

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Parks and Recreation Department

Mission Statement:

To provide and protect outstanding natural, scenic, cultural, historic and recreational sites for the enjoyment and education of present and future generations.

| Legislatively Proposed KPMs | Metrics | Agency Request | Last Reported Result | Target 2018 | Target 2019 |
|--|-----------------------------|----------------|----------------------|-------------|-------------|
| 1. PARK VISITATION - Visitors per acre of Oregon Parks and Recreation Department property. | | Approved | 513 | 500 | 510 |
| 2. HERITAGE PROGRAM BENEFITS - Number of properties, sites, or districts that benefit from an OPRD-managed heritage program. | | Approved | 2,039 | 2,087 | 2,087 |
| 3. Grant Programs - Percent of Oregon communities that benefit from an OPRD-managed grant program. | | Approved | 45 | 50 | 50 |
| 4. PROPERTY ACQUISITION - Recreation lands index: Park lands and waters acquired by OPRD as a percentage of total goal. (Linked to Oregon Benchmark #91) | | Approved | 78% | 75% | 75% |
| 5. FACILITIES BACKLOG - Percent reduction in facilities backlog since 1999. | | Approved | 81% | 85% | 86% |
| 6. CUSTOMER SATISFACTION - 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. | Accuracy | Approved | 97% | 95% | 95% |
| | Availability of Information | | 94% | 95% | 95% |
| | Overall | | 97% | 95% | 95% |
| | Helpfulness | | 98% | 95% | 95% |
| | Timeliness | | 96% | 95% | 95% |
| | Expertise | | 97% | 95% | 95% |
| 7. COMMISSION BEST PRACTICES - Percent of total best practices met by the State Parks and Recreation Commission. | | Approved | 100% | 100% | 100% |

LFO Recommendation:

The Legislative Fiscal Office recommends adoption of the Key Performance Measures and targets as presented.

SubCommittee Action: