

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Environmental Quality, Department of

Mission Statement:

To be a leader in restoring, maintaining and enhancing the quality of Oregon's air, water and land.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Expertise	Approved	76%	90%	90%
	Availability of Information		68%	90%	90%
	Helpfulness		74%	90%	90%
	Accuracy		74%	90%	90%
	Timeliness		69%	90%	90%
	Overall			73%	90%
2. PERMIT TIMELINESS - Percentage of air contaminant discharge permits issued within the target period.		Approved	84%	90%	90%
3. PERMIT TIMELINESS - Percentage of individual wastewater discharge permits issued within 270 days.		Approved	16%	50%	50%
4. UPDATED PERMITS - Percent of total wastewater permits that are current.		Approved	86%	90%	90%
7. WATER QUALITY CONDITIONS - Percent of monitored stream sites with significantly increasing trends in water quality.	a) Percent of monitored stream sites with significantly improving trends in water quality	Approved	21%	20%	20%
	b) Percent of monitored stream sites with significantly declining trends in water quality		6%	2%	2%
	c) Percent of monitored stream sites with good to excellent water quality		48%	55%	55%
8. AIR QUALITY DIESEL EMISSIONS - Quantity of diesel particulate emissions.		Approved	2,271	2,000	2,000
9. AIR QUALITY CONDITIONS - National Standards: Number of days when air is unhealthy for sensitive groups and all groups.	a) National Standards Number of days when air is unhealthy for sensitive groups	Approved	144	70	70
	b) National Standards Number of days when air is unhealthy for all groups		60	10	10
10. AIR QUALITY - AIR TOXICS - Air Toxics Trends in Larger and Smaller Communities	a) Air Toxics Trends in Large Communities	Approved	14	9	9
	b) Air Toxics Trends in Smaller Communities		10	7	7
11. ERT - Percent of local participants who rank DEQ involvement in Economic Revitalization Team process as good to excellent.		Approved	84.50%	90%	90%
12. PERMIT TIMELINESS - Percent of Title V operating permits issued with the target period.		Approved	90%	90%	90%
13. BOARDS AND COMMISSIONS - Percent of total best practices met by the Environmental Quality Commission.		Approved	95%	100%	100%
5. CLEANUP - Properties with known contamination cleaned up	Percent of heating oil tank sites cleaned up	Proposed New	No Data	83.60%	84%

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
	Percent of regulated underground storage tank sites cleaned up		No Data	89.10%	89.20%
	Percent of hazardous substance sites (non-tank) cleaned up		No Data	48.80%	49.60%
6. MATERIALS MANAGEMENT - Waste generation		Proposed New	No Data	4,538,458	4,482,885
7. MATERIALS MANAGEMENT - Waste recovery		Proposed New	No Data	49.64%	50.42%
5. CLEANUP - Percent of identified Oregon hazardous substance sites cleaned up	a) Overall	Proposed Delete	82.40%	TBD	TBD
	b) Regulated and heating oil tanks		83.90%	TBD	TBD
	c) Non-tank hazardous substance releases		46.60%	TBD	TBD
6. SOLID WASTE - Pounds of municipal solid waste landfilled or incinerated per capita.		Proposed Delete	1,371	TBD	TBD

LFO Recommendation:

The Legislative Fiscal Office recommends approval of the proposed Key Performance Measures and targets, which includes the deletion of two measures and three new measures.

SubCommittee Action: