
MEMORANDUM

Legislative Fiscal Office
900 Court St. NE, Room H-178
Salem, Oregon 97301
Phone 503-986-1828
FAX 503-373-7807

To: Ways and Means Subcommittee on Education

From: John Terpening, Legislative Fiscal Office
(503) 986-1824

Date: June 5, 2015

Subject: SB 5512 – Department of Geology and Mineral Industries
Work Session Recommendations

Senate Bill 5512 is the budget bill for the Department of Geology and Mineral Industries.

Department of Geology and Mineral Industries – Agency Totals

	2011-13 Actuals	2013-15 Legislatively Approved	2015-17 Current Service Level	2015-17 LFO Recommended
General Fund	\$2,464,702	\$2,582,015	\$2,814,992	\$4,133,992
Other Funds	\$9,009,907	\$7,955,725	\$4,945,009	\$6,106,862
Federal Funds	\$3,894,652	\$4,429,263	\$2,354,365	\$5,360,944
Total Funds	\$15,369,261	\$14,967,003	\$10,114,366	\$15,601,798
Positions	53	50	39	42
FTE	48.59	49.20	38.16	41.16

Attached are the recommendations from the Legislative Fiscal Office for the Department of Geology and Mineral Industries (DOGAMI). It contains the following:

- An increase of \$800,000 of General Fund to the 2013-15 Legislatively Approved Budget in order to support current operations and backfill a shortfall in revenue. The Department is directed to maximize the amount of other resources available and revert back as much of the General Fund as possible.
- Elimination of three positions related to the budget and accounting functions of the Department: Fiscal Analyst 3, Accountant 2, and Accounting Tech 2, totaling \$494,215 all funds and 3.00 FTE.
- An increase of \$375,000, split between General Fund and Other Funds, to allow the Department to contract with DAS Shared Client Services to provide the budget and accounting functions of the agency.
- Approval of Package 101 – LIDAR Program which will provide \$1.5 million Other Funds limitation and \$2.5 million Federal Funds limitation for the Department to continue collecting LIDAR data.
- Approval of Package 102 – Flooding Hazards Assessment Program which will retain four Limited Duration positions (4.00 FTE) and make a Mapping Coordinator position that has been Limited Duration for three biennia a permanent full-time position (1.00 FTE). This package will maintain subject matter expertise vital to the agency's core functions. The package includes \$85,427 General Fund to fund half

of the Mapping Coordinator position and \$647,891 Federal Funds to fund the four Limited Duration positions and the remainder of the Mapping Coordinator position.

- Approval of Package 103 – Earthquake Program which will stabilize funding for two permanent full-time positions formerly supported only by Federal Funds and Other Funds revenues. The package includes \$141,711 General Fund to fund a portion of these two positions and reduces previously budgeted Other Funds and Federal Funds associated with this program.
- Approval of Package 104 – Landslide Hazards Risk Reduction Program which will stabilize funding for a Limited Duration position and two permanent full-time positions formerly supported by Federal Funds and Other Funds revenues. The package includes \$287,020 General Fund to fund a portion of these three positions. This package will help maintain subject matter expertise vital to the agency's core functions and reduces previously budgeted Other Funds and Federal Funds associated with this program.
- Establishment of a permanent full-time Operations Policy Analyst 3 position (1.00 FTE) to serve as a grants coordinator position to facilitate the increasing complexity of project grants received by the agency from multiple sources and of varying fund types. Total cost of the position is \$173,222 split between General Fund and Other Funds.
- Closes the Nature of the Northwest Center store located within the Department and eliminates a Program Analyst 1 position. Total reduction is \$219,413 Other Funds.
- One-time funding of \$770,000 General Fund to provide the necessary state-match for a LIDAR 3DEP project with the US Geological Survey scheduled to take place in the summer of 2015. This package includes direction that the Department must receive Legislative approval of any future federal fund grant applications that assume the use of General Fund to meet grant match requirements.
- Creates a separate Other Funds limitation for the Mined Land Reclamation Program in order for the agency to more efficiently track the revenues and expenditures of the program and assist in determining appropriate funding levels going forward.
- Assumes an increase to fees related to the Mined Land Reclamation Program, anticipated to generate an additional \$570,000 Other Funds revenue in 2015-17. The statutory changes necessary for the fee increase is contained in HB 3463.
- Report to the Legislature in February 2016 on a number of issues outlined in two budget notes.

Adjustments to Current Service Level:

See attached "Work Session Presentation Report" dated 6/5/15.

Accept LFO Recommendation

Move the LFO recommendation to SB 5512.

Performance Measures

See attached "Legislatively Proposed 2015-17 Key Performance Measures" form.

Accept LFO Recommendation

Move the LFO recommendation on Key Performance Measures

Budget Notes

Budget Note #1

The approved budget is designed to maintain current operations and provide a level of financial and management assistance to deliver stability to the Department. The Department is instructed to report in February 2016 legislative session to the Natural Resources Subcommittee on its progress in implementing appropriate measures to improve the agency's business practices. In its report, the Department must outline what specific measures have been taken to address the following:

- 1) Reorganization of accounting and budget structures, including creating an accounting and budget structure to separate LIDAR from other organization operations;
- 2) Address the agency's antiquated accounting systems and procedures and implementation of modern practices;
- 3) Review the agency's current business and organizational infrastructure;
- 4) Review the agency's core operations, program priorities and funding sources;
- 5) Review of the agency's cash flow and application of indirect rates that fund some administrative functions;
- 6) Review current fee structures and the level of fee revenue necessary to cover program costs within the Mineral Land Regulation and Reclamation Program.

The Department of Administrative Services, in conjunction with other state agencies, will provide business operating services and management support through February 2016 and will assist in reporting to the Legislature during the 2016 session.

Budget Note #2

The Department is directed to work with the Office of the State Chief Information Officer (OSCIO) to conduct a comprehensive assessment of the agency's information technology related operations. The assessment is to include, but not be limited to, an evaluation of the following:

- 1) IT organizational structure, policies and practices, management and staffing, funding and expenditures, and governance;
- 2) Inventory of current systems, hardware, software, data resources, and applications;
- 3) Business drivers and organizational mandates for information technology and data management;
- 4) Current operational and technical deficiencies and gaps;
- 5) Current, and any potential alternative methods, for data exchange and providing online access to data resources;
- 6) Operation and technical requirements for systems, data, and applications;
- 7) Requirements necessary for any recommended changes or enhancements to IT management, staffing, funding, policies, and practices.

A report on this comprehensive assessment is to be submitted to the Legislative Fiscal Office in December 2015 and jointly presented by DOGAMI and the OSCIO to the Joint Legislative Committee on Information Management and Technology and to the Joint Committee on Ways and Means during the 2016 Legislative session.

Budget Note #3

The Department is directed to provide online to the public any mineral inventory studies previously completed by the Department that address the mineral potential of southern and eastern Oregon counties.

Accept LFO Recommendation

Move the LFO recommended Budget Notes

Recommended Changes to SB 5512:

The Legislative Fiscal Office recommends a budget of \$4,133,992 General Fund, \$6,106,862 Other Funds, \$5,360,944 Federal Funds, and 42 positions (41.16 FTE), which is reflected in the –1 amendment.

Move adoption of the –1 amendment to SB 5512

SB 5512 Final Subcommittee Action:

Final Motion:

If changed the bill requires changes

Move SB 5512 to the full committee with a “do pass” recommendation, as amended.

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SB 5512 Final Subcommittee Action:

Final Motion:

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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2013-15 Agy. Leg. Adopted	2,505,043	-	7,835,292	4,303,586	-	-	14,643,921	50	49.20
2013-15 Ebds, SS & Admin Act	76,972	-	120,433	125,677	-	-	323,082	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2013-15 Leg Approved Budget	2,582,015	-	7,955,725	4,429,263	-	-	14,967,003	50	49.20
2013-15 Leg Approved Budget (Base)	2,582,015	-	7,955,725	4,429,263	-	-	14,967,003	50	49.20
Summary of Base Adjustments	38,479	-	(35,934)	(1,100,831)	-	-	(1,098,286)	(11)	(11.04)
2015-17 Base Budget	2,620,494	-	7,919,791	3,328,432	-	-	13,868,717	39	38.16
010: Non-PICS Pers Svc/Vacancy Factor	(2,741)	-	(5,929)	(50,095)	-	-	(58,765)	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(3,053,000)	(958,675)	-	-	(4,011,675)	-	-
030: Inflation & Price List Adjustments	197,239	-	84,147	34,703	-	-	316,089	-	-
2015-17 Current Service Level	2,814,992	-	4,945,009	2,354,365	-	-	10,114,366	39	38.16
Adjusted 2015-17 Current Service Level	2,814,992	-	4,945,009	2,354,365	-	-	10,114,366	39	38.16
Total LFO Recommended Packages	1,319,000	-	1,161,853	3,006,579	-	-	5,487,432	3	3.00
2015-17 Legislative Actions	4,133,992	-	6,106,862	5,360,944	-	-	15,601,798	42	41.16
Net change from 2013-15 Leg Approved Budget	1,551,977	-	(1,848,863)	931,681	-	-	634,795	(8)	(8.04)
Percent change from 2013-15 Leg Approved Budget	60.1%	0.0%	(23.2%)	21.0%	0.0%	0.0%	4.2%	(16.0%)	(16.3%)
Net change from 2015-17 Current Service Level	1,319,000	-	1,161,853	3,006,579	-	-	5,487,432	3	3.00
Percent change from 2015-17 Current Service Level	46.9%	0.0%	23.5%	127.7%	0.0%	0.0%	54.3%	7.7%	7.9%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2013-15 Agy. Leg. Adopted	2,505,043	-	5,554,488	4,303,586	-	-	12,363,117	39	38.71
2013-15 Ebds, SS & Admin Act	76,972	-	61,617	125,677	-	-	264,266	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2013-15 Leg Approved Budget	2,582,015	-	5,616,105	4,429,263	-	-	12,627,383	39	38.71
2013-15 Leg Approved Budget (Base)	2,582,015	-	5,616,105	4,429,263	-	-	12,627,383	39	38.71
Summary of Base Adjustments	38,479	-	(239,086)	(1,100,831)	-	-	(1,301,438)	(11)	(11.55)
2015-17 Base Budget	2,620,494	-	5,377,019	3,328,432	-	-	11,325,945	28	27.16
010: Non-PICS Pers Svc/Vacancy Factor	(2,741)	-	(10,331)	(50,095)	-	-	(63,167)	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(3,053,000)	(958,675)	-	-	(4,011,675)	-	-
030: Inflation & Price List Adjustments	197,239	-	64,236	34,703	-	-	296,178	-	-
2015-17 Current Service Level	2,814,992	-	2,377,924	2,354,365	-	-	7,547,281	28	27.16
Adjusted 2015-17 Current Service Level	2,814,992	-	2,377,924	2,354,365	-	-	7,547,281	28	27.16
Total LFO Recommended Packages	1,319,000	-	1,161,853	3,006,579	-	-	5,487,432	3	3.00
2015-17 Legislative Actions	4,133,992	-	3,539,777	5,360,944	-	-	13,034,713	31	30.16
Net change from 2013-15 Leg Approved Budget	1,551,977	-	(2,076,328)	931,681	-	-	407,330	(8)	(8.55)
Percent change from 2013-15 Leg Approved Budget	60.1%	0.0%	(37.0%)	21.0%	0.0%	0.0%	3.2%	(20.5%)	(22.1%)
Net change from 2015-17 Current Service Level	1,319,000	-	1,161,853	3,006,579	-	-	5,487,432	3	3.00
Percent change from 2015-17 Current Service Level	46.9%	0.0%	48.9%	127.7%	0.0%	0.0%	72.7%	10.7%	11.1%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 101 Oregon Lidar Data Acquisition Program

Package Description This package includes \$1.5 million Other Funds and \$2.5 million Federal Funds expenditure limitation for LIDAR data acquisition projects anticipated in the 2015-17 biennium. If the agency identifies additional work during the biennium, additional expenditure limitation can be provided during the 2016 Legislative Session or by request to the Emergency Board.

LFO Recommendation Approve the package.

LFO Recommended	-	-	1,500,000	2,500,000	-	-	4,000,000	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 102 Flooding Hazards Assessment Program

Package Description This package will allow the Department to retain four Limited Duration positions (4.00 FTE) and make a Mapping Coordinator position that has been Limited Duration for the past three biennia, a permanent full-time position (1.00 FTE). This package provides \$85,427 General Fund to fund half of the Mapping Coordinator position and \$647,891 Federal Fund limitation to fund the four Limited Duration positions and the remainder of the Mapping Coordinator position.

LFO Recommendation Approve the package.

LFO Recommended	85,427	-	-	647,891	-	-	733,318	5	5.00
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 103 Earthquake Program

Package Description The package includes \$141,711 General Fund to fund a portion of two permanent full-time positions formerly supported by Federal Fund and Other Fund revenues. This will stabilize funding for 0.25 FTE of an Earthquake Engineer position and 0.40 FTE of an Earth Science Information Officer position. The package includes a reduction to previously budgeted Other Funds and Federal Funds associated with this program.

LFO Recommendation Approve the package.

LFO Recommended	141,711	-	(11,493)	(129,677)	-	-	541	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 104 Landslide Hazards Risk Reduction Program

Package Description This package includes \$287,020 General Fund to fund a portion of three positions formerly supported by Other Funds and Federal Funds revenues. This package will stabilize funding for a full-time Limited Duration position (1.00 FTE) and two permanent full-time positions, 0.75 FTE of an Engineering Geologist position and 0.25 of a GIS analyst position, that will help maintain subject matter expertise vital to the agency's core functions. This package reduces previously budgeted Other Funds and Federal Funds associated with this program.

LFO Recommendation Approve the package.

LFO Recommended	287,020	-	(126,406)	(11,635)	-	-	148,979	1	1.00
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 801 LFO Analyst Adjustments

Package Description This package does several things to reprioritize functions of the Department:

This package eliminates three permanent full-time positions related to the budget and accounting functions of the Department: Fiscal Analyst 3, Accountant 2, and Accounting Tech 2 totaling \$494,215 all funds and 3.00 FTE. This represents a reduction of \$221,018 General Fund and \$273,197 Other Funds.

This package provides the Department with \$375,000 split between General Fund and Other Funds to allow the Department to contract with DAS Shared Client Services to provide the budget and accounting functions for this agency. The funding split is \$146,860 General Fund and \$228,140 Other Funds.

This package eliminates a Program Analyst 1 position and closes the Nature of the Northwest store located within the Department. The total reduction is \$219,413 Other Funds.

This package establishes a permanent full-time Operations and Policy Analyst 3 position (1.00 FTE) to serve as a grants coordinator position to facilitate the increasing complexity of project grants received by the agency from multiple sources and of varying fund types. The total cost of this position is \$173,222 which is distributed as \$109,000 General Fund and \$64,222 Other Funds.

LFO Recommendation

LFO Recommended	34,842	-	(200,248)	-	-	-	(165,406)	(3)	(3.00)
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 802 LIDAR 3DEP Project One-Time Funding

Package Description This package provides a one-time appropriation of \$770,000 General Fund to provide the necessary state match for a LIDAR 3DEP project with the US Geological Survey scheduled to take place in the summer of 2015. This package includes direction that the Department must receive Legislative approval of any future federal fund grant applications that assume the use of General Fund to meet grant match requirements.

LFO Recommendation Approve the package.

LFO Recommended	770,000	-	-	-	-	-	770,000	-	-
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Mined Land Reclamation

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2013-15 Agy. Leg. Adopted	-	-	2,280,804	-	-	-	2,280,804	11	10.49
2013-15 Ebds, SS & Admin Act	-	-	58,816	-	-	-	58,816	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2013-15 Leg Approved Budget	-	-	2,339,620	-	-	-	2,339,620	11	10.49
2013-15 Leg Approved Budget (Base)	-	-	2,339,620	-	-	-	2,339,620	11	10.49
Summary of Base Adjustments	-	-	203,152	-	-	-	203,152	-	0.51
2015-17 Base Budget	-	-	2,542,772	-	-	-	2,542,772	11	11.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	4,402	-	-	-	4,402	-	-
030: Inflation & Price List Adjustments	-	-	19,911	-	-	-	19,911	-	-
2015-17 Current Service Level	-	-	2,567,085	-	-	-	2,567,085	11	11.00
Adjusted 2015-17 Current Service Level	-	-	2,567,085	-	-	-	2,567,085	11	11.00
2015-17 Legislative Actions	-	-	2,567,085	-	-	-	2,567,085	11	11.00
Net change from 2013-15 Leg Approved Budget	-	-	227,465	-	-	-	227,465	-	0.51
Percent change from 2013-15 Leg Approved Budget	0.0%	0.0%	9.7%	0.0%	0.0%	0.0%	9.7%	0.0%	4.9%
Net change from 2015-17 Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2015-17 Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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Package 801 LFO Analyst Adjustments

Package Description This package is a revenue only package that assumes a fee increase anticipated to generate approximately \$570,000 of Other Funds to cover the operating costs of the Mined Land Reclamation Program for 2015-17. As included in a budget note, the Department will be reviewing all fee structures and program costs to verify the necessary revenue levels required for operation and sustainability, and will be reporting back to the Legislature in February 2016 on any proposed adjustments to fees.

The necessary statutory changes to the fees are anticipated to take place in HB 3463.

LFO Recommendation Approve the package.

LFO Recommended	-	-	-	-	-	-	-	-	-
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Legislatively Proposed 2015-2017 Key Performance Measures

Agency: GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of

Mission: Provide earth science information and regulation to make Oregon safe and prosperous.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2016	Target 2017
1 - EARTHQUAKE AND LANDSLIDE MAP COMPLETION - Percent of communities and other stakeholders with hazard maps and risk studies for earthquake and landslide hazards.		Approved KPM	62.00	65.00	70.00
2 - TSUNAMI EVACUATION MAP COMPLETION - Percent target communities with official, reviewed evacuation map brochures produced by DOGAMI.		Approved KPM	100.00	100.00	100.00
3 - COASTAL EROSION MAP COMPLETION - Percent target communities with standardized, 4-risk zone erosion hazard maps.		Approved KPM	80.00	100.00	100.00
5 - RECLAMATION - Total number of mining acres that have been reclaimed and returned to secondary beneficial use.		Approved KPM	7,318.00	7,000.00	7,500.00
6 - DETAILED GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of high resolution maps have been completed to be used for local problem solving.		Approved KPM	56.00	65.00	70.00
7 - REGIONAL GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of medium resolution maps have been completed to be used for regional problem solving.		Approved KPM	96.00	100.00	100.00
8 - MINE SITES INSPECTED ANNUALLY - Percent of mine operators with active sites inspected annually.		Approved KPM	53.00	55.00	60.00
9 - TSUNAMI INUNDATION MAP COMPLETION - Percent of coastal communities provided with detailed tsunami inundation maps for local emergency planning.		Approved KPM	100.00	100.00	100.00
10 - 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.	Accuracy	Approved KPM	0.00	95.00	95.00

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10 - 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.	Availability of Information	Approved KPM	0.00	95.00	95.00
10 - 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.	Expertise	Approved KPM	0.00	95.00	95.00
10 - 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.	Helpfulness	Approved KPM	0.00	95.00	95.00
10 - 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.	Overall	Approved KPM	0.00	95.00	95.00
10 - 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.	Timeliness	Approved KPM	0.00	95.00	95.00
11 - GOVERNANCE - Percent of yes responses by Governing Board members to the set of best practices.		Approved KPM	100.00	100.00	100.00
12 - Geologic Hazard Preparedness, % of Oregon communities with geologic hazard data and prevention activities in place.		Approved KPM	59.00	60.00	65.00

LFO Recommendation:

Approve the 2015-2017 Key Performance Measures and targets as proposed.

Sub-Committee Action:

**PROPOSED AMENDMENTS TO
SENATE BILL 5512**

1 In line 7 of the printed bill, delete “\$2,860,141” and insert “\$4,133,992”.

2 Delete lines 8 through 13 and insert:

3 **“SECTION 2. Notwithstanding any other law limiting expenditures,**
4 **the following amounts are established for the biennium beginning July**
5 **1, 2015, as the maximum limits for payment of expenses from fees,**
6 **moneys or other revenues, including Miscellaneous Receipts and fed-**
7 **eral funds for contract services, but excluding lottery funds and fed-**
8 **eral funds not described in this section, collected or received by the**
9 **State Department of Geology and Mineral Industries, for the following**
10 **purposes:**

11 (1) Geologic survey..... \$ 3,539,777

12 (2) Mined land reclamation \$ 2,567,085”.

13 In line 15, delete “\$1,429,502” and insert “\$5,360,944”.

14 Delete lines 18 through 20 and insert:

15 **“SECTION 4. Notwithstanding any other provision of law, the**
16 **General Fund appropriation made to the State Department of Geology**
17 **and Mineral Industries by section 1, chapter 394, Oregon Laws 2013, for**
18 **the biennium beginning July 1, 2013, as modified by legislative or**
19 **Emergency Board action, is increased by \$800,000.**

20 **“SECTION 5. This 2015 Act being necessary for the immediate**
21 **preservation of the public peace, health and safety, an emergency is**
22 **declared to exist, and this 2015 Act takes effect on its passage.”.**

Legislatively Proposed 2015-2017 Key Performance Measures

Agency: GEOLOGY & MINERAL INDUSTRIES, DEPARTMENT of

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10 - 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.	Accuracy	Approved KPM	0.00	95.00	95.00

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