

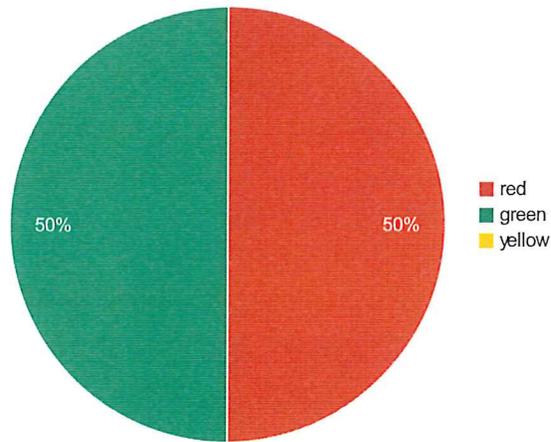
Geology & Mineral Industries, Department of

Annual Performance Progress Report

Reporting Year 2017

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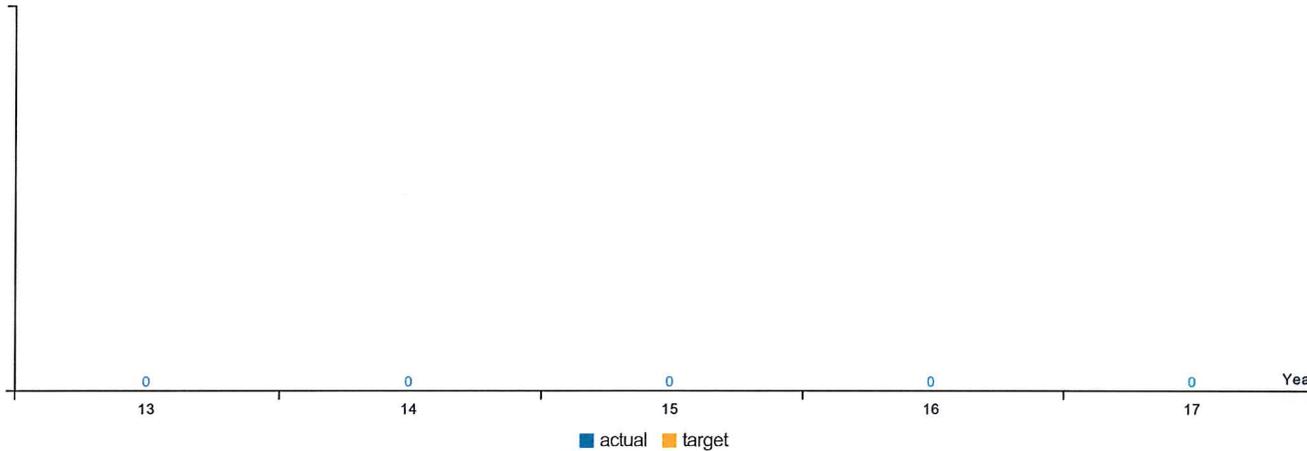
KPM #	Approved Key Performance Measures (KPMs)
1	HAZARD AND RISK ASSESSMENT COMPLETION - Percent of population residing in Oregon Urban Growth Boundary Areas (UGBs) that have completed geologic hazard and risk assessments that are suitable to initiate Department of Land Conservation and Development goal 7 planning for earthquake, landslide, tsunami, coastal erosion, volcanic and flooding hazards.
2	DETAILED GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of high resolution maps have been completed to be used for local problem solving.
3	LIDAR DATA COMPLETION - Percent of Oregon (sq. miles) with lidar data at USGS quality level 2 or better.
4	PERCENT OF MINE SITES INSPECTED BIENNALLY - Percent of permitted mine sites inspected biennially.
5	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.
6	GOVERNANCE - Percent of yes responses by Governing Board members to the set of best practices.



Performance Summary	Green	Yellow	Red
Summary Stats:	= Target to -5% 50%	= Target -5% to -15% 0%	= Target > -15% 50%

KPM #1	HAZARD AND RISK ASSESSMENT COMPLETION - Percent of population residing in Oregon Urban Growth Boundary Areas (UGBs) that have completed geologic hazard and risk assessments that are suitable to initiate Department of Land Conservation and Development goal 7 planning for earthquake, landslide, tsunami, coastal erosion, volcanic and flooding hazards.
	Data Collection Period: Jul 01 - Jul 01

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
HAZARD AND RISK ASSESSMENT COMPLETION					
Actual	No Data				
Target	TBD	TBD	TBD	TBD	TBD

How Are We Doing

This new KPM was legislatively approved during the 2017 Legislative Session. The agency will gather data between July 1, 2017 and June 30, 2018 and will update the report in August 2018. The agency plans to provide an interim report prior to December 30, 2017 with quarterly data for the time period July 1, 2017 through September 30, 2017.

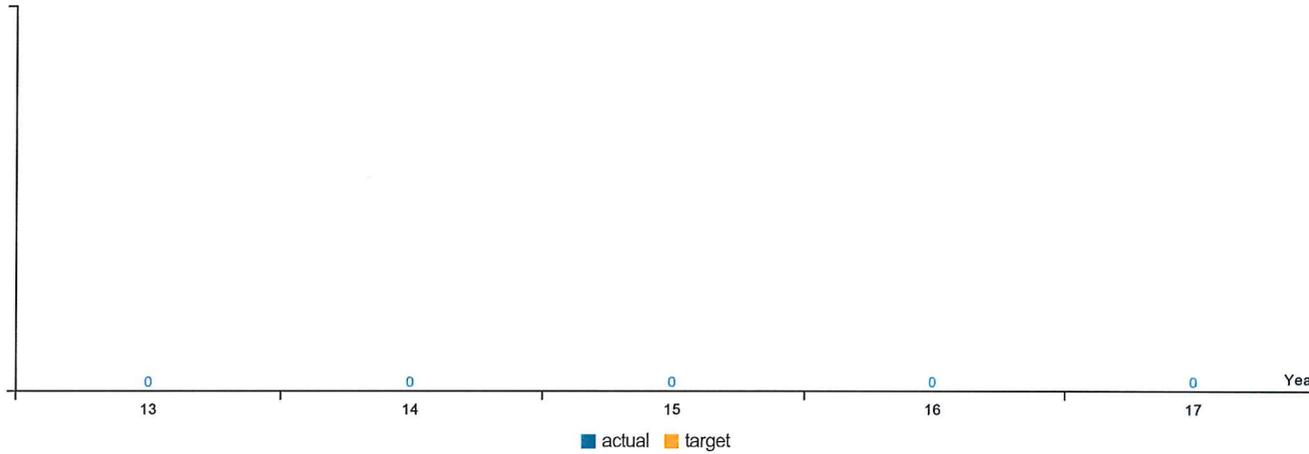
Data: Population in Urban Growth Boundaries (UGBs) that have received hazard risk assessments; divided by 2010 population census of UGBs; multiplied by the proportion of hazards with completed assessments.

Factors Affecting Results

The completion of hazard risk assessments is dependent on funding through local, state, and federal resources.

KPM #2	DETAILED GEOLOGIC MAP COMPLETION - Percent of Oregon where geologic data in the form of high resolution maps have been completed to be used for local problem solving.
	Data Collection Period: Jul 01 - Jul 01

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
DETAILED GEOLOGIC MAP COMPLETION					
Actual	No Data				
Target	TBD	TBD	TBD	TBD	TBD

How Are We Doing

This new KPM was legislatively approved during the 2017 Legislative Session. The agency will gather data from July 1, 2017 through June 30, 2018 and provide an updated report in September 2018. The agency plans to provide an interim report prior to December 30, 2017 with quarterly data for the time period July 1, 2017 through September 30, 2017.

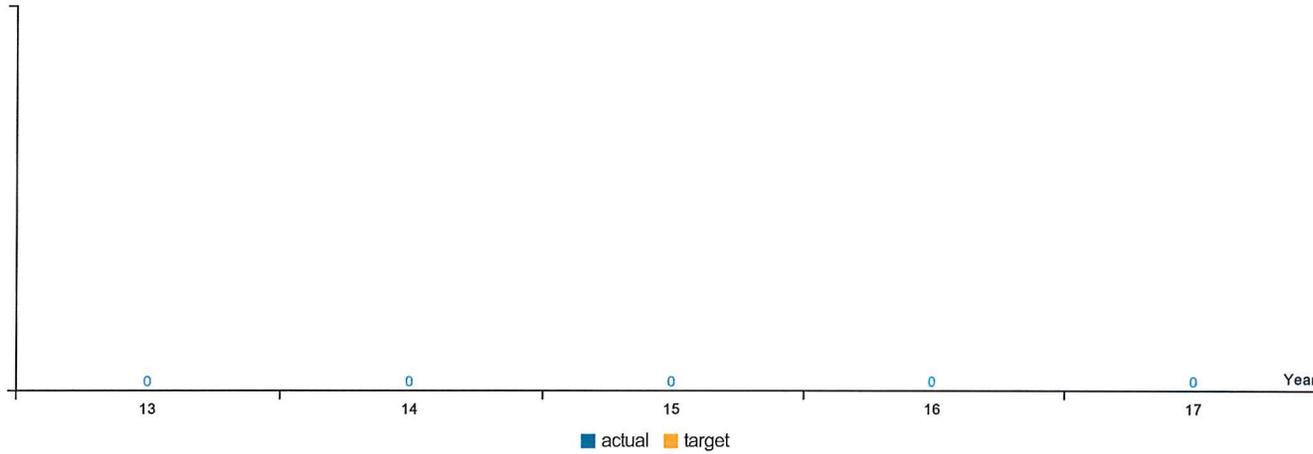
Data: Total square miles in Oregon's Nominal Inhabited Area (NIA) with high resolution geologic maps; divided by total square miles of NIAs.

Factors Affecting Results

Compiling geologic data in the form of high resolution maps is dependent on funding from local, state, and federal resources.

KPM #3	LIDAR DATA COMPLETION - Percent of Oregon (sq. miles) with lidar data at USGS quality level 2 or better.
	Data Collection Period: Jul 01 - Jul 01

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
LIDAR DATA COMPLETION					
Actual	No Data				
Target	TBD	TBD	TBD	TBD	TBD

How Are We Doing

This new KPM was legislatively approved during the 2017 Legislative Session. The agency will gather data from July 1, 2017 through June 30, 2018 and provide an updated report in September 2018. The agency plans to provide an interim report prior to December 30, 2017 with quarterly data for the time period July 1, 2017 through September 30, 2017.

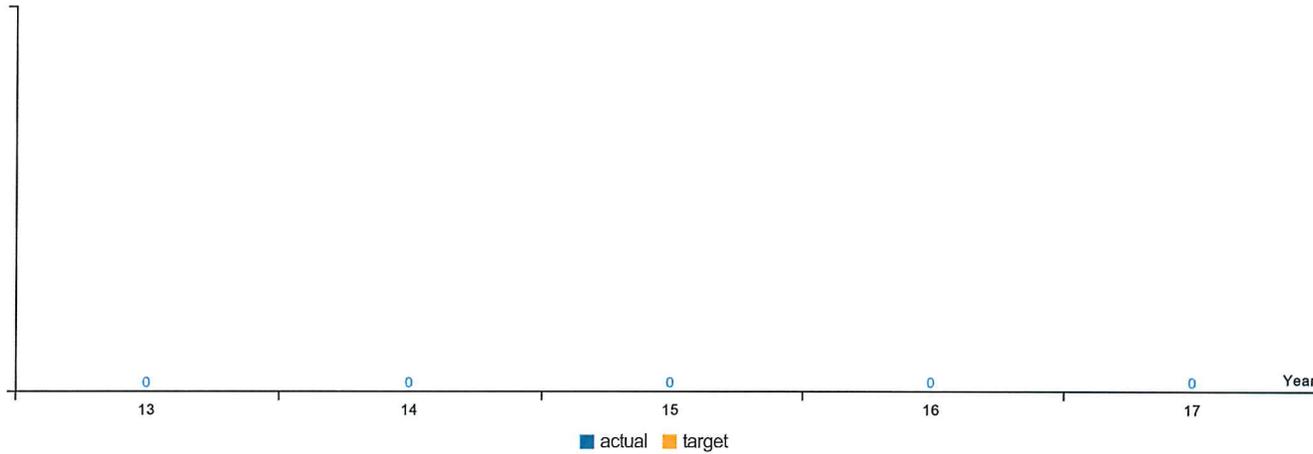
Data: Total square miles in Oregon with lidar data; divided by the total square miles in Oregon.

Factors Affecting Results

Obtaining lidar data is dependent on funding from local, state, and federal resources.

KPM #4	PERCENT OF MINE SITES INSPECTED BIENNIALLY - Percent of permitted mine sites inspected biennially.
	Data Collection Period: Jul 01 - Jul 01

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
Percent of permitted mine sites inspected biennially;					
Actual	No Data				
Target	TBD	TBD	TBD	TBD	TBD

How Are We Doing

This new KPM was legislatively approved during the 2017 Legislative Session. The agency will gather data from July 1, 2017 through June 30, 2018 and provide an updated report in September 2018. The agency plans to provide an interim report prior to December 30, 2017 with quarterly data for the time period July 1, 2017 through September 30, 2017.

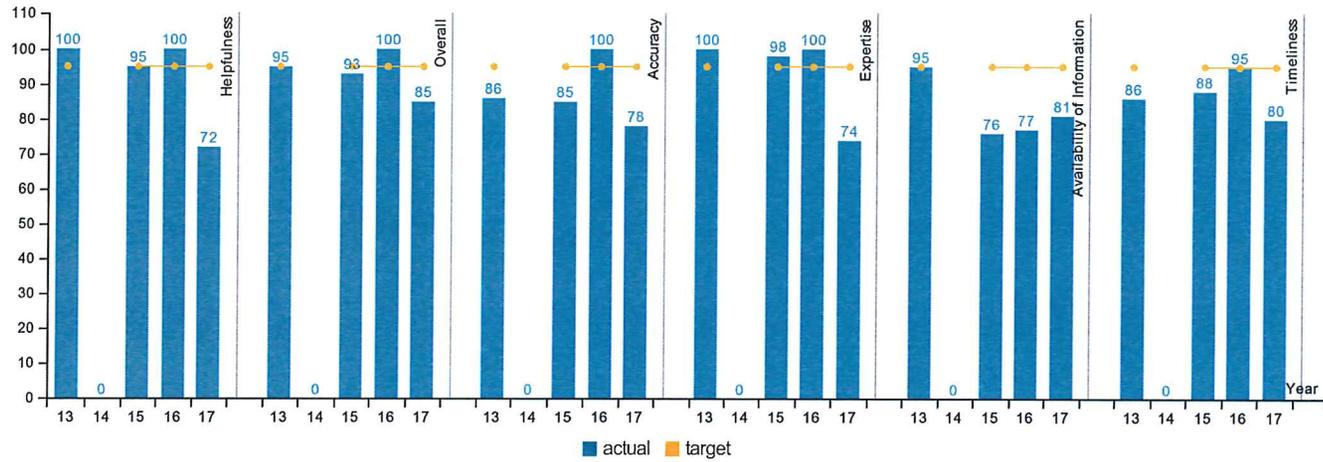
Data: On an annual basis, July 1 through June 30, determine one-half of the total number of permitted sites and compare to the total number of sites inspected.

Factors Affecting Results

Completing site inspections is dependent on funding and staffing resources.

KPM #5 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: Jul 01 - Jul 01



Report Year	2013	2014	2015	2016	2017
Helpfulness					
Actual	100%	No Data	95%	100%	72%
Target	95%	TBD	95%	95%	95%
Overall					
Actual	95%	No Data	93%	100%	85%
Target	95%	TBD	95%	95%	95%
Accuracy					
Actual	86%	No Data	85%	100%	78%
Target	95%	TBD	95%	95%	95%
Expertise					
Actual	100%	No Data	98%	100%	74%
Target	95%	TBD	95%	95%	95%
Availability of Information					
Actual	95%	No Data	76%	77%	81%
Target	95%	TBD	95%	95%	95%
Timeliness					
Actual	86%	No Data	88%	95%	80%
Target	95%	TBD	95%	95%	95%

How Are We Doing

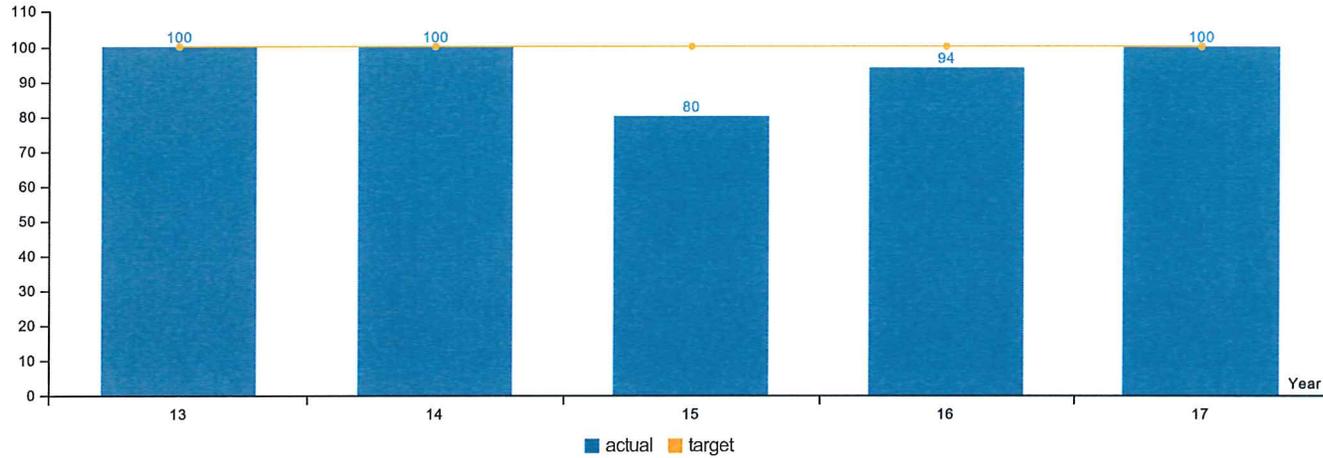
The agency's customer service performance declined in all areas except "availability of information". Survey responses in the past were limited in number (approximately 20 responses) and targeted very limited venues. For the first time in FY 2017, the Agency promoted the survey through an email blast to recent project partners, the Agency list-serv, and with a feature on Agency websites. The number of responses nearly doubled from 22 responses to 40 responses.

Factors Affecting Results

In prior years, the majority of survey responses were gathered following meetings with geoscience stakeholders. With the new collection method used in 2017, the Agency believes that it received responses from a more diverse group of stakeholders which impacted the survey results.

KPM #6	GOVERNANCE - Percent of yes responses by Governing Board members to the set of best practices.
	Data Collection Period: Jul 01 - Jul 01

* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
Metric Value					
Actual	100%	100%	80%	94%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Best Practice Criteria: 1) Executive Director's performance expectations are current; 2) Executive Director receives annual performance feedback; 3) The agency mission and high-level goals are current and applicable; 4) The board reviews the Annual Performance Progress Report; 5) The board is appropriately involved in review of the agency's key communications; 6) The board is appropriately involved in policy-making decisions; 7) The agency's policy option packages are aligned with their mission and goals; 8) the board reviews all proposed budgets; 9) The board periodically reviews key financial information and audit findings; 10) The board is appropriately accounting for resources; 11) The agency adheres to accounting rules and other relevant financial controls; 12) The board members act in accordance with their roles as public representatives; 13) The board coordinates with others where responsibilities and interests overlap; 14) The board members identify and attend appropriate training sessions; 15) The board reviews its management practices to ensure best practices are utilized.

Factors Affecting Results

The board and agency have worked diligently to formalize standard operating policies and procedures in administration, finance, human resources and information technology. In addition the board completed the Director's Performance Evaluation in 2017.