRI after the end of the calendar year in response to our annual call for data. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

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	2021	2022	2023	2024	2025
Percent of Oregon sub-basins					
Actual	94.70%	92%	96%	92.10%	96%
Target	90%	92%	92%	92%	92%

How Are We Doing

Results continue to demonstrate the benefit of OWEB's grant programs throughout the state. In this FY 2025 reporting year, 858 grants were analyzed. Results demonstrate that OWEB funded grants in 72 out of a total of 76 watersheds in Oregon. OWEB funded grants were located in every watershed with the exception of the Lower Columbia Clatskanie; Silver; Crooked-Rattlesnake; and Middle Owyhee.

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 receive grant awards less frequently, 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.

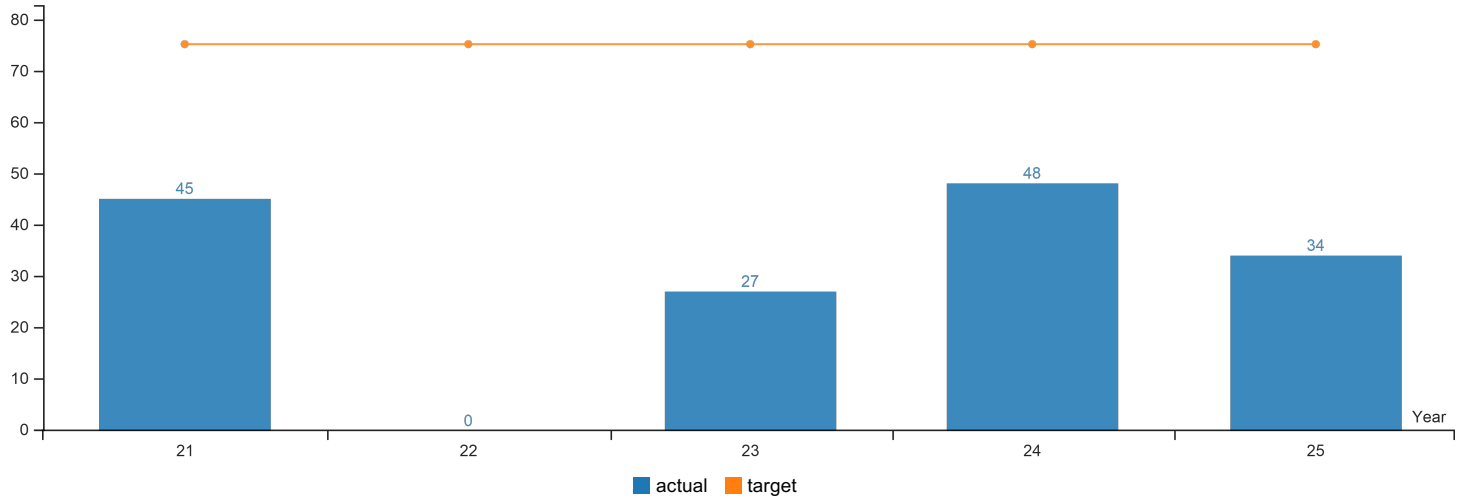
OWEB continues to expand outreach to current and non-traditional partners to understand barriers to participation, current and prospective grantee assistance needs, and opportunities to support impacted communities. OWEB leadership continues to regularly connect with organizations new to the OWEB grant-making process, and staff have made changes to grant application templates 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 with 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 with the State of Oregon boundary.

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	2021	2022	2023	2024	2025
Percent of open solicitation grants awarded within 1 month					
Actual	45%	0%	27%	48%	34%
Target	75%	75%	75%	75%	75%

How Are We Doing

This KPM analyzes all OWEB Open Solicitation (Restoration, Monitoring, 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.

Since 2022, OWEB has implemented a mid-year data query for this KPM to gather more information and assist with the agency’s continuous improvement. The output is used to identify and address steps that are causing delays.

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 opportunities for internal and external process improvements during a time of significant changes in staffing for the agency and grantees. A challenge with this KPM is the influence of external parties on OWEB’s ability 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. Starting with the Fall 2024 cycle, OWEB also gathered federally required metrics from applicants at the time of grant award rather than at the time of application, which has the benefit of streamlining applications but may cause delays depending on when grantees submit the required metrics. Additionally, the timeframe of 31 days since award time also includes weekends and

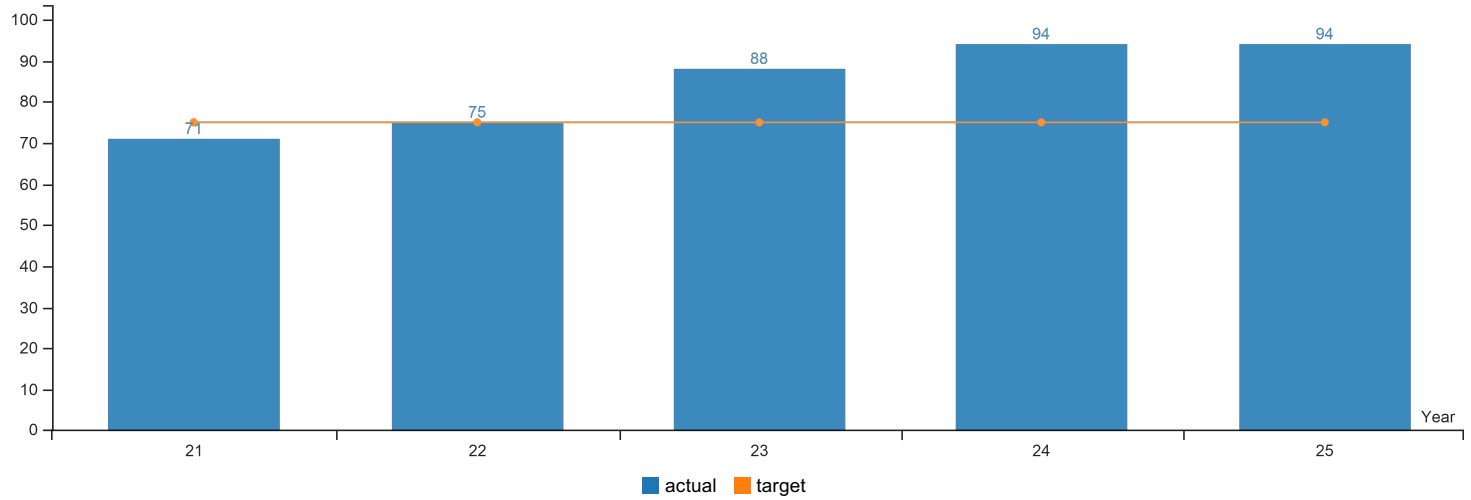
holidays, which may result in an inaccurate representation and variability from month to month.

As noted in previous Annual Performance Progress Reports, OWEB has taken action to improve timeliness of grant agreement signing by all parties. 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 since 2017 to include a variety of other programs. This means that there is additional grantmaking workload that is also in progress, competing with OWEB's traditional 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	2021	2022	2023	2024	2025
Percentage of native fish species that are increasing or stable					
Actual	71%	75%	88%	94%	94%
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 OWEB the data for this KPM.

Of the 17 native fish species monitored in the current reporting period, 16 were considered to be stable or increasing.

Since 2015, the percentage of monitored native fish species exhibiting increasing or stable levels of abundance has ranged from 65% to 94%.

Factors Affecting Results

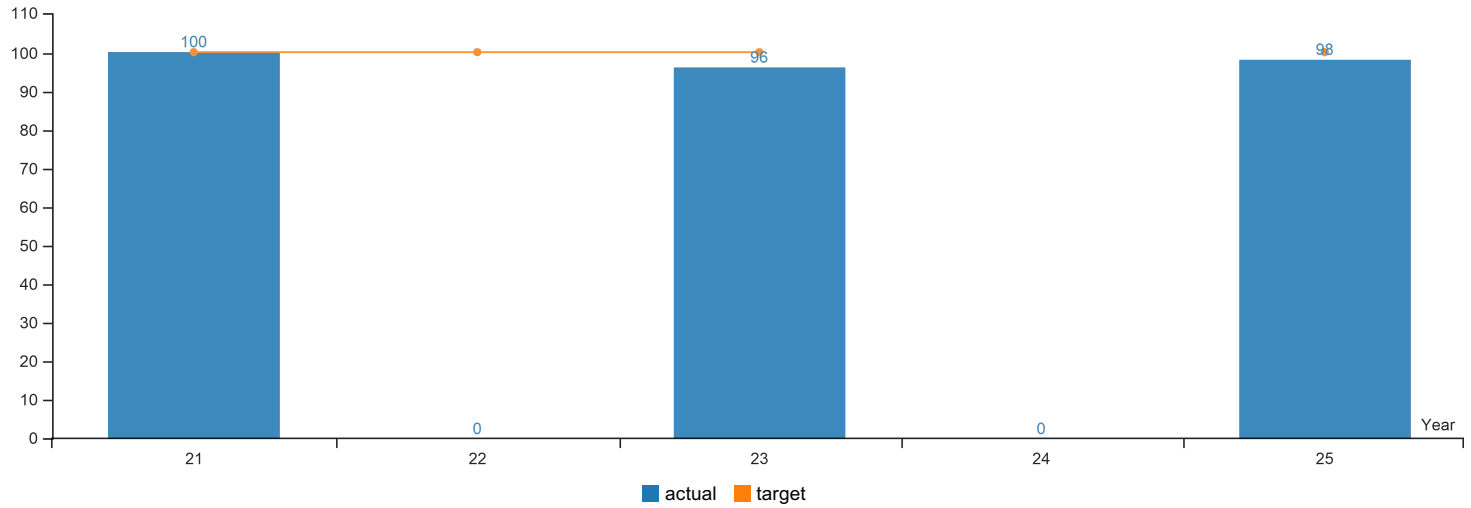
Abundances of salmon and steelhead populations are cyclical, and many of Oregon's salmon and steelhead populations have experienced low adult returns over the past several years in response to poor ocean conditions and successive years of drought. These lower abundances generally continued through the 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	2021	2022	2023	2024	2025
Percent of watershed councils that meet merit criteria					
Actual	100%		96%		98%
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 2025 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 2025-2027 Council Capacity grant cycle, 55 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, 56 out of 57 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

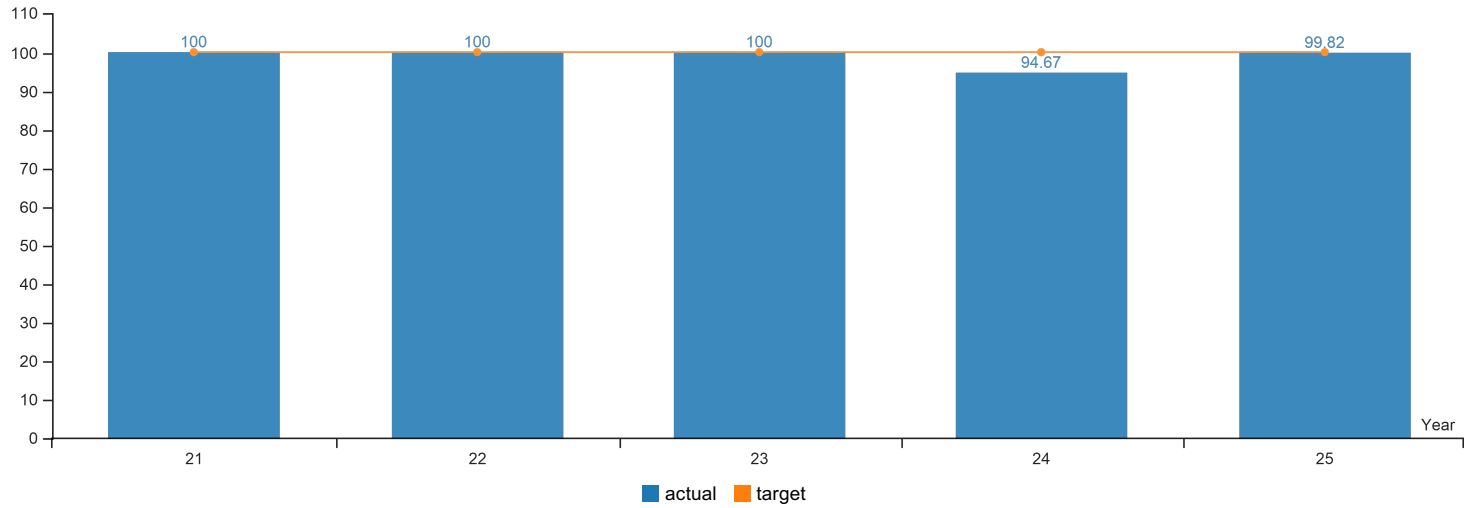
organizational management and governance shows the effectiveness of OWEB's investment in helping to support the operating costs of watershed councils.

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.

The 2025-27 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 five biennia since OWEB implemented this new program, we have seen the percentage of councils that meet both the effective governance and management criteria generally increase and remain stable at a high level, from 81% in 2015-2017, 92% in 2017-2019, to 100% in 2019-2021 and 2021-23, 96% in 2023-2025, and 98% in 2025-2027.

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	2021	2022	2023	2024	2025
Percentage of grant payments paid within 30 days (24 days starting in FY 2012)					
Actual	100%	100%	100%	94.67%	99.82%
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.

In FY 2025, OWEB processed 2,203 payments totaling over $77,076,875, with only four payments taking longer than 24 days, resulting in nearly 100% of the intended target for this KPM.

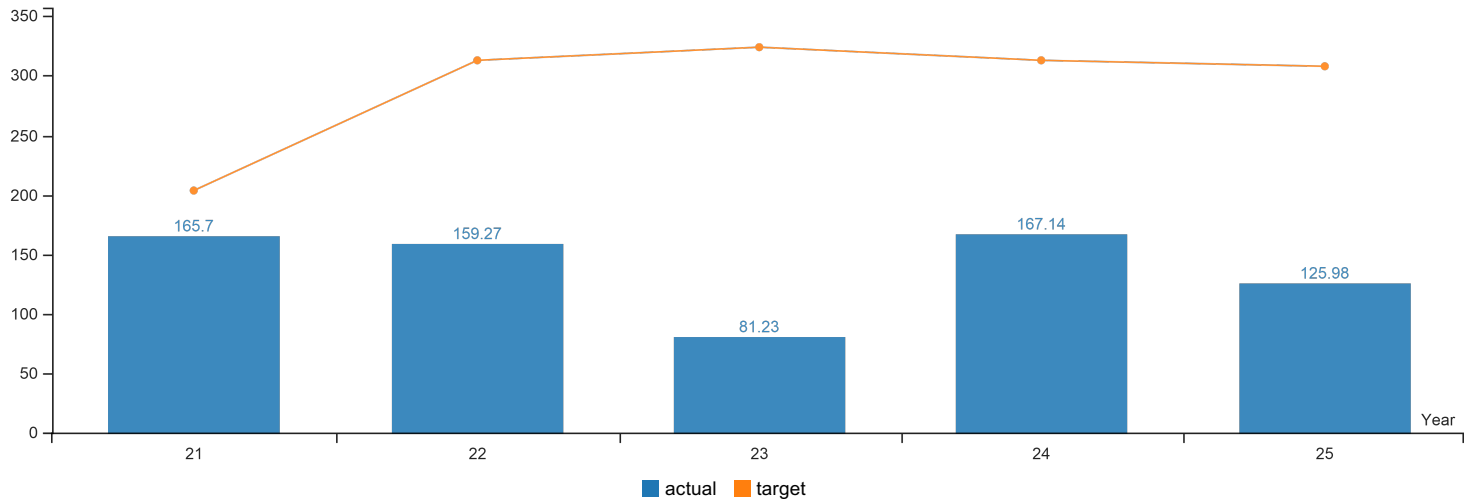
Factors Affecting Results

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. Since 2023, OWEB has been using an online payment request function module as part of its online grant management system.

OWEB provides regular training and technical assistance to grantees about the new online payment request system, and 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	2021	2022	2023	2024	2025
Riparian Plant Communities					
Actual	165.70	159.27	81.23	167.14	125.98
Target	203.90	313	324	313	308

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 three reporting cycles have been below target.

Data from the Oregon Watershed Restoration Inventory (OWRI) is used to calculate this KPM. Since it was approved by the Legislature in 2017, the target for this KPM has been a rolling average of riparian miles restored by OWEB funded grants over the previous 10 years. For FY 2025, the target for this measure is set as the 10-year average of OWEB-funded projects from 2012-2021.

Since 2017, there have been significant advances in restoration knowledge in Oregon, as well as significant advances in reporting technology. This report for FY 2025 will be the last report using the Rolling Average method. Starting with the FY 2026 report, OWEB's legislatively approved target involves a different methodology for the three KPMs that use information from the Oregon Watershed Restoration Inventory. OWEB's target uses the average of seven years (2016-2022) and that will remain for each biennium. Using the average of the information instead of the more cumbersome rolling average will result in a more efficient workflow that is more consistent with other agencies working with similar types of data. The years 2016-2022 provide consistent information that is not subject to large fluctuations in projects, as well as consistent data quality assurance processes. Therefore, the average of OWRI data from these years provides a logical target for the next, 2025-2027 biennium.

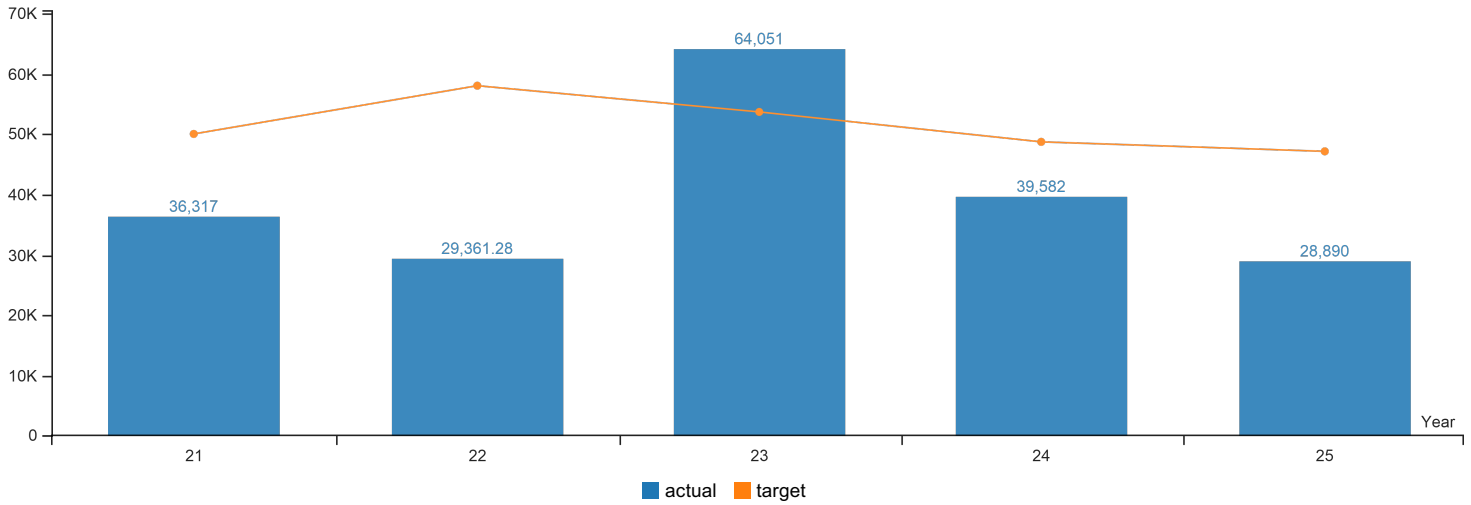
Factors Affecting Results

Mileage of restored streamside areas varies from year to year depending on the number and size of individual streamside projects. Between 2016 and 2025, the year with the lowest number of stream miles restored was 2022 (104 miles), and the year with the highest number of stream miles restored was 2016 (390 miles).

For all KPMs using data from the Oregon Watershed Restoration Inventory (OWRI), 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. Completed projects are reported to OWRI after the end of the calendar year in response to our annual call for data. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

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	2021	2022	2023	2024	2025
Upland Habitat Restored					
Actual	36,317	29,361.28	64,051	39,582	28,890
Target	50,015	58,003	53,660	48,703	47,132

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 four reporting periods have been below the desired target.

Data from the Oregon Watershed Restoration Inventory (OWRI) is used to calculate this KPM. Since it was approved by the Legislature in 2017, the target for this KPM has been a rolling average of upland acres restored by OWEB funded grants over the previous 10 years. For FY 2025, the target for this measure is set as the 10-year average of OWEB-funded upland projects from 2012-2021.

Since 2017, there have been significant advances in restoration knowledge in Oregon, as well as significant advances in reporting technology. This report for FY 2025 will be the last report using the Rolling Average method. Starting with the FY 2026 report, OWEB's legislatively approved target involves a different methodology for the three KPMs that use information from the Oregon Watershed Restoration Inventory. OWEB's target uses the average of seven years (2016-2022) and this target will remain for each biennium. Using the average of the information instead of the more cumbersome rolling average will result in a more efficient workflow that is more consistent with other agencies working with similar types of data. The years 2016-2022 provide consistent information that is not subject to large fluctuations, as well as consistent data quality assurance processes. Therefore, the average of OWRI data from these years provides a logical target for the 2025-2027 biennium.

Factors Affecting Results

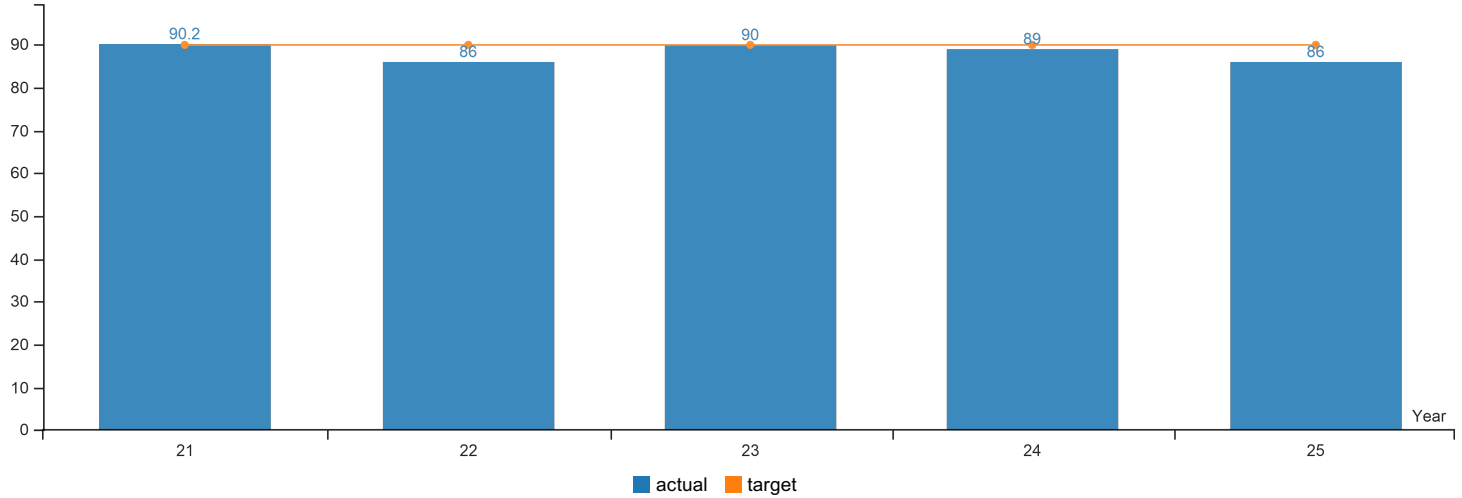
There is a high degree of variability in the number of upland habitat acres restored from year to year. Looking at the past 10 years of data, the current reporting cycle (FY 2025) reflects the lowest

number of upland acres restored. The year with the highest number of acres was 2023 (64,852 acres).

For all KPMs using data from the Oregon Watershed Restoration Inventory (OWRI), 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. Completed projects are reported to OWRI after the end of the calendar year in response to our annual call for data. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

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	2021	2022	2023	2024	2025
Investments to address T&E species, species of concern; or concerns identified on 303(d) listed streams					
Actual	90.20%	86%	90%	89%	86%
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.

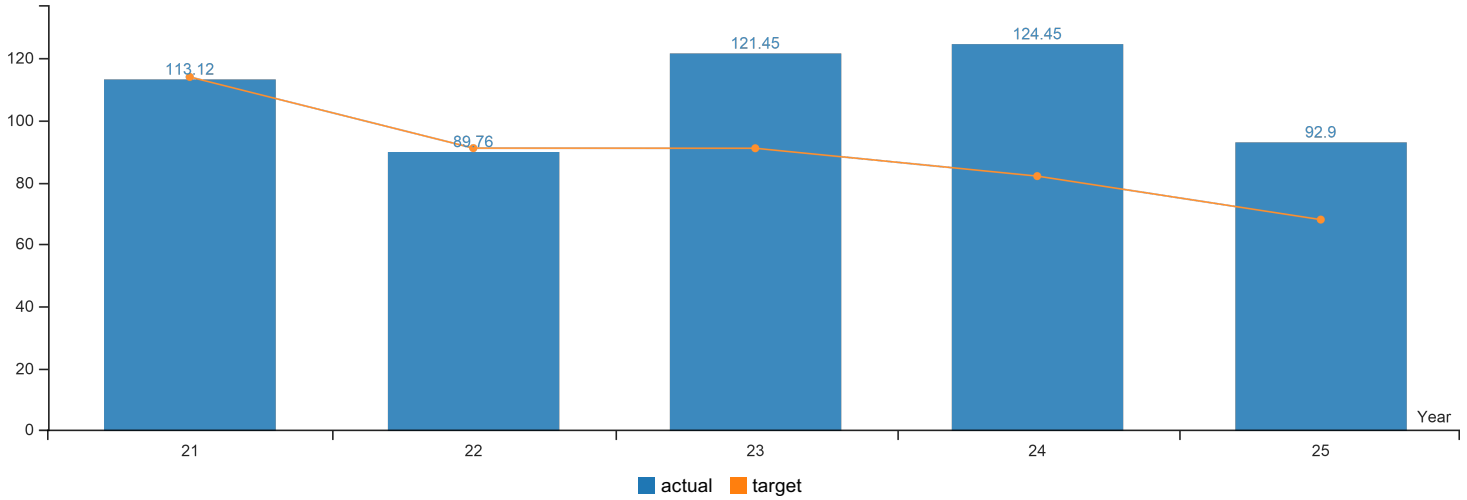
In FY 2025, 154 out of 179 projects (86%) indicated that they address habitat and/or water quality concerns.

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. For the past two reporting cycles, OWEB's recent Water Acquisition grant program was 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	2021	2022	2023	2024	2025
SALMON HABITAT QUANTITY					
Actual	113.12	89.76	121.45	124.45	92.90
Target	113.90	91	90.96	82	68

How Are We Doing

OWEB has been reporting progress on Native Fish Habitat Quantity since 2017. The goal is to measure progress toward removing barriers to fish passage through OWEB funded projects in rivers and streams throughout Oregon.

Data from the Oregon Watershed Restoration Inventory (OWRI) is used to calculate this KPM. Since it was approved by the Legislature in 2017, the target for this KPM has been a rolling average of habitat miles opened by OWEB funded grants over the previous 10 years. For FY 2025, the target for this measure is set as the 10-year average of OWEB-funded projects from 2012-2021.

Since 2017, there have been significant advances in restoration knowledge in Oregon, as well as significant advances in reporting technology. This report for FY 2025 will be the last report using the Rolling Average method. Starting with the FY 2026 report, OWEB's legislatively approved target involves a change in methodology for the three KPMs that use information from the Oregon Watershed Restoration Inventory. OWEB's target uses the average of seven years (2016-2022) and will remain for each biennium. Using the average of that information instead of the more cumbersome rolling average will result in a more efficient workflow that is more consistent with other agencies working with similar types of data. The years 2016-2022 provide consistent information that is not subject to large fluctuations, as well as consistent data quality assurance processes. Therefore, the average of OWRI data from these years provides a logical target for the 2025-2027 biennium.

OWEB's legislatively approved target for this KPM, to begin with the FY 2026 report, uses data on both Crossing and Non-Crossing projects to calculate both the Target and the Results. Passage projects that open habitat for native fish can be categorized into Crossing projects or Non-Crossing projects. Crossing projects include places where a road intersects a stream and an improvement includes culvert or bridge. These are typically small projects addressing just a few miles of stream (e.g., from barrier to barrier). Non-Crossing projects include tide gates and dam removals, pushup dam removals, and diversions. These types of projects are typically larger, covering dozens of miles. Both types of projects are tracked at OWEB through the Oregon Watershed Restoration Inventory (OWRI).

When OWEB first established this KPM for the FY 2017 report, the targets were set based on Road Crossing projects only, although reported values included both Crossing and Non-Crossing projects. The reason for this reporting methodology was because it was anticipated that the number of Crossing projects would remain relatively stable, while there was greater variability and less certainty anticipated with Non-Crossing projects. Non-Crossing projects are less frequently completed and when they are reported they may skew the results. For example, there could be large “spikes” with large dam removals (Such as the Klamath Dam removal) and OWEB’s new Special Investment Partnership (Now Focused Investment Partnership) that included an initial high number of riparian metrics addressed.

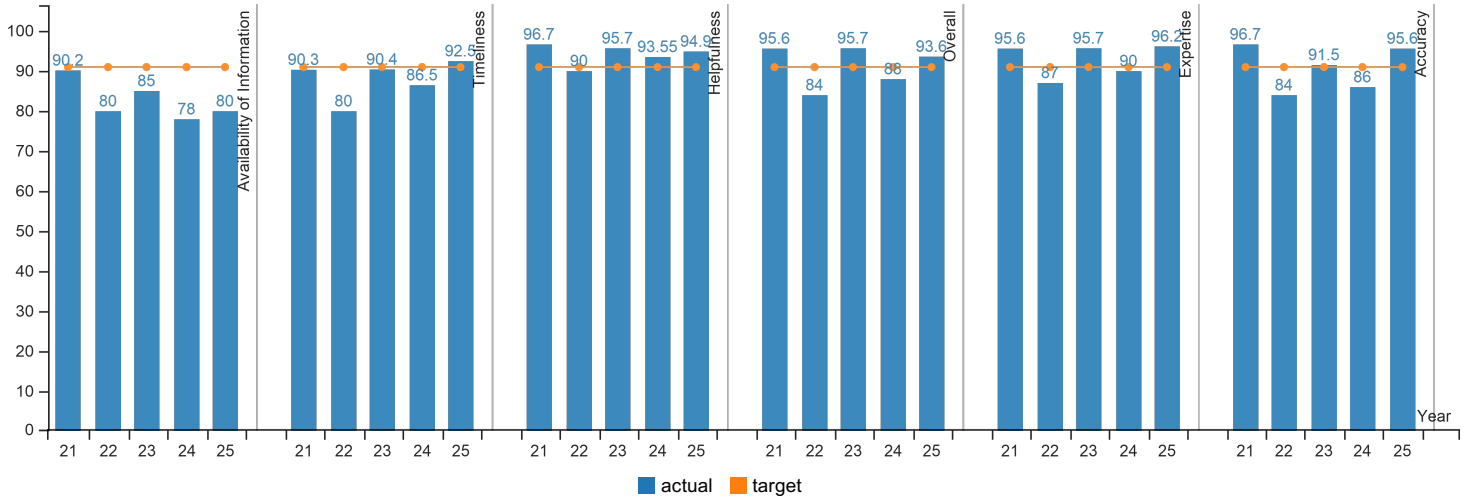
Starting with the FY 2026 report, OWEB’s target uses combined (both Crossing and Non-Crossing) values to set the targets and report on results each year. This approach more accurately reflects advances in restoration science, with more tide gates and other types of Non-Crossing projects being completed. This approach will also be more consistent, because the numbers used to calculate targets for Crossing and Non-Crossing projects have been increasingly diverging from the actual reported numbers.

Factors Affecting Results
There is substantial variability from year to year in this metric. Looking at the past 10 years of data, the current reporting cycle (FY 2025) reflects the lowest number of miles made available. The year with the highest number of miles made available was 2016 (339 miles).

OWEB’s legislatively approved target beginning in the 2025-2027biennium will continue using data from the Oregon Watershed Restoration Inventory (OWRI) including both Crossing and Non-Crossing projects for this KPM. As with all KPMs using data from the OWRI, 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.

For all KPMs using data from the Oregon Watershed Restoration Inventory (OWRI), 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. Completed projects are reported to OWRI after the end of the calendar year in response to our annual call for data. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

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	2021	2022	2023	2024	2025
Availability of Information					
Actual	90.20%	80%	85%	78%	80%
Target	91%	91%	91%	91%	91%
Timeliness					
Actual	90.30%	80%	90.40%	86.50%	92.50%
Target	91%	91%	91%	91%	91%
Helpfulness					
Actual	96.70%	90%	95.70%	93.55%	94.90%
Target	91%	91%	91%	91%	91%
Overall					
Actual	95.60%	84%	95.70%	88%	93.60%
Target	91%	91%	91%	91%	91%
Expertise					
Actual	95.60%	87%	95.70%	90%	96.20%
Target	91%	91%	91%	91%	91%
Accuracy					
Actual	96.70%	84%	91.50%	86%	95.60%
Target	91%	91%	91%	91%	91%

How Are We Doing

OWEB strives for excellent customer service in all areas for its applicants and grantees. Many narrative comments from the FY 2025 survey noted appreciation for OWEB's outstanding customer service. Some comments noted the desire for a faster review team turnaround; and interest in more streamlined applications. Although OWEB has made improvements to its web site in recent years, several comments noted difficulty in finding information on the website or navigating OWEB's online grant systems. Several commenters expressed appreciation for streamlining and and suggested further simplifying elements of OWEB's grantmaking processes. Staff continue to review feedback and improve the availability of information about all aspects of the grant-making process.

Factors Affecting Results

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. In FY 2025, the OWEB customer service survey was sent via email to 885 email addresses of potential applicants and grantees, receiving 157 complete responses. This response rate is similar to the previous years' report (FY 2024) and reflects a larger number of survey recipients than in the past. Since about 2022, OWEB's grant offerings have increased and reach a greater diversity of grantee organizations, resulting in a greater number of eligible survey recipients.

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. Improvements have included changes to the web site, reduction in the number of questions on grant applications, and launching of an online payment request module. Agency leadership and staff continue outreach to new prospective partners, implementing recommendations to make grantmaking more equitable and inclusive, and meeting with partners and potential applicant organizations regularly.