Agency Management Report

KPMs For Reporting Year 2012

Finalize Date: 2/28/2013

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:	25.00%	25.00%	50.00%	0.00%	0.00%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - County Decisions-Percentage and number of county decisions where Gorge Commission comments were addressed in the decision: a)fully; b) partially	96	75	Green	2011	This measure reflects the relative effectiveness of the Commission's oversight of county implementation of the National Scenic Area Management Plan. The Columbia Gorge National Scenic Area Act authorizes counties to adopt and implement a local ordinance that achieves the objectives of the Act. For those counties, the Commission plays two roles in support of local implementation: first, it functions as a technical assistance resource for county programs, and second, it serves to ensure consistency throughout the two-state, six-county region. On most county decisions, the Commission observes the planning process without comment. For those decisions where the Commission's offers technical advice or constructive suggestions, this performance measure indicates the percentage of Commission suggestion the counties fully accept in local decisions and the percentage for which counties partially accept Commission comments. The limited remaining percentage (not included in the measure) is the portion of county decisions which do not accept comments from the Commission. Data reflects figures for the calendar year.

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2 - Percentage of Development Reviews that are issued within the required timeframe.	70	90	Red	2011	This measure reflects the ability of the Commission to complete its review of development applications in a timely fashion and is relevant to the effective and consistent implementation of the Management Plan. Additional staff (2.0 FTE) was hired in 2005 and performance improved considerably in 2006 and 2007 as a result of increased capacity. That additional capacity and more was subsequently cut in 2009 and 2010, leaving the agency with less capacity than it started with. Internal factors include overall staffing levels, staff skills, and overall workloads 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 development trends. In CY 2011, one development review was over 10 days late due to workload constraints. Two development reviews were over 30 days late, one due to re-noticing of the application and the other delayed due to coordination with the US Forest Service and mitigation of resource impacts. This is an example of an external factor out of the Commission's control. Data reflects figures for the calendar year.

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3 - 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.	80	85	Yellow	2011	In CY 2011, 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 broad range of customer opinion and experiences which was the Commission's intent. Data reflects figures for the calendar year.
4 - Percent of total best practices met by the Board.	78	100	Red	2011	This measure reflects the percent of total best practices met by the Commission, as assessed by the Commission members through an anonymous survey. The best practices queried in the survey include high-level indicators of the Commission's administrative processes. The measure includes fifteen yes/no questions about the agency's performance in areas ranging from Commissioners' meeting attendance to budget and personnel accountability. Commissioner responses offer a general sense for the health of the agency and the administrative function of the Commission; the measures do not necessarily reflect the success of the Commission in achieving its federal, state or programmatic mandates.

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.