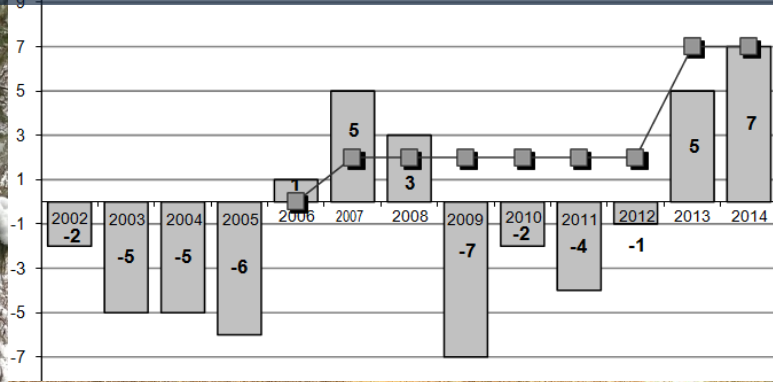# Updating the Department's Key Performance Measures

Water Resources Commission Meeting
December 2017

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OREGON WATER RESOURCES DEPARTMENT

About KPMs

- **Set by the Legislature to measure performance**

- **All agencies report annually**

- **Agencies can recommend changes**

- **Proposals for changes typically due in April**
  - **April 2018**

- **Discussed by Legislature in long session**
  - **Spring 2019**

KPM Evaluation Process

- **Staff survey and engagement**
  - **Ongoing meetings with sections and divisions**

- **External stakeholder survey - August and September**
  - **Feedback Received from:**
    - **WaterWatch of Oregon**
    - **League of Conservation Voters**
    - **Oregon Farm Bureau**
    - **Oregon Association of Nurseries**
    - **Oregon Environmental Council**
    - **Trout Unlimited**

Commission Feedback

- **Are there any adjustments to existing KPMs that you would like us to consider (modifications or deletions)?**

- **Are there other metrics that you think it is important for the Department to track?**

Key Performance Measures

- **KPM 1: Percent of watersheds that need flow restoration for fish that had a significant quantity of water put instream through WRD administered programs.**

- **KPM 2: Protection of instream rights – ratio of streams regulated to protect instream water rights to all streams regulated**

Key Performance Measures

- **KPM 3: Monitor Compliance: Percent of total regulatory actions that found water right holders in compliance with water rights and regulations.**

- **KPM 4: Stream flow gaging: Percent change from 2001 in the number of WRD operated or assisted gauging stations.**

Key Performance Measures

- **KPM 5: Assessing ground water resources – percent change from 2001 in the number of wells routinely monitored to assess ground water resources**

- **KPM 6: Equip citizens with information – Percent of water management related datasets collected by WRD that are available to the public on the internet.**

Key Performance Measures

- **KPM 7: Equip Citizens with information – Number of times water management related data was accessed through website.**

- **KPM 8: Number of significant diversions with measuring device installed.**

- **KPM 9: Promote efficiency in WMCP reviews: Percent of water management and conservation plans that received a preliminary review within 90 days of plan submittal.**

Key Performance Measures

- **KPM 10: Promote efficiency in water right application 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: Percent of transfer final orders issued within 120 days of application filing.**

Key Performance Measures

- **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: Water use reporting: The percent of water users with an annual water-use reporting requirement that have submitted their reports to the Department.**

Key Performance Measures

- **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.**

Commission Feedback

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Questions?