

# Legislatively Proposed 2019 - 2021 Key Performance Measures

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**Agency:** Marine Board

**Mission Statement:**

Serving Oregon's recreational boating public through education, enforcement, access, and environmental stewardship for a safe and enjoyable experience.

| Legislatively Proposed KPMs   | Metrics                     | Agency Request | Last Reported Result | Target 2020 | Target 2021 |
|---|-----------------------------|----------------|----------------------|-------------|-------------|
| 1. Number of boat patrol hours conducted on the water.  |                             | Approved       | 26,276               | 0           | TBD         |
| 2. Number of boat operators arrested for boating under the Influence of Intoxicants (BUII).   |                             | Approved       | 56                   | 0           | TBD         |
| 3. Boating fatalities per 100,000 registered boats.   |                             | Approved       | 10.70                | 0           | TBD         |
| 4. Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card   |                             | Approved       | 94%                  | 0%          | TBD         |
| 5. Number of gallons of boater generated-sewage not deposited in Oregon waters as a result of Marine Board facilities.  |                             | Approved       | 515,306              | 0           | TBD         |
| 6. Ratio of matching funds from other sources to Marine Board funds.  |                             | Approved       | 1.60                 | 0           | TBD         |
| 7. Average number of days it takes to process and award grant funds.  |                             | Approved       | 5.60                 | 0           | TBD         |
| 8. Average number of days it takes to process requests for grant reimbursements.  |                             | Approved       | 5.30                 | 0           | TBD         |
| 9. 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. | Accuracy                    | Approved       | 94%                  | 0%          | TBD         |
|   | Helpfulness                 |                | 91%                  | 0%          | TBD         |
|   | Availability of Information |                | 93%                  | 0%          | TBD         |
|   | Expertise                   |                | 100%                 | 0%          | TBD         |
|   | Timeliness                  |                | 94%                  | 0%          | TBD         |
|   | Overall                     |                | 93%                  | 0%          | TBD         |
| 10. Percent of total best practices met by the Board.   |                             | Approved       | 90%                  | 0%          | TBD         |
| 11. Number of boat Inspections for aquatic invasive species with actual inspections.  |                             | Approved       | 28,115               | 0           | TBD         |

**LFO Recommendation:**

LFO recommends approval of the Key Performance Measures and targets as proposed.

**SubCommittee Action:**

The Subcommittee approved the LFO recommendation.