

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Marine Board

**Mission Statement:**

Serving Oregon's recreational boating public through education, enforcement, access, and environmental stewardship for a safe and enjoyable experience.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Number of boat patrol hours conducted on the water.		Approved	35,764	34,650	35,000
2. Number of boat operators arrested for boating under the Influence of Intoxicants (BUII).		Approved	50	100	100
3. Boating fatalities per 100,000 registered boats.		Approved	12.50	6.50	6.50
4. Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card		Approved	97%	95%	95%
5. Number of gallons of boater generated-sewage not deposited in Oregon waters as a result of Marine Board facilities.		Approved	603,424	750,000	750,000
6. Ratio of matching funds from other sources to Marine Board funds.		Approved	1.99	2.10	2.10
7. Average number of days it takes to process and award grant funds.		Approved	19.50	20	20
8. Average number of days it takes to process requests for grant reimbursements.		Approved	9.25	8	7
9. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Accuracy	Approved	85%	95%	95%
	Helpfulness		78.10%	95%	95%
	Availability of Information		77.10%	95%	95%
	Expertise		72.40%	95%	95%
	Timeliness		79.10%	95%	95%
	Overall		78.30%	95%	95%
10. Percent of total best practices met by the Board.		Approved	99%	100%	100%
11. Number of boat Inspections for aquatic invasive species with actual inspections.		Approved	16,087	15,500	16,000

**LFO Recommendation:**

LFO recommends approval of the Key Performance Measures and targets as proposed.

**SubCommittee Action:**