

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Aviation, Department of

**Mission Statement:**

To preserve and enhance Aviation in supporting Oregon's communities

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Percent of runways in good or better condition.		Approved	92%	100%	100%
2. Percent of runways meeting or exceeding approach surface standards.		Approved	59%	94%	94%
3. Number of State Airports with current Inspections.		Approved	136	140	140
4. Percentage of total Federal Funds obligated or spent.		Approved	100%	100%	100%
5. 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	87%	91%	91%
	Availability of Information		78%	91%	91%
	Accuracy		84%	91%	91%
	Overall		82%	91%	91%
	Timeliness		81%	91%	91%
	Expertise		84%	91%	91%
6. Percent of aircraft registered		Approved	88%	90%	90%
7. Percent of pilots registered		Approved	59%	90%	90%
8. Percent of total best practices met by the board.		Approved	81.60%	100%	100%

**LFO Recommendation:**

Approve the 2017-19 Key Performance Measures as proposed.

**SubCommittee Action:**