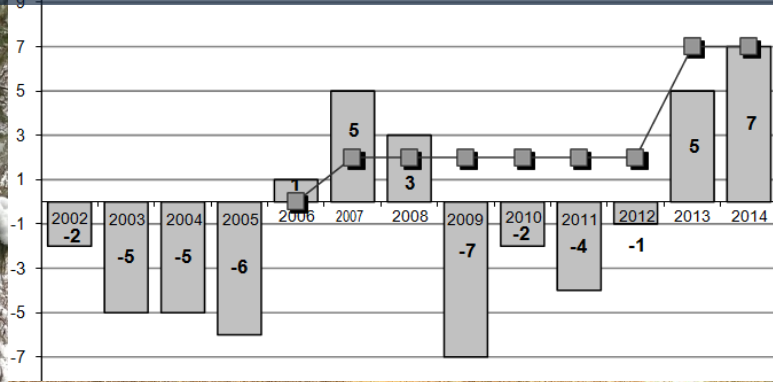


Evaluation of Key Performance Measures

Water Resources Commission Meeting
January 2017



About KPMs

- Agencies can recommend changes
- Set by the Legislature to measure performance
- All agencies report annually

Legislatively Approved 2015-2017 Key Performance Measures

Agency: WATER RESOURCES DEPARTMENT

Mission: To serve the public by practicing and promoting responsible water management.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2016
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.		Approved KPM	24.00	24.00
2 - PROTECTION OF INSTREAM WATER RIGHTS - Ratio of the streams regulated to protect instream water rights to all streams regulated.		Approved KPM	0.75	0.80
3 - MONITOR COMPLIANCE - Percent of total regulatory actions that found water right holders in compliance with water rights and regulations.		Approved KPM	96.00	98.00
4 - STREAM FLOW GAGING - Percent change from 2001 in the number of WRD operated or assisted gauging stations.		Approved KPM	7.00	6.50
5 - ASSESSING GROUND WATER RESOURCES - Percent change from 2001 in the number of wells routinely monitored to assess ground water resources.		Approved KPM	5.00	7.00
6 - EQUIP CITIZENS WITH INFORMATION - Percent of water management related datasets collected by WRD that are available to the public on the internet.		Approved KPM	93.00	90.00
7 - EQUIP CITIZENS WITH INFORMATION - Number of times water management related data was accessed through the WRD's Internet site.		Approved KPM	2.39	2.25
8 - NUMBER OF SIGNIFICANT DIVERSIONS WITH MEASUREMENT DEVICES INSTALLED - To fully implement the Water Resources Commission's 2000 Water Measurement Strategy		Approved KPM	819.00	1,125.00
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.		Approved KPM	100.00	95.00

Print Date: 6/9/2015

What are the Department's KPMs?

- 14 KPMs
- Flow restoration / protection of instream rights,
- Compliance with water law
- Stream gaging / observation wells
- Equipping citizens with data
- Installation of measuring devices / increasing water use reporting
- Efficiency in reviewing WMCPs, transfers, water right applications, and in regulating in the field
- Customer Service

Need to Evaluate KPMs

- Most in place since 2005; many since 2002
- Other metrics may be more meaningful
- Need for changes in methodology
 - KPM#2 - Protection of instream rights
- KPM goals attained; need to reassess
 - KPM #6 - Equip Citizens with Information
- Improvements in KPM process
 - KPM #14 - Modify customer service survey
- Opportunity to tie in with other efforts; Secretary of State Audit and IWRS

Timelines

- Commission, Stakeholder and Staff Engagement
 - mid-2017 to early 2018
- Proposals for changes typically due in April
 - April 2018
- Discussed by Legislature in long session
 - Spring 2019
- *Note: May make modifications to schedule based on timing of other strategic planning efforts*

KPM Evaluation Process

- Staff survey and engagement
- External stakeholder survey
- Commission feedback

- Efforts will inform actions related to strategic plan
 - Strategic plan could also shape future KPMs

- Question for WRC: What else should we consider in undertaking this process?

Questions?

