

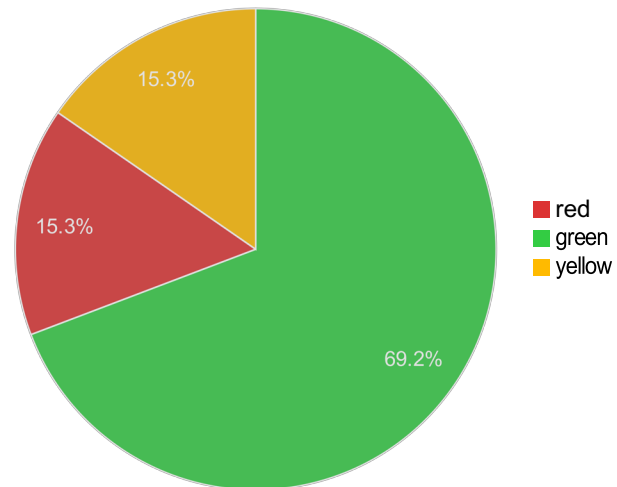
# **Agriculture, Department of**

Annual Performance Progress Report

Reporting Year 2017

Published: 9/27/2018 9:36:58 AM

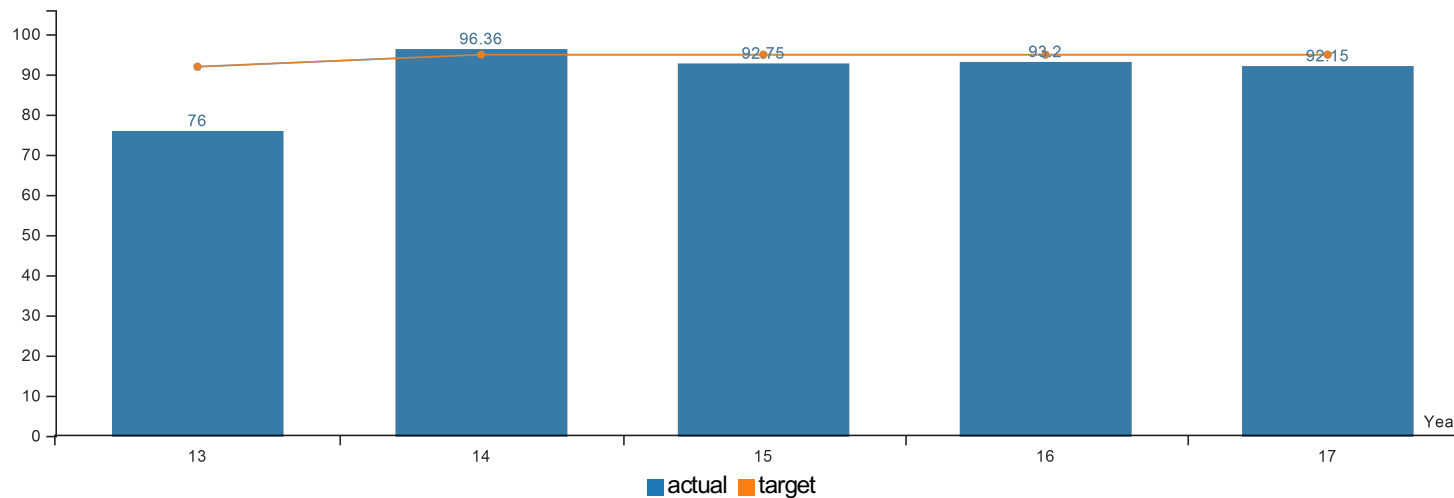
KPM#	Approved Key Performance Measures (KPMs)
1	Food Safety - Ensure high levels of compliance with each of the ten risk factors identified by Centers for Disease Control in retail stores.
2	Weighing and Measuring Devices - Percent of weighing and measuring devices examined found in compliance with Oregon's weights and measures laws.
3	Top 100 Exclusions - Percent of plant pests, diseases, or weeds on the Oregon 100 Most Dangerous Invaders list successfully excluded each year.
4	Noxious Weed Control - Percentage of state "A" & "T" listed noxious weed populations successfully excluded from the state or kept decreasing or stable.
5	T&E Plants - Percent of listed T&E plants with stable or increasing populations as a result of department management and recovery efforts.
6	Pesticide Investigations - Percent of pesticide investigations that result in enforcement actions.
7	Non-traditional 3rd party certification services - Number of days required to process and issue certification after audit completion.
8	Trade Activities - Sales as a result of trade activities with Oregon producers and processors.
9	Ag Employment - Number of jobs saved or created as a result of activities to retain or expand existing Oregon agricultural and food processing capacity. Measured in numbers of jobs based on telephone and email surveys of companies assisted.
10	CAFOs - Percent of permitted Oregon Confined Animal Feeding Operations (CAFOs) found to be in compliance with their permit during annual inspections.
11	Smoke Management - No increase above 2002 levels in hours of 'significant smoke intrusions' due to field burning in key cities in the Willamette Valley as measured by nephelometer readings.
12	Water Quality - Percent of monitored streamsites associated with predominantly agriculture use with significantly increasing trends in water quality.
13	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.



Performance Summary	Green	Yellow	Red
Summary Stats:	= Target to -5% 69.23%	= Target -5% to -15% 15.38%	= Target > -15% 15.38%

KPM #1	Food Safety - Ensure high levels of compliance with each of the ten risk factors identified by Centers for Disease Control in retail stores.
Data Collection Period: Jan 01 - Dec 31	

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Ensure high levels of compliance with each of the ten risk factors identified by Centers for Disease Control in retail stores</b>					
Actual	76%	96.36%	92.75%	93.20%	92.15%
Target	92%	95%	95%	95%	95%

### How Are We Doing

The Food Safety Program works cooperatively with local, state, and federal food safety agencies, and with Oregon's food producers and manufacturers to advance food safety and protect consumers. The program uses a combination of education and regulatory activities to achieve a high rate of compliance with science-based food safety laws, rules, and standards.

We continue to see a high compliance rate, but it is slightly below the target of 95 percent compliance.

The reporting period for this KPM is January 1 - December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

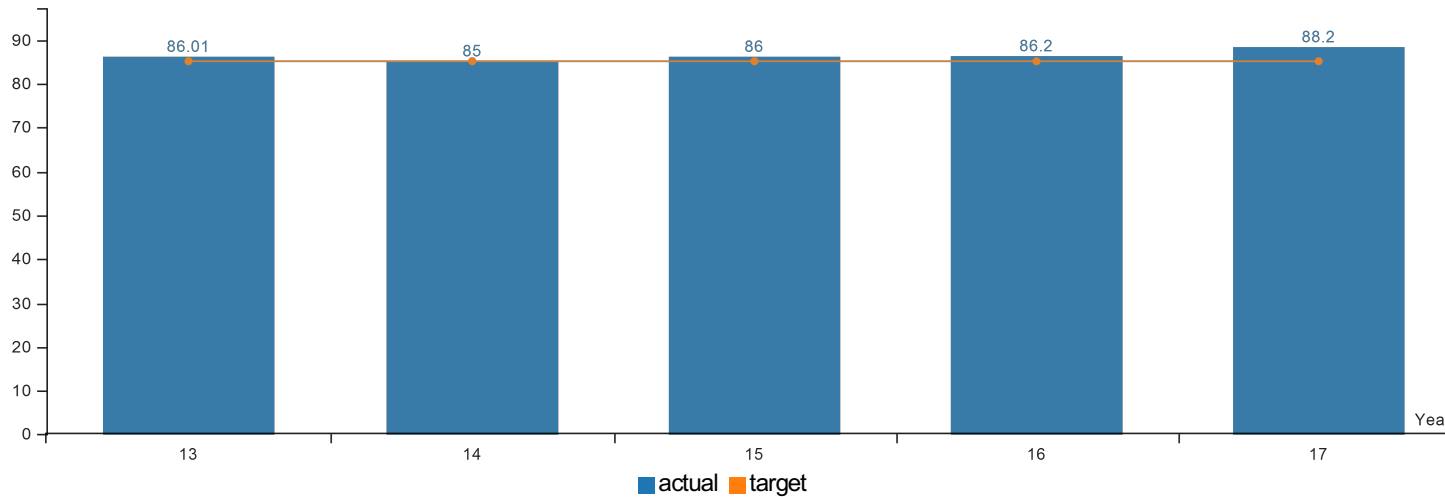
### Factors Affecting Results

The food industry constantly changes due to advances in technology, federal and state law modifications, market trends, and the economy. Food safety staff participate in continuous training to maintain and improve the quality of educational information and regulatory oversight that we provide to industry and to consumers. This training helps ensure consistency across the state in how we apply regulations to new and existing types of food establishments.

The Food Safety Program must maintain staffing levels and resources necessary to create and maintain professional relationships with industry partners, conduct a sufficient number of inspections to motivate compliance, and ensure public safety. Additionally, the program must track and respond to areas of noncompliance that are noted during inspections in a uniform and consistent manner, including ensuring resolution of enforcement action.

An audit completed by the Secretary of State's Office in 2016 recommended several program improvements. The Food Safety Program developed a strategic plan to address the recommendations provided by the Secretary of State. Implementation of this strategic plan is on-going and includes a focus on identifying and correcting data errors for an accurate assessment of backlog, using available data to prioritize high risk backlog firms, develop electronic activity tracker to replace daily paper reports, reorganization of inspector territories for greater efficiencies, and others.

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Weighing &amp; Measuring Devices</b>					
Actual	86.01%	85%	86%	86.20%	88.20%
Target	85%	85%	85%	85%	85%

**How Are We Doing**

ODA has met or exceeded this KPM every year since 2009. Commercial transactions involving weight and measure touch virtually every aspect of economic life in Oregon. As of August 1, 2018, approximately 61,167 licensed weighing and measuring devices located at 13,479 businesses make up Oregon's commercial weighing system.

The reporting period for this KPM is January 1 - December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

**Factors Affecting Results**

An increase in the number of new businesses using weighing and measuring devices, along with the introduction of new technological advancements in weighing and measuring devices in Oregon's commercial weighing system is a constant factor in determining whether or not these devices are legal for trade, accurate and being used for their intended purpose. For example, the increase in class I and IIA scales associated with Oregon's cannabis industry initially caused a larger than normal increase in "not legal for trade" scales being identified and initial accuracy tests being rejected as many of the new scales were purchased and delivered without being calibrated. Over the last two years, Weights and Measures inspectors have worked with these new business owners to educate and train them on the proper placement, use and maintenance of these new devices. This additional assistance to business owners has resulted in decreased examination times.

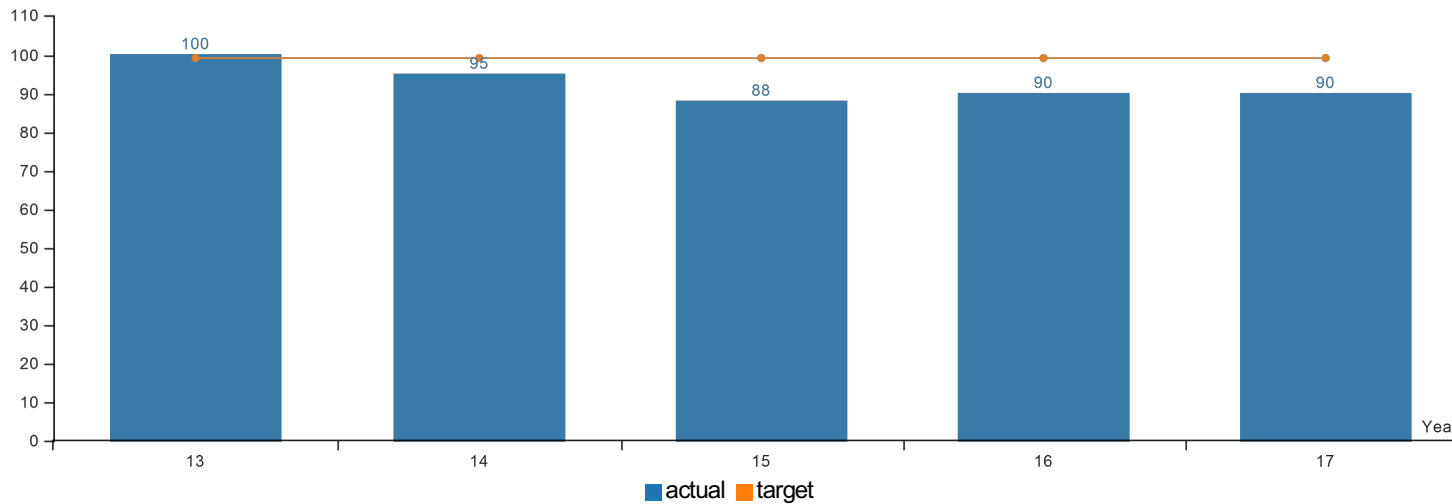
With inspection caseloads increasing over the last several years (1999 = 48,632 devices, 2018 = 61,167 devices), along with new duties and responsibilities being added to the weights and measures inspectors caseload (2007- Motor Fuel Quality, 2011- Egg-Laying Hen Care, 2015 - assisting Food Safety Program) it is becoming increasingly more difficult to maintain annual examination rates across the state. ODA's Weights and Measures Program depends on highly trained staff to carry out the responsibilities of the program. When positions are vacated recruitment

and retention issues may affect the programs ability to keep up with caseload demands.

The program also needs the capacity to maintain and acquire specialized testing equipment (e.g. new railroad testing unit) and advancements in mobile applications, automated IT inspection tools and case management systems in order to help achieve efficiency outcomes.

KPM #3	Top 100 Exclusions - Percent of plant pests, diseases, or weeds on the Oregon 100 Most Dangerous Invaders list successfully excluded each year.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Top 100 Exclusions</b>					
Actual	100%	95%	88%	90%	90%
Target	99%	99%	99%	99%	99%

### How Are We Doing

The Oregon Invasive Species Council (OISC) publishes an annual list of the 100 most dangerous invasive species threatening to invade Oregon. The ODA Invasive Species programs, Insect Pest Prevention and Management Program, the Noxious Invasive Weed Program, and the Plant Health Program, employ strategies to keep out invasive plant pests, diseases, and weeds on this list from establishing in Oregon.

The OISC has not updated a report card since 2015. The OISC “100 Worst List” contains 16 invasive plant pathogen species, 35 noxious plant species, and 26 invasive terrestrial invertebrate species corresponding to ODA’s Invasive Species programs. Based on these 77 invasive species, in 2015, ODA’s Invasive Species programs has successfully excluded 14 invasive plant pathogens, 32 noxious plant taxa, and 22 invasive terrestrial invertebrate species. Based on this information, the actual exclusion rate was 88 percent for 2015. In 2016, the actual exclusion rate was 90 percent, and in 2017, the actual exclusion rate was 90 percent. The Oregon Invasive Species published a strategic and an action plan to define priorities and identify operational challenges and opportunities for the next five years in battling invasive species in Oregon.

The reporting period for this KPM is January 1 - December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

### Factors Affecting Results

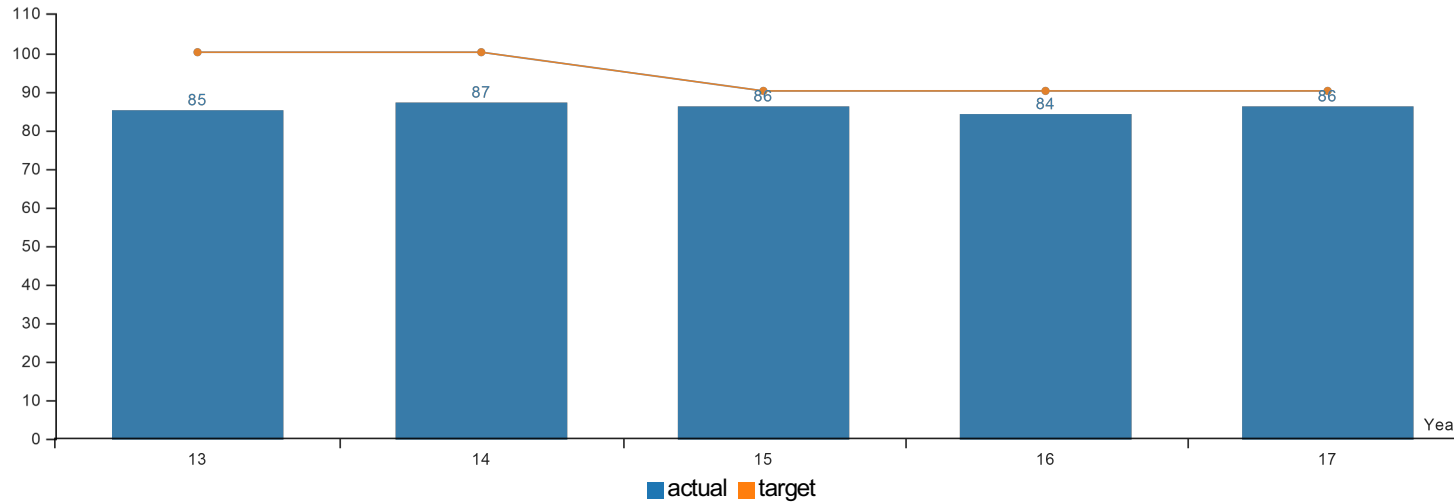
Introductions of invasive species are the direct result of trade and travel. As globalization increases, so does the risk of introducing harmful invasive species. ODA conducts surveys for gypsy moth, japanese beetle, sudden oak death, kudzu, and many other invasive plant pests, diseases and weeds. Three fourths of the species on the OISC’s 100 most dangerous list are invasive terrestrial

invertebrates, invasive plant diseases, and noxious weeds. A major focus of the Plant Protection Programs Area is to exclude these invasive species, or contain them if they become established, before they can spread throughout the state. Unfortunately, specific traps or other efficient survey tools are only available for about a third of the target species. Environmentally acceptable controls are not always available, dedicated resources to create controls are decreasing while the risks of invasive species are increasing.



<b>KPM #4</b>	<b>Noxious Weed Control - Percentage of state "A" &amp; "T" listed noxious weed populations successfully excluded from the state or kept decreasing or stable.</b>
	<b>Data Collection Period: Jan 01 - Dec 31</b>

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Noxious Weed Control</b>					
Actual	85%	87%	86%	84%	86%
Target	100%	100%	90%	90%	90%

**How Are We Doing**

The ODA Noxious Weed Control Programs mission is to protect Oregon’s natural resources and agricultural economy from the invasion and proliferation of invasive noxious weeds. Currently, 86 percent of the highest priority state listed “A” and “T” noxious weeds are being successfully managed with integrated control techniques, including biological control.

The Noxious Weed Control Program did an economic analysis that demonstrates the value of the program. It looked at the impact of just 25 state listed weed species that revealed an impact of \$83.5 million annually to Oregonians. The analysis also revealed that the same 25 weeds if left unchecked with no active control programs could cause a \$1.8 billion impact to the state.

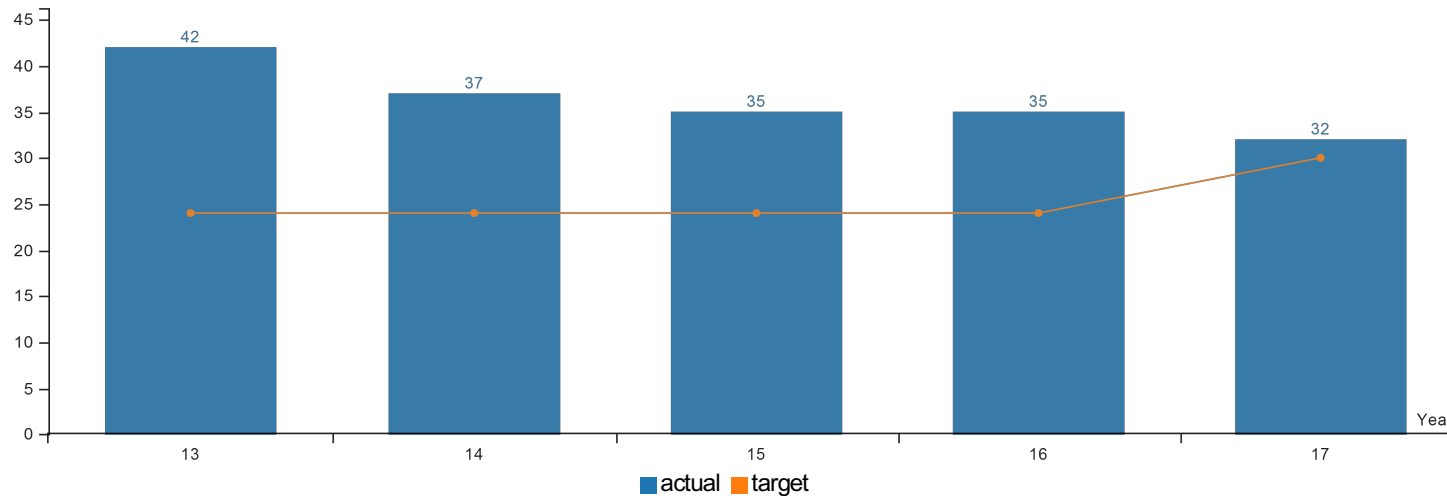
Reporting period for this KPM is January 1 - December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

**Factors Affecting Results**

Introductions of invasive noxious weed species are the direct result of trade and travel. The Noxious Weed Control Program works to prioritize limited resources for a targeted approach. This includes identification of pathways of potential new weed introductions, implementation of survey and early detection of new emerging noxious weed infestations and eradicating them before they get well established. Implementing effective biological control efforts on established widespread infestations. Successful eradication of weeds species requires sustained efforts over a long period of time.

KPM #5	T&E Plants - Percent of listed T&E plants with stable or increasing populations as a result of department management and recovery efforts.
Data Collection Period: Jan 01 - Dec 31	

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Threatened and Endangered Plants</b>					
Actual	42%	37%	35%	35%	32%
Target	24%	24%	24%	24%	30%

### How Are We Doing

The native plant conservation program focuses on assisting public agencies and Oregon's citizens with issues involving state protected native plants on state public lands.

In FY2016, ODA staff coordinated with 20 federal, state, and local government agencies (including the U.S. Fish and Wildlife Service, U.S. Forest Service, Bureau of Land Management, Klamath Falls and Salem regional airports, Oregon Department of Forestry, Division of State Lands, Oregon Department of Parks and Recreation, Oregon Department of Transportation, Oregon Military Department, Oregon Department of Energy, and various counties and cities) regarding listed species on public lands throughout the state. Conservation work was initiated and continued for 34 of Oregon's 59 listed plants, in 20 Oregon counties, including 15 recovery-related projects for 11 species. Of the 34 species evaluated in FY 2016, the conservation status of 23 species is considered to be generally stable, although not necessarily improving.

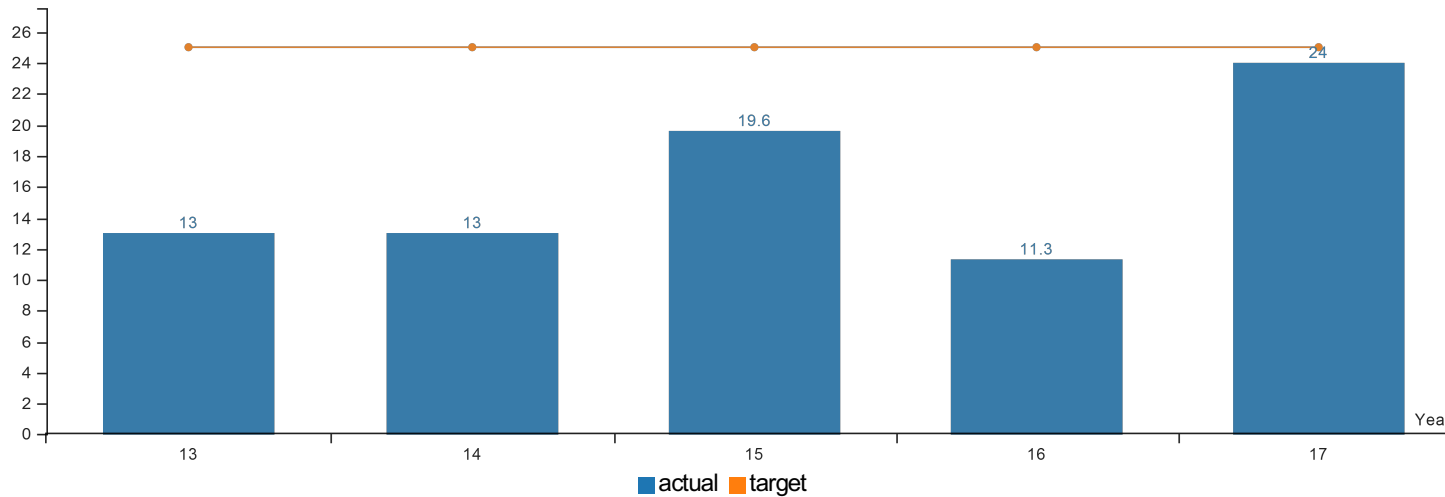
The reporting period for this KPM is January 1 - December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

### Factors Affecting Results

The large number of native plant species in Oregon (5th highest in the U.S.) results in a comparatively heavier workload for the program relative to most other states. Minimal state resources further limit the program's ability to cope with public agency consultation requests, and affect the capacity to regularly evaluate the conservation status of listed species.

KPM #6	Pesticide Investigations - Percent of pesticide investigations that result in enforcement actions.
Data Collection Period: Jul 01 - Jun 30	

\* Upward Trend = negative result



Report Year	2013	2014	2015	2016	2017
<b>Percent of pesticide investigations that result in enforcement actions.</b>					
Actual	13%	13%	19.60%	11.30%	24%
Target	25%	25%	25%	25%	25%

### How Are We Doing

The Oregon Department of Agriculture (ODA) is responsible for regulating the sale, use, and distribution of pesticide products in Oregon. ODA provides pesticide education and outreach activities; licensing of pesticide operators, applicators, and dealers; conducts routine compliance monitoring; and conducts complaint driven investigations to determine compliance with ORS 634, Pesticide Control Law. These activities reduce the potential for misuse of pesticide products that may result in adverse health or environmental harm or damage. Having actuals below target indicates greater compliance with pesticide rules which reduces the enforcement actions and indicates the education and outreach programs have been effective in informing the regulated public of requirements.

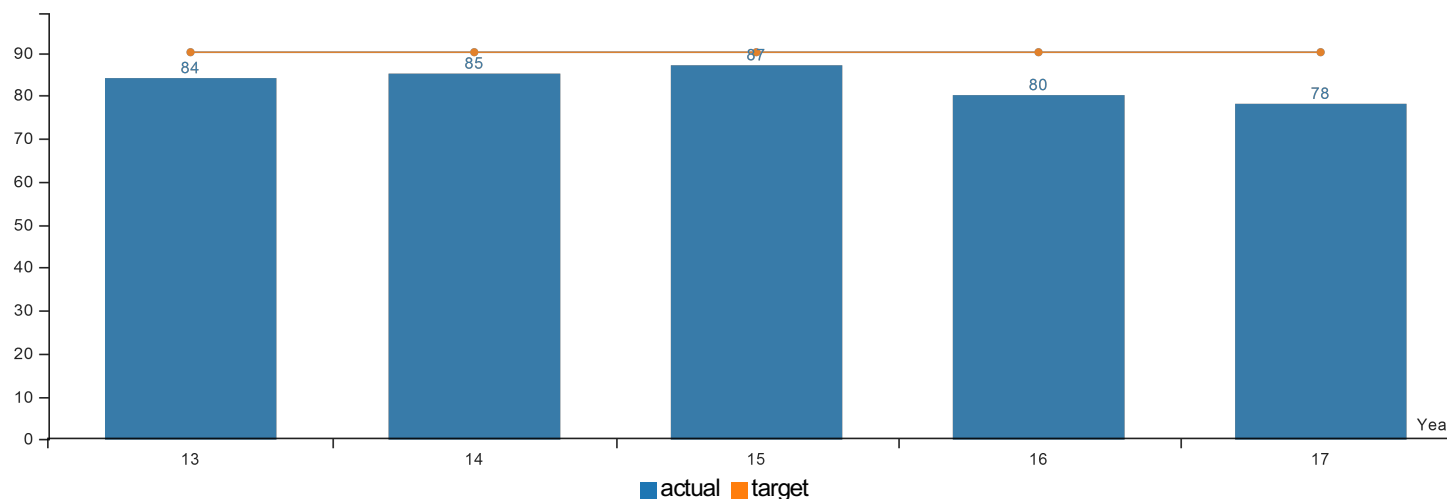
### Factors Affecting Results

Factors that may affect annual results include new state or federal pesticide laws and regulations, limited staff or resources to provide education and outreach or compliance monitoring to prevent misuse, increased public awareness or concern regarding pesticide use practices, increased focus on pesticide use activities, increased focus by the regulated community to follow requirements, and trends previously documented.

The doubling of enforcement actions is related to investigations and violations associated with the growing of cannabis.

<b>KPM #7</b>	<b>Non-traditional 3rd party certification services - Number of days required to process and issue certification after audit completion.</b>
	<b>Data Collection Period: Jan 01 - Dec 31</b>

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Non-traditional 3rd Party Certification Services</b>					
Actual	84%	85%	87%	80%	78%
Target	90%	90%	90%	90%	90%

### How Are We Doing

In calendar year 2017, ODA processed a total of 635 certification audits in the USDA GAP/GHP/HGAP, GFSI, and National Organic Program certification programs.

The program is currently running at 78 percent compliance with the 15 business-day benchmark.

The reporting period for this KPM is January 1 through December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

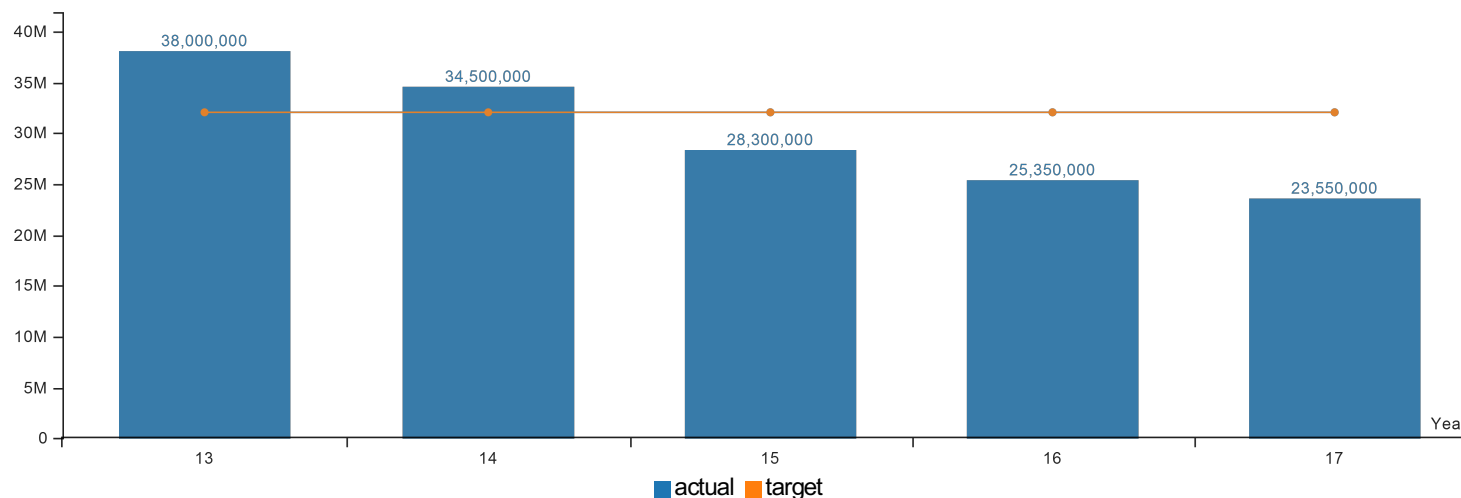
### Factors Affecting Results

Factors affecting results include: staffing concerns, auditor and administrative staff workload, reliance on outside partners for key tasks, and employee accuracy and competency. Due to short staffing issues in 2017 specifically for conducting GFSI-benchmarked audits, the anticipated results were not met.

Organic certification fell short of meeting the targeted goal. USDA GAP/GHP/HGAP reports were handled in a timely manner 97 percent of the time. Only percent of GlobalGAP and PrimusGFS reports were submitted within 15 days of the audit date. USDA GAP/GHP/HGAP processing times are within the target parameter established within the cooperative agreement with USDA any delays with submissions are largely auditor-specific and not a systemic issue.

KPM #8	Trade Activities - Sales as a result of trade activities with Oregon producers and processors.
Data Collection Period: Jan 01 - Dec 31	

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Sales as a result of trade activities with Oregon producers and processors.</b>					
Actual	\$38,000,000.00	\$34,500,000.00	\$28,300,000.00	\$25,350,000.00	\$23,550,000.00
Target	\$32,000,000.00	\$32,000,000.00	\$32,000,000.00	\$32,000,000.00	\$32,000,000.00

### How Are We Doing

Although we did not meet our sales target in 2017, the Agricultural Development and Marketing program continues to provide strong economic benefit to Oregon's agriculture and food processing industry. In this uncertain export environment for many of our agricultural and food sectors, the program works diligently on several market access and business development issues. Although export values are not back to pre-2015 levels, Oregon shippers experienced an upturn in overall exports in the 2017 calendar year. Oregon export values to China and Taiwan remained flat or decreased slightly. But exports values to Japan, South Korea and Canada increased. Continuing to embrace new markets and adapt to changing market conditions is imperative for Oregon agriculture to be competitive.

The program continues to explore and analyze markets as Oregon transitions from an exporter of primarily raw commodities, to a mature mix of commodity and value-added goods. Local, domestic and institutional markets are a great opportunity for many of Oregon's food and beverage companies. Strong local and domestic trade shows like the "Taste of the Northwest" and Natural Products Expo, the farm to school program and farmers market networks continue to enhance our position as a trustworthy advocate of these goods.

The Market Access and Certification Program provides additional critical services not captured through sales numbers. Whether working through government to government technical issues to release goods into foreign markets, administering the Machinery and Equipment program or preparing producers for institutional markets, these efforts directly and positively impact Oregon's agricultural industry.

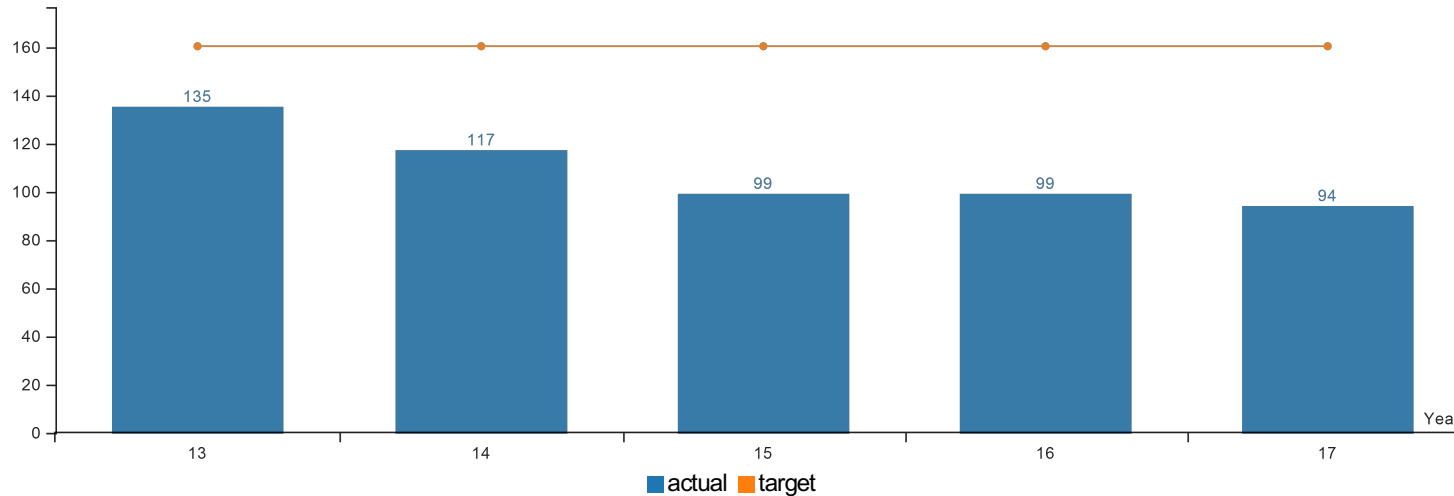
The reporting period for this KPM is January 1 through December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

**Factors Affecting Results**

The strong dollar tends to make high quality, high value agricultural goods more expensive for our emerging markets, particularly in Asia, and slows total volumes and sales. The industry continues struggling to regain market share in many Asian markets in the aftermath of the west coast port issues that occurred at the end of the 2014. An uncertain trade environment with many of the United States' key trading partners may have hindered the acceptance of Oregon agricultural goods as well. Results were also affected by the reduction in staffing levels for the Ag Development & Marketing Program during calendar year 2017. As a result, some market development activities were suspended. A Program Option Package to add an additional position has been submitted in the 2019-2021 Oregon Department of Agriculture Agency Request budget. The Program will continue to seek input from industry stakeholders by establishing a more formalized way to identify market development and promotion opportunities and review Program priorities for market development and promotion activities.

KPM#9	Ag Employment - Number of jobs saved or created as a result of activities to retain or expand existing Oregon agricultural and food processing capacity. Measured in numbers of jobs based on telephone and email surveys of companies assisted.
Data Collection Period: Jan 01 - Dec 31	

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Ag Employment</b>					
Actual	135	117	99	99	94
Target	160	160	160	160	160

### How Are We Doing

The program has not met its target for this measure for the past several years and is looking for a better way to measure performance in business development and recruitment activities. The actual goal of recruiting agricultural and food processing companies in Oregon still remains valid, but measuring by only jobs created or retained causes some inconsistencies in actually promoting economic growth. The program is looking for ways to better measure performance in recruitment and expansion efforts and looking to work with our partners in other economic development agencies to look at joint reporting and consistent measurement options.

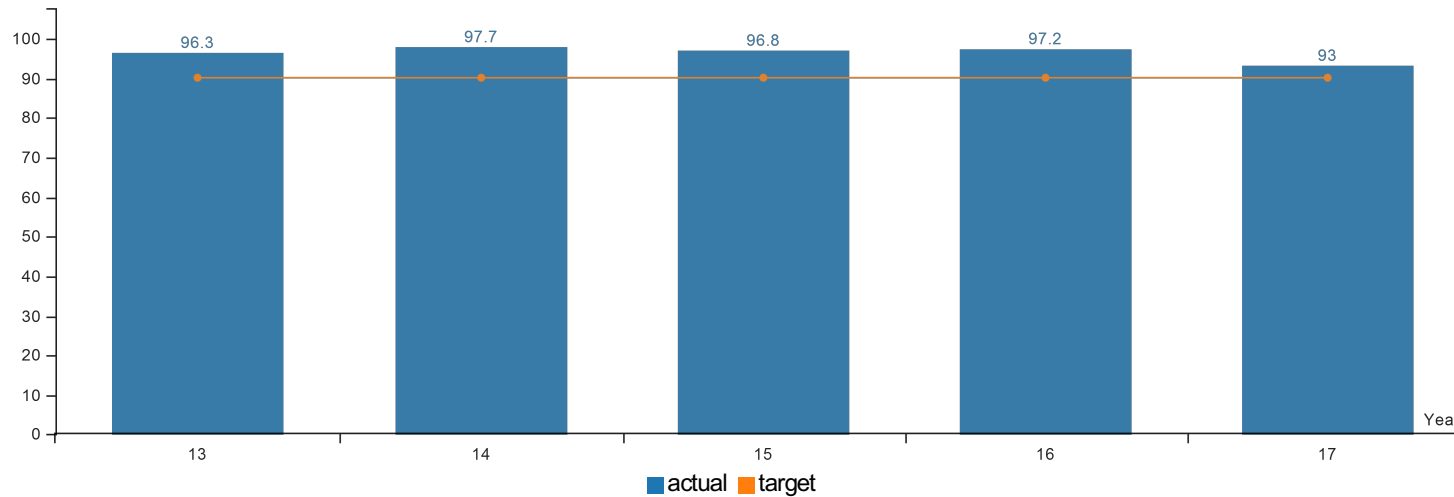
The reporting period for this KPM is January 1 through December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

### Factors Affecting Results

Many existing Oregon agricultural and food processing companies are growing and expanding, but jobs may be reduced due to increases in technology and sophistication of equipment. Jobs measured on a yearly basis are also difficult to maintain, as large development and recruitment efforts are long term projects and don't consistently produce jobs year on year.

KPM #10	CAFOs - Percent of permitted Oregon Confined Animal Feeding Operations (CAFOs) found to be in compliance with their permit during annual inspections.
Data Collection Period: Jan 01 - Dec 31	

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>Percent of permitted Oregon Confined Animal Feeding Operations (CAFOs) found to be in compliance with their permit during annual inspections</b>					
Actual	96.30%	97.70%	96.80%	97.20%	93%
Target	90%	90%	90%	90%	90%

**How Are We Doing**

The Federal Clean Water Act provides for the regulation of confined animal feeding operations (CAFO) under a National Pollutant Discharge Elimination System (NPDES) permit. This authority has been granted to Oregon through an agreement with the US Environmental Protection Agency (EPA).

This measure demonstrates compliance of permitted CAFOs with state and federal water quality laws. The measure also allows ODA to bring swift resolution of permitted CAFOs in violation of permit or water quality laws and rules. Overall most facilities are able to operate in compliance with the permit. The ODA continues to work with all permittees to address challenges in meeting the requirement of the permit.

The reporting period for this KPM is January 1 - December 31. Results for 2018 are pending as the Oregon Department of Agriculture (ODA) does not report partial data. ODA will update this KPM once the reporting period has closed.

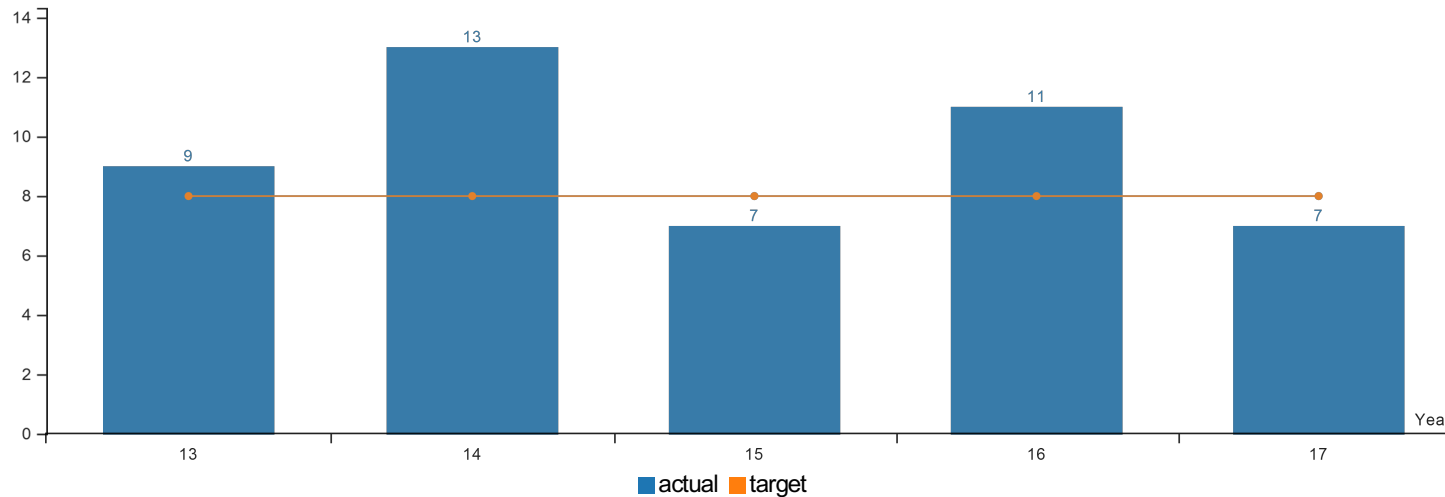
**Factors Affecting Results**

Change in ownership of CAFOs, technology available to operators, and weather conditions all affect compliance with the state permit. On going staff interaction with operators using a progressive compliance approach is necessary to prevent problems or address them while they are small.



KPM #11	Smoke Management - No increase above 2002 levels in hours of 'significant smoke intrusions' due to field burning in key cities in the Willamette Valley as measured by nephelometer readings.
Data Collection Period: Jul 01 - Oct 15	

\* Upward Trend = negative result



Report Year	2013	2014	2015	2016	2017
<b>Metric Value</b>					
Actual	9	13	7	11	7
Target	8	8	8	8	8

### How Are We Doing

In the Silverton Hills of Marion County and a small section of northwestern Linn County, grass seed and cereal grain residue is burned following harvest (primarily July-September). Field burning is conducted following careful meteorological examination to ensure maximum smoke evacuation, while reducing the potential of smoke "impacts" on the public. Precise prediction of weather patterns conducive to complete evacuation is an inexact science.

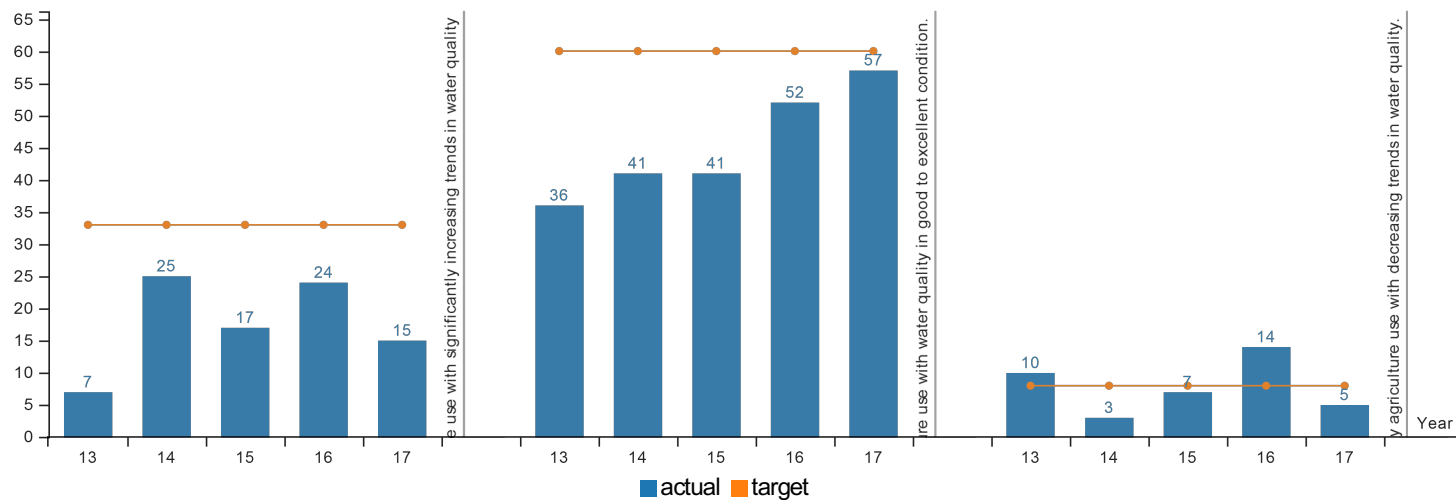
### Factors Affecting Results

Many meteorological factors are considered prior to field ignition. Wind speed and direction, mixing heights (how high the smoke will go), humidity, and other factors are evaluated prior to the release of field burning permits. Once a permit is issued, the producer has one hour to ignite the field.

Another consideration is field location. Some fields require southerly wind components. In others northerly components are necessary. Each field burning season, the predominant wind direction can change. In the Willamette Valley, a field's location in relation to dominant prevailing winds has great effect on the number of impacts recorded. Consequently, the number of impacts can vary depending upon any given year's prevailing wind direction, field location, and the locations of air quality samplers. For example, three samplers are located contiguously from Lyons, then "up-canyon" in Mill City and Detroit. These sampler locations may register smoke impacts redundantly.



KPM #12	Water Quality - Percent of monitored stream sites associated with predominantly agriculture use with significantly increasing trends in water quality.
Data Collection Period: Jan 01 - Dec 31	



Report Year	2013	2014	2015	2016	2017
<b>Percent of monitored stream sites associated with predominantly agriculture use with significantly increasing trends in water quality</b>					
Actual	7%	25%	17%	24%	15%
Target	33%	33%	33%	33%	33%
<b>Percent of monitored stream sites associated with predominantly agriculture use with water quality in good to excellent condition.</b>					
Actual	36%	41%	41%	52%	57%
Target	60%	60%	60%	60%	60%
<b>Percent of monitored stream sites associated with predominantly agriculture use with decreasing trends in water quality.</b>					
Actual	10%	3%	7%	14%	5%
Target	8%	8%	8%	8%	8%

### How Are We Doing

The Oregon Department of Agriculture (ODA) uses a combination of educational efforts and regulatory actions to encourage Oregon's agricultural producers to maintain and enhance water quality. This is accomplished through 38 basin plans created in response to legislation established in 1993. Partners include the agricultural community, soil and water conservation districts, Oregon Watershed Enhancement Board, USDA Natural Resources Conservation Service (NRCS), and Oregon State University (OSU) Extension Service.

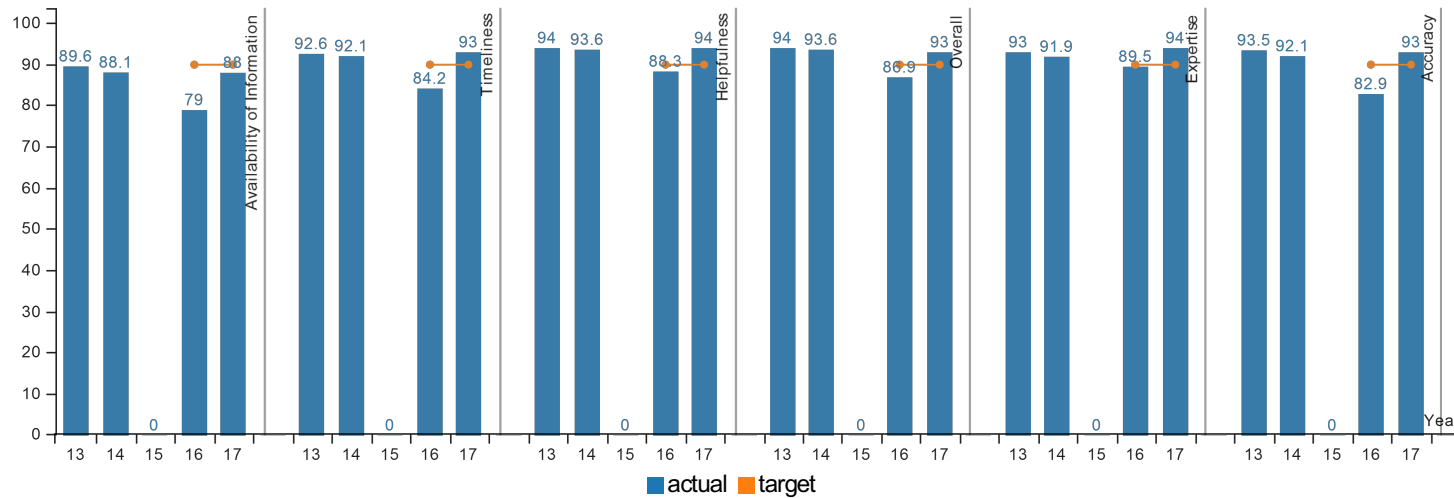
This measure was established in 2005 using the DEQ data pertinent to agriculturally dominated areas.

### Factors Affecting Results

ODA has worked with partners to add a strategic approach to our education and regulatory work. Through an effort called Coordinated Streamside Management, ODA works with partners to identify small watersheds for focused outreach, regulatory work, technical and financial assistance, and long-term monitoring. ODA assesses agricultural lands and based on opportunities for improvement, pursue

voluntary and regulatory tools to achieve compliance with water quality rules and attainment of water quality goals.

**KPM #13** 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.  
 Data Collection Period: Jan 01 - Dec 31



Report Year	2013	2014	2015	2016	2017
<b>Availability of Information</b>					
Actual	89.60%	88.10%	No Data	79%	88%
Target	TBD	TBD	TBD	90%	90%
<b>Timeliness</b>					
Actual	92.60%	92.10%	No Data	84.20%	93%
Target	TBD	TBD	TBD	90%	90%
<b>Helpfulness</b>					
Actual	94%	93.60%	No Data	88.30%	94%
Target	TBD	TBD	TBD	90%	90%
<b>Overall</b>					
Actual	94%	93.60%	No Data	86.90%	93%
Target	TBD	TBD	TBD	90%	90%
<b>Expertise</b>					
Actual	93%	91.90%	No Data	89.50%	94%
Target	TBD	TBD	TBD	90%	90%
<b>Accuracy</b>					
Actual	93.50%	92.10%	No Data	82.90%	93%
Target	TBD	TBD	TBD	90%	90%

**How Are We Doing**

ODA's mission is to ensure healthy natural resources, environment, and economy for Oregonians now and in the future through inspection and certification, regulation, and promotion of agriculture and food. ODA's strategy to employ core values that guide the actions of employees as they carry out the mission of the agency in a way that provides customer satisfaction. ODA conducts its customer survey on a randomly selected group of individuals (complier, consumer, and constituent) who have had recent contact with the agency. The survey is conducted for three months and is performed during a different quarter each year. The above data was collected from July 1 through September 30, 2017.

### **Factors Affecting Results**

One factor that could possibly affect survey results is the sampling time frame. Many ODA programs are cyclical and may be under or over represented at different time frames throughout the year. The ODA rotates the sampling time period in an attempt to include all types of agency customers. ODA will continue to provide quality customer service and will continue to conduct customer satisfaction surveys on an annual basis.