

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Columbia River Gorge Commission

Mission Statement:

Protect And Enhance The Scenic, Natural, Cultural And Recreational Resource Of The Columbia River Gorge, And Support The Economy Of The Area By Encouraging Growth To Occur In Urban Areas And Allowing Economic Development Consistent With Resource Protection.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. County Decisions - Percentage and number of county decisions where Gorge Commission comments were addressed in the decision: a)fully; b) partially		Approved	100%	95%	95%
2. Percentage of Development Reviews that are issued within the required timeframe.		Approved	30%	85%	85%
3. Customer Service - Percentage 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	71%	90%	90%
	Expertise		71%	90%	90%
	Accuracy		71%	90%	90%
	Timeliness		71%	90%	90%
	Overall		71%	90%	90%
	Availability of Information		71%	90%	90%
4. Percent of total best practices met by the Board.		Approved	100%	100%	100%

LFO Recommendation:

The Legislative Fiscal Office recommends approval of the Key Performance Measures and targets. In addition, the Commission is directed to work with the Legislative Fiscal Office and the State of Washington to align performance measurement between the two states to the greatest extent possible with the goal of adopting one set of measures common to both states.

SubCommittee Action: