

WRD's 2010-11 Key Performance Measures

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Background:

- **Annual progress report in 14 key areas, particularly water management, efficiency, and customer service.**
- **Most measures in place since 2005**

14 KPMs Measure:

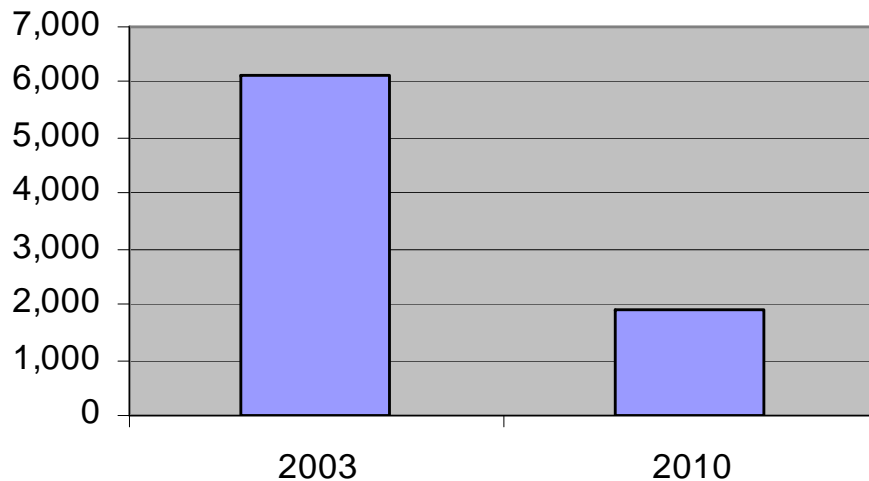


1. Flow Restoration
2. Protection of Instream Water Rights
3. Monitoring Compliance
4. Streamflow Gaging
5. Assessing Ground Water Resources
6. Equipping Citizens with Information (datasets)
7. Equipping Citizens with Information (web hits)
8. Water Measurement (*)
9. Efficiency in Water Mgt & Conserv. Plan Reviews
10. Efficiency in Water Right Application Processing
11. Efficiency in Transfer Application Processing
12. Efficiency in Field Staff Regulatory Activities
13. Efficiency in Water-Use Reporting (*)
14. Customer Service

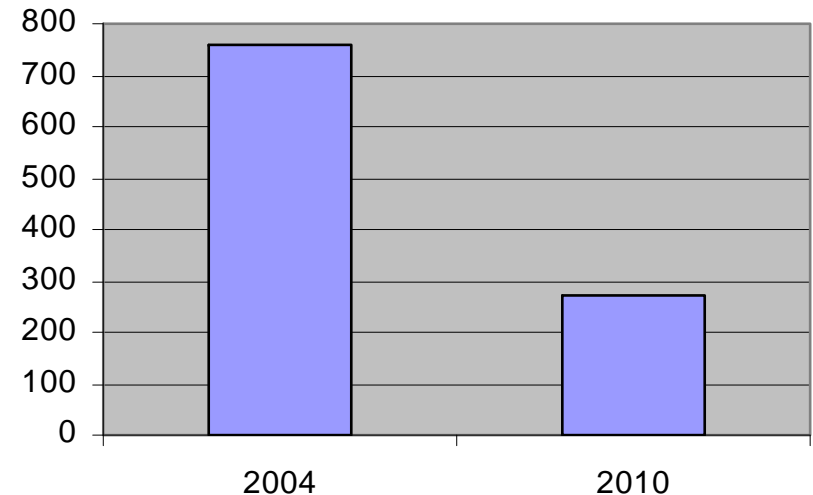
Other, informal measures may be better indicators of performance

Driving Down Backlogs

Water Right Certificates



Water Right Transfers



Lean
Kaizen



Efficiency
Work
Group

Conclusion

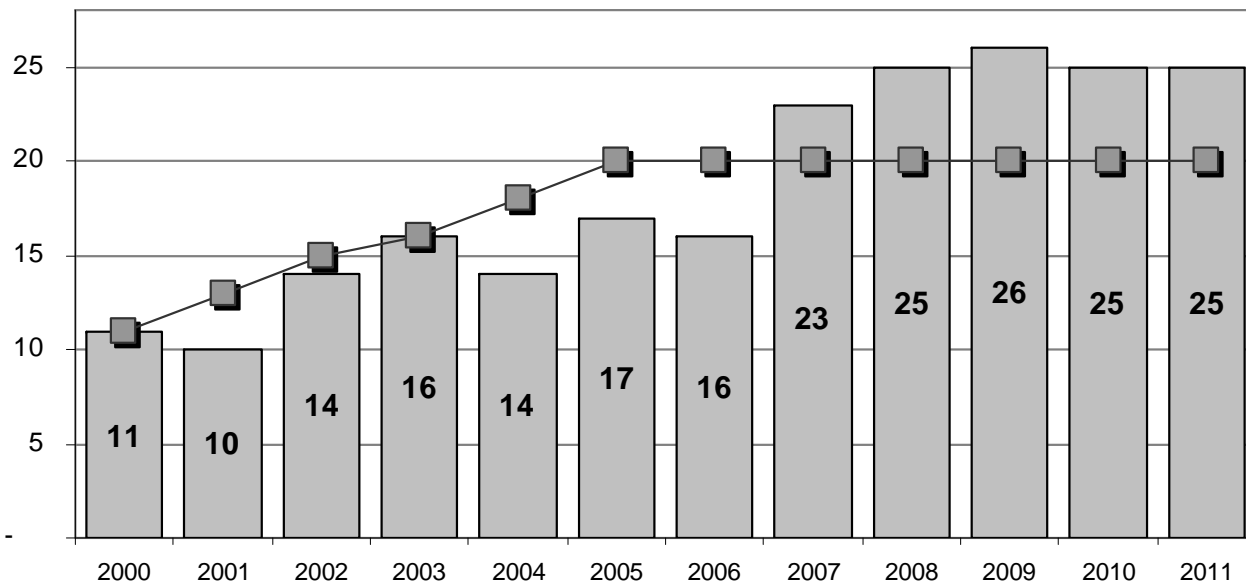
- Making gains in 10 of the 14 KPMs.
- Gains come at the expense of other functions.
- Areas of concern relate to funding reductions.
- Other, informal measures may be better indicators of Department performance.

KPM #1

FLOW RESTORATION - Percent of watersheds that need flow restoration for fish that had a significant quantity of water put instream through WRD administered programs.

Goal = Increase Percent

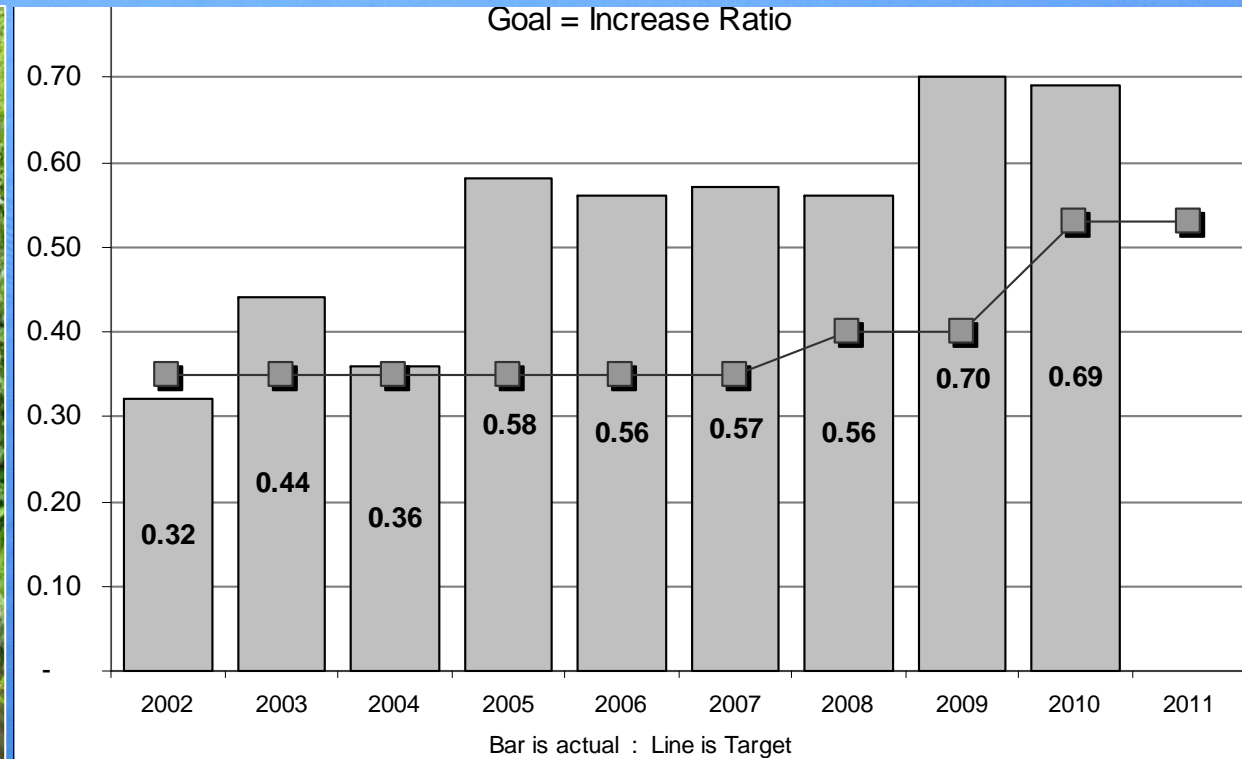
Bar is actual : Line is Target



Oregon has restored more than three times the amount of instream flow than Washington, Idaho, & Montana combined.

KPM #2

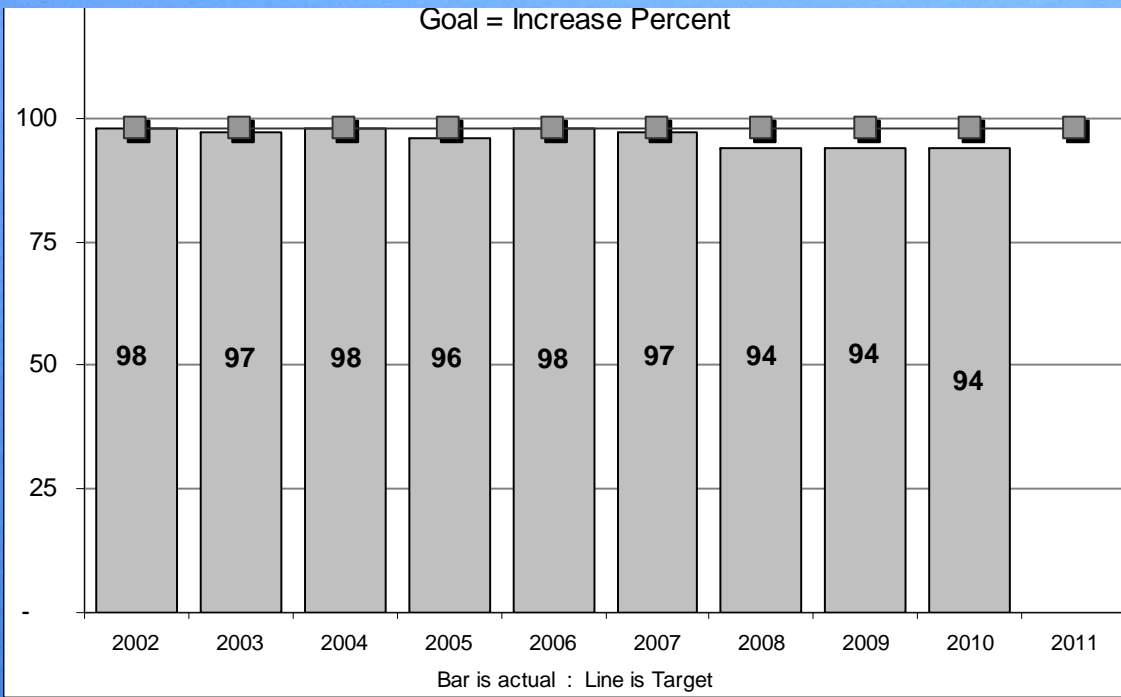
PROTECTION OF INSTREAM WATER RIGHTS - Ratio of the streams regulated to protect instream water rights to all streams regulated.



In recent years, more than 50 percent of the Department's regulatory actions were for the protection of instream water rights.

KPM #3

MONITOR COMPLIANCE - Percent of total regulatory actions that found water right holders in compliance with water rights and regulations.



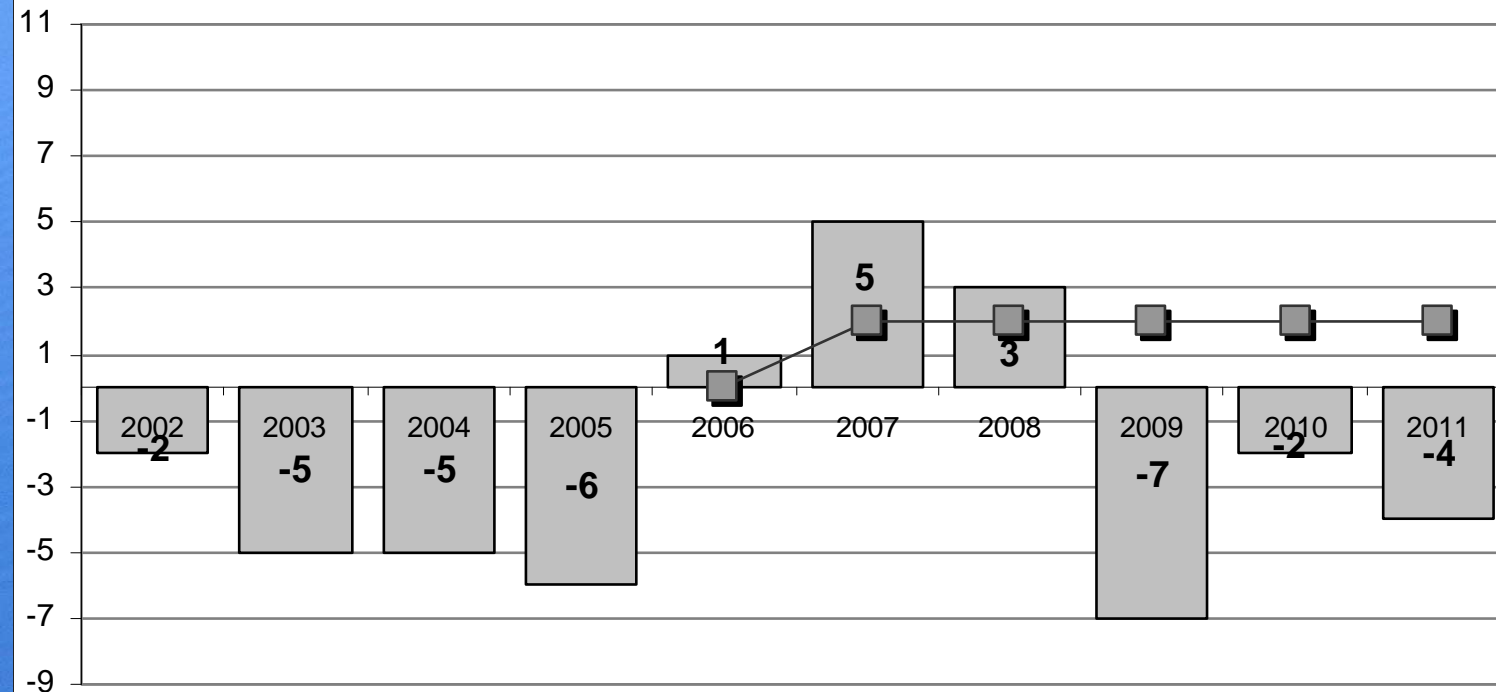
In 2010, 94 percent of actions found compliance

KPM #4

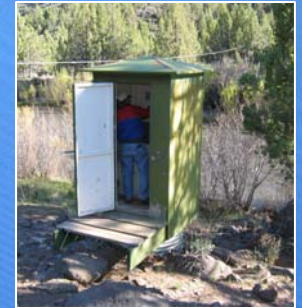
STREAM FLOW GAGING - Percent change from 2001 in the number of WRD operated or assisted gauging stations.

Goal = Increase Positive Percent Change

Bar is actual : Line is Target

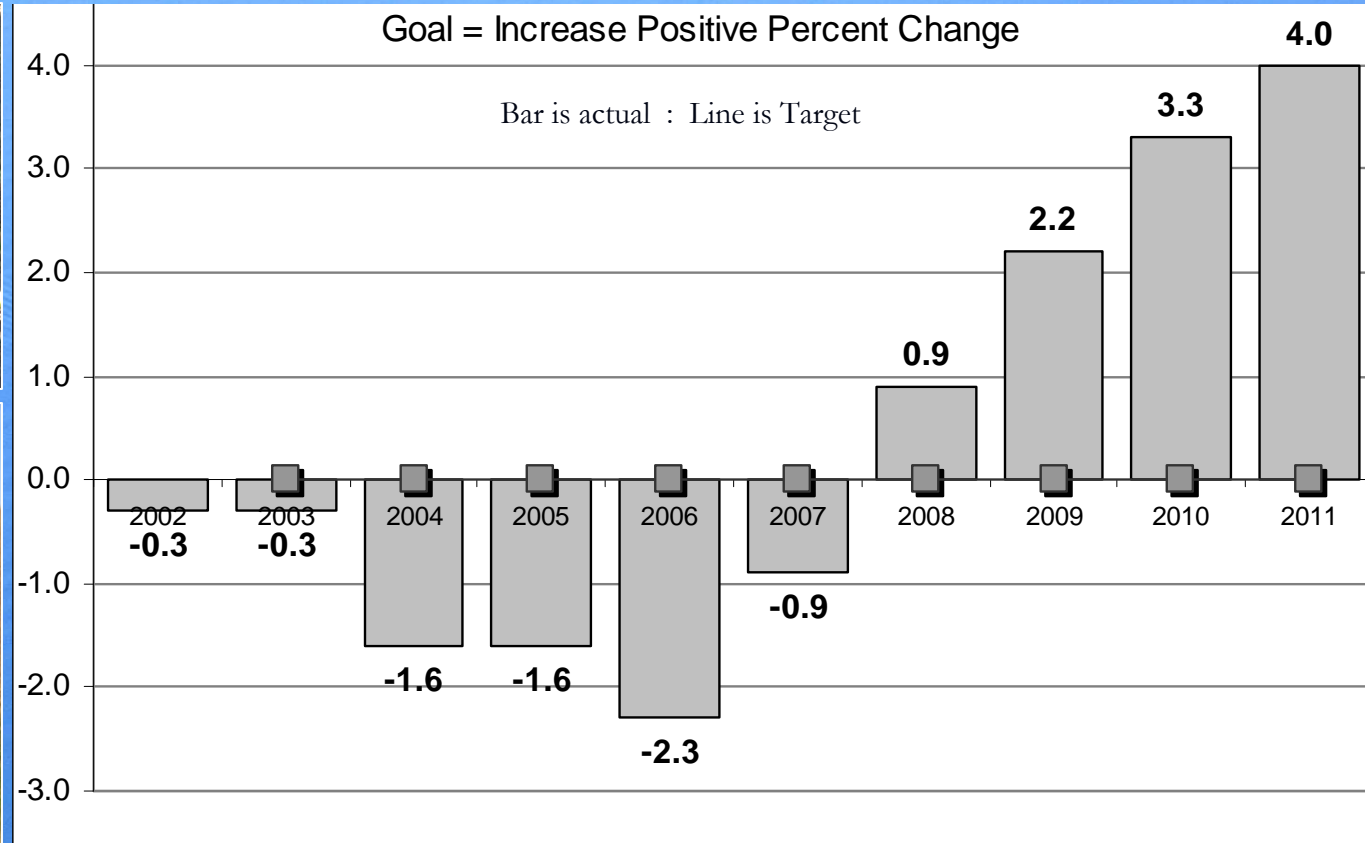


207 gages in 2011, compared to 215 gages in 2001.



KPM #5

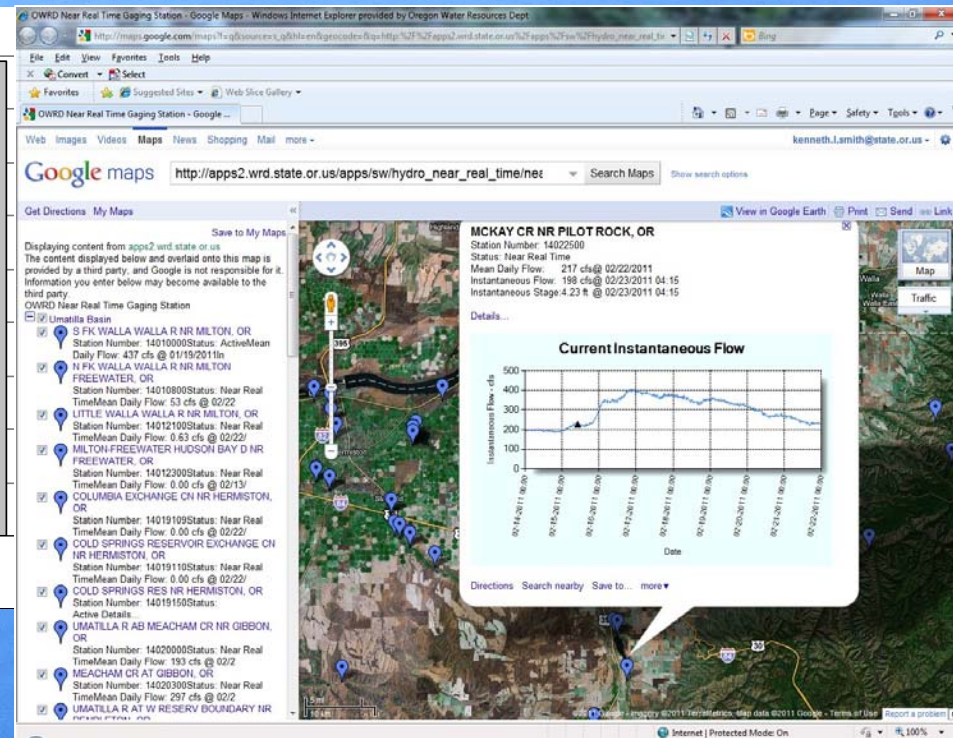
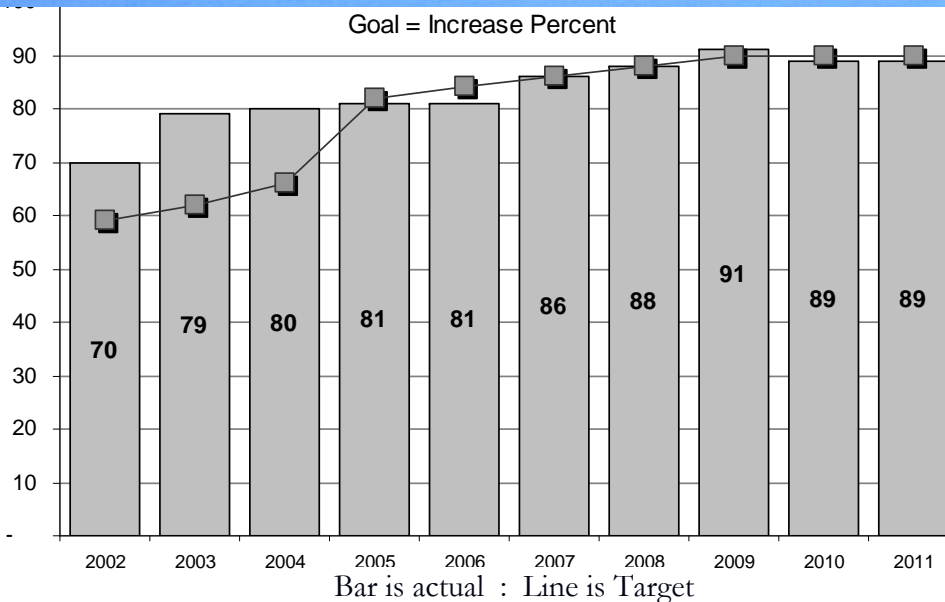
ASSESSING GROUNDWATER RESOURCES - Percent change from 2001 in the number of wells routinely monitored to assess ground water resources.



364 wells in 2010, compared to 350 wells in 2001.

KPM #6

EQUIP CITIZENS WITH INFORMATION - Percent of water management related datasets collected by WRD that are available to the public on the internet.

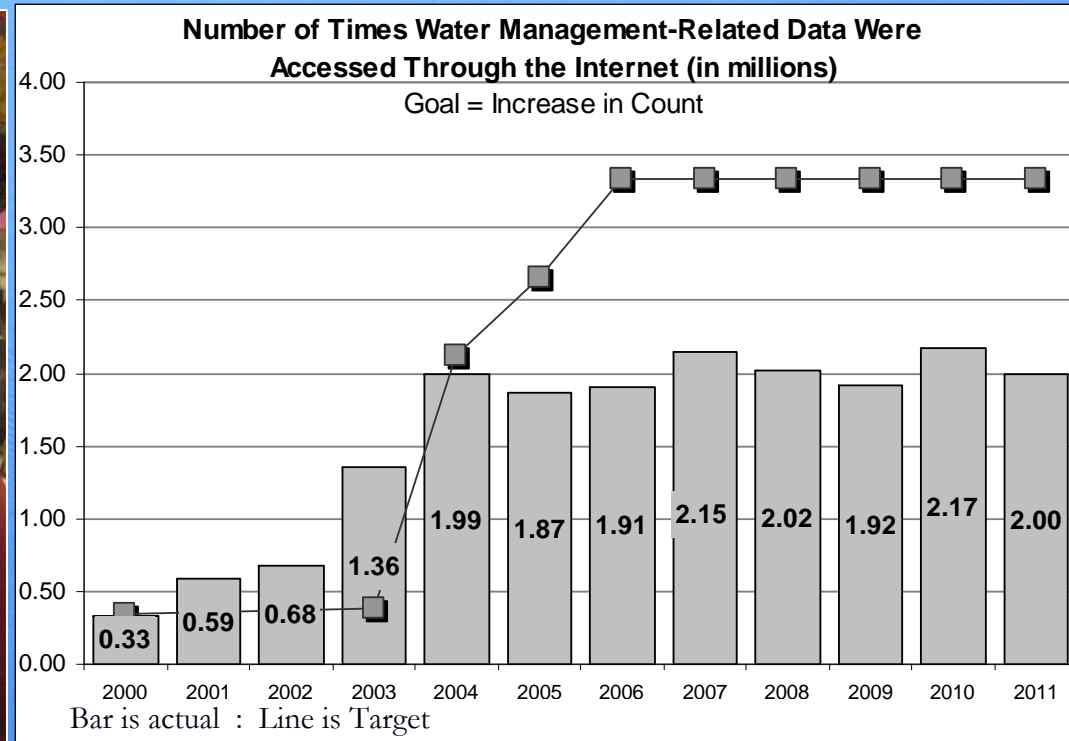


Our IT group has uploaded information to WRD's website for staff, partners & customers:

- interactive maps
- a well log database
- near real-time stream flow records
- a water right database, etc.

KPM #7

EQUIP CITIZENS WITH INFORMATION - Number of times water management related data was accessed through the WRD's Internet site.



WRD's website receives an average of 2 million website "hits" a year.

Many of these are related to people making choices about:

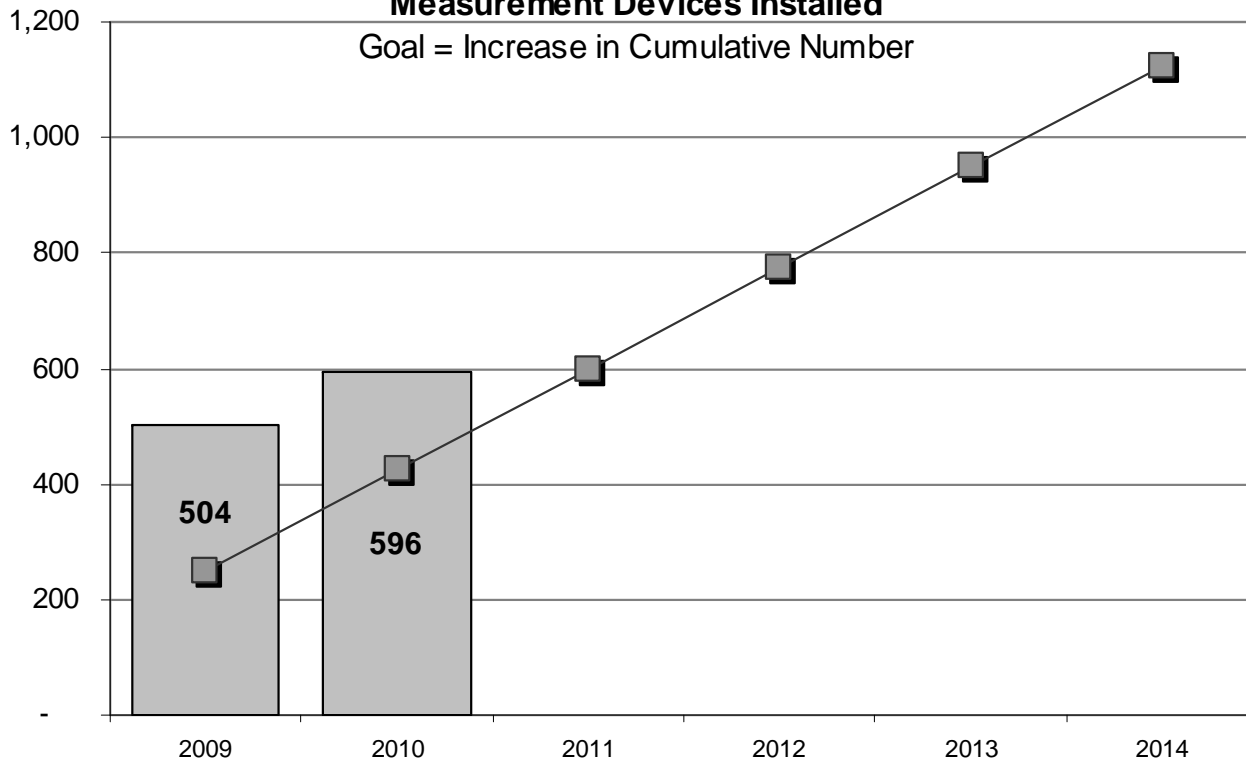
- where to live,
- when to recreate,
- how to use their land, and
- what businesses to operate.

KPM #8

Fully implement the Water Resources Commissions 2000 Water Measurement Strategy

Number of Significant Diversions With Measurement Devices Installed

Goal = Increase in Cumulative Number



Bar is actual : Line is Target



Weir



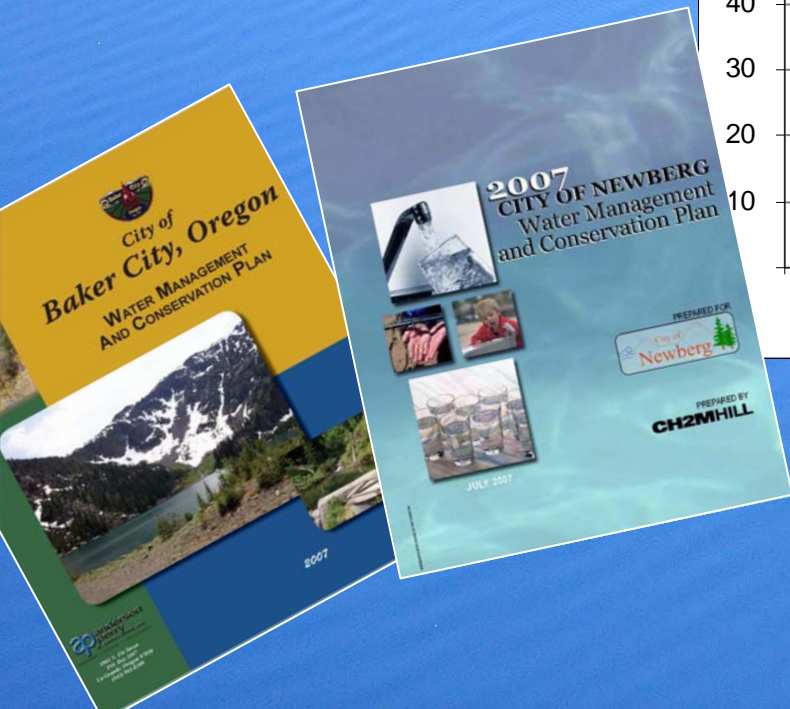
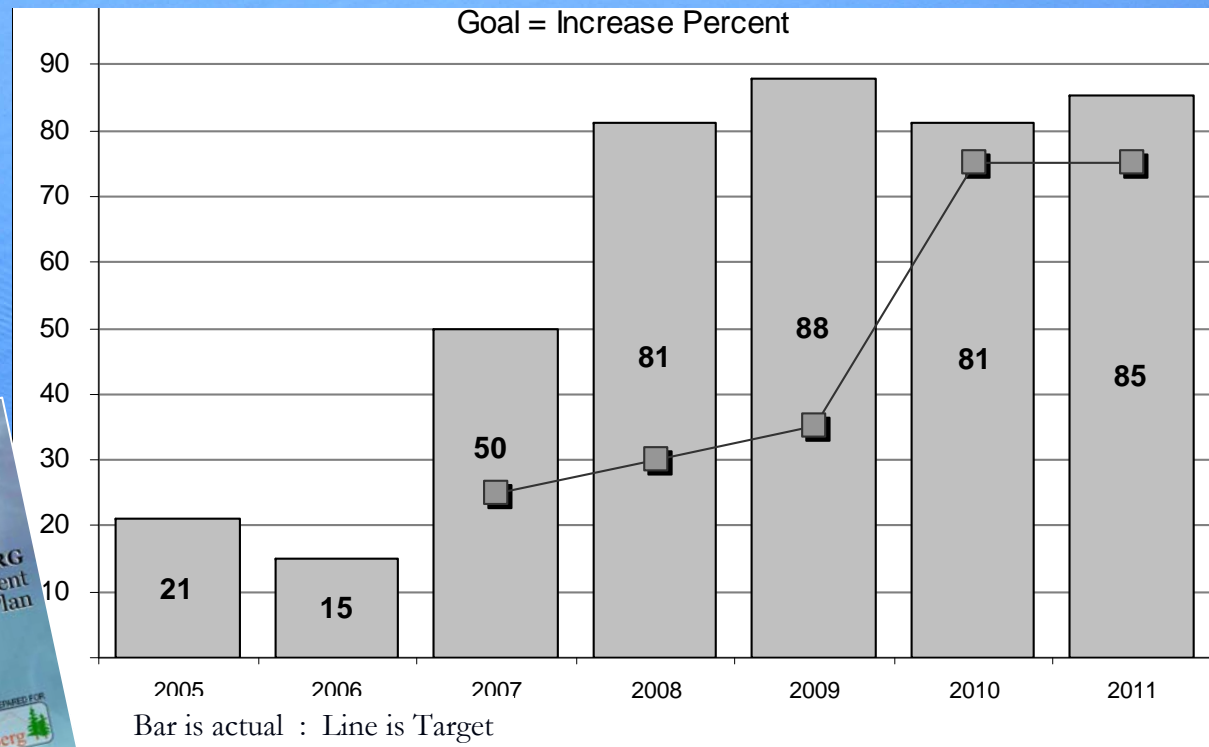
Ramp flume with staff gage



Flowmeter in transmission pipe

KPM #9

PROMOTE EFFICIENCY IN WATER MANAGEMENT AND CONSERVATION PLAN REVIEWS - Percent of water management and conservation plans that received a preliminary review within 90 days of plan submittal.

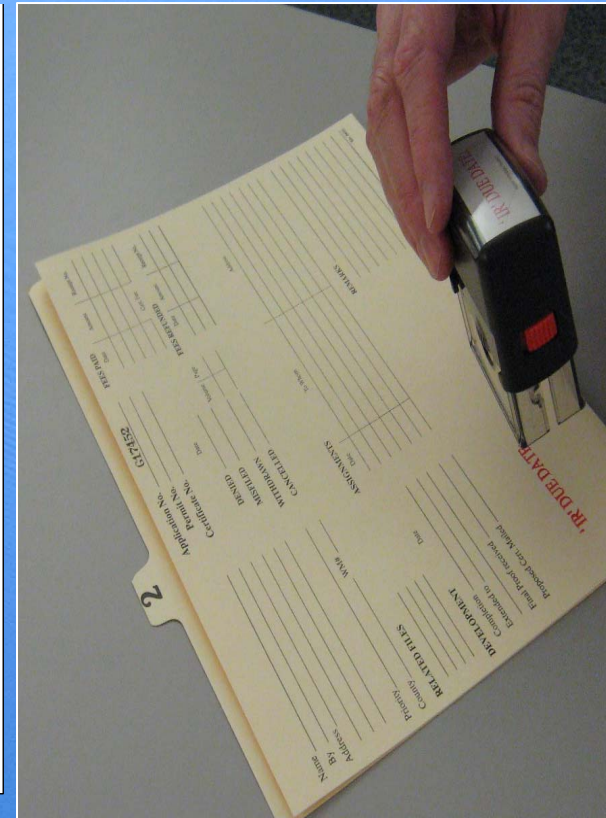
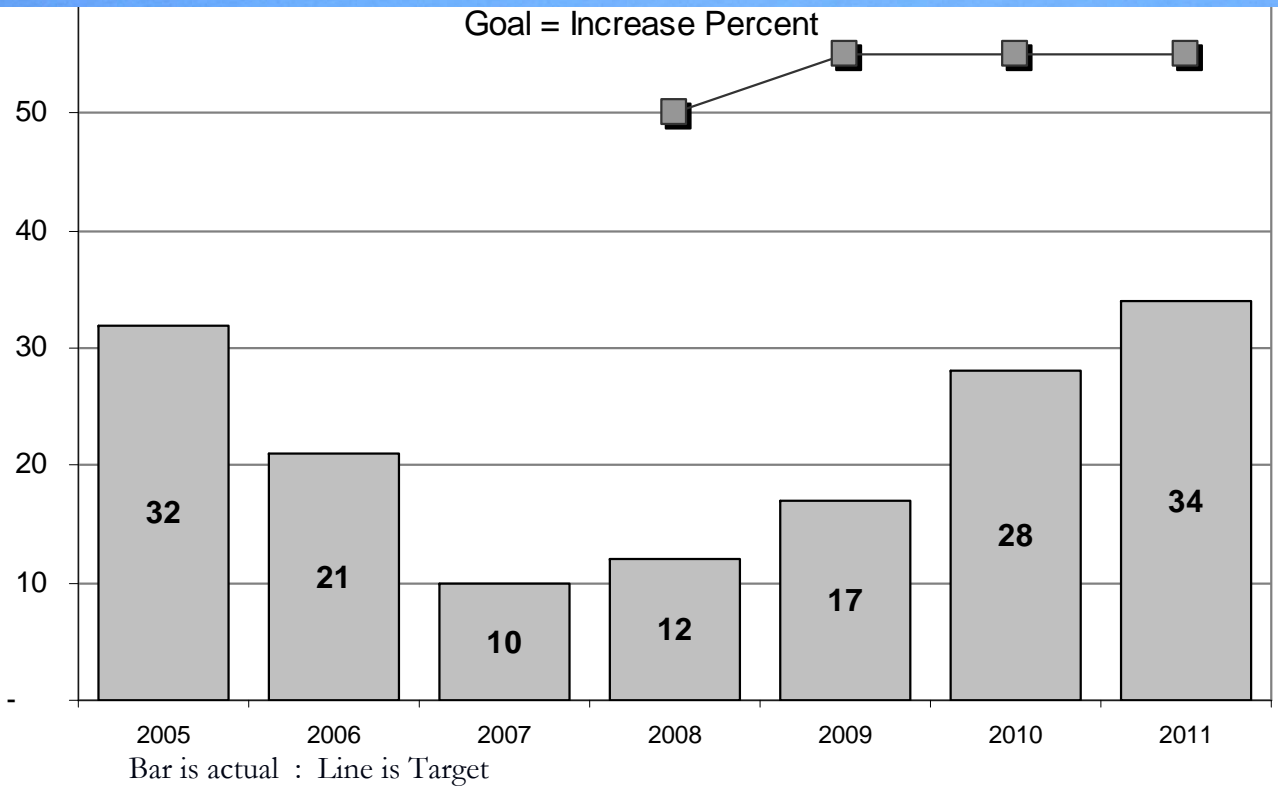


Partners have helped the Department develop a guide for agricultural and municipal water suppliers in the preparation of these plans.

KPM #10

PROMOTE EFFICIENCY IN WATER RIGHT APPLICATION PROCESSING

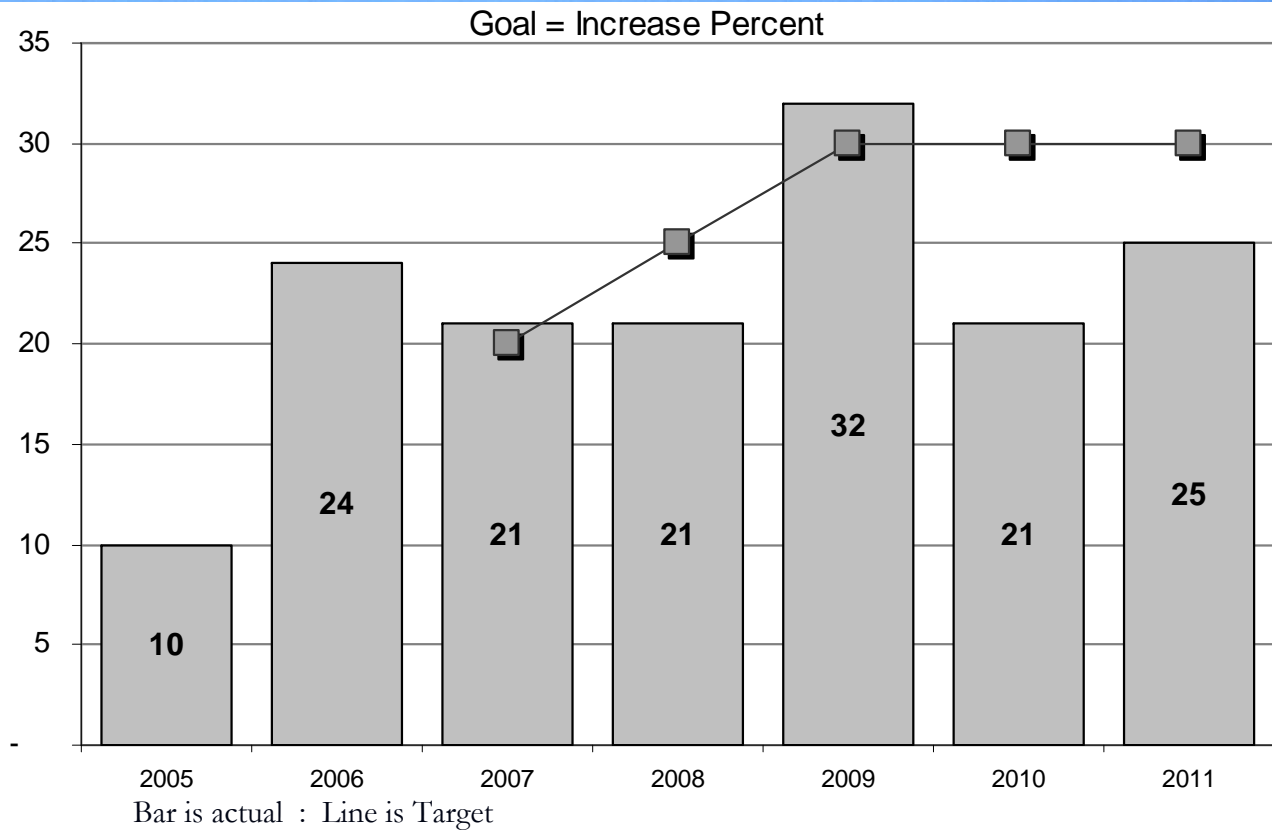
PROCESSING - Percent of water right applications that receive an initial review within 45 days of application filing.



KPM #11

PROMOTE EFFICIENCY IN TRANSFER APPLICATION PROCESSING

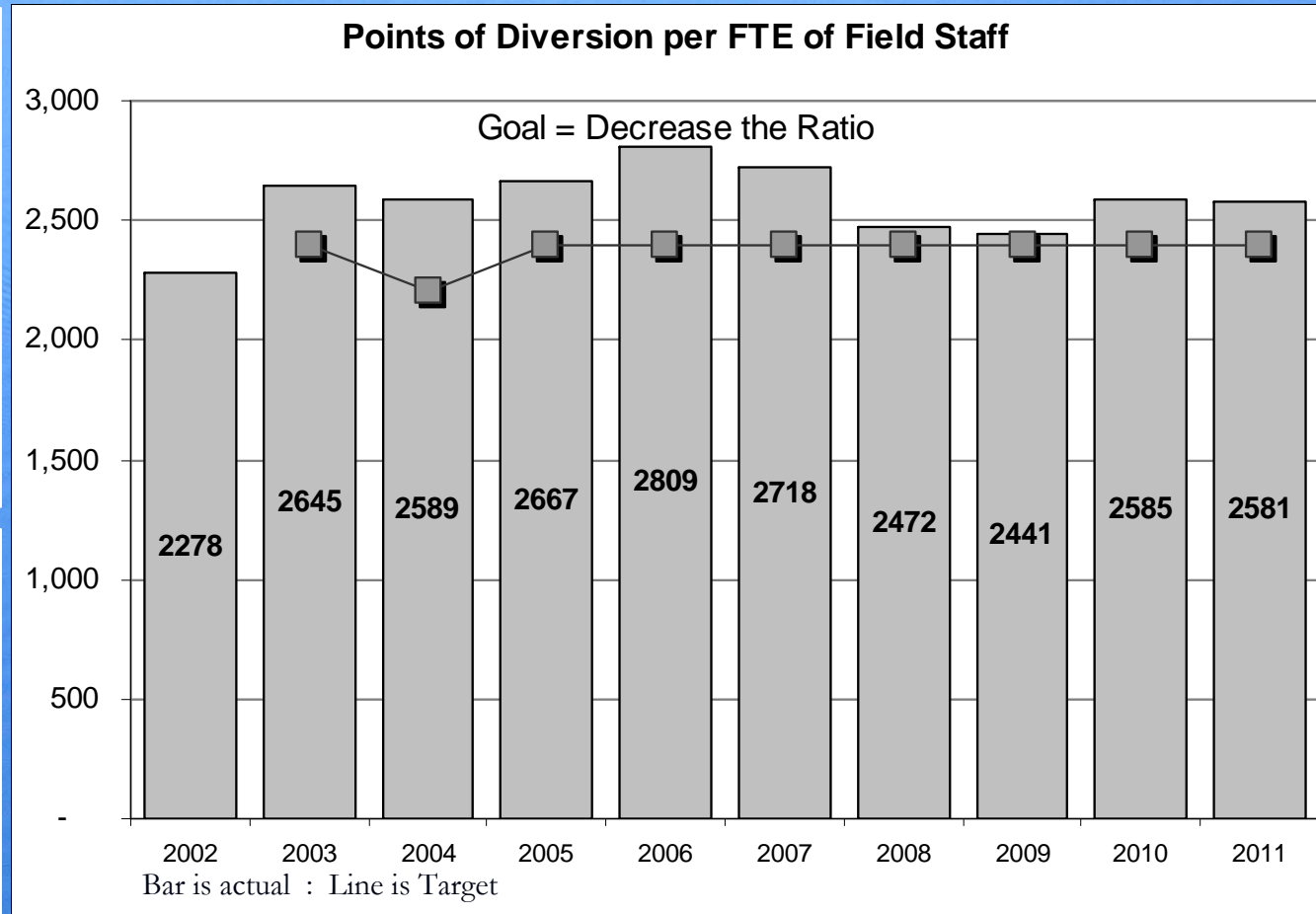
PROCESSING - Percent of transfer final orders issued within 120 days of application filing.



KPM #12

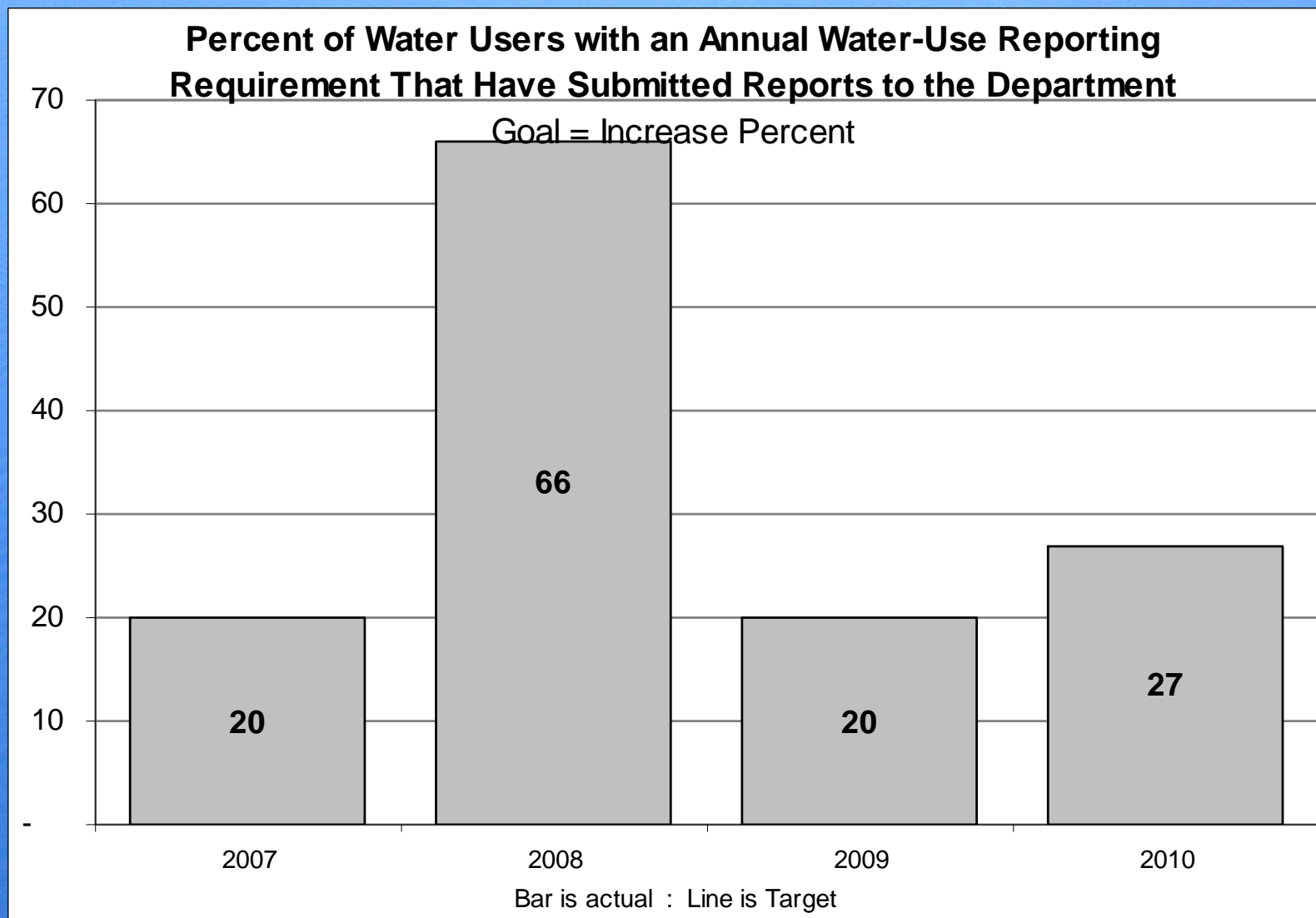
PROMOTE EFFICIENCY IN FIELD STAFF REGULATORY

ACTIVITIES - Number of places where water is legally taken out of stream and used (points of diversion) per FTE of field staff.



KPM #13

INCREASE WATER USE REPORTING



New KPM; lone position for this work cut in 2009-11.

KPM #14

CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" in overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.

Percent Rating Customer Service as Good or Excellent

