

Legislatively Proposed 2019 - 2021 Key Performance Measures

Published: 4/22/2019 12:55:18 PM

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 | 34,650 | TBD |
| 2. Number of boat operators arrested for boating under the Influence of Intoxicants (BUII). | | Approved | 56 | 100 | TBD |
| 3. Boating fatalities per 100,000 registered boats. | | Approved | 10.70 | 6.50 | TBD |
| 4. Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card | | Approved | 94% | 95% | TBD |
| 5. Number of gallons of boater generated-sewage not deposited in Oregon waters as a result of Marine Board facilities. | | Approved | 515,306 | 750,000 | TBD |
| 6. Ratio of matching funds from other sources to Marine Board funds. | | Approved | 1.60 | 2.10 | TBD |
| 7. Average number of days it takes to process and award grant funds. | | Approved | 5.60 | 20 | TBD |
| 8. Average number of days it takes to process requests for grant reimbursements. | | Approved | 5.30 | 8 | 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% | 95% | TBD |
| | Helpfulness | | 91% | 95% | TBD |
| | Availability of Information | | 93% | 95% | TBD |
| | Expertise | | 100% | 95% | TBD |
| | Timeliness | | 94% | 95% | TBD |
| | Overall | | 93% | 95% | TBD |
| 10. Percent of total best practices met by the Board. | | Approved | 90% | 100% | TBD |
| 11. Number of boat Inspections for aquatic invasive species with actual inspections. | | Approved | 28,115 | 15,500 | TBD |

LFO Recommendation:

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

SubCommittee Action:

The Subcommittee approved the LFO recommendation.