

MARINE BOARD, OREGON STATE

Annual Performance Progress Report (APPR) for Fiscal Year (2008-2009)

Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2009

2008-2009 KPM #	2008-2009 Approved Key Performance Measures (KPMs)
1	BOATING SAFETY EXAMINATIONS - Number of boating safety examinations conducted
2	Number of boat patrol hours conducted on the water.
3	Number of Boat operators arrested for Boating Under the Influence (BUII).
4	Boating fatalities per 100,000 registered boats.
5	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card
6	Number of gallons of human waste sewage not deposited in Oregon waters as a result of Marine Board facilities.
7	Ratio of matching funds from other sources to Marine Board funds.
8	Average number of days it takes to process and award grant funds.
9	Average number of days it takes to process requests for grant reimbursements.
10	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
11	Percent of total best practices met by the Board.

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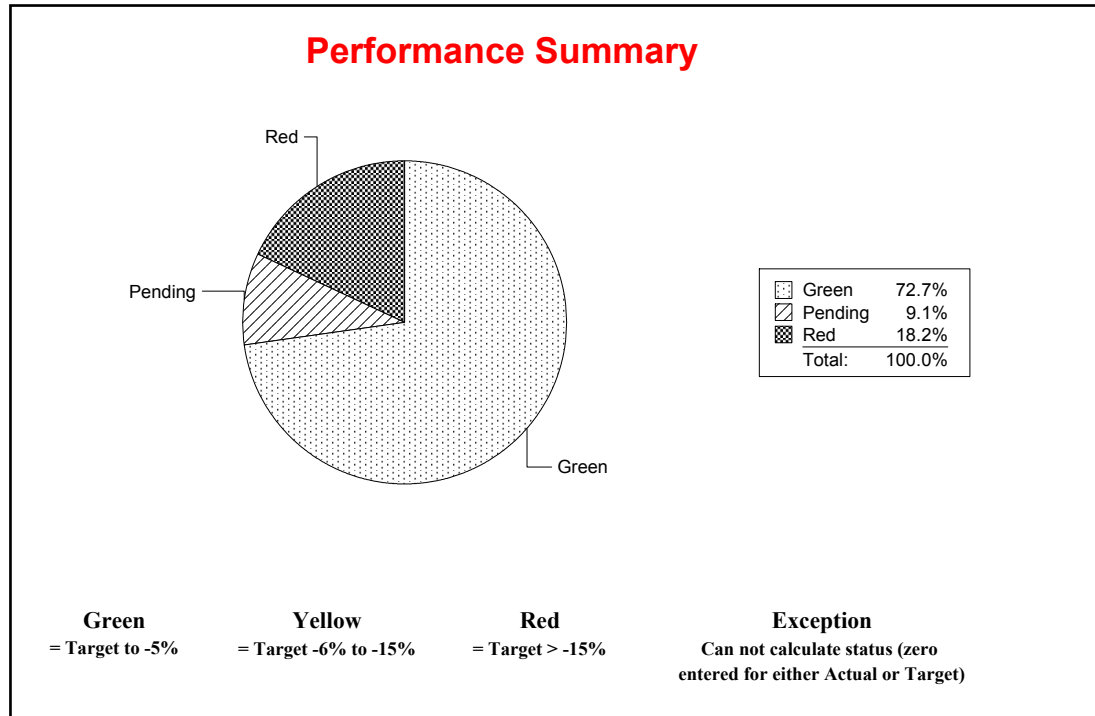
Agency Mission: The Oregon State Marine Board as the state’s boating agency is dedicated to “Safety, Education, and Access in an Enhanced Environment.”

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1. SCOPE OF REPORT

The Oregon State Marine Boards performance measures address the key program areas of the agency. They address customer service agency-wide, our Law Enforcement Program, our Facilities Program and our Education Program.

While our Measures address key program areas, they do not address the administration/business functions such as fiscal, payroll, personnel and budgeting. The Registration Section does not have specific performance measures but are part of the agency-wide customer service performance measurement. The Clean Marina is a new program and has internal performance measurements.

2. THE OREGON CONTEXT

The Oregon State Marine Board is Oregon's boating agency. We are dedicated to Safety, Education, and access in an enhanced environment. Our three goals are reflected in our Mission Statement. Goal one is to Promote Boating Safety. Measurements quantify the number of boating safety examinations conducted, the number of boat patrol hours conducted on the water, the number of boat operators arrested for Boating Under the Influence, the number fatalities per capita and compliance with mandatory education laws. Goal two focuses on protecting the environment, quantifying use of facilities designed to improve water quality and improvements at access facilities. Goal three looks at customer service and rates the customer service that is provided to our customers and partners. Some of those partners include the Oregon State Police, State Parks, and Fish and Wildlife, most of the counties in Oregon, many ports and recreational park districts, many cities in Oregon, the US Coast Guard, the US Fish and Wildlife, and Bureau of Land Management.

3. PERFORMANCE SUMMARY

We are making satisfactory progress on 9 of our 11 performance measures. We are continually working on the targets that we have set out to achieve. In Performance measurement #7, our local partners are facing cuts to their budgets and are having trouble coming up with the same level of match to invest in the projects. This year we did not move forward and decreasing the number of days it takes to process reimbursements (Performance Measure #9). In part, this is due to incorrect paperwork given to us to process. We are still able to process a reimbursement in 5 days or less. We completed a Customer Survey in the summer of 2009 (Performance Measure #10). Our overall score was 95.8 and our target was 95%. We have been able to give feedback to all affected sections and we continue to strive to provide great customer service.

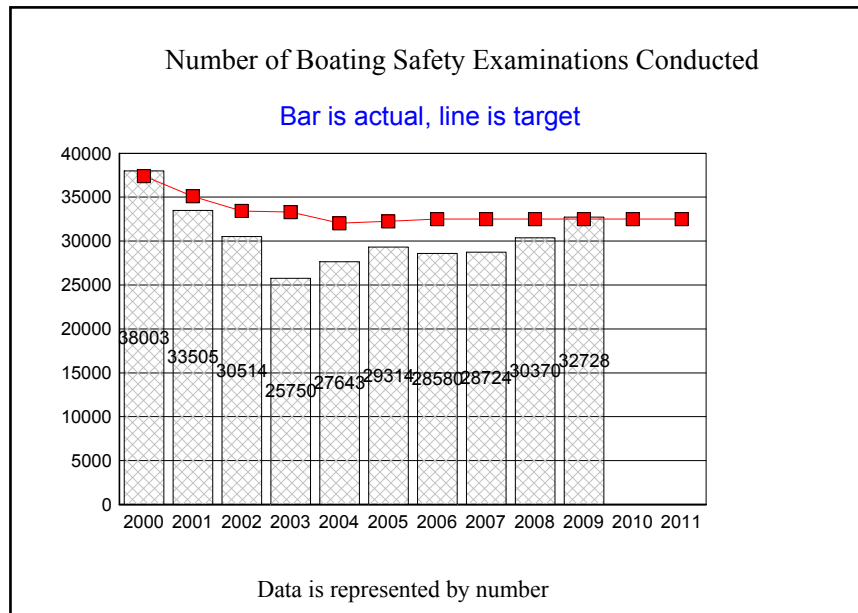
4. CHALLENGES

Some of the challenges that we face and have no control over are low water, fuel costs, and the number of boaters on the water. While we explain expectations in our contracts with providers, we have little control over their actions. We have little control over how many fatalities will occur in any given year. Addressing the issues raised in the customer services survey will take some time, but we have already started working on that piece. We are also continuing to work on clarifying our expectations for documentation that needs to be provided for reimbursement from our grant recipients to be able to facilitate the payment of their reimbursement requests.

5. RESOURCES AND EFFICIENCY

Our Budget for the state fiscal year ending 6/30/09 was \$18,226,922. We typically spend less in the first year of the biennium as many of our facilities projects are completed in the 2nd half of the biennium. This represents the spending for the 2nd year of the biennium.

KPM #1	BOATING SAFETY EXAMINATIONS - Number of boating safety examinations conducted	2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data Source	Program activity reports from our providers to the Law Enforcement Program	
Owner	Law Enforcement Program, Bill Rydblom, (503) 378-2610	



1. OUR STRATEGY

Deputies and Troopers conduct a boating safety examination (fill out a report form) on all boats stopped for cause or when requested by a boater. The level of boat patrol is tied to available funding. Program providers are asked to perform one Boat Examination Report Form for each boat patrol hour. The more boat examinations that are done, the compliance increases and the safer boaters are.

2. ABOUT THE TARGETS

The targets are tied to patrol hours. An increase in the number of patrol hours results in an increase in the number of examinations performed. In 2004, we were directed by the State Court to establish rules for conducting Safety Inspections as officers could no longer stop boats for routine exams. We decreased our target to match estimated number of reasons to stops to 32,500.

3. HOW WE ARE DOING

Although our targets were established based of the logic of patrol= examinations=safety, on 5/11/04, criteria established by OAR was put into place regulating safety inspections. Although we have worked with our service providers to increase funding match and maximize patrol hours (netting an increase in boating safety examinations) marine duties other than patrol, work against significant increased in patrol hours. Additionally, salary and fuel costs typically outstrip the state cost of living increase. Many counties in the south western region of the state are strapped for funding (primarily due to timber revenue subsidies being eliminated), and are moving to in-kind match which reduces the level of services previously funded by local cash. This situation will continue to reduce the personnel services that determine the level of patrol hours.

4. HOW WE COMPARE

Although Oregon's program differs some from other states, we have begun to make comparisons. Of 55 states and territories, we rank 14th (in 08) in the number of inspections & examinations.

5. FACTORS AFFECTING RESULTS

Factors that impacted our ability to achieve our target include boating activity (number of boat use days), weather, salary and fuel cost, water level conditions, boater compliance and other related marine duties.

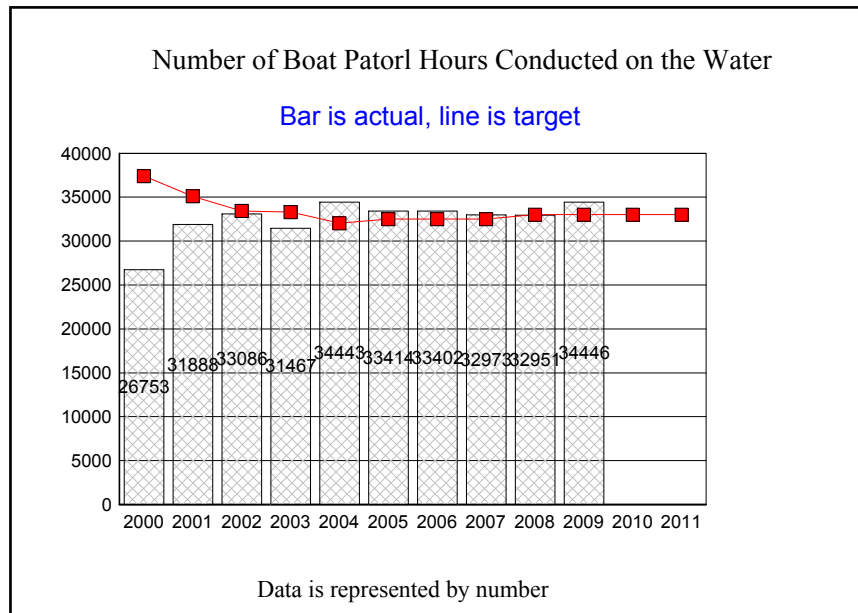
6. WHAT NEEDS TO BE DONE

Find ways to increase program funding, especially due to the current funding crisis in many counties. Continue to monitor data from service providers regarding boat examinations conducted as well as from other states. Make adjustments to Target and Data regarding the performance measure as necessary.

7. ABOUT THE DATA

The reporting cycle is by state F/Y and supported by strong reporting data. We have been monitoring this and similar data for two decades. Reliability is checked by frequent comparison to other Oregon service providers, hand check of boat examination documents and field evaluations/audits.

KPM #2	Number of boat patrol hours conducted on the water.	2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data Source	Program activity reports from our providers to the Law Enforcement Program	
Owner	Law Enforcement Program, Bill Rydblom, (503) 378-2610	



1. OUR STRATEGY

Deputies and Troopers conduct patrols on Oregon water bodies to enhance the safety of the boating public. The Marine Board contracts with service providers (counties and State Police) to provide an amount of patrol depending on the need (boat use and related problems) and to the level that can be afforded based on budget limitation. Patrol, especially on-water patrol is key to enhancing safe boating on Oregon waters. The level of boat patrol is primarily tied to funding.

2. ABOUT THE TARGETS

Fifty percent of the total personnel hours available to a local marine program hours (by contract) must be on-water "patrol" hours. Service Providers must provide a minimum of 75% of the agreed upon patrol hours, this allows for variances due to water levels, staffing, equipment, weather, boating traffic, etc. So, the greater the number of program hours (that can be provided through combined funding), the more on-water patrol hours will be provided. Given the amount of funding currently for special payments (marine service contracts) our actual number of boat patrol hours is expected to remain at about 32,500. Funding equals on-water patrol which nets safer boating.

3. HOW WE ARE DOING

The Marine Board works diligently to increase the efficiency of our service providers and maximize the amount of patrol hours they provide. In 2008, on-water patrol hours remained constant at about 32,950 hours, however, given higher personnel service and fuel costs, in addition to less county funding, hours are likely to be less.

4. HOW WE COMPARE

Although Oregon's program differs from other states, we have begun to make comparisons. Of 55 states and territories, we rank 12th in 2008 in the number of recreational boating safety patrol hours (boat patrol hours + shore patrol hours).

5. FACTORS AFFECTING RESULTS

Factors that impacted our ability to achieve our target include boating activity (number of boat use days), weather, salary and fuel cost, water level conditions, boater compliance, and other related marine duties. Additionally, the number of on-water patrol hours is directly related to the level of funding for patrol services.

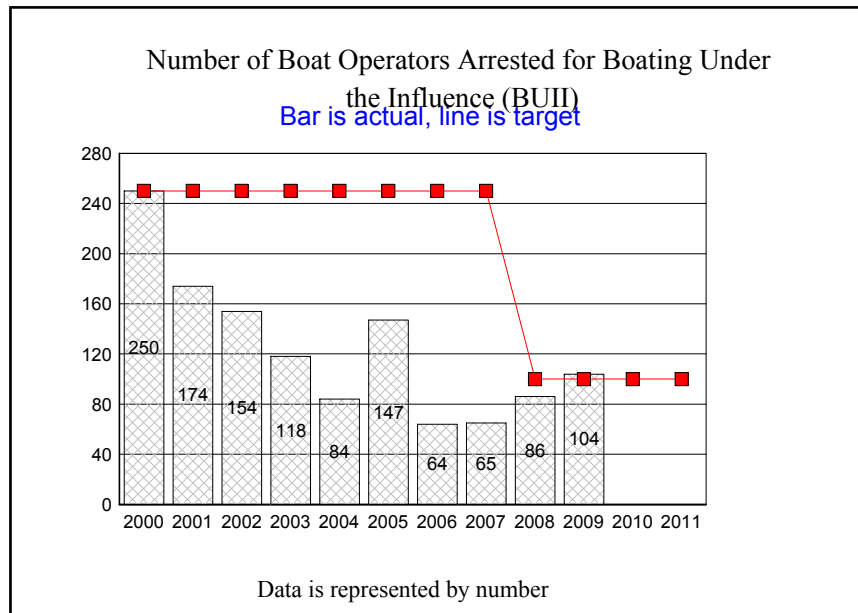
6. WHAT NEEDS TO BE DONE

Find ways to increase program funding, especially due to the current funding crisis in many counties. Continue to monitor data from service providers regarding boat examinations conducted as well as from other states. Make adjustments to Target and Data regarding the performance measure as necessary.

7. ABOUT THE DATA

The reporting cycle is state F/Y and supported by strong reporting data. We have been monitoring this and similar data for two decades. Reliability is checked by frequent comparison to other Oregon service providers, hand check of boat examination documents and field evaluation/audits.

KPM #3	Number of Boat operators arrested for Boating Under the Influence (BUII).	2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data Source	Program activity reports from our providers to the Law Enforcement Program and the annual survey provided by Intercept Research Corp	
Owner	Law Enforcement Program, Bill Rydblom, (503) 378-2610	



1. OUR STRATEGY

Boating under the influence of intoxicants is a major threat to safety on Oregon Waters (as big as driving under the influence is to highway safety). Surveys indicate boaters are concerned about this issue. Our agency takes a significant effort to train and equip marine deputies and troopers to detect and apprehend BUII violators.

2. ABOUT THE TARGETS

In 1988, the agency began a formal Boating Alcohol Enforcement Training program for deputies and troopers which included wet labs (dosing of volunteer with alcohol for realistic training). Within a few years, officers were being equipped with portable intoxilizers and additional laws were enacted providing additional tools useful in combating Boating Under the Influence of Intoxicants (BUII) (alcohol and other drugs). Over the years as time, effort and money improved public education, officer training and equipment the average (by the late 90s) was 250 arrests per year. However, given that enforcing BUII depends mostly on the effort and commitment of the individual officer, the yearly total can vary a great deal. It is not unusual to have only a few officers make half or more of the statewide arrest. If officers, highly productive in BUII arrests transfer out of their local marine program, BUII arrests numbers can plummet.

3. HOW WE ARE DOING

In the last several years we have not done as well as we would have liked. However, we have geared up for improving on the downward trend. We have a total of 35 portable instruments and many deputies and troopers use intoxilizers furnished by the OSP Implied Consent Unit. Since 2007, we have increased officer training, scheduled BUII saturation patrols and plan to increase more in 2009 and beyond, and continue to conduct prosecutor training and updating and expanding our BUII reference guide for Courts and Prosecutors.

4. HOW WE COMPARE

Although Oregon's program differs significantly from most other states, we have begun to make comparisons. Of 55 states and territories, we ranked 16th in the number of boat operators arrested for BUIIs for 2008.

5. FACTORS AFFECTING RESULTS

Commitment and willingness of service providers to step up and aggressively enforce BUII law. Many prosecutors are only willing to prosecute BUII arrests if there is a breath test indicating a BAC of .08 or above (due to case load, and difficulty in winning a case without it). Boating alcohol education, patrol presence (saturation patrol effort) and officer training and commitment affect results.

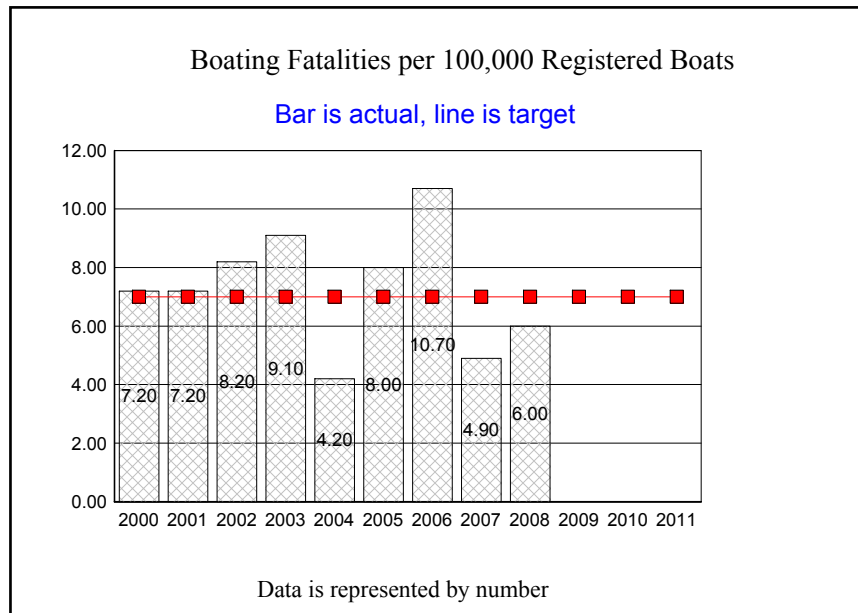
6. WHAT NEEDS TO BE DONE

Continue efforts to hold service providers accountable for maintaining reasonable levels of BUII enforcement efforts by seeing to it that marine personnel attend training, target problem areas for extra patrol and monitor the number of field sobriety tests administered as well as the number of BUII arrests that are made.

7. ABOUT THE DATA

The reporting cycle is Oregon F/Y and supported by strong reporting data. We have been monitoring this and similar data for two decades. Reliability is checked by frequent comparison to other Oregon service providers, hand check of boat examination documents and field evaluation/audits.

KPM #4	Boating fatalities per 100,000 registered boats.	2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data Source	US Coast Guard accident reports	
Owner	Education Section, Marty Law, (503) 378-2612	



1. OUR STRATEGY

Compared to the rest of the country, there are a number of risks that come with the great variety of boating opportunities in Oregon. We have coastal conditions and whitewater rivers that have the potential to be as dangerous as any in the country, cold water year-round and a longer boating season than many states in the northern tier of this country. Reaching and educating our boaters is critical. Our agency has one of the most progressive mandatory education programs in the country.

2. ABOUT THE TARGETS

A target of 7 deaths per 100,000 registered boats, while still 7 deaths too high, would continue the downward trend in boating fatalities we have seen since the 1960's. Since we began keeping statistics, we have bettered this target only 4 times in more than 40 years.

3. HOW WE ARE DOING

The Oregon numbers will fluctuate greatly because the numbers are so small. Year to year, we are not showing progress but over the longer term, we have made progress. We generally measure trends in 10 year periods. During the 70's, we lost on average 29 boaters per 100,000 registered boats. The rate in the 1980's dropped to nearly 16 boaters per 100,000 registered boats. During the 1990's, the rate for Oregon fell further to a little more than 8 boaters per 100,000. In 2007, Oregon had 9 fatalities.

4. HOW WE COMPARE

Oregon has been historically above the national average due to the proximity to the ocean, whitewater rivers, longer boating season and year-round cold water.

5. FACTORS AFFECTING RESULTS

We have undertaken a number of targeted education efforts, including a coastal campaign aimed at several bar crossings including the Columbia River Bar which has helped result in a drop in accidents and fatalities. Several years ago on the Columbia River Bar, seven people died in boating accidents. The Marine Board formed a partnership with the Coast Guard, the Coast Guard Auxiliary, county law enforcement and Washington State Parks to provide information to boaters at ramps on both sides of the Columbia during a targeted season. The results were gratifying. The number of fatalities dropped to 1. The number of search and rescue missions was cut by a third. The number of disabled boats, capsized boats and injured boaters all fell significantly. We continued the same program for four more years and got the same results. We have worked with the Coast Guard to spread the effort to three more coastal bars. There is no question targeting information can make a difference. We also have one of the most progressive mandatory education programs in the country which we believe will have on positive impact on accidents.

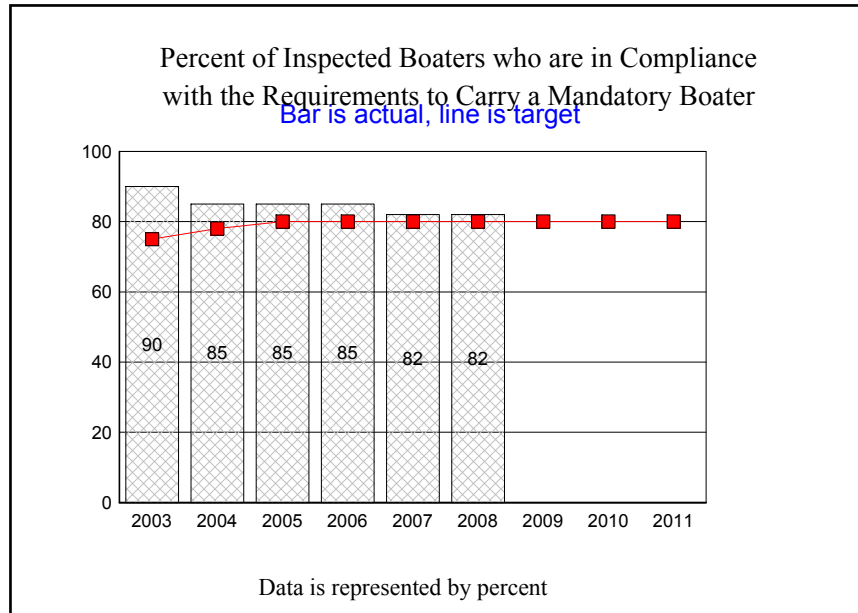
6. WHAT NEEDS TO BE DONE

We need to continue to educate Oregon boaters through the mandatory education program and through site and activity specific efforts, like our coastal programs.

7. ABOUT THE DATA

This data is based on a calendar year.

KPM #5	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card	2003
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data Source	Information on applicatons processed, program activity data submitted by our law enforcement providers, contacting other states with similar programs , and the Triennial survey	
Owner	Education Section, Marty Law, (503) 378-2612	



1. OUR STRATEGY

Our goal is to have as many boaters as possible take a safe boating course. The requirement to carry a card is phased in from 2003 to 2009. We are in the sixth year of phasing in this program.

2. ABOUT THE TARGETS

The first years number exceeded our expectation. We have the greatest compliance for this program of any state in the county. When we originally researched the mandatory boater education programs around the country, the highest compliance we found was 80% in Connecticut. Based on several factors, we set a goal of 80% compliance for the program.

3. HOW WE ARE DOING

In the first year of the phase-in, we found greater compliance (90%) than we anticipated. For a number of reasons, we can expect these people to be a little more compliant. In the three years that followed, compliance dropped to the mid 80 percentile. We expect that compliance will fall a little more as the Phase-in moves to our older boaters as they have been more vocal in their opposition to the requirement.

4. HOW WE COMPARE

Oregon has had the greatest compliance of any state in the country that has a Mandatory Education program. The highest compliance for a mandatory education program in any other state was Connecticut at 80%.

5. FACTORS AFFECTING RESULTS

The Marine Board offers programs on-line, classroom training and tests through local law enforcement so that boaters have many different ways to get their card. We continue to train more and more volunteers to provide these courses.

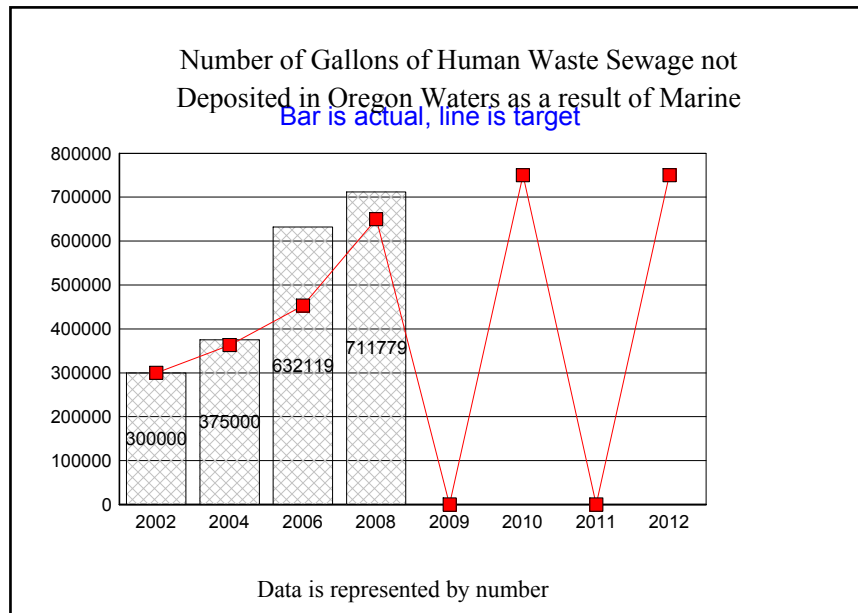
6. WHAT NEEDS TO BE DONE

We need to continue to educate Oregon boaters about the requirement of acquiring their mandatory boater education card. Continued certification and training for our providers needs to continue.

7. ABOUT THE DATA

This information is based on a calendar year.

KPM #6	Number of gallons of human waste sewage not deposited in Oregon waters as a result of Marine Board facilities.	2002
Goal	Quality access for boaters that protects and enhances the environment	
Oregon Context	Mission Statement	
Data Source	Maintenance Assistance Program activity reports, Site inspections, Personal contracts with private Marinas and Federal agencies	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	



1. OUR STRATEGY

To reduce human sewage waste that is released into our waterways. This is done by funding boat waste collection facilities and tracking use.

2. ABOUT THE TARGETS

Targets are based on the estimated amount of marine sewage that is expected to be properly disposed of in facilities funded with federal Clean Vessel Act grants and

state grants provided by the Marine Board. OSMB requires annual maintenance logs to be submitted by facility operators to track waste volume and facility usage and maintenance. Using historical data of the gallons of waste collected, OSMB estimates the additional capacity added new facility installations.

3. HOW WE ARE DOING

The actual performance in 2008 (711,779 gallons) exceeded the target (650,000 gallons). Based on the actual performance, the target levels have been adjusted to 750,000 for 2010.

4. HOW WE COMPARE

There are no public or private industry standards for this measure. Washington and California track data similar to Oregon, but these states serve far more boaters and have a significantly higher number of large boats than Oregon, so comparisons are not meaningful.

5. FACTORS AFFECTING RESULTS

Results are dependent upon reporting compliance by owners of public and private boat waste collection facilities. Boaters utilization of pump-outs is related to convenience, location, and concern for water quality and the environment.

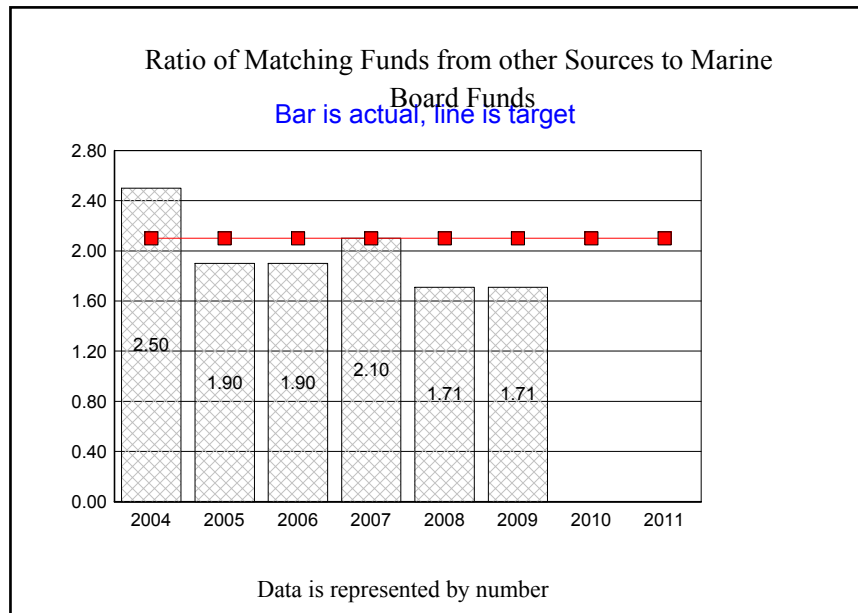
6. WHAT NEEDS TO BE DONE

The Marine Board needs to continue funding boat waste collection facilities and tracking use. The Board will continue to provide information on the location of the waste disposal sites in agency boating publications, web site, and marine specific brochures to encourage boaters to properly dispose of waste.

7. ABOUT THE DATA

Pump-out usage is tracked by built in flow meters in each functioning unit. Marina operators and other managers with pump-outs included in the Marine Boards Maintenance Assistance Program report data from flow meters to the Board each biennium. Reports are typically received by the Board in September of each even year. Marine Board staff performs spot audits to verify the accuracy of data provided and inspects boat waste collection facilities.

KPM #7	Ratio of matching funds from other sources to Marine Board funds.	2005
Goal	Quality access for boaters that protects and enhances the environment	
Oregon Context	Mission Statement	
Data Source	Maintenance Assistance Program activity reports, Site inspections, Personal contracts with private Marinas and Federal agencies	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	



1. OUR STRATEGY

To leverage Oregon State Marine Board funds with funds from other sources to allow more projects to be funded.

2. ABOUT THE TARGETS

The measure indicates whether the agency is able to attract other sources of funding to maximize state funds derived from fees paid by boaters. The measure is a ratio

of outside funds to stat boater funds.

3. HOW WE ARE DOING

The actual performance in 2008 (1.7:1) fell short of the target (2:1).

4. HOW WE COMPARE

There are no public or private industry standards for this measure. In comparison with neighboring states, Oregon has been particularly successful in attracting federal funds. For instance, in FY 2006, Oregon obtained \$1.8 million in federal Boating Infrastructure Grants or 16% of the funding available nationwide. By comparison, California secured 12%, Washington 2%, and Idaho 0%.

5. FACTORS AFFECTING RESULTS

The ability to attract supplemental funding depends upon quality projects and staff effort of grant applicants to complete grant applications. Federal funding is often nationally competitive, requiring attractive projects that meet national priorities and a solid administrative track record with prior grants. Due to revenue constraints, we only had a round one which was done in 2007. We did not have rounds 2 and 3 in 2009.

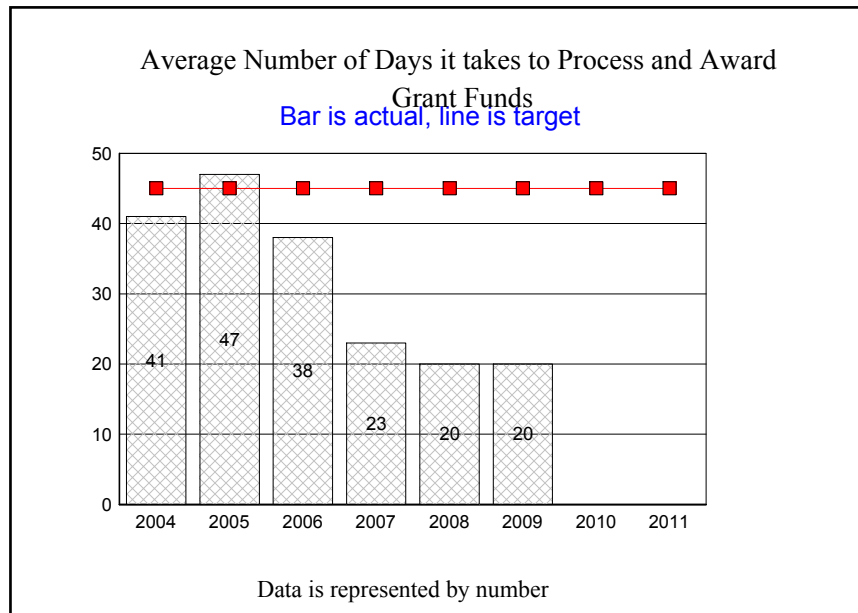
6. WHAT NEEDS TO BE DONE

The Marine Board needs to continue to select potential projects and prepare grant applications to secure matching funds and federal grants to make state appropriated funds go further.

7. ABOUT THE DATA

Grant information is kept in agency files and in federal financial assistance data bases. Data for federal grants are available on a federal fiscal year. State grant funds can be tracked annually or by the biennium.

KPM #8	Average number of days it takes to process and award grant funds.	2005
Goal	Providing excellent customer service	
Oregon Context	Mission Statement	
Data Source	Agency grant files and Board meeting minutes	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	



1. OUR STRATEGY

To be responsive to grant applicants and to process applications and award grant funds in a timely manner.

2. ABOUT THE TARGETS

The measure indicates how responsive, in terms of days, the agency is in processing grant applications and awarding grant funds.

3. HOW WE ARE DOING

The actual performance in 2009, 20 days, which is less than half of the target of 45 days.

4. HOW WE COMPARE

There are no public or private industry standards for this measure.

5. FACTORS AFFECTING RESULTS

The Marine Board awards grants with state boater funds and in combination with other funding sources, including federal funds. The agency has greater control in processing grants consisting entirely of state funds and less control over processing grants where other agencies, especially federal granting agencies play a significant role in processing grant funds. Most delays occur in grants with federal funds, where the Marine Board has little control.

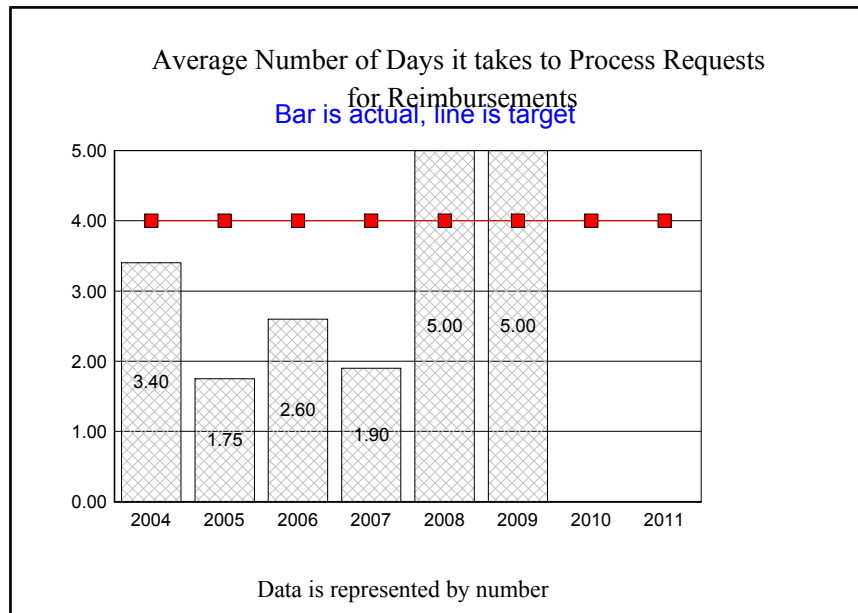
6. WHAT NEEDS TO BE DONE

The Marine Board needs to continue to process grant applications and award funds in a timely fashion. While the measure of 20 days is commendable, the Board should continually review procedures and practices to determine if this can be reduced further.

7. ABOUT THE DATA

Grant information is kept in agency files and in financial assistance data bases. Data for federal grants are available on a federal fiscal year. State grant funds can be tracked annually or by the biennium.

KPM #9	Average number of days it takes to process requests for grant reimbursements.	2005
Goal	Providing excellent customer service	
Oregon Context	Mission Statement	
Data Source	Agency grant files and Fiscal Records	
Owner	Facilities Program, Wayne Shuyler, (503) 378-2605	



1. OUR STRATEGY

To be responsive to grant applicants and to process reimbursement requests in a timely manner.

2. ABOUT THE TARGETS

The measure indicates whether the agency is responsive to grant recipients and can process requests for reimbursements of grant funds in a reasonable time period.

3. HOW WE ARE DOING

The actual performance in 2009 (5 days) exceeded the target (4 days).

4. HOW WE COMPARE

There are no public or private industry standards for this measure.

5. FACTORS AFFECTING RESULTS

Processing requests for reimbursement requires agency staff time and the State Accounting system (SFMA). The ability of agency staff to process requests also relies on the accuracy and eligibility of supporting documentation supplied by the grant recipient. Requests for additional information or clarification of material submitted can cause delays in processing.

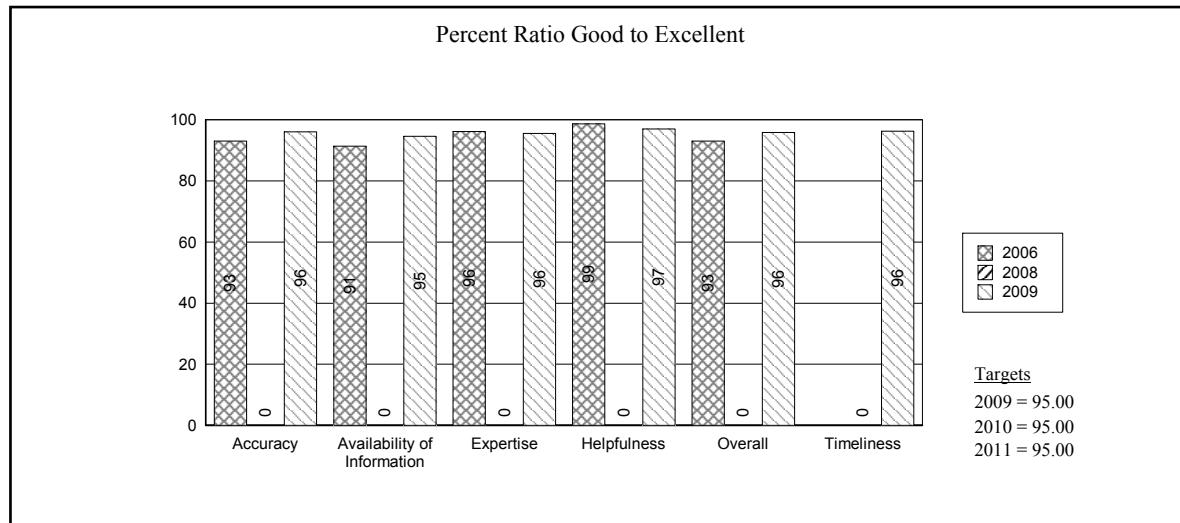
6. WHAT NEEDS TO BE DONE

The Marine Board needs to continue to process reimbursement requests and voucher payments in a timely fashion. The agency should continually review and refine procedures and practices to improve this level of service.

7. ABOUT THE DATA

Grant information is kept in agency files and in centralized agency fiscal file. Reimbursements of grant funds can be tracked annually or by the biennium.

KPM #10	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	2006
Goal	Providing excellent customer service	
Oregon Context	Mission Statement	
Data Source	Customer Service Survey	
Owner	Administration, Randy Henry, (503) 378-2611	



1. OUR STRATEGY

The Oregon State Marine Board Customer Service Survey was developed following the *Recommended Statewide Customer Service Performance Measures Guidance*. The survey was a random sample pick from internal and external stakeholders, including registered boaters, facility providers, our agents and others. The guidelines define customer satisfaction as the percentage sum of good and excellent ratings for six service criteria: timeliness, accuracy, helpfulness, expertise, information availability and overall quality. This measure replaces our old measures of ratings of our web site, publications and general customer service from our registration section.

2. ABOUT THE TARGETS

The Marine Board is completely funded by its primary constituency (recreational boaters), so excellent customer service has always been our focus. However, previous surveys have been very broad and are not directly comparable with data from these specific measures. We selected an internal target of 95% customer service ratings for Good and Excellent. Data from this initial survey has helped us identify areas that need additional attention.

3. HOW WE ARE DOING

Because we separated the surveys out for each of our primary constituencies, we are able to view customer satisfaction ratings for the agency on average, or by specific program. On average, we received a 95.8% Good & Excellent rating for overall customer service. Broken down by measurement, we ranked from a high of 97% for Helpfulness to a low of 94.6% for information. Further broken down by program, we see exceptional service from our Facilities program, ranking 100% for all categories. Our registration agents rated us 100% in all categories except information, where they rated us at 95.5%. Guides and Outfitters rated us with a 94.4% satisfaction rate. We had a high of 95.6% in Timeliness and a low of 92.9% in Knowledge. We had a new employee handling this program and that may have had an impact on this group. Law Enforcement providers gave us a 96.2% overall rating with 100% in Accuracy, Helpfulness and Knowledge with a low of 87.5% in Timeliness. Recreational Boaters were broken down into 3 groups. The first group was the group that used our Agents. They gave an overall rating of 90.9% which was up from 85.37% in 2006. The lack of available information from the agents seemed to be the biggest problem. The second group was those that renewed their registrations on line. We scored a 99.4%. The lowest score was a 98.4% for Knowledge. The last group was boaters that come into the office at the State Marine Board. We scored a 95.7% overall. The lowest mark that was received was a 93.9% in availability of information. In 2006, we scored a 94.75% overall. In 2009, we moved to 95.8%.

4. HOW WE COMPARE

We have not compared ourselves to other state agencies.

5. FACTORS AFFECTING RESULTS

Because we were able to break down survey results by constituency group, we received specific information that helped us understand variations in data from group to group. Recreational boaters our largest constituency group interact with us in one or more of three different ways: via our registration agents, via the online registration system, and via our in-house staff. We have seen an amazing change in all of our scores related to our boaters. The scores in all areas have risen. We think this is due to increased training of our staff as well as an increased training for our agents.

6. WHAT NEEDS TO BE DONE

Program-specific survey results and all written comments from survey respondents were provided to the appropriate staff and identified program weaknesses and strengths. Customer service training is either maintained or improved as needed. Certain specific issues raised by the survey were addressed immediately by staff, while others required programmatic adjustments mostly in communications with the various constituencies.

7. ABOUT THE DATA

A total of 1665 surveys were mailed between May 15 and July 15. Surveys included a self-addressed, postage-paid envelope. In all, 649 surveys were returned or 39%. The mail out is as follows:

Group	Total	Mailed	Received	Margin of Error
Boater Education Instructors	82	82	42	10.6%
Facility Providers	87	87	55	8.1%
Registration Agents	96	96	44	10.9%
Law Enforcement Providers	35	35	16	18%
Guides/Outfitters/Charter Boats	1,163	578	253	5.4%
Recreational Boaters	180,000	787	239	6.4%

The survey questions were as recommended in the Statewide Customer Service Performance Measure Guidance, but each unique constituency received a survey statement

from which to answer the question. For example:

Please answer the following questions about your experience as a volunteer instructor for the Oregon State Marine Board.

How do you rate the following: 1=excellent, 4=poor, 5=unknown

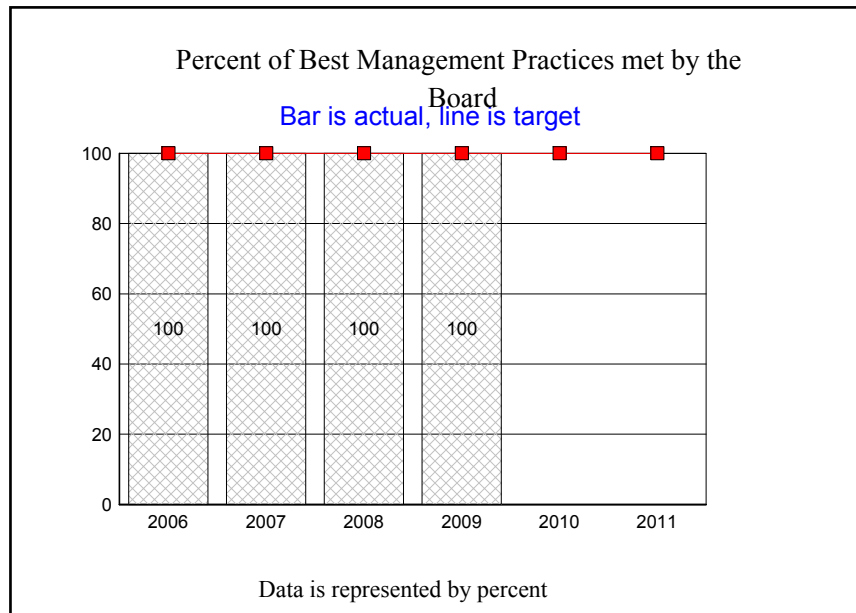
- 1 - Timeliness of service provided by OSMB 1 2 3 4 5
- 2 - Ability to provide services correctly the first time 1 2 3 4 5
- 3 - Helpfulness of OSMB employees 1 2 3 4 5
- 4 - Knowledge and expertise of OSMB employees 1 2 3 4 5
- 5 - Availability of information from OSMB 1 2 3 4 5

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Thank you for your time and interest in helping us improve our services to you.

KPM #11	Percent of total best practices met by the Board.	2006
Goal	Insures that the Board is an integral part of the management of the Oregon State Marine Board	
Oregon Context	Mission Statement	
Data Source	Annual self-evaluation	
Owner	Administration; Hillery Crew, (503) 378-2630	



1. OUR STRATEGY

The board of the Oregon State Marine Board will continue to monitor and evaluate themselves on the implementation of best practices. In addition, the chair will perform the annual self-assessment.

2. ABOUT THE TARGETS

The targets are 100% compliance with the self assessment.

3. HOW WE ARE DOING

We are 100% compliant.

4. HOW WE COMPARE

The measure is new, so comparisons will be made in the coming years.

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

Continuation of the self assessment and ensuring that we are 100% compliant.

7. ABOUT THE DATA

The data is reported on a fiscal year.

MARINE BOARD, OREGON STATE	III. USING PERFORMANCE DATA
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Agency Mission: The Oregon State Marine Board as the state’s boating agency is dedicated to “Safety, Education, and Access in an Enhanced Environment.”

Contact: Paul Donheffner	Contact Phone: 503-378-2619
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Alternate: Hillery Crew	Alternate Phone: 503-378-2630
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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY	<ul style="list-style-type: none"> * Staff : Brainstormed ideas and presented them to stakeholders in a series of workshops. * Elected Officials: Members of the Ways and Means committee review the measures in 2005 and changed the wording on some, eliminated several and added new ones. * Stakeholders: Listened to the ideas of staff and helped craft the original performance measures. * Citizens: There was no input from citizens.
2 MANAGING FOR RESULTS	<p>Performance measures help shape program elements and activities. For instance, an alarming rise in deaths on coastal bars resulted in a joint initiative with the US Coast Guard to develop a public information campaign that started at Buoy 10 and now have added kiosks and low power radios up and down the coast at Oregon bars.</p>
3 STAFF TRAINING	<p>At least 2 staff members from each section participate in the updating of the performance measures. There are discussions at staff meetings on where we are with our targets.</p>
4 COMMUNICATING RESULTS	<ul style="list-style-type: none"> * Staff : Performance measures are shared with management staff and at section staff meetings. Information is used to set priorities within sections. * Elected Officials: During the Legislative Session through the budget process. They are used to inform legislators about agency priorities and programs. * Stakeholders: At Board meetings, in Newsletters, agency hosted training conferences and through our website. We also report key performance measures to the US Coast Guard and US Fish and Wildlife. The purpose is informational. * Citizens: On our website and as part of our budget document. The purpose is informational.