

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Fish and Wildlife, Department of

Mission Statement:

To protect and enhance Oregon's fish and wildlife and their habitats for use and enjoyment by present and future generations.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Hunting License Purchases - Percent of the license buying population with hunting licenses and/or tags		Approved	8.20%	9%	9%
2. Angling License Purchases - Percent of the license buying population with angling licenses and/or tags.		Approved	17%	20%	20%
3. Wildlife Damage - Number of wildlife damage complaints addressed annually.		Approved	3,676	3,500	3,500
4. Oregon Species of Concern - Percent of fish species of concern (listed as threatened, endangered, or sensitive) being monitored		Approved	81%	90%	90%
5. Oregon Species of Concern Percent of wildlife species of concern (listed as threatened, endangered, or sensitive) being monitored.		Approved	54%	55%	55%
6. Decreasing the Number of Unscreened Water Diversions - Number of unscreened priority water diversions.		Approved	1,609	1,600	1,550
7. Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent. Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" for timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved	92.60%	93%	93%
	Helpfulness		94.20%	93%	93%
	Expertise		92.10%	93%	93%
	Overall		94.10%	93%	93%
	Timeliness		94.20%	93%	93%
	Accuracy		94%	93%	93%
8. Boards and Commissions - Percent of total best practices met by the Department of Fish and Wildlife, State Fish and Wildlife Commission.		Approved	89%	100%	100%

LFO Recommendation:

The Legislative Fiscal Office recommends approval of the proposed Key Performance Measures and associated targets.

SubCommittee Action: