

Agency Management Report

KPMs For Reporting Year 2009

Agency: **MARINE BOARD, OREGON STATE**

	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:	72.73%	0.00%	18.18%	9.09%	0.00%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - BOATING SAFETY EXAMINATIONS - Number of boating safety examinations conducted	32,728.00	32,500.00	Green	2009	We continue to work with our providers within the confines of our ability to stop boats.
2 - Number of boat patrol hours conducted on the water.	34,446.00	33,000.00	Green	2009	We have recently moved ahead of target for this KPM.
3 - Number of Boat operators arrested for Boating Under the Influence (BUII).	104.00	100.00	Green	2009	Our ability to cite individuals for BUII is dependant on the officers in the field who are willing or able to make these arrests. We do not believe that the largest decrease in our arrests is due to our education efforts or the overall efforts of the law enforcement program, but is largely dependent on the officers commitment to find the individuals and make the arrests. We have changed our targets to reflect this. Of concern is the number of breath testing instruments that are being taken out of service due to our inability to replace parts. We started with 70 instruments about a decade ago (2000) and are currently able to use only 35 instruments. We will need to find a suitable replacement, or revert back to having OSP ICU maintain the instruments.
4 - Boating fatalities per 100,000 registered boats.	6.00	7.00	Green	2008	We continue to provide targeted education efforts to address decreasing fatalities.

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5 - Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card	82.00	80.00	Green	2008	The final phase in year will be 2009. This is the oldest group and the most resistant to the program. We continue to try and find ways to make it easier for the general population to receive their card.
6 - Number of gallons of human waste sewage not deposited in Oregon waters as a result of Marine Board facilities.	711,779.00	650,000.00	Green	2008	We are excited about the public's use of the boat waste collection facilities. This helps make our waters cleaner and our environment better.
7 - Ratio of matching funds from other sources to Marine Board funds.	1.71	2.10	Red	2009	As funding gets tighter in local districts and costs rise, it is becoming more difficult for these entities to provide the same level of match that they have done in the past.
8 - Average number of days it takes to process and award grant funds.	20.00	45.00	Green	2009	We continue to be responsive to agencies that request grant funds. We continually look for ways to streamline processes where we can.
9 - Average number of days it takes to process requests for grant reimbursements.	5.00	4.00	Red	2009	The Business Section and the Facilities Section work closely together to provide reimbursement in a timely manner.
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.	95.80		Pending	2009	We completed in the summer of 2009. We need to work on availability of information but we are scoring higher in most other areas.
11 - Percent of total best practices met by the Board.	100.00	100.00	Green	2009	We supply this assessment to the Board every year and it is filled out by the Chair.

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.