

# Agency Management Report

## KPMs For Reporting Year 2010

Finalize Date: 8/1/2011

**Agency: COLUMBIA RIVER GORGE COMMISSION**

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
<b>Summary Stats:</b>	75.00%	12.50%	0.00%	0.00%	12.50%

**Detailed Report:**

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
6 - Presentation-Percentage of participants in presentations made by the Gorge Commission to civic and community groups each year who state that they have a better understanding of the National Scenic Area after the presentation.	99	80	Green	2010	The agency is working to better educate the public and to create more opportunities for public participation. A questionnaire is distributed at civic group and other community meetings but it can be difficult to get all the questionnaires completed/returned. Due to funding shortfalls in 2004, the agency did not fill the vacant Public Outreach/Communications Coordinator position. Due to ongoing budget concerns and reductions, the position has remained unfilled.
7 - County Decisions-Percentage and number of county decisions where Gorge Commission comments were addressed in the decision: a)fully; b) partially	94	0	Exception	2010	This is a new performance measure for the Commission to better track how extensively Gorge Commission comments on development reviews are being implemented by Gorge counties.

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8 - County Decisions-Percentage of county development decisions that are reviewed during the land use permitting process by Gorge Commission staff (OR and WA).	100	70	Green	2010	The Commission staff monitors all county decisions which serves to coordinate effective and consistent implementation of the Management Plan and ensure the purposes of the National Scenic Area Act are met. The agency achieved 100% in each state for four consecutive years. Agency performance improved significantly in CY 2006 with the hiring of two planning staff in September 2005. Land use decisions are submitted to the Commission by individual counties and Commission staff review these decisions for consistency with the Management Plan and Scenic Area Act. Budget reductions in FY 09 and the 09-11 biennium resulted in layoff of 1.5 planning staff. Reduced capacity may impact future results.
10 a - Percentage of Development Reviews that are issued within 72 days.	82	85	Green	2010	This measure reflects the ability of the Commission to perform this service in a timely fashion and is relevant to the effective and consistent implementation of the Management Plan. Staff were hired in late September 2005 and performance improved considerably in 2006 and 2007 as a result of increased capacity. Internal factors include staffing and workload levels which affect the Commission's performance. External factors include the number and scope of proposed developments in the Gorge. Development is significantly impacted by real estate trends. In CY 2010, one development review was over 20 days late due to a weather delayed survey. This is an example of an external factor out of the Commission's control that impacts results.

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10 b - Percentage of Development Reviews that are issued within 102 days.	82	90	Yellow	2010	This measure reflects the ability of the Commission to perform this service in a timely fashion and is relevant to the effective and consistent implementation of the Management Plan. Staff were hired in late September 2005 and performance improved considerably in 2006-2008 as a result of increased capacity. Internal factors include staffing and workload levels which affect the Commission's performance. External factors include the number and scope of proposed developments in the Gorge. Development is significantly impacted by real estate trends. In Cy 2010,one development review was over 20 days late due to a weather delayed survey. This is an example of an external factor out of the Commission's control that impacts results.
10 c - Percentage of Development Reviews that are issued within 150 days.	100	100	Green	2010	This measure reflects the ability of the Commission to perform this service in a timely fashion and is relevant to the effective and consistent implementation of the Management Plan. Staff were hired in late September 2005 and performance improved considerably in 2006-2008 as a result of increased capacity. Internal factors include staffing and workload levels which affect the Commission's performance. External factors include the number and scope of proposed developments in the Gorge. Development is significantly impacted by real estate trends. In CY 2010,one development review was over 20 days late due to a weather delayed survey. This is an example of an external factor out of the Commission's control that impacts results.

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11 - Percentage 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.	100	85	Green	2010	For services rendered in CY 2010, all performance ratings improved greatly from 2009. Most of the ratings are at or above the established targets. Staff engaged in a new process for collecting survey results and as a result of the methodology change, response to the survey was much greater and encompassed all customers not just those that applied for a land use permit in one county. The new survey mirrors best practices for surveys that are recommended by the state of Oregon. The agency believes this change in methodology reflects a much broader range of customer opinion and experiences which was the Commission's intent.
12 - Percent of total best practices met by the Board.	97	100	Green	2010	The goal of the targets is to meet 100% of best practices by the Commission. The direction desired is to achieve the highest possible percentage as soon as possible. 2006 was the first year this performance measure was instituted and monitored. In 2007, the Commission identified one area (Commission members act in accordance with their roles as public representatives) needing additional training and discussion. A code of conduct was created and agreed to by all Commissioners. 2008 is the second year a training session was conducted with a focus on the identified area of concern. Commission roles and appropriate public interaction was discussed. Due to budget reductions, the training session for 2009 was cancelled. Based on the result of the self-assessment conducted for CY 2010, the Commission is doing well in most areas and has made progress since 2007. It is unclear if the lack of training will impact the Commission's progress in the future.

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This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.