

Agency Management Report

KPMs For Reporting Year 2009

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)
Summary Stats:	83.33%	0.00%	8.33%	0.00%	8.33%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - New Residential Development-Percent of new residential developments in the National Scenic Area that occurs in urban areas (OR and WA).	58.00	90.00	Red	2008	New residential development is not directly controlled by the Commission. There seems to be a trend for residential development outside of urban areas but this is influenced by factors not controlled by the Commission. For example, the City of White Salmon, WA has had a water moratorium in place for the past 3 years. The City of Hood River, OR has increased fees for sewer and water service in the past few years. These are examples of limiting factors for new development within urban areas that are outside of the Commissions control and influence. The Commission will continue to track but not use this as a performance measure.
2 - Grants and Loans-Percentage of grants and loans made in Columbia Gorge area by Oregon Investment Board and Washington Investment Board that are certified by the Gorge Commission.	100.00	100.00	Green	2008	Due to the cooperative efforts of the Investment Boards and the Gorge Commission, performance of 100% has not changed in seven years. The agency is requesting replacement of this performance measure with another metric that would better represent this goal.

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3 - Agriculture-Percentage of developments approved in the National Scenic Area on land designated agricultural that preserve the land for current or future agricultural production.	100.00	95.00	Green	2008	The Commission limits conversion of agricultural land to residential use through the Management Plan. The Commission enforces these regulations by monitoring county decisions and through its own decisions. Due to 09-11 budget reductions, staffing levels are at an all time low which may impact the level of county monitoring.
4 - Forest-Percentage of developments approved on lands designated forest that preserve the land for current or future forest management.	100.00	85.00	Green	2008	The Commission limits conversion of forest land to residential use through the Management Plan. The Commission enforces these regulations by monitoring county decisions and through its own decisions. Due to 09-11 budget reductions, staffing levels are at an all time low which may impact the level of county monitoring.
5 - Appeals-Percentage of appeals to the Gorge Commission that are resolved through alternative dispute resolution.	0.00	70.00	Exception	2008	The current level of appeals is very low, so one case can dramatically affect the agency's performance results. Since 2005, there have been no appeals. The level of direct influence is limited as the Commission cannot require appellants to participate in Alternate Dispute Resolution. The agency will request replacement of this measure with a better metric.
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.	97.00	80.00	Green	2008	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 budget constraints and this position has remained unfilled.

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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).	100.00	90.00	Green	2008	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 three 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.	96.00	85.00	Green	2008	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 2008,one development review was over 150 days due to a weather delayed cultural resources 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.	96.00	90.00	Green	2008	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 2006 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 2008, one development review was over 150 days due to a weather delayed cultural resources 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.	96.00	100.00	Green	2008	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 2008, one development review was over 150 days due to a weather delayed cultural resources 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.	83.00	85.00	Green	2008	For services rendered in 2008, all performance ratings improved greatly from 2007. 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 Commissions intent.
12 - Percent of total best practices met by the Board.	98.00	100.00	Green	2008	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. Based on the result of the self-assessment, the Commission is doing well in most areas and has made progress since 2007.

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.