

MARINE BOARD, OREGON STATE

Annual Performance Progress Report (APPR) for Fiscal Year (2013-2014)

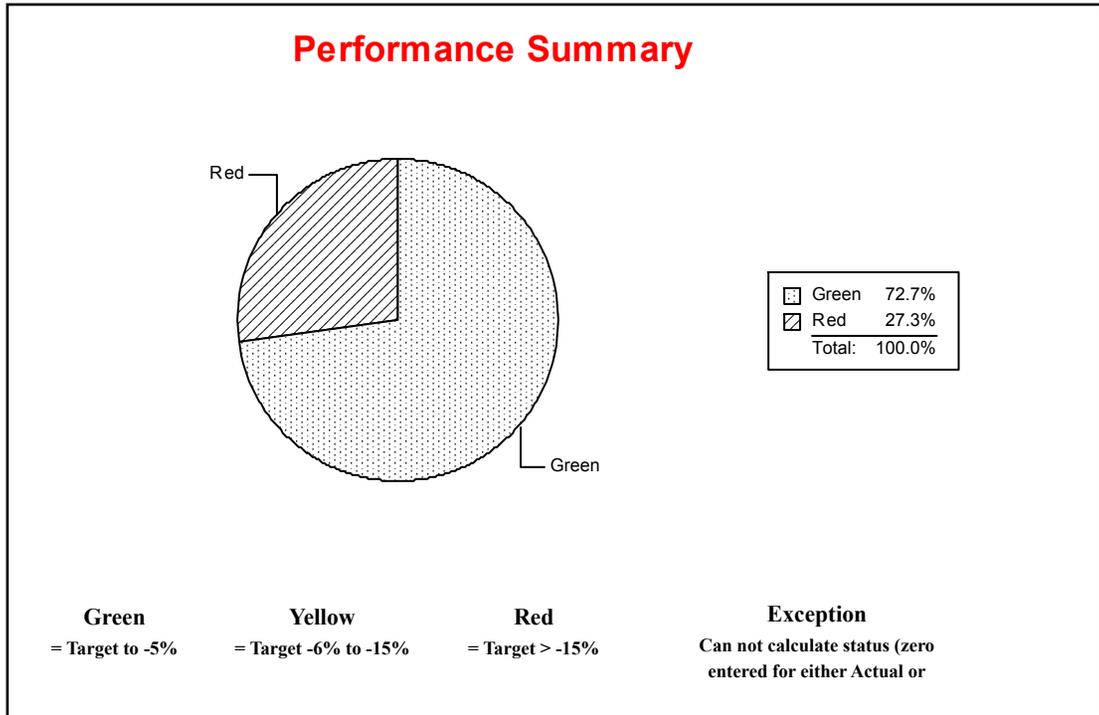
Original Submission Date: 2014

Finalize Date:

2013-2014 KPM #	2013-2014 Approved Key Performance Measures (KPMs)
1	Number of boat patrol hours conducted on the water.
2	Number of boat operators arrested for boating under the Influence (BUII).
3	Boating fatalities per 100,000 registered boats.
4	Percent of inspected boaters who are in compliance with the requirement to carry a Mandatory Boater Education Card
5	Number of gallons of boater generated-sewage not deposited in Oregon waters as a result of Marine Board facilities.
6	Ratio of matching funds from other sources to Marine Board funds.
7	Average number of days it takes to process and award grant funds.
8	Average number of days it takes to process requests for grant reimbursements.
9	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
10	Percent of total best practices met by the Board.
11	Number of boat Inspections for aquatic invasive species with actual inspections.

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2015-2017
	Title: Rationale:

MARINE BOARD, OREGON STATE		I. EXECUTIVE SUMMARY	
Agency Mission: Serving Oregon’s recreational boating public through education, enforcement, access, and environmental stewardship for a safe and enjoyable experience.			
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1. SCOPE OF REPORT

The Oregon State Marine Board's performance measures address the key program areas of the agency. They address customer service agency-wide, the Boating Safety Section, the Boating Facilities Section, the Education Program, and the Aquatic Invasive Species Program. While these 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 is part of the agency-wide customer service performance measurement. The Clean Marina Program has internal performance measurements.

2. THE OREGON CONTEXT

The Oregon State Marine Board partners with Oregon's boaters by efficiently using boater fees to support safety and stewardship on Oregon's waterways and provide modern, secure and clean launch ramps, temporary moorages, parking lots and restrooms. Safety is primarily measured by the number of fatalities, however, this number is statistically small and lagging so we also measure boat patrol hours, the percentage of boaters with a boater education card and arrests for boating under the influence of intoxicants as leading measures that impact overall boating safety. One measure of stewardship is the amount of human waste from boaters that is captured through pump out facilities and floating restrooms. Efficiency and customer focus are measured in the ratio of other funds to state funding for the construction of boating facilities and the time to process grant awards and reimbursement. We also gauge customer satisfaction to determine how well we are partnering with our stakeholders to carry out our mission.

3. PERFORMANCE SUMMARY

A number of factors should be taken into account which may have an impact on data presented for each measure. These factors will be discussed for each measure and how these factors influence the conclusions.

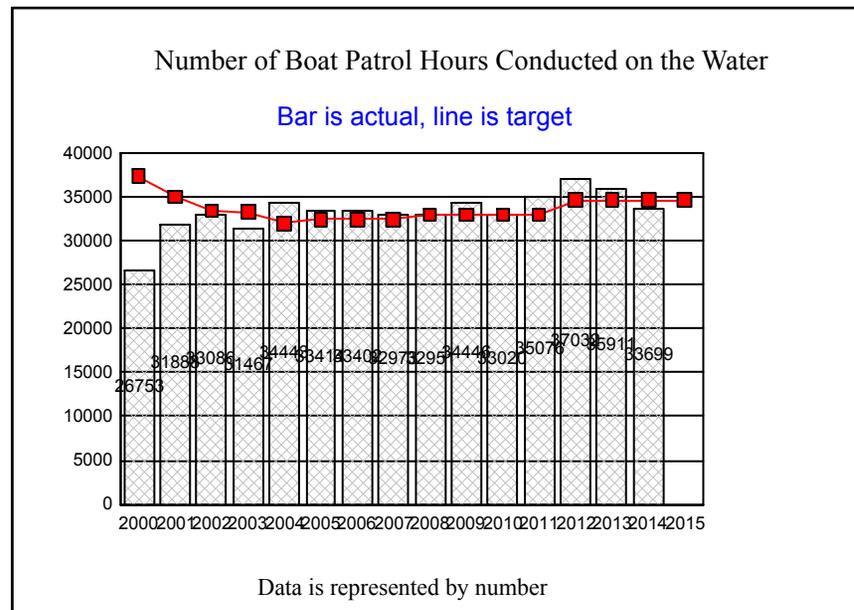
4. CHALLENGES

OSMB has only historically tracked registered boat numbers, however, all of our safety measures are impacted by non-registered boats. Registered boat numbers and fuel consumption per boat are declining, resulting in revenue shortfalls, while non-registered boat use appears to be steadily increasing. The economic situation, combined with environmental factors such as fish runs, late snowfall and low water, impact boating. Additionally, hot weather during high river flows or low lake levels creates additional hazards for boaters. As boater preference seems to move from motorized to non-motorized boats, a lower percentage of waterway users have received mandatory education.

5. RESOURCES AND EFFICIENCY

The budget for the state fiscal year ending 6/30/14 was over \$16 million. Law enforcement budgets have remained flat over the past three years, which in real dollars is a decrease over time because of inflationary factors such as pay, benefits, health care, fuel costs, etc. Funding for public information campaigns targeted at boating under the influence and life jacket wear has been eliminated. Significantly reduced state funding for boating facility construction has resulted in more money coming from other services, which has greatly bolstered the measure of state funds to matching funds.

KPM #1	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 Section, Randy Henry, (503) 378-2612	



1. OUR STRATEGY

Deputies and Troopers conduct patrols on Oregon water bodies to promote boating safety through the presence of law enforcement on the water, enforcement of state boating laws, and response to incidents that occur on the water. The Marine Board contracts with service

providers (counties and State Police) to provide an amount of patrol based on boater use days within each county as reflected in the triennial survey of boater use. The Marine Board works with the counties and State Police to identify locations and times to optimize on water patrols based on historic usage, environmental factors, the need for patrol presence (boat use and related problems) and to the level that can be afforded based on revenue. Patrol, especially on-water patrol, is an important part of the overall strategy of enhancing safe boating on Oregon waters. The level of boat patrol is primarily tied to funding.

2. ABOUT THE TARGETS

The greater the number of program hours (that can be provided through combined funding), the more on-water patrol hours will be provided.

3. HOW WE ARE DOING

The Marine Board works diligently to increase the efficiency of our service providers and maximize the effectiveness of patrol hours they provide. In fiscal year 2013-2014, on water patrol hours exceeded 32,586 hours. We saw an 8 percent decrease in water patrol and a 5 percent increase in shore patrol in 2013-14 as compared to 2012-13. In some cases, particularly whitewater rivers, shore patrols are a more effective means to enforce carriage requirements and interact with a larger portion of the boating public.

4. HOW WE COMPARE

Although Oregon's program differs some from other states, comparative data is available from the Coast Guard based on information reported by other states for 2013. Oregon ranks 26th in the number of registered boats but was ranked 10th in the total number of recreational boating safety hours, but 15th in terms of on-water hours. As a percentage of the total nationwide on-water hours, Oregon has 1.45% of the registered boats in the U.S., but conducted 2.0% of the on-water patrol hours.

5. FACTORS AFFECTING RESULTS

Factors that could impact the ability to achieve the target include boating activity (number of boat use days), weather, salary and fuel cost, water levels, boater compliance, and other related marine duties. The number of on-water patrol hours is directly related to the level of

funding for patrol services.

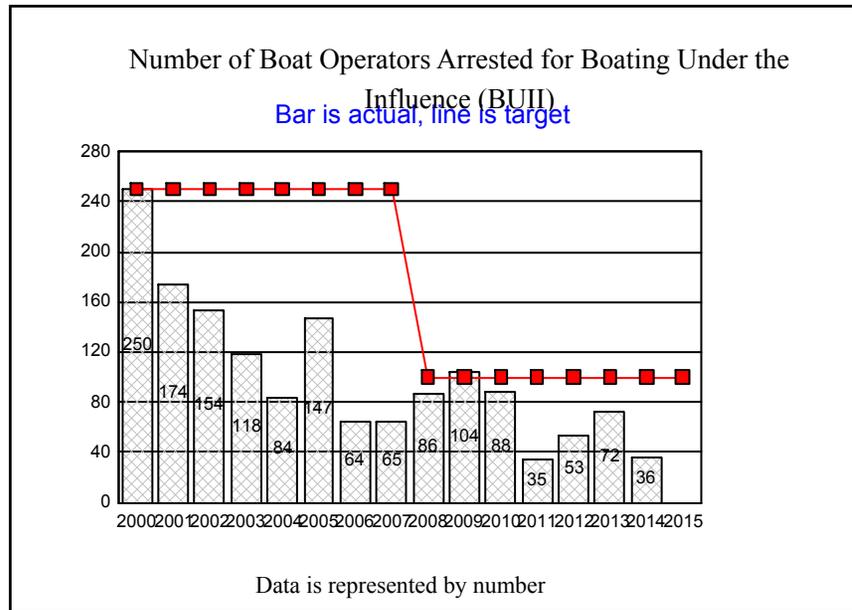
6. WHAT NEEDS TO BE DONE

If environmental factors or boating usage is such that patrolling the waterway is unnecessary, then actual hours may be less than forecast. The goal is for hours patrolled to be effective, so reducing patrol hours may be appropriate in a given year or in a specific geographic location. Under the Marine Board's new allocation formula with Oregon's sheriffs, more resources are being allocated at the times and locations where an enforcement presence is necessary.

7. ABOUT THE DATA

The reporting cycle is state fiscal year and supported by strong reporting data. This data and similar data have been tracked for two decades. Reliability is checked by hand check of boat examination documents and field evaluation/audits.

KPM #2	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 Section, Randy Henry, (503) 378-2612	



1. OUR STRATEGY

Boating under the influence of intoxicants (BUII) is a major threat to safety on Oregon’s waterways. While drinking in a boat is still legal, the seriousness of an intoxicated person operating a boat is as significant as a person driving a car while intoxicated. Significant effort is

made by the agency to train and equip marine deputies and troopers to detect and apprehend BUII violators.

2. ABOUT THE TARGETS

The targets assume consistent numbers of boats, consistent behavior by boaters and consistent on-water patrol hours over the years. Recent experience indicates that overt drinking and boating is less tolerated in the boating culture. Potentially, this has resulted in fewer people drinking while boating or more covert, and less noticeable drinking. Additionally, with fewer registered boats on the water, there would be a corresponding decrease in BUII citations. Whatever the reasoning, there are fewer contacts by marine patrol officers that indicate intoxication by the operator. It is likely that the revised targets will need to be further revised downward if the trend continues.

3. HOW WE ARE DOING

The target was lowered in 2008, but over the last several years the Marine Board has not reached the adjusted target. This likely has some connection to reduced overt alcohol consumption as a result of enforcement, penalties and education. However, these results can also be attributed to less focus on BUII by law enforcement officers. To this end, the Marine Board is offering additional training on BUII, has purchased new breath testing instruments to replace the outdated ones, and promote a targeted BUII campaign (Operation Dry Water) that is a nationwide effort to keep waterways safe during the last weekend of June. These changes have likely had an impact on the increase in BUII arrests over the last three years.

4. HOW WE COMPARE

Of 56 states and territories, Oregon ranked 26th in number of registered boats in 2013 and 21st in the number of boat operators arrested for BUIs in 2013. Oregon has 1.45% of all boats in the U.S. and conducted 2% of the BUII arrests. This comparative demonstrates that Oregon has a higher percentage of BUII arrests than would be anticipated given the percentage of boats compared to national numbers.

5. FACTORS AFFECTING RESULTS

Boating alcohol education, patrol presence (saturation patrol efforts) and officer training and commitment affect results.

6. WHAT NEEDS TO BE DONE

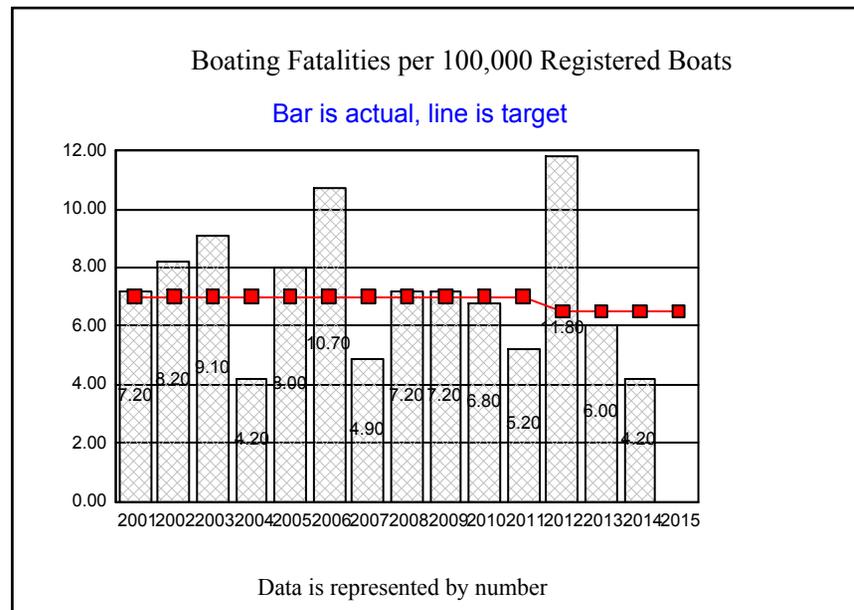
Continue efforts to hold service providers accountable for maintaining reasonable levels of BUII enforcement by seeing to it that marine

personnel attend training, target problem areas for extra patrol and monitor the number of field sobriety tests administrated as well as the number of BUll arrests that are made.

7. ABOUT THE DATA

The reporting cycle is the Oregon fiscal year and is supported by strong reporting data. OSMB has been monitoring this and similar data for two decades. Reliability is checked by hand check of boat examination documents and field evaluation/audits.

KPM #3	Boating fatalities per 100,000 registered boats.	2005
Goal	Promoting boating safety	
Oregon Context	Mission Statement	
Data Source	US Coast Guard accident reports	
Owner	Law Enforcement Section, Randy Henry, (503) 378-2612	



1. OUR STRATEGY

Oregon has a variety of boating opportunities ranging from unpredictable coastal waters to world-class whitewater rivers. Water stays cold year-round, weather is variable and difficult to forecast, and exciting fishing opportunities sometimes push boaters past their skill limits.

Reaching and educating Oregon boaters is critical. The agency has fully implemented a mandatory education program for motorized boaters and has a voluntary online paddling education course for non-motorized boaters that started this past year.

2. ABOUT THE TARGETS

The Board set a target of 6.5 fatalities per 100,000 registered boats. While any recreational boater fatality is a concern, there is an inherent risk in boating, particularly in Oregon's variety of waters. There has been a long-term downward trend in boating fatalities since the Board came into existence in 1959 and began implementing education and regulatory reforms. The current target reflects the improvements that have been made. Oregon has only exceeded this target 4 times in more than 40 years.. See "Factors Affecting Results" for a description of why these numbers lack clarity.

3. HOW WE ARE DOING

In 2013, there were 6.0 deaths per 100,000 registered boaters. So far in 2014, there are been 4.2 deaths. The number is misleading, though, because it does not reflect the large growth of non-registered, manually powered boats. A 2011 Oregon State Parks survey shows that non-registered, manually powered boats now spend more time on Oregon's waters than registered boats, and contribute on average about half of the boating fatalities. Historically, non-motorized boats were a fraction of overall use and caused little influence in the "deaths per 100,000" calculation. In the last five years alone, non-motorized use levels have doubled and significantly skew the calculation. When looking at 10-year trends, Oregon lost on average about 31 boaters per 100,000 registered boats in the 1970s; about 23 per 100,000 in the 1980s; and about 15 in the 1990's. Mandatory Boater Education, implemented in 2003, continues nudging the rate downward for registered boats, but the Mandatory Boater Education Program applies only to registered motorboat owners with 10 HP or above motors, not manually powered boats. Counting all fatalities – registered as well as manually powered boats – the 10 year average from 2003-2012 is 7.6 fatalities per 100,000 registered boats. When manually powered boat fatalities are removed, the number drops to 1.8 fatalities per 100,000 registered boats.

4. HOW WE COMPARE

Oregon has historically exceeded the national average due to the proximity to the ocean, whitewater rivers, longer boating season and year-round cold water. Over the most recent five year period from 2009 to 2013, Oregon ranked 36th of 56 states and territories. Since Oregon ranks 26th in the number of registered boats, this is higher than should be anticipated. However, Oregon ranks 21st in the nation for the number of motorized boater deaths per 100,000 motorboats. This large shift shows the impact of non-registered, manually powered boats on Oregon's statistics.

5. FACTORS AFFECTING RESULTS

Because manually powered boat fatalities are now about half of all fatalities, the Marine Board has implemented a first-in-the-nation online boating course directed specifically to non-motorized boats. The Marine Board actively enforces, through contracted law enforcement agencies, life jacket requirements on waterways preferred by non-motorized boats, and have implemented a non-motorized advisory group to help explore improved relationships with this boating constituency to identify how best to manage this growing user group with the ultimate goal of reducing fatalities.

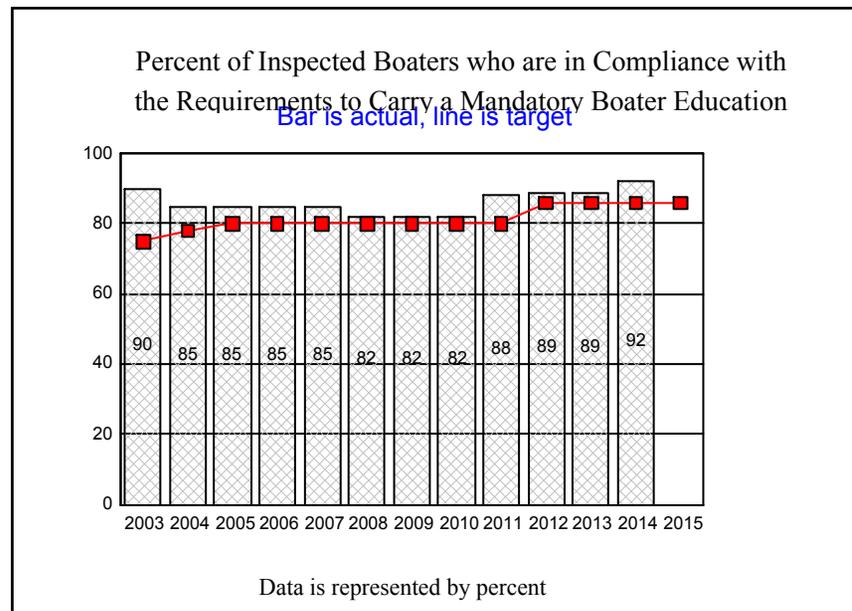
6. WHAT NEEDS TO BE DONE

More work needs to be done to improve enforcement, education and outreach to non-motorized boaters. This will require a sustained engagement effort to identify resources and partnerships to better reach this diverse constituency. This work is underway.

7. ABOUT THE DATA

This data is based on a calendar year. Use levels related to non-motorized boats are from the Oregon Statewide Comprehensive Outdoor Recreation Plan (SCORP) survey conducted in 2011 by the Oregon Parks & Recreation Department. Comparative data with other states is provided by the U.S. Coast Guard.

KPM #4	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, Randy Henry, (503) 378-2612	



1. OUR STRATEGY

Our goal is to have as many of Oregon’s recreational boaters carrying the required Boater Education Card as possible – simply put , we want high compliance. Our strategy is to educate people about the advantages of boater education, provide access to quality educational

opportunities, and then ensure compliance through meaningful law enforcement.

2. ABOUT THE TARGETS

Mandatory Boater Education was passed into law in 1999 and phased in by age group from 2003 through 2009. The program is fully phased in and expectations for good compliance are high. When originally researched, the highest compliance found was 80% in Connecticut. Because we have exceeded this level, we have raised the target to 86%.

3. HOW WE ARE DOING

Compliance has been quite good since program introduction and increased to 89% in 2013 and 92% in 2014. These numbers are based on compliance checks by marine officers during the course of the boating season. Extensive outreach about the requirement and numerous available internet and classroom courses, as well as local equivalency exams have helped the public meet the requirement.

4. HOW WE COMPARE

A comprehensive list of recently calculated compliance estimates among states with similar programs is not currently available. However, 92% compliance for a recreational operating permit is considered to be among the highest.

5. FACTORS AFFECTING RESULTS

The Marine Board offers classroom education through volunteer instructors, online courses and equivalency exams through the Sheriff offices. Many options are available to boaters to meet the boater education requirement. We also work closely with partners such as the US Coast Guard Auxiliary and US Power Squadrons to ensure convenient access to courses across the state.

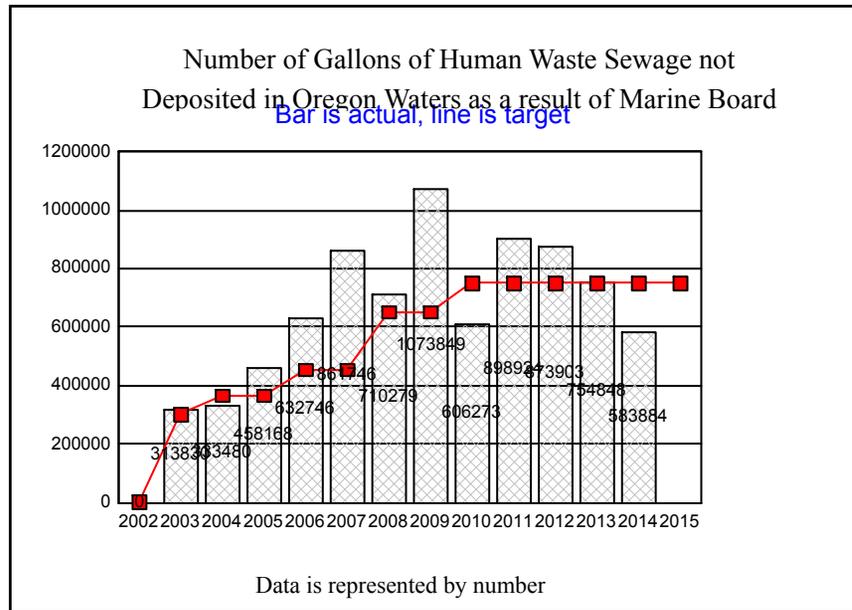
6. WHAT NEEDS TO BE DONE

OSMB will continue to educate Oregon's boaters about the mandatory boater education requirement, will continue to improve curriculum and training, and will work to improve compliance through the boating law enforcement partnership.

7. ABOUT THE DATA

This information is based on a calendar year.

KPM #5	Number of gallons of boater generated-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 contacts with private Marinas and Federal agencies	
Owner	Facilities Section, Janine Belleque, (503) 378-2628	



1. OUR STRATEGY

To reduce human sewage that is released into our waterways. This is done by funding boat waste collection facilities such as; pumpouts, dump stations and floating restrooms and tracking facility use and maintenance.

2. ABOUT THE TARGETS

Targets are based on the estimated amount of recreational boater generated 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 sewage waste collection volumes, facility usage and maintenance. Using historical data on the gallons of waste collected, OSMB estimates the additional volume that will be captured by new facility installations and equipment renovations.

3. HOW WE ARE DOING

The actual performance in 2013 (754,848 gallons) slightly exceeded the target (750,000 gallons). The numbers for 2014 were well below anticipated and may have some connection to a number of facilities with broken monitoring systems, that were not included in the tally. Funding has been allocated to replace 7 pumpout and dump stations.

4. HOW WE COMPARE

There are no public or private industry standards for this measure. Washington and California track data similar to Oregon's, but these states serve far more boaters and have a significantly higher number of large boats with holding tanks and marine toilets 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. Boater utilization of pumpouts, dump stations and floating restrooms is related to convenience, location, and concern for water quality and the environment.

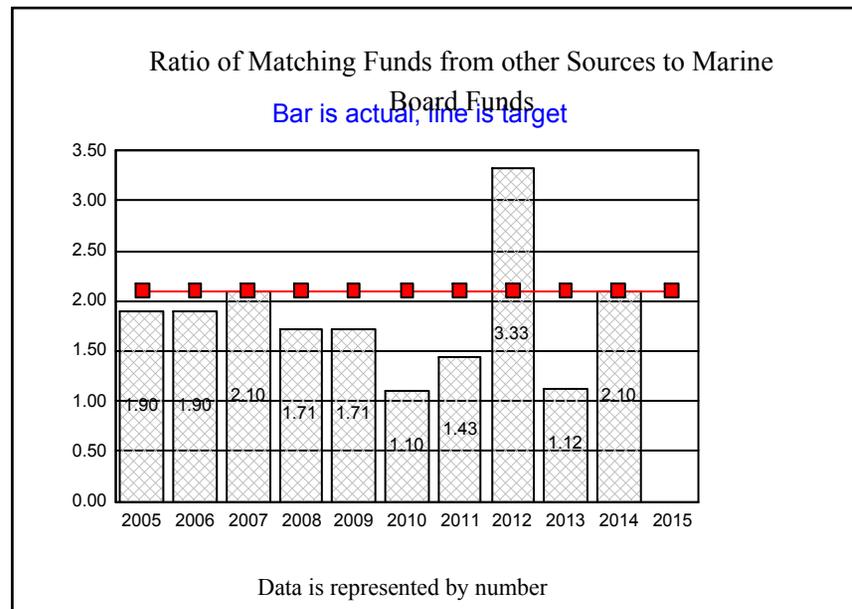
6. WHAT NEEDS TO BE DONE

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

7. ABOUT THE DATA

Pumpout, dump station and floating restroom usage is tracked by electronic monitoring systems, built in flow meters or holding tank pump logs. Marina operators and other managers with boat waste collection equipment included in the Marine Board's Maintenance Assistance Program report data to the Board annually, based on the federal fiscal year. Reports are typically received by the Board in September of each year. Marine Board staff performs spot audits to verify the accuracy of data provided and inspects boat waste collection facilities .

KPM #6	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	Grant applications, cooperative agreements, grant billings and payments.	
Owner	Facilities Section, Janine Belleque, (503) 378-2628	



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 state boater funds.

3. HOW WE ARE DOING

The actual performance in 2014 (2.10:1) matches the target (2.1:1)

4. HOW WE COMPARE

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

5. FACTORS AFFECTING RESULTS

The ability to attract matching grant funding depends upon grant applicants: budget, level of effort to obtain supplemental funding from other sources, community support, quality projects and if the project components are eligible under Federal boating programs. Federal funding is often nationally competitive, requiring attractive projects that meet national priorities and grant eligibility

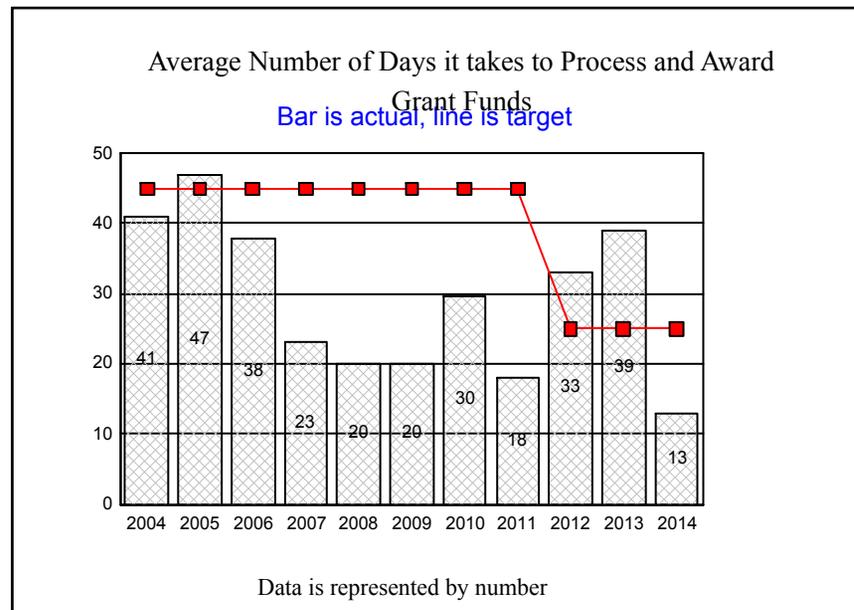
6. WHAT NEEDS TO BE DONE

The Marine Board needs to continue to work with potential grant applicants early in the facility planning phase to identify potential matching resources and secure 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 #7	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 Section, Janine Belleque, (503) 378-2628	



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 agreements and awarding grant funds. The target is based on actual grant records and the agency desire to improve and continue to provide excellent customer service.

3. HOW WE ARE DOING

The actual performance in 2014 was 13 days. The target is 25 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, and during the grant recipient approval process where the Marine Board has little control.

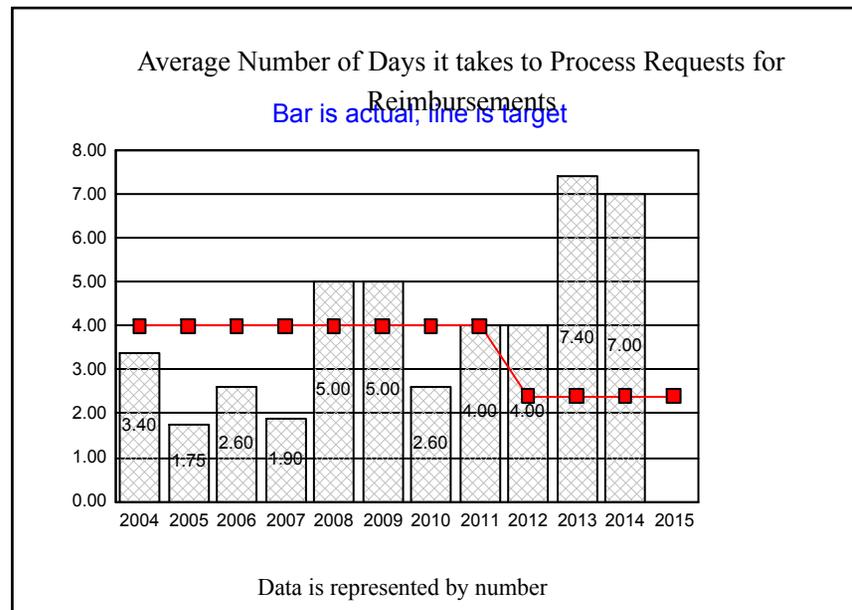
6. WHAT NEEDS TO BE DONE

The Marine Board needs to continue to process grant agreements and award funds in a timely fashion. The measure of 33.0 days is a good target that the Board will continue to work with partners to acheive.

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 #8	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 Section, Janine Belleque, (503) 378-2628	



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. The target is based on actual grant files and the agency desire to continue to improve and provide excellent customer service.

3. HOW WE ARE DOING

The actual performance in 2014 is 7.0 days. The target is 2.4 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. OSMB fiscal processes have added an additional step where reimbursement requests are reviewed by an engineer at OSMB who is associated with the project to ensure that the work has been completed at a satisfactory level. These factors together have caused more of a delay.

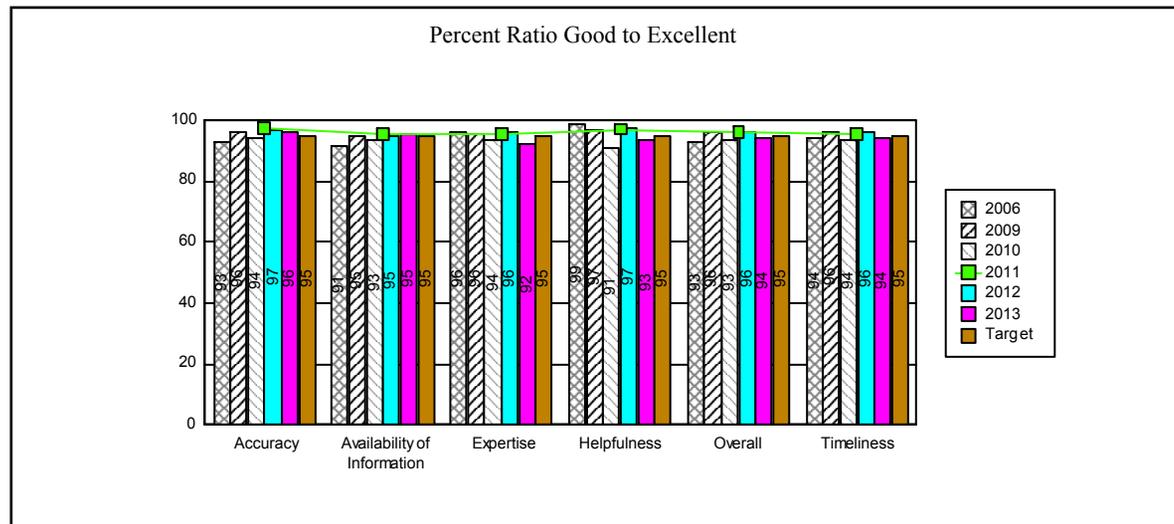
6. WHAT NEEDS TO BE DONE

The Marine Board needs to continue to process reimbursement requests and voucher payments in a timely fashion. However, it is equally important that the paperwork given to the agency is complete and the work is completed at a satisfactory level prior to reimbursement. The agency will continue to review and refine procedures and practices to improve both the level of service and the quality of construction.

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 #9	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, Scott Brewen, (503) 378-2619	



1. OUR STRATEGY

The Oregon State marine Board Customer Service Survey was developed following the Recommended Statewide Customer Service Performance Measures Guidance. 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.

2. ABOUT THE TARGETS

The Marine Board is completely funded by its primary constituency, recreational motor boaters. The agency has typically maintained a very high customer satisfaction rating, so based on previous survey results, a target of 95% for customer service ratings of Good and Excellent was selected. Comparing this year's data to previous surveys has helped identify points for improvement.

3. HOW WE ARE DOING

The survey of registered boat owners focused on three distinct methods of interaction with the Marine Board: independent registration agents who sell OSMB documents; Regline, the web based registration renewal system administered through the state data center e-commerce program; and direct OSMB staff contact. The 2013 survey showed that 94.1% of respondents gave timeliness of service a good or excellent rating; 96.1% gave "ability to provide services correctly the first time" a good or excellent rating; and 93.2% ranked agent helpfulness as good or excellent. Rating of "knowledge and expertise of agent" was 92.3% good and excellent; and the "availability of information from the agent" was ranked at 95.3%. This results in an overall score of 94.3%

4. HOW WE COMPARE

We have not compared ourselves to other state agencies.

5. FACTORS AFFECTING RESULTS

Regarding improvement to ratings for Marine Board boat registration agents from the general public: OSMB has worked to improve relationships, communications and training with registration agents. Another factor, ironically, is attributable in part to the loss of nearly 30% of our agents due to the economy. Retailers who closed shop also tended to draw the highest complaints. While the core group is well-trained, long-term and knowledgeable, there were several comments noting lack of agents in some areas of the state.

6. WHAT NEEDS TO BE DONE

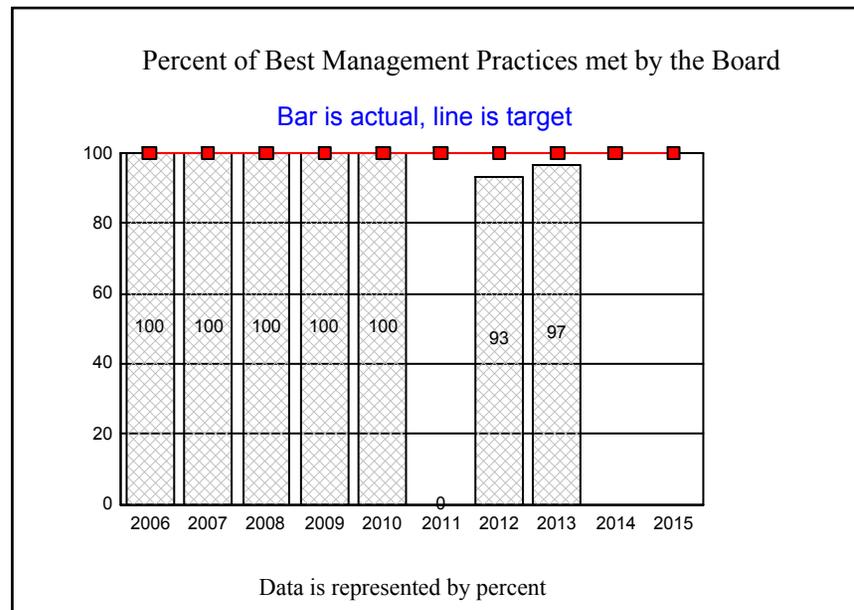
The poor economy resulted in the loss of nearly a third of the boat registration agents who help serve our customers across the state. OSMB has no direct control here, but the agency is working with other vendors to encourage them to become license agents. On the plus side, the remaining license agents are dedicated and knowledgeable. The Marine Board will continue to do what we can to improve the e-commerce delivery of services, even though this is generally out of OSMB's hands. When functioning, the system is efficient, saves the

agency money, and provides immediate service 24-7 to Oregon's boaters. If agencies are to be required to use the state data center services, the services must be stable.

7. ABOUT THE DATA

The survey was reported for 2013. However, the agency is working on the 2014 survey currently and is expected to have it completed in January. The agency will start reporting data based on state fiscal year.

KPM #10	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; Christian Gorud, (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 96.7% compliant.

4. HOW WE COMPARE

We continue to strive to follow the best practices identified in this measure .

5. FACTORS AFFECTING RESULTS

The current director started in May, 2010 and a new Board Chair term started October, 2013. The survey was not produced in 2011 so a score of 0% was assigned to that time period.

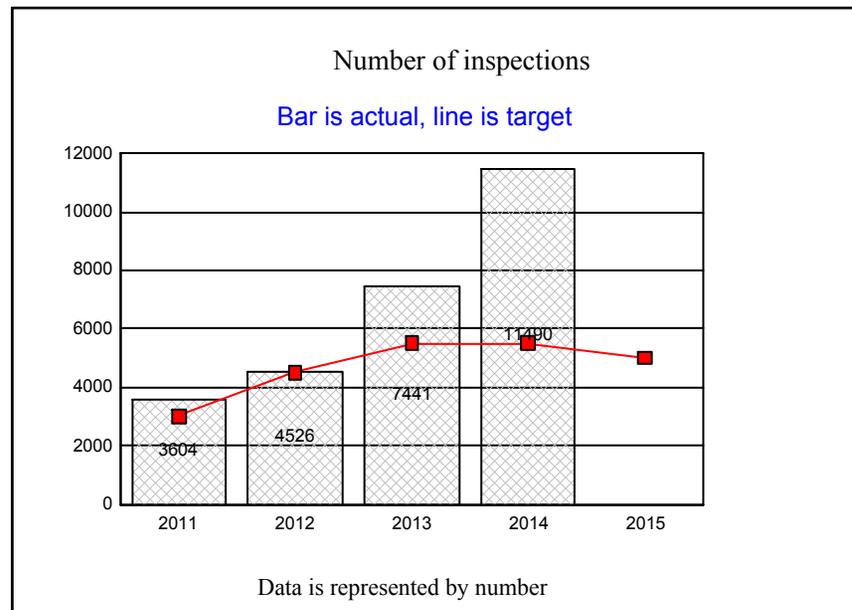
6. WHAT NEEDS TO BE DONE

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

7. ABOUT THE DATA

The data is reported on the calendar year, but in 2014 the agency will change to reporting every state fiscal year.

KPM #11	Number of boat Inspections for aquatic invasive species with actual inspections.	2011
Goal	Preventing infested boats from being hauled overland into Oregon	
Oregon Context	Mission Statement	
Data Source	Agency Aquatic Invasive Species Program files, Fish and Wildlife Reports	
Owner	Policy and Environmental Section, Rachel Graham, (503) 378-2836	



1. OUR STRATEGY

To prevent aquatic invasive species (AIS) contaminated boats from being transported in and around Oregon, the program implements highway boat inspection stations. These stations serve to intercept and clean "dirty" contaminated boats that have invasive species

attached and also to educate the boating public on how to maintain clean boats.

2. ABOUT THE TARGETS

Our goal is to partner effectively with ODFW inspection station staff and local law enforcement agencies to cause a high percentage of vehicles carrying or towing watercraft to stop at border inspection stations and complete an inspection and, if necessary, a decontamination.

3. HOW WE ARE DOING

The program is still new and evolving. The Marine Board works with ODFW and law enforcement agencies to continually refine location, hours and season of operation for the inspection stations. Partner agencies have increased enforcement presence to increase compliance.

4. HOW WE COMPARE

While certain other states have AIS inspection stations, their purpose, function, and scope are not comparable. Maximizing available funds to increase inspection station presence, and maximizing partnership with law enforcement agencies to improve compliance, has resulted in more contacts and an increasing number of citations for people bypassing the stations.

5. FACTORS AFFECTING RESULTS

Signage at inspection stations is strictly limited and controlled by ODOT regulations. Weather and traffic conditions may affect visibility of signs. Inspection stations are seasonal and operate primarily during daylight hours as funds allow. Fishing season, tourism, economy, gas prices, etc., all affect people traveling to Oregon.

6. WHAT NEEDS TO BE DONE

Continued refinement of inspection station location and operating seasons and hours will allow more inspections. Outreach and education will help improve compliance with stopping at inspection stations. OSMB will continue training and education of law enforcement officers and public to improve compliance.

7. ABOUT THE DATA

Information is based on a season of operation during the calendar year.

MARINE BOARD, OREGON STATE

III. USING PERFORMANCE DATA

Agency Mission: Serving Oregon’s recreational boating public through education, enforcement, access, and environmental stewardship for a safe and enjoyable experience.

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY

- * **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

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.

3 STAFF TRAINING

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.

4 COMMUNICATING RESULTS

- * **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.