

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Land Conservation and Development Department

**Mission Statement:**

To help communities and citizens plan for, protect and improve the built and natural systems that provide a high quality of life. In partnership with citizens and local governments, we foster sustainable and vibrant communities and protect our natural resources legacy.

| Legislatively Proposed KPMs  | Metrics                     | Agency Request  | Last Reported Result | Target 2018 | Target 2019 |
|--|-----------------------------|-----------------|----------------------|-------------|-------------|
| 1. EMPLOYMENT LAND SUPPLY - Percent of cities that have an adequate supply of land for industrial and other employment needs to implement their local economic development plan.   |                             | Approved        | 28%                  | 75%         | 75%         |
| 2. HOUSING LAND SUPPLY - Percent of cities that have an adequate supply of buildable residential land to meet housing needs.   |                             | Approved        | 79%                  | 90%         | 90%         |
| 3. PUBLIC FACILITIES PLANS - Percent of cities that have updated the local plan to include reasonable cost estimates and funding plans for sewer and water systems.  |                             | Approved        | 83%                  | 80%         | 80%         |
| 5. TRANSIT SUPPORTIVE LAND USE - Percent of urban areas with a population greater than 25,000 that have adopted transit supportive land use regulations.   |                             | Approved        | 86%                  | 91%         | 91%         |
| 6. TRANSPORTATION FACILITIES - Percent of urban areas that have updated the local plan to include reasonable cost estimates and funding plans for transportation facilities.   |                             | Approved        | 91%                  | 92%         | 92%         |
| 9. URBAN GROWTH BOUNDARY EXPANSION - Percent of land added to urban growth boundaries that is not farm or forest land.   |                             | Approved        | 92%                  | 55%         | 55%         |
| 10. GRANT AWARDS - Percent of local grants awarded to local governments within two months after receiving application.   |                             | Approved        | 73%                  | 100%        | 100%        |
| 11. CUSTOMER SERVICE - 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.           | Timeliness                  | Approved        | 89.82%               | 83%         | 83%         |
|  | Accuracy                    |                 | 88.56%               | 83%         | 83%         |
|  | Availability of Information |                 | 82.31%               | 83%         | 83%         |
|  | Overall                     |                 | 88.17%               | 83%         | 83%         |
|  | Helpfulness                 |                 | 89.94%               | 83%         | 83%         |
|  | Expertise                   |                 | 95.83%               | 83%         | 83%         |
| 12. BEST PRACTICES - Percent of total best practices met by the Board.   |                             | Approved        | 100%                 | 100%        | 100%        |
| 13. FARM LAND - Percent of farm land zoned for exclusive farm use in 1987 that retains that zoning. Accounts for the conversion of EFU lands resulting from expansion of urban growth boundaries and changes in zoning.                              |                             | Proposed New    | No Data              | 90%         | 90%         |
| 14. FOREST LAND - Percent of forest land zoned for forest or mixed farm/forest use in 1987 that remains zoned for those uses. Accounts for the conversion of forest lands resulting from expansion of urban growth boundaries and changes in zoning. |                             | Proposed New    | No Data              | 90%         | 90%         |
| 4. CERTIFIED INDUSTRIAL SITES - Number of industrial sites certified as "project-ready" added each fiscal year.  |                             | Proposed Delete | 1                    | 5           | 0           |

| Legislatively Proposed KPMs  | Metrics | Agency Request  | Last Reported Result | Target 2018 | Target 2019 |
|--|---------|-----------------|----------------------|-------------|-------------|
| 7. FARM LAND - Percent of farm land outside urban growth boundaries zoned for exclusive farm use in 1987 that retains that zoning.                           |         | Proposed Delete | 99.80%               | 99.73%      | 99.73%      |
| 8. FOREST LAND - Percent of forest land outside urban growth boundaries zoned in 1987 for forest or mixed farm/forest use that remains zoned for those uses. |         | Proposed Delete | 99.93%               | 99.87%      | 99.87%      |

**LFO Recommendation:**

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

The elimination of KPM #4 acknowledges that the measure is reliant more on external factors than on the internal performance of the agency. KPM numbers seven and eight are being replaced with KPM numbers 13 and 14. These essentially continue to measure the same thing, but in the future will hold constant the number of acres in 1987 instead of only counting those acres outside of urban growth boundaries so that the total loss of acres can be displayed.

**SubCommittee Action:**