

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Military Department

Mission Statement:

The Oregon National Guard will provide the citizens of the State of Oregon and the United States with a ready force of citizens soldiers and airmen, equipped and trained to respond to any contingency, natural or manmade.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. RECRUITING - Percent of soldiers and airmen recruited vs. recruiting goal.		Approved	75%	100%	100%
2. ARMORY CONDITION - Percent of statewide armories in adequate or better condition.		Approved	53%	80%	80%
3. REVENUE GENERATION - Percent of available armory time rented.		Approved	23%	40%	40%
4. EQUIPMENT AVAILABILITY - Percent of equipment on hand in Oregon vs. equipment authorized.		Approved	139%	95%	95%
5. YOUTH CHALLENGE - Percent of youth who complete the academic phase of the program with a GED, high school diploma, or credit recovery at graduation		Approved	93%	85%	90%
6. REINTEGRATION - Percent of members successfully referred for reintegration services.		Approved	100	98	98
7. DOMESTIC PREPAREDNESS PLANS - Percentage of counties with National Incident Management System (NIMS) compliant Emergency Operations Plans (EOPS).		Approved	100%	100%	100%
8. HAZARD MITIGATION PLANS - Percentage of state population covered by a FEMA approved local hazard mitigation plan.		Approved	47%	90%	90%
9. CUSTOMER SATISFACTION - Percent of customers rating their satisfaction with Military Department customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	1) Expertise	Approved	74%	75%	75%
	2) Helpfulness		74%	75%	75%
	3) Timeliness		68%	75%	75%
	4) Availability of Information		71%	75%	75%
	5) Accuracy		74%	75%	75%
	6) Overall			74%	75%

LFO Recommendation:

The Legislative Fiscal Office recommends the Key Performance Measures and targets as presented. Customer Satisfaction targets are recommended to be increased, as the agency has easily surpassed the current 55% satisfaction rating for the past five reporting years.

SubCommittee Action: