

Oregon Watershed Enhancement Board

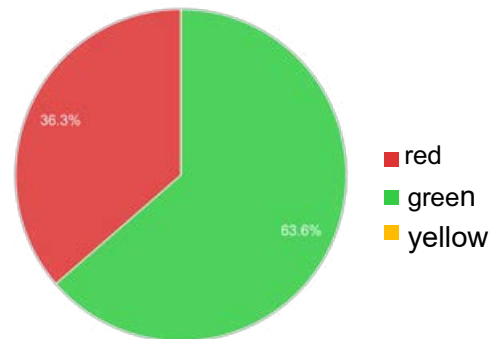
Annual Performance Progress Report

Reporting Year 2026

Published: 8/19/2026 9:12:37 AM

Annual Performance Progress Report/Key Performance Measures

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.

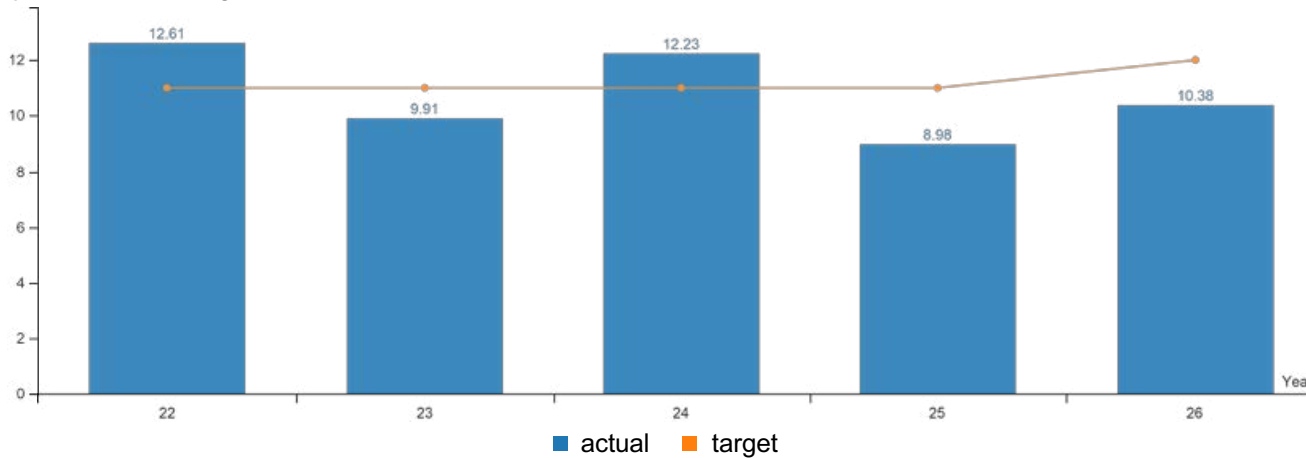


Performance Summary	Green	Yellow	Red
Summary Stats:	= Target to -5% 63.64%	= Target -5% to -15% 0%	= Target > -15% 36.36%

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Percentage of funding used in operations	12.61	9.91	12.23	8.98	10.38
Target Percentage of funding used in operations	11	11	11	11	12

How Are We Doing

In FY 2026, OWEB had grant expenditures of \$79,969,248 with operations/administrative expenditures of \$9,261,815, or 10.38 % of the total expenditures (\$89,231,063).

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.

Annual Performance Progress Report/Key Performance Measures

The desired value for this KPM is slightly below the target. 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 target rate.

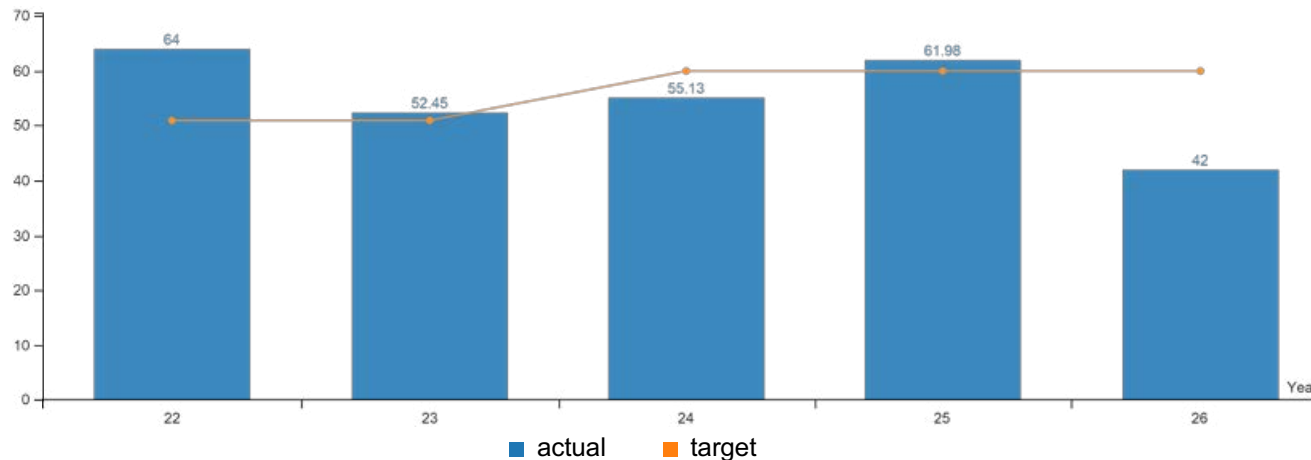
Factors Affecting Results

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.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Percent of funds	64%	52.45%	55.13%	61.98%	42%
Target Percent of funds	51%	51%	60%	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%.

In FY 2026, OWEB's value is below the target. For projects reported to the Oregon Watershed Restoration Inventory (OWRI) in FY 2026, OWEB contributed \$53,722,845 (approximately 58%), while project partners contributed \$38,134,342 (approximately 42%).

In FY 2026, the total costs reported are \$91,857,187, the highest total cost reported since the KPM was first reported. Total cost reported in past fiscal years range from \$36 to \$77 million.

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.

Annual Performance Progress Report/Key Performance Measures

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 Operating Capacity, Technical Assistance, Engagement, and Monitoring grants, but remains 25% for most OWEB restoration grants.

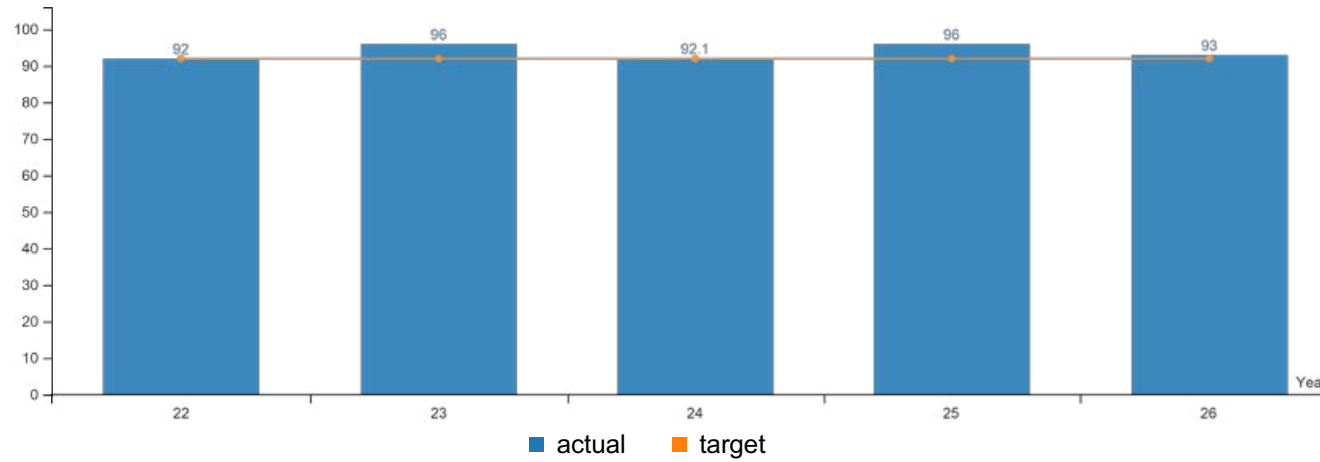
There are at least two additional factors that may affect the lower FY 2026 results. The FY 2026 results include a large \$15 million dollar "once in a life-time" grant award for Klamath River Post Dam Removal restoration. This award was part of a multi-state agreement to support Klamath River Dam Removal and had reduced match requirements compared with typical OWEB restoration grants. The FY 2026 results also include limited grant offerings around Wildfire Recovery with no matching funds requirements and restoration grants associated with a Good Neighbor Authority Agreement with the Bureau of Land Management with reduced match requirements.

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 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 and processed during our annual data cycle. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Percent of Oregon sub-basins	92%	96%	92.10%	96%	93%
Target Percent of Oregon sub-basins	92%	92%	92%	92%	92%

How Are We Doing

For this first year of the 2025-2027 biennium, including FIPs with project start dates within this biennium, there are 493 eligible projects analyzed. These projects were distributed throughout all but 5 of Oregon's 76 watersheds. OWEB funded grants were located in every watershed with the exception of the Williamson; Lower Columbia Clatskanie; Silver; Crooked-Rattlesnake; and Middle Owyhee.

Results continue to demonstrate the benefit of OWEB's grant programs throughout the state. 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 is year 1 of the 2025-27 biennium. OWEB anticipates that in the next year reporting on both years of the biennium, more projects will be analyzed. For example, at the close of the 2023-2025 biennium, OWEB reported on 858 projects.

Annual Performance Progress Report/Key Performance Measures

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.

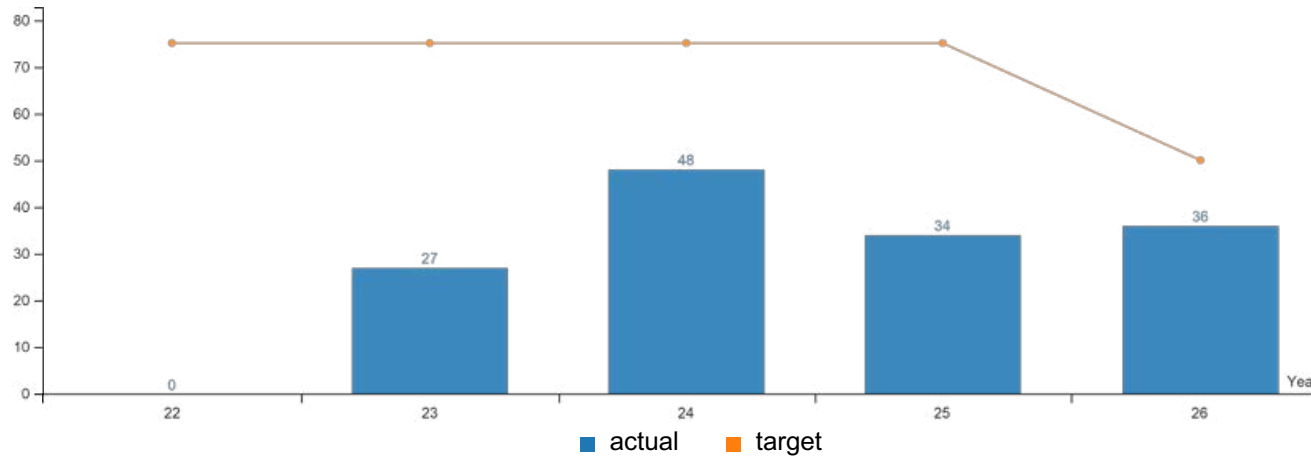
OWEB continues to expand outreach to current and non-traditional partners to understand barriers to participation, current and prospective grantee assistance needs, and opportunities to support impacted communities. OWEB leadership continues to regularly connect with organizations new to the OWEB grant-making 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 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.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Percent of open solicitation grants awarded within 1 month	0%	27%	48%	34%	36%
Target Percent of open solicitation grants awarded within 1 month	75%	75%	75%	75%	50%

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.

In 2026, OWEB reports on three Open Solicitation grant cycles, with a total of 202 grants. Of these, 73 have Grant Agreements executed within 31 days.

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.

Annual Performance Progress Report/Key Performance Measures

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 \$250,000 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.

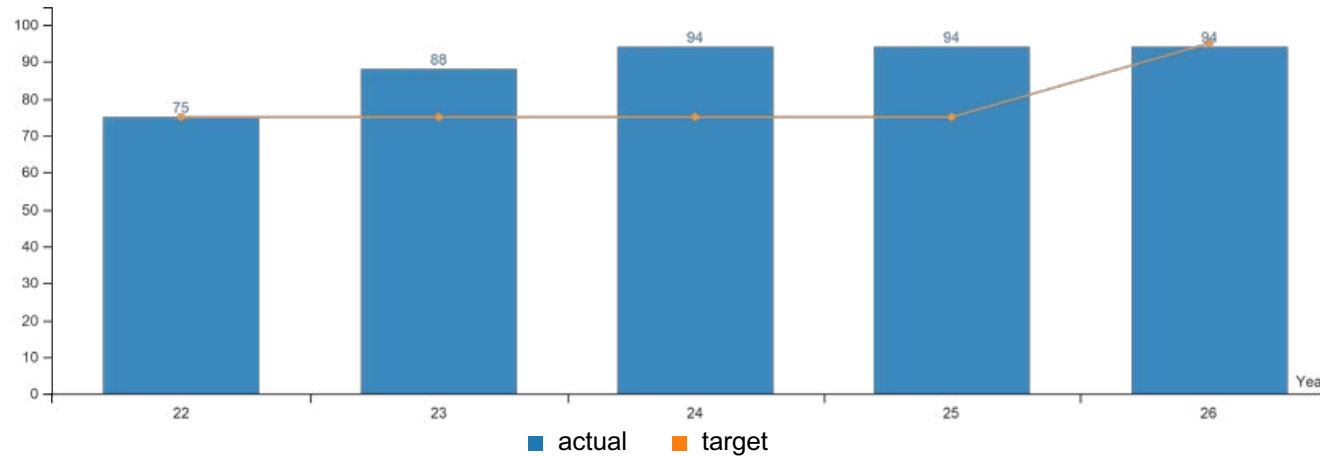
As noted in previous Annual Performance Progress Reports, OWEB has taken action to improve timeliness of grant agreement signing by all parties. For example, the agency worked with DOJ to streamline the review process for grants that are more standard in nature while still exceeding the \$250,000 limit 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.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Percentage of native fish species that are increasing or stable	75%	88%	94%	94%	94%
Target Percentage of native fish species that are increasing or stable	75%	75%	75%	75%	95%

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.

Since 2015, the percentage of monitored native fish species exhibiting increasing or stable levels of abundance has ranged from 65% to 94%. The current rate reflects recent assessments indicating stable or increasing trends for Brook Lamprey.

Of the 17 native fish species monitored in the current reporting period, 16 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, brook lamprey, sockeye salmon, Warner Sucker, Modoc Sucker, 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).

Annual Performance Progress Report/Key Performance Measures

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.

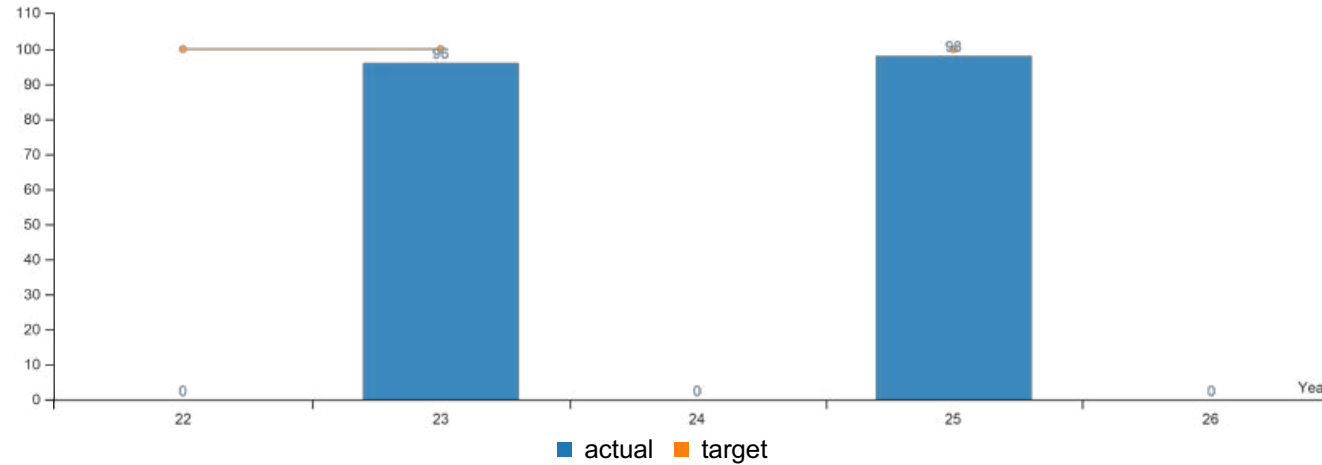
OWEB's ability to report on this measure is dependent upon ODFW. OWEB will continue to work with ODFW to refine the capability to report on this measure through assessment and monitoring efforts. ODFW has continued work with partners to develop monitoring methods that have potential to expand monitoring 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.

Annual Performance Progress Report/Key Performance Measures

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		2022	2023	2024	2025	2026
Actual Percent of watershed councils that meet merit criteria			96%		98%	
Target Percent of watershed councils that meet merit criteria		100%	100%		100%	

How Are We Doing

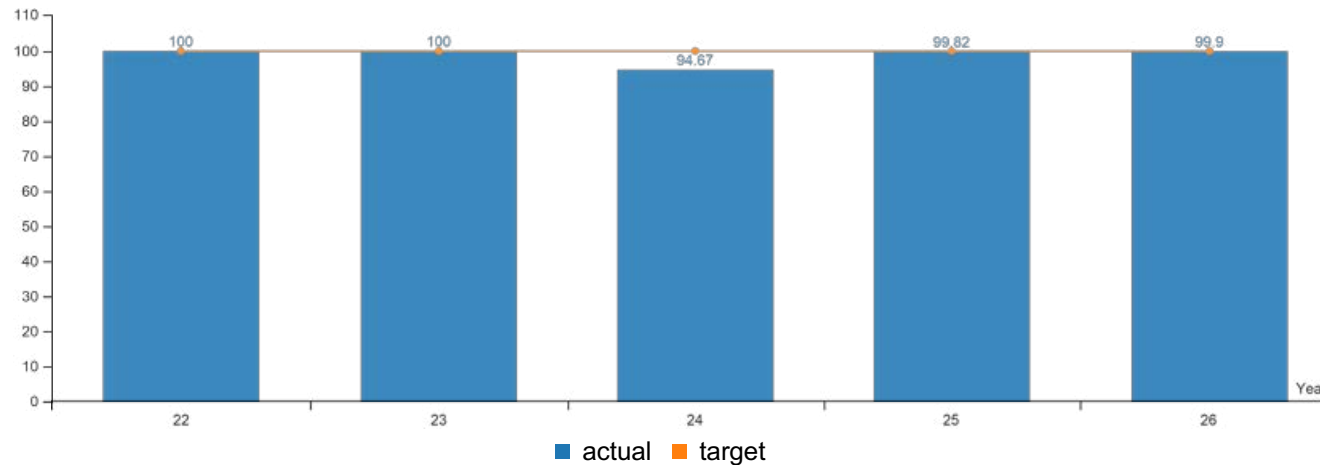
This KPM is reported on a biennial basis because of the two-year cycles for Watershed Council capacity grants. Therefore no data are reported for FY 2026.

Factors Affecting Results

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Percentage of grant payments paid within 30 days (24 days starting in FY 2012)	100%	100%	94.67%	99.82%	99.90%
Target Percentage of grant payments paid within 30 days (24 days starting in FY 2012)	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 2026, OWEB processed 2,253 payments totaling over \$59,701,328, with only two 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.

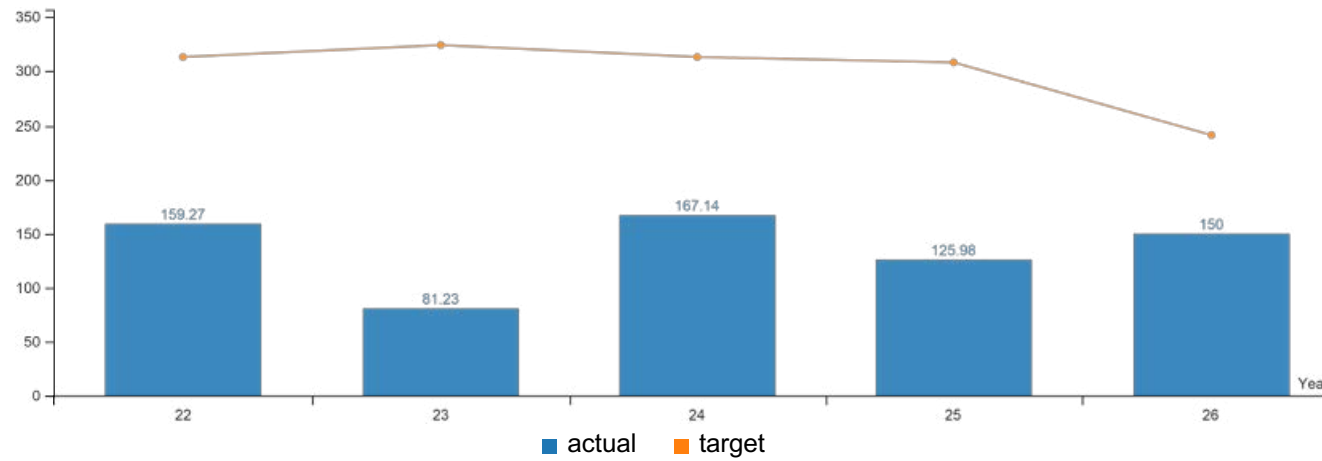
Annual Performance Progress Report/Key Performance Measures

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.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Riparian Plant Communities	159.27	81.23	167.14	125.98	150
Target Riparian Plant Communities	313	324	313	308	241

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 several reporting cycles have been below target.

Data from the Oregon Watershed Restoration Inventory (OWRI) is used to calculate this KPM. For the first several years of reporting, the target for this KPM was a rolling average of riparian miles restored by OWEB funded grants over the previous 10 years. Starting with FY 2026, the target is defined as 241 miles. This value is the average of OWRI data from the years 2016-2022, a timeframe with consistent data reporting and quality assurance processes. This target will be used as the target for the 2025-2027 biennium.

Factors Affecting Results

Since 2017, this first year of reporting on this KPM, there have been significant advances in restoration knowledge in Oregon. As stream restoration knowledge has progressed, the level of difficulty and complexity for individual projects has also increased.

Annual Performance Progress Report/Key Performance Measures

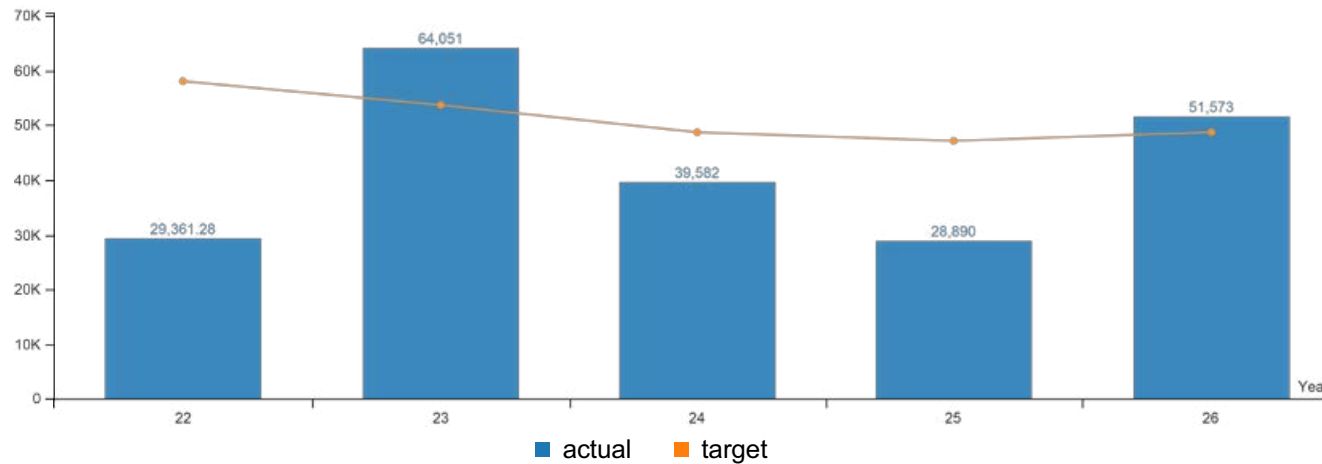
Mileage of restored streamside areas varies from year to year depending on the number and size of individual streamside projects, availability of funds and willing landowners. Between 2016 and 2026, the year with the lowest number of stream miles restored was 2022 (104 miles), and the year with the highest number of stream miles restored was 2016 (330 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 and processed during our annual data cycle. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Upland Habitat Restored	29,361.28	64,051	39,582	28,890	51,573
Target Upland Habitat Restored	58,003	53,660	48,703	47,132	48,727

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.

Data from the Oregon Watershed Restoration Inventory (OWRI) is used to calculate this KPM. For the first several years of reporting, the target for this KPM was a rolling average of upland acres restored by OWEB funded grants over the previous 10 years. Starting with FY 2026, the target is defined as 48,727 acres. This value is the average of OWRI data from the years 2016-2022, a timeframe with consistent data reporting and quality assurance processes. This target will be used as the target for the 2025-2027 biennium.

Annual Performance Progress Report/Key Performance Measures

Factors Affecting Results

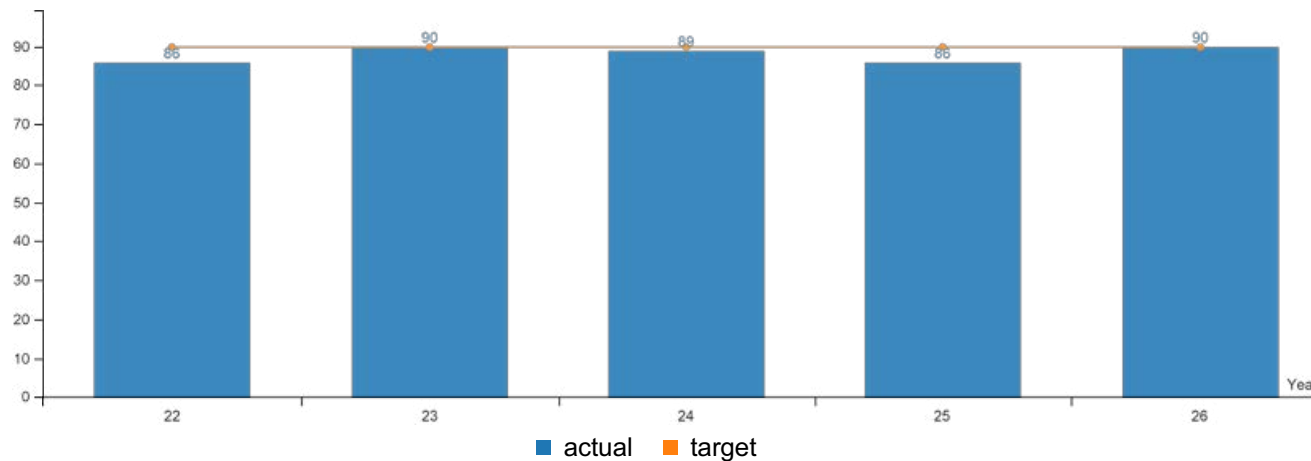
There is a high degree of variability in the number of upland habitat acres restored from year to year, this number is impacted by availability of funds for restoration and willing landowners. Looking at the past 10 years of data, the FY 2025 reporting cycle represented the lowest number of upland acres 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 and processed during our annual data cycle. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

Annual Performance Progress Report/Key Performance Measures

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



Investments to address T&E species, species of concern; or concerns identified on 303(d) listed streams					
Report Year	2022	2023	2024	2025	2026
Actual	86%	90%	89%	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 FY 2026, 100 out of 110 projects (90%) indicated that they address habitat and/or water quality concerns.

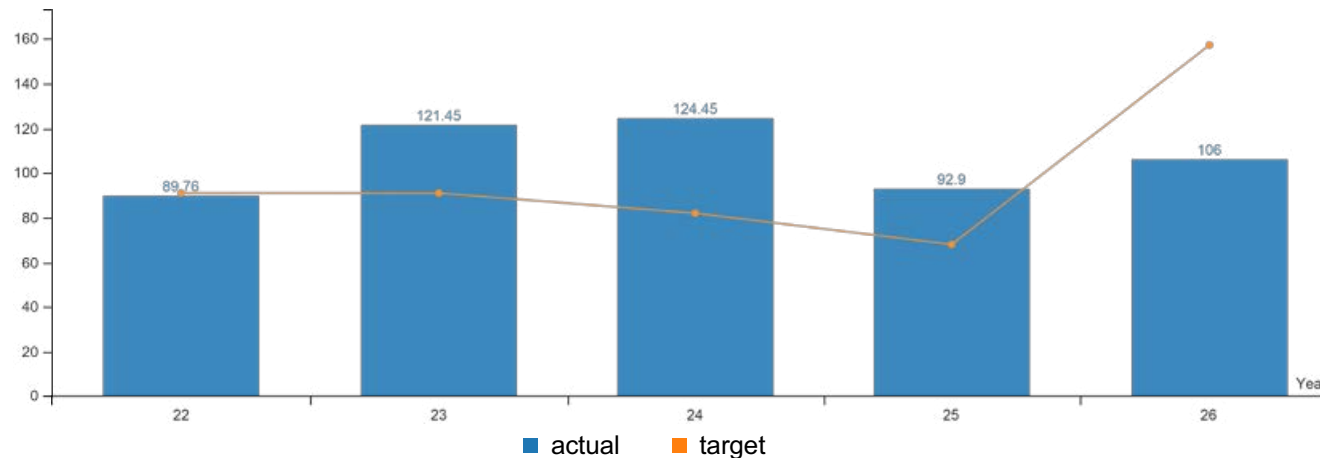
Factors Affecting Results

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. OWEB's Water Acquisition and Land Acquisition grant programs are included in the analysis.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Salmon Habitat Quantity	89.76	121.45	124.45	92.90	106
Target Salmon Habitat Quantity	91	90.96	82	68	157.20

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. For the first several years of reporting, the target for this KPM was a rolling average of “miles opened by OWEB funded grants over the previous 10 years”. Starting with FY 2026, the target is defined as 157 miles. This value is the average of OWRI data from the years 2016-2022, a timeframe with consistent data reporting and quality assurance processes. This target will be used as the target for the 2025-2027 biennium.

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).

Annual Performance Progress Report/Key Performance Measures

OWEB's new, legislatively approved target for this KPM, beginning with the FY 2026 report, uses data on both Crossing and Non-Crossing projects to calculate both the Target and the Results. This approach more accurately reflects advances in restoration science, with more tide gates and other types of Non-Crossing projects being completed.

Factors Affecting Results

There is substantial variability from year to year in this metric. Looking at the past 10 years of data, the lowest number of miles (93 miles) were reported in FY 2022. The year with the highest number of miles made available was 2020 (201 miles).

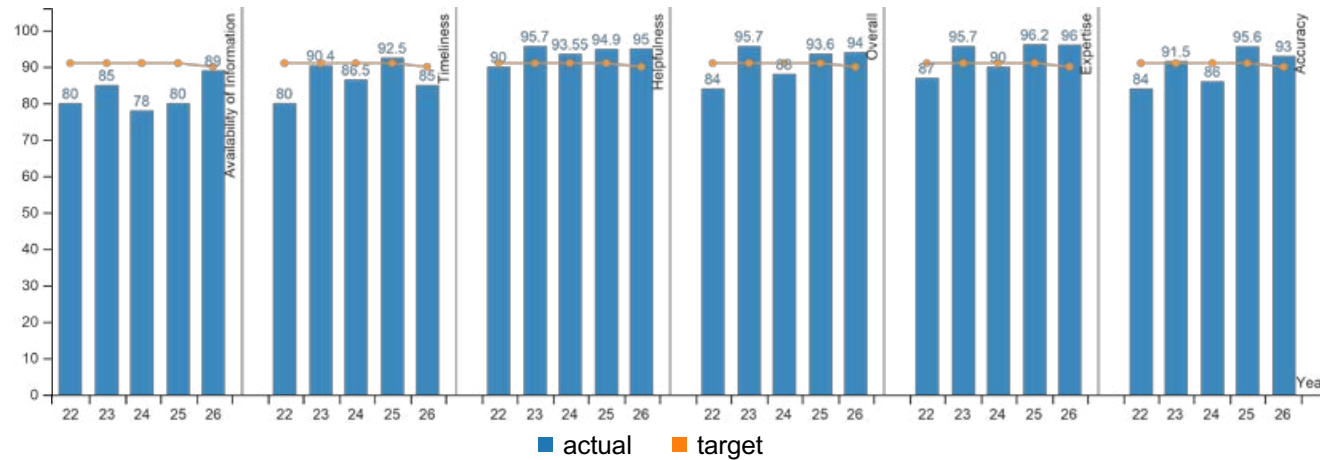
OWEB's legislatively approved target beginning in the 2025-2027 biennium will continue using data from the Oregon Watershed Restoration Inventory (OWRI) including both Crossing and Non-Crossing projects for this KPM. As with all KPMs using data from the OWRI, yearly numbers of salmon habitat opened or 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 and processed during our annual data cycle. Therefore, completed projects are still continuously being reported for prior years and so our total outcomes for that year change frequently.

Annual Performance Progress Report/Key Performance Measures

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	2022	2023	2024	2025	2026
Actual Availability of Information	80%	85%	78%	80%	89%
Target Availability of Information	91%	91%	91%	91%	90%
Actual Timeliness	80%	90.40%	86.50%	92.50%	85%
Target Timeliness	91%	91%	91%	91%	90%
Actual Helpfulness	90%	95.70%	93.55%	94.90%	95%
Target Helpfulness	91%	91%	91%	91%	90%
Actual Overall	84%	95.70%	88%	93.60%	94%
Target Overall	91%	91%	91%	91%	90%
Actual Expertise	87%	95.70%	90%	96.20%	96%
Target Expertise	91%	91%	91%	91%	90%
Actual Accuracy	84%	91.50%	86%	95.60%	93%
Target Accuracy	91%	91%	91%	91%	90%

Annual Performance Progress Report/Key Performance Measures

How Are We Doing

OWEB strives for excellent customer service in all areas for its applicants and grantees.

Many narrative comments note appreciation for OWEB's outstanding customer service. Some comments noted the desire for a faster application review and award process. Staff continue to review feedback with a focus on process improvements and to improve the availability of information about all aspects of the grant-making process. In 2025 OWEB revamped redesigned the website, responding to previous customer service survey feedback around the availability of information.

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 2026, the OWEB customer service survey was sent via email to 796 email addresses of potential applicants and grantees, receiving 108 responses. This response rate was approximately 30% lower than in past years, although the same process was followed. 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.