

OREGON DEPARTMENT OF GEOLOGY & MINERAL INDUSTRIES

Annual Performance Progress Report (APPR)

for Fiscal Year 2006-07

2006-07 Budget Form 107BF04c

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To obtain additional copies of this report, contact Oregon Department of Geology & Mineral Industries at (971)-673-1555, Suite 965, 800 NE Oregon Street, Portland, OR 97232, or at www.oregongeology.org , or visit http://www.oregon.gov/DAS/OPB/GOVresults.shtml#Annual_Performance_Reports.

Agency Mission

Produce and use geologic information to promote the health, safety, and welfare of Oregonians.

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ABOUT THIS REPORT

Purpose of Report

The purpose of this report is to summarize the agency's performance for the reporting period, how performance data are used and to analyze agency performance for each key performance measure legislatively approved for the 2005-07 biennium. The intended audience includes agency managers, legislators, fiscal and budget analysts and interested citizens.

1. PART I: EXECUTIVE SUMMARY defines the scope of work addressed by this report and summarizes agency progress, challenges and resources used.
2. PART II: USING PERFORMANCE DATA identifies who was included in the agency's performance measure development process and how the agency is managing for results, training staff and communicating performance data.
3. PART III: KEY MEASURE ANALYSIS analyzes agency progress in achieving each performance measure target and any corrective action that will be taken. This section, the bulk of the report, shows performance data in table and chart form.

KPM = Key Performance Measure

The acronym "KPM" is used throughout to indicate **Key Performance Measures. Key performance measures are those highest-level, most outcome-oriented performance measures that are used to report externally to the legislature and interested citizens. Key performance measures communicate in quantitative terms how well the agency is achieving its mission and goals. Agencies may have additional, more detailed measures for internal management.**

Consistency of Measures and Methods

Unless noted otherwise, performance measures and their method of measurement are consistent for all time periods reported.

TABLE OF MEASURES

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Contact: Don Lewis, Assistant Director, Program 1: Geological Survey & Services	Phone: (971) 673-1555
Alternate:	Phone:

1. SCOPE OF REPORT

- Program 1, Geological Survey & Services, progress is measured by KPM 1, 2, 3, 4, 6, 7, 9 and 10, however the Survey is largely funded by operating as a “project shop”. It is contracted by agencies and communities for services. There are several projects not described by the KPM, including mineral resource assessment for DSL, geothermal resource assessment for ODOE, statewide seismic needs assessment for Senate Bill 2 (2005), coastal change and hazard assessment for USACE, OHSU, DLCD, OPRD, and ODOT, and seismic hazard mitigation projects for OUS, OEM and FEMA.
- Program 2, Mined Land Regulation & Reclamation, activity and progress is measured by KPM 5, 8 and 10, however Program 2 regulatory compliance assurance activity goes significantly beyond the facts measured by KPM 5 & 8.

2. THE OREGON CONTEXT

The Agency provides services relating to life & property safety and towards sustainable natural resource utilization, including rural economic development. We partner extensively with federal agencies (USGS, NOAA, FEMA, USACE, BOR, USFS, and BLM), state agencies (DLCD, ODOT, DEQ, OEM, ODF, OPRD, DSL, ODOE, OUS, ODE, OWEB, and OHSU), counties and cities. KPM 1, 2, 3, 4 and 9 tie to Oregon Benchmark 67a (Emergency Preparedness – Geologic Hazards); the 2005 report can be viewed at http://www.das.state.or.us/DAS/OPB/obm_pubs.shtml#2005_Benchmark_Report.

3. PERFORMANCE SUMMARY

KPM Progress Summary	Key Performance Measures (KPMs) with Page References	# of KPMs
KPM MAKING PROGRESS at or trending toward target achievement	Tsunami Evacuation Brochure Completion (page 5), Coastal Erosion Map Completion (page 6), Reclamation (page 8), Detailed Geologic Map Completion (page 9), Regional Geologic Map Completion (page 10), Tsunami Inundation Map Completion (page 12), Customer Service (page 13)	7
KPM NOT MAKING PROGRESS not at or trending toward target achievement	Earthquake & Landslide Map Completion (page 4), Mine Sites Inspected Annually (page 11)	2
KPM - PROGRESS UNCLEAR target not yet set	Hazard Awareness (page 7), Governance (page 14)	2
Total Number of Key Performance Measures (KPM)		11

4. CHALLENGES

The constant ongoing challenge is to source funds from mutually interested partners to support directly on-topic KPM-related activities.

5. RESOURCES USED AND EFFICIENCY

The agency utilized \$1,830,248 in General Funds, \$1,854,469 in Other Funds and \$481,782 in federal funds during fiscal 2006-07.

II. USING PERFORMANCE DATA

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Alternate:	Phone:

The following questions indicate how performance measures and data are used for management and accountability purposes.	
<p>1 INCLUSIVITY Describe the involvement of the following groups in the development of the agency's performance measures.</p>	<ul style="list-style-type: none"> • Staff: Regular discussions with section leaders & specialized staff. • Elected Officials: The Joint Natural Resources Sub-Committee reviewed, discussed and approved the KPM in 2005. • Stakeholders: Input has been sought and received from coastal communities, OSSPAC, OCAPA and various agencies. • Citizens: The Governing Board reviewed and approved the proposed new KPM in 2004.
<p>2 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?</p>	<p>The KPM are directly used to measure progress and effect positive change in both programs. Subject matter-specific KPM are a frequent discussion item at bi-monthly management meetings. Nine of the ten KPM are new or revised in the past year.</p>
<p>3 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?</p>	<p>The Statewide Mapping & Minerals, GeoHazards and Coastal sections have had KPM-specific briefings on the new content, measurement criteria, standards and objectives of their assigned KPM. The KPM are a driving influence in the crafting of Statements of Work for various contracts for services.</p>
<p>4 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?</p>	<ul style="list-style-type: none"> • Staff: KPM measurement and relative progress are a component of performance appraisal. • Elected Officials: The annual report is available online at both the agency and the Progress Board websites. • Stakeholders: KPM manifest themselves within contracted Statements of Work. • Citizens: The Governing Board and the public are briefed annually on the detail behind agency KPM reporting.

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KPM #1	EARTHQUAKE AND LANDSLIDE MAP COMPLETION % of communities and other stakeholders with hazard maps and risk studies for earthquake & landslide hazards.	Measure since: 2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data source	Department records.	
Owner	GeoHazard Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. OUR STRATEGY

Provide high-quality earthquake & landslide hazard maps for populated portions of Oregon; reduce risk to loss of life and property. We partner with USGS, FEMA, OEM, and numerous Oregon counties.

2. ABOUT THE TARGETS

The targeted populated area of Oregon constitutes 17,610 square miles.

3. HOW WE ARE DOING

Through 2006-07 the department has produced detailed earthquake hazard maps using 3-dimensional data for 1,093 square miles, representing 6.2% of the total target area. Work has focused on densely populated urban areas wherein 61 of the 100 largest cities have been completed. City of Salem earthquake hazard map (GMS 105) is online at <http://www.oregongeology.com/sub/publications/gms/gms.htm>.

4. HOW WE COMPARE

No comparable data for similar jurisdictions available at this time.

5. FACTORS AFFECTING RESULTS

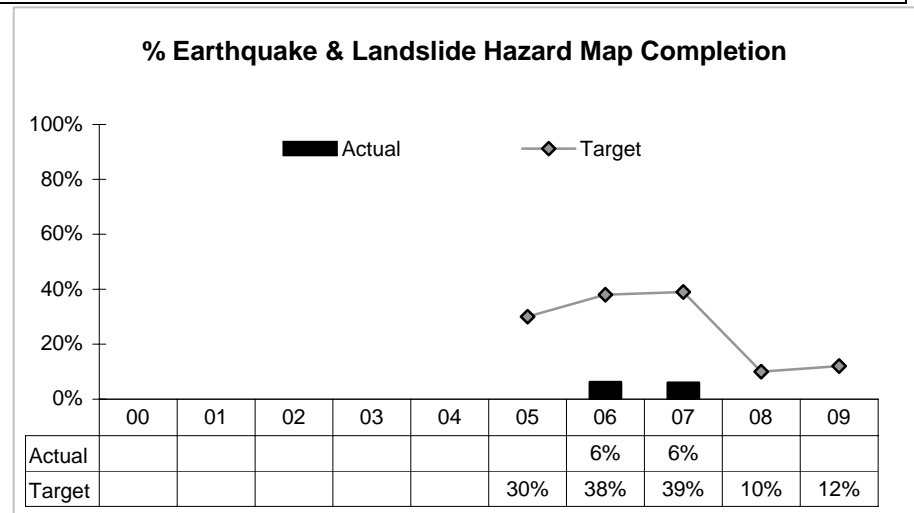
Work is time intensive and progressive; supplementary 2-dimensional hazard analysis for 10 western Oregon counties totaling 7,662 square miles of target area is complete and available (incremental 43.5%). In total, 49.7% of the target area has at least a 2-dimensional earthquake hazard assessment complete. The Legislature has provided \$1.5 million in Lottery Funds during '07-'09 to initiate LIDAR-based landslide hazard analysis in Western Oregon. The agency has also recently completed the digital compilation of all known and geologically mapped landslides in Oregon (the "SLIDO" dataset)

6. WHAT NEEDS TO BE DONE

Complete the contracting to acquire >\$1.5 million in LIDAR data for areas in western Oregon to improve the caliber of the Agency's work on Debris Flow Hazard Maps, and accelerate defining Further Review Areas for rapidly moving landslides. The agency is initiating landslide hazard partnerships with various Cities and Counties in northwest Oregon; funding needs to be sourced to make this work more systematic. The Agency has released its Statewide Seismic Needs Assessment Report for Education & Emergency Facilities; follow-up through community education and Seismic Grant Awards required.

7. ABOUT THE DATA

The target area matches the methodology utilized and described in KPM #6.



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KPM #2	TSUNAMI EVACUATION MAP COMPLETION % target communities with official, reviewed evacuation map brochures produced by DOGAMI.	Measure since: 2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring geologic hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data source	Department records.	
Owner	Coastal Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. **OUR STRATEGY**

Eliminate the future loss of life of Oregonians and visitors to the Oregon Coast by working with local city officials, county emergency managers and other state & federal agencies to effectively increase awareness and action. NOAA is a lead sponsor and OEM is a key partner.

2. **ABOUT THE TARGETS**

There are 39 identified at-risk communities along the Coast, including all incorporated cities representing a population of 109,624 (2003). Note that these targets do not yet include unincorporated areas, population and visitors at risk.

3. **HOW WE ARE DOING**

Tsunami evacuation brochures have been completed for **33** of the 39 target communities. 205,000 brochures were reprinted and distributed during 2005-06 following the Dec '04 Indian Ocean tsunami.

4. **HOW WE COMPARE**

There are 30 Washington communities at risk, most clustered at the southern end of the state along a length of coast about 1/3 as long of that at risk in Oregon. Washington has produced similar evacuation brochures for 27 communities, however they do not provide recommended routes to safety.

5. **FACTORS AFFECTING RESULTS**

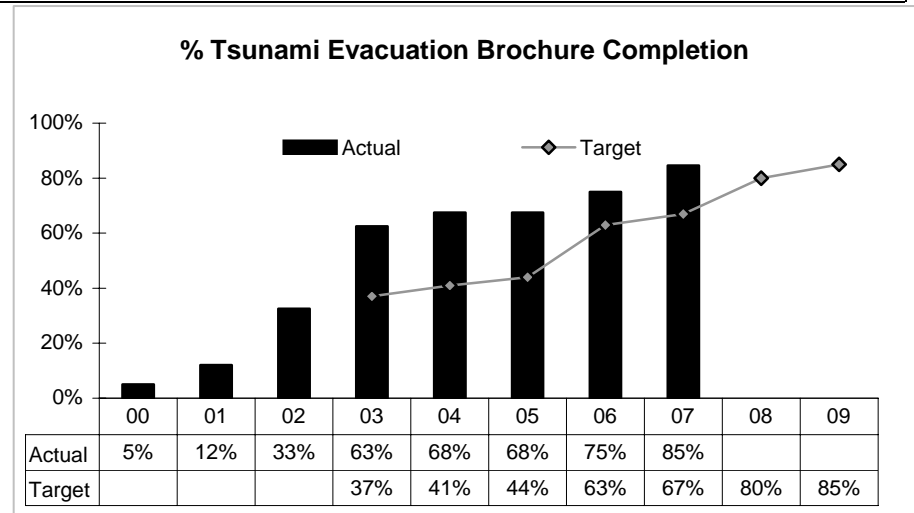
The agency sources funds from the federal National Tsunami Hazard Mitigation Program, administered by NOAA, to produce these brochures, model and create inundation maps, and to increase awareness. The 2004 Sumatra tsunami disaster increased awareness levels to saturation.

6. **WHAT NEEDS TO BE DONE**

Brochure completion and revisions are **driven by tsunami inundation mapping** studies. The Agency has initiated a plan to re-assess tsunami inundation along the entire Oregon coast (see KPM 9); the new LIDAR-derived topographic data for the Oregon coast will significantly improve true elevation accuracy and therefore areas at risk and mitigation alternatives, following its acquisition in 2008 and new inundation modeling in 2009-11.

7. **ABOUT THE DATA**

The data are for the Oregon fiscal year. Tsunami evacuation brochures are at <http://www.oregongeology.com/sub/earthquakes/Coastal/Tsubrochures.htm> .



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KPM #3	COASTAL EROSION MAP COMPLETION % target communities with standardized, 4-risk zone erosion hazard maps.	Measure since: 2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring geologic hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data source	Department records.	
Owner	Coastal Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. OUR STRATEGY

Reduce the risk of losses to property and infrastructure by identifying minimum and maximum potential coastal change erosion distances for bluff- and dune-backed shorelines over the next 60-100 years; for use by land use planners. DLCD, OPRD, ODOT, OHSU, USACE and coastal counties and communities are active partners.

2. ABOUT THE TARGETS

30 selected communities represent the coastline of interest and at risk.

3. HOW WE ARE DOING

These four-zone erosion maps (“Imminent, High, Moderate, and Low Hazard Zones”) have been completed for 23 communities. Extensive supportive work is in progress focused on coastal change on the northern Oregon coast; see a portion of this work assessing estuaries and shores at <http://www.oregongeology.com/sub/Nanoos1/index.htm> .

4. HOW WE COMPARE

A direct comparable has not been located. Various jurisdictions, including the State of Hawaii, have active coastal erosion studies incorporated as part of their coastal zone management programs.

5. FACTORS AFFECTING RESULTS

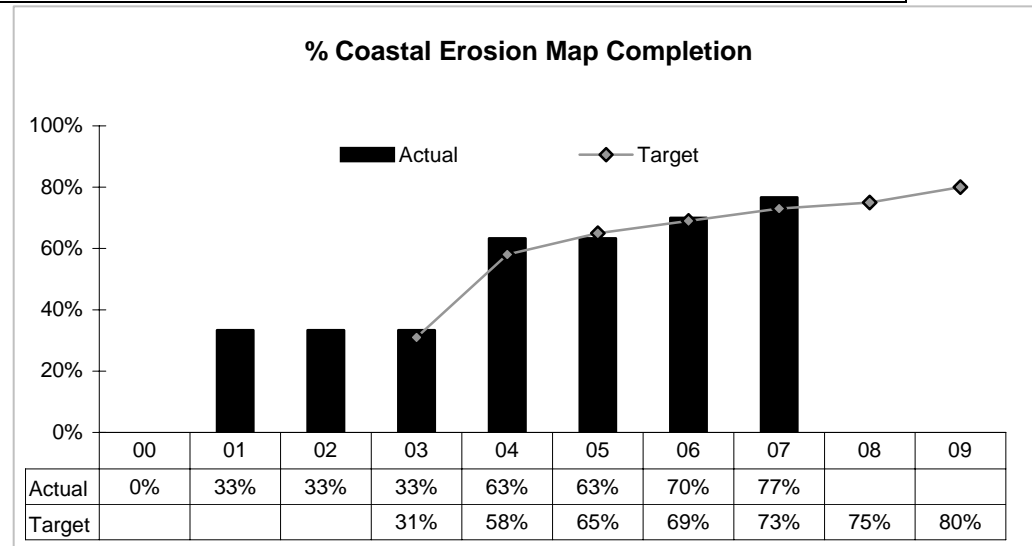
Hazard assessment efforts have focused on the northern half of Oregon where beaches are more prevalent, exposed, populated and there is greater risk due to rising sea levels exceeding tectonic uplift; the reverse is generally true for southern Oregon. Funding sources have followed this perceived risk.

6. WHAT NEEDS TO BE DONE

Partnerships with state and local authorities are necessary to advance this work for the communities located in Curry, Coos, Douglas and Lane counties.

7. ABOUT THE DATA

The seven Open File Reports (OFR 01-03, 01-04, 04-09, 04-11, 04-18, 04-20, and 07-03) documenting these studies are available from the Nature of the Northwest Information Center at <http://www.naturenw.org/> . Information concerning ongoing hazard mitigation activities along the coast can be found at <http://www.oregongeology.com/sub/earthquakes/Coastal/CoastalHazardsMain.htm> .



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KPM #4	HAZARD AWARENESS Public awareness of geologic hazards and mitigation efforts.	Measure since: 2003
Goal	LIFE & PROPERTY SAFETY: Agency Goal #2 Improve public awareness of geologic hazards and educate communities on mitigation.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data source	Department records.	
Owner	Public Education Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. **OUR STRATEGY**

Deliver reliable hazard information to Oregonians at risk so as to positively affect awareness, behavior and personal accountability. We work with OEM, FEMA, USGS, NOAA, ODF, ODOT, counties, communities, school districts, and numerous media organizations.

2. **ABOUT THE TARGETS**

Note: ***THIS KPM IS SUBJECT TO REVISION; THE AGENCY IS CONSIDERING MODIFICATION TOWARDS A MORE QUANTITATIVE & TRANSPARENT DATA SET. THE GOAL IS TO PROPOSE A MODIFIED KPM FOR LEGISLATIVE APPROVAL FOR 2009-11***

3. **HOW WE ARE DOING**

Hazard awareness information is available at <http://www.oregongeology.com/sub/earthquakes/earthquakehome.htm>.

4. **HOW WE COMPARE**

Comparable data is unavailable.

5. **FACTORS AFFECTING RESULTS**

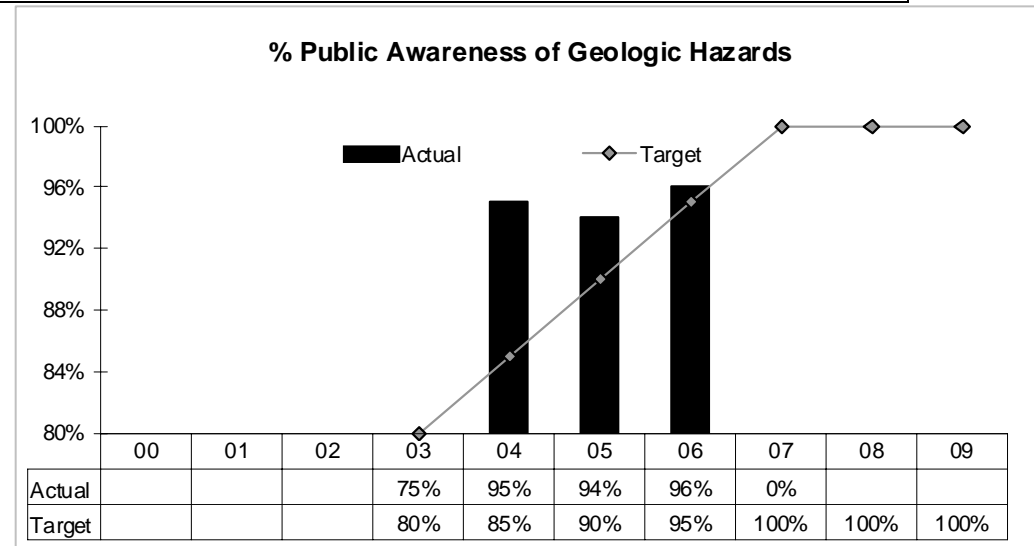
The existing procedure is too qualitative and subjective.

6. **WHAT NEEDS TO BE DONE**

Modify the KPM.

7. **ABOUT THE DATA**

The data and results through 2005-06 are largely qualitative; reflecting the greater than 19 times out of 20 incidence rate of the department fielding and responding to queries following natural hazard events.



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PM #5	RECLAMATION Total number of mining acres that have been reclaimed and returned to secondary beneficial use.	Measure since: 2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #3: Resource management via prompt reclamation of acres disturbed during exploration or mining or fluid mineral drilling of mining sites.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data source	Department records.	
Owner	Mined Land Regulation & Reclamation; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. **OUR STRATEGY**

Administer reclamation plans of operating permit holders to minimize disturbance and efficiently return the land of **closed** sites to secondary beneficial use. The MLRR Awards program is found at: <http://www.oregongeology.com/sub/mlr/2005MLRR Awards4.htm> .

2. **ABOUT THE TARGETS**

A review of historic data resulted in the now legislatively-approved modified targets. The actual performance in any one year is not within agency control since the operator makes the decision when to close a site.

3. **HOW WE ARE DOING**

During 2006-07 **583** acres of disturbed land at **20** sites were reclaimed to secondary use. The 583 includes 384 acres of land voluntarily reclaimed. A single operator reclaimed 380 acres voluntarily along with 67 acres. 86% of the total acres were aimed at housing development, including 52 reclaimed acres at Stafford Quarry for the 2005 “Street of Dreams”. The trend will be above the revised target in 2007-08.

4. **HOW WE COMPARE**

Comparison to a similar jurisdiction is not available.

5. **FACTORS AFFECTING RESULTS**

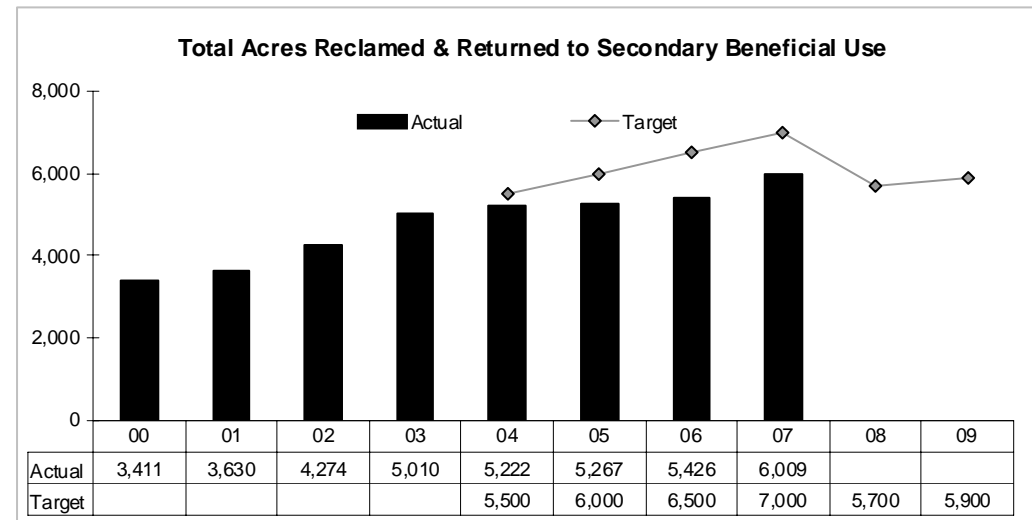
The timing and pace of site closure, and subsequent reclamation, is independent of agency activity.

6. **WHAT NEEDS TO BE DONE**

Continuously improve the program, including the spatial database.

7. **ABOUT THE DATA**

There are **2,034** closed sites in the MLRR database (comprising an unknown amount of disturbed acres of mined land) as compared with 1,126 sites with active site permits (comprising in excess of 21,489 disturbed acres).



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KPM #6	DETAILED GEOLOGIC MAP COMPLETION % of targeted areas in Oregon where geologic data in the form of high resolution maps have been completed to be used for local problem solving.	Measure since: 2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #4: Create and compile geologic data needed in natural resource and land use problem solving.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data source	Department records.	
Owner	Statewide Mapping & Minerals Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. **OUR STRATEGY**

Collect first principles geologic data in high priority areas in Oregon to support natural hazard and resource assessment. USGS is a vital partner.

2. **ABOUT THE TARGETS**

Target areas are defined by population density (using water well density as a proxy). The total area is **17,610** square miles, or 18% of Oregon.

3. **HOW WE ARE DOING**

In 2006-07 we published **5** new detailed geological maps, adding **131** qualifying square miles of higher population density area in the Oregon City and Prineville. GMS maps, including Oregon City (GMS 119) are at: <http://www.oregongeology.com/sub/publications/gms/gms.htm> . The trend is above target.

4. **HOW WE COMPARE**

Washington State does not currently have this scale of map available online. Nevada has PDF of 77 1:24,000 scale maps available at <http://www.nbmng.unr.edu/dox/dox.htm#3> . Idaho has 61 1:24,000 scale maps available at [http://www.idahogeology.org/Products/reverselook.asp?switch=pubs&value=Digital Web Maps \(DWM\)](http://www.idahogeology.org/Products/reverselook.asp?switch=pubs&value=Digital%20Web%20Maps%20(DWM)) . California has 42 1:24,000 scale maps available at http://www.consrv.ca.gov/cgs/rghm/rgm/preliminary_geologic_maps.htm .

5. **FACTORS AFFECTING RESULTS**

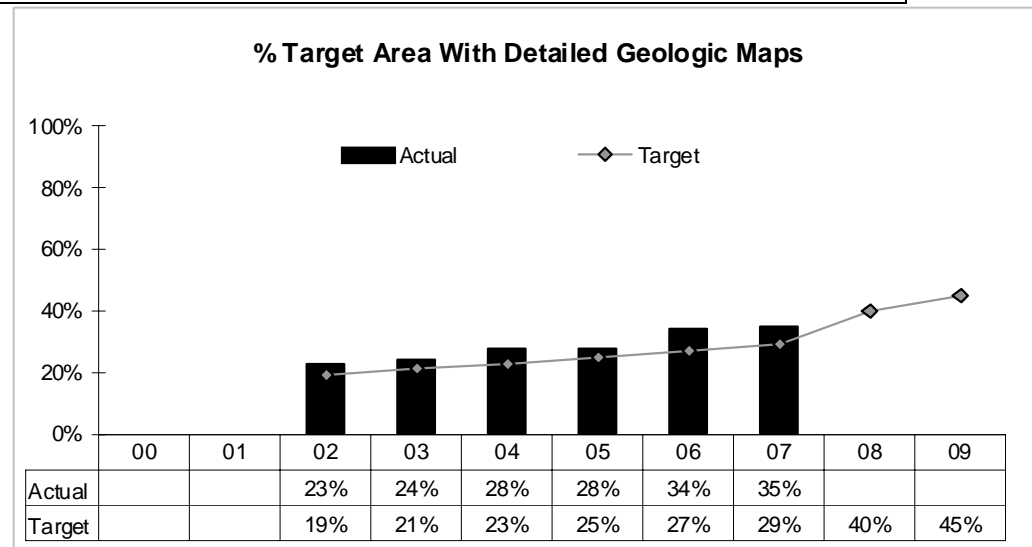
During 2006-07 the USGS did not release any detailed geologic maps; they are expected to release several of the areas west of Metro Portland in '08-'09.

6. **WHAT NEEDS TO BE DONE**

We aim to collect LIDAR in locations of western Oregon prior to new field mapping in areas prioritized for new natural hazards and resources information.

7. **ABOUT THE DATA**

Map areas comply with the national 7.5' quadrangle grid system. Water well density was determining from the OWRD water wells database.



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KPM #7	REGIONAL GEOLOGIC MAP COMPLETION % of Oregon where geologic data in the form of medium resolution maps have been completed to be used for regional problem solving.	Measure since: 2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #4: Create and compile geologic data needed in natural resource and land use problem solving.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data source	Department records.	
Owner	Statewide Mapping & Minerals Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. OUR STRATEGY

Compile and deliver on-line a digital geologic map database for resource and land use planning in Oregon; utilize best available legacy data derived from the >1,000 geologic maps in Oregon. Our key partners include the USGS and DAS EISPD GEO.

2. ABOUT THE TARGETS

Complete 100% coverage of Oregon by June 2011.

3. HOW WE ARE DOING

During 2006-07 the “Southwest” (Year 4) portion was half completed; NE, SE and Central-Central are now online at <http://www.oregongeology.com/sub/ogdc/index.htm> . The trend is accelerating, and just below target.

4. HOW WE COMPARE

No nearest state neighbor, nor the USGS, has a similar product online. A few nations have generalized products, including the British Geological Survey: <http://www.bgs.ac.uk/education/makeamap/home.html> .

5. FACTORS AFFECTING RESULTS

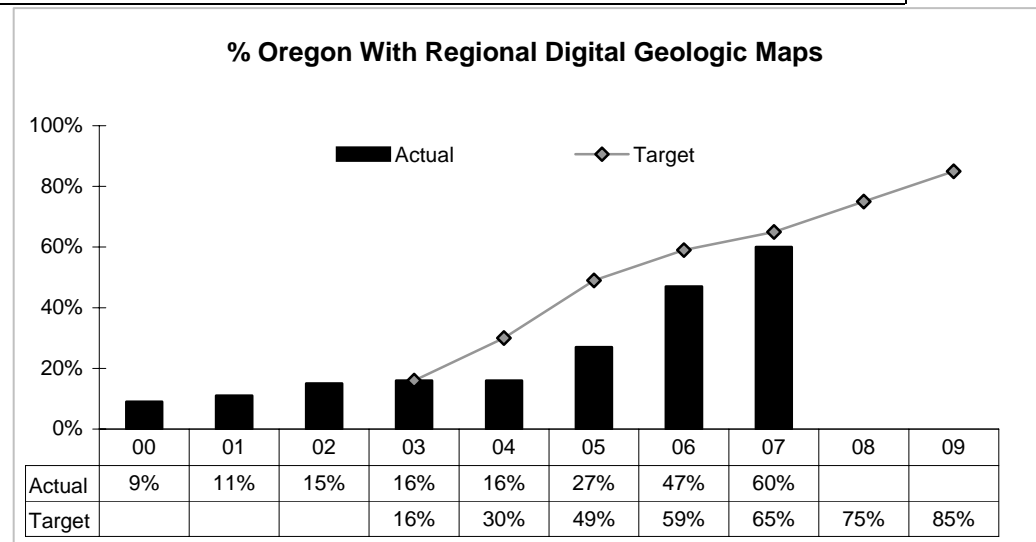
Collaboration with Portland State University on the web applications significantly accelerated our on-line delivery.

6. WHAT NEEDS TO BE DONE

Continue on track for 2011 completion. In the aim to sequentially add searchable natural resource information layers to the online map making tool, during 2006-07 the Oregon Department of Energy funded DOGAMI to develop an online Geothermal Information Layer of Oregon (“GTILO”); it can be viewed at <http://www.oregongeology.com/sub/gtilo/index.htm> . The interactive GTILO map lets you view information on location, temperature, and other features of thermal springs and wells (geothermal exploration, geothermal test, and water wells) as well as known geothermal resource areas and direct-use areas.

7. ABOUT THE DATA

The geographic information system (GIS) layers of the data are available on CD at <http://www.oregongeology.com/sub/ogdc/background.htm#purchase> .



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KPM #8	MINESITES INSPECTED ANNUALLY % of mine operators with active sites inspected annually by MLRR staff.	Measure since: 2005
Goal	SUSTAINABLE NATURAL RESOURCE MANAGEMENT: Agency Goal #3: Resource management via prompt reclamation of acres disturbed during exploration or mining or fluid mineral drilling of mining sites.	
Oregon Context	Rural Economic Development and Sustainability of State Resources.	
Data source	Department records.	
Owner	Mined Land Regulation & Reclamation; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. OUR STRATEGY

Annually inspect 50% of the operators with active sites. There are 635 unique permit holders with 1,126 unique sites with active, amended, and new permits involving 21,489 disturbed acres (note: 231 unique sites without data for the number of disturbed acres).

2. ABOUT THE TARGETS

The intent of the target is to visit 100% of mine operators with active sites every biennium. This translates to 50% per fiscal year. The number of unique operators has increased from 588 in '03-'04 to 635 in '06-'07.

3. HOW WE ARE DOING

During 2006-07 311 unique sites were inspected one or more times (396 active site inspections in total) of 183 unique operators. This compares with 389 (539) sites and 235 operators in '05-'06, and with 448 (604) sites and 278 operators in '04-'05. The trend is downwards. The results are better on a proportion of disturbed acres basis, with 40% inspected in '06-'07, versus 44%, 47% and 45% in the previous three periods.

4. HOW WE COMPARE

No comparable data for neighboring states available.

5. FACTORS AFFECTING RESULTS

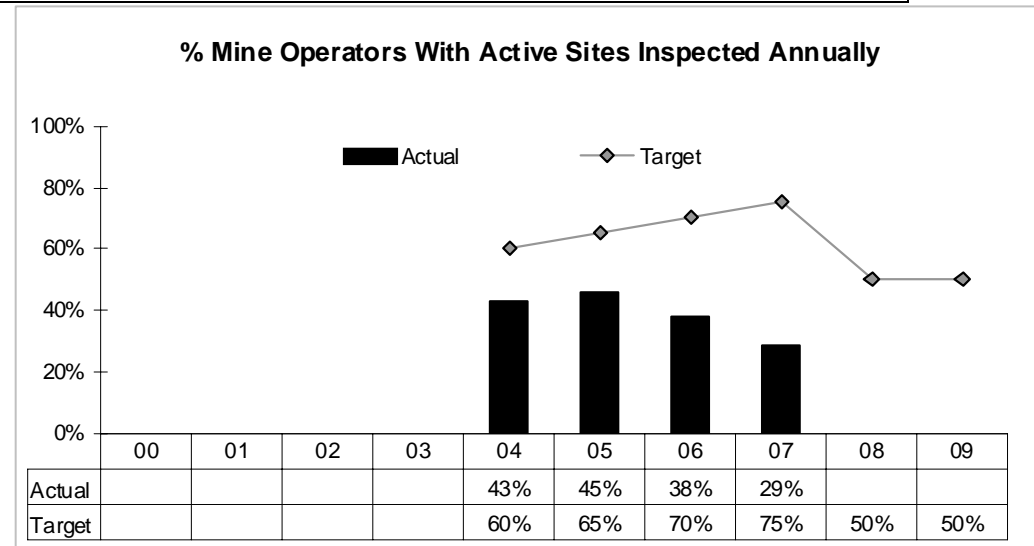
As compared with the average number of site visits (580) for the three year period 2003-06, the number of site visits for the 2006-07 period declined by 30%. Certain of the staff time available were reduced by increased natural gas exploration permitting activity & by sites with regulatory infractions.

6. WHAT NEEDS TO BE DONE

Significantly increase the number of inspections of unique operators with active sites. The agency is recruiting for an additional reclamationist staff.

7. ABOUT THE DATA

The data is drawn from departmental records, and includes site location information and dates inspected. A list of permit sites and related information is available at <http://www.oregongeology.com/sub/mlr/mlrhome.htm> .



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KPM #9	TSUNAMI INUNDATION MAP COMPLETION % of coastal communities provided with detailed tsunami inundation maps for local emergency planning.	Measure since: 2005
Goal	LIFE & PROPERTY SAFETY: Agency Goal #1 Reduce risk to Oregonians from naturally occurring geologic hazardous events.	
Oregon Context	OBM 67a: Community Preparedness For Natural Hazards.	
Data source	Department records.	
Owner	Coastal Section; contact Don Lewis, 971-673-1555, don.lewis@dogami.state.or.us	

1. OUR STRATEGY

Provide computer simulation tsunami inundation hazard maps for at-risk communities. NOAA funds the work. OHSU is a key partner. Each community provides data and in-kind support; Cannon Beach directly funded field mapping of paleo-tsunami sand deposits during 2006-07.

2. ABOUT THE TARGETS

35 at-risk communities have been identified, excluding state parks.

3. HOW WE ARE DOING

During 2006-07 **one** new inundation map was completed (Florence; Cannon Beach in progress). The trend is below target. The original target completion date for the 35 communities was 2018. Due to this, the agency is *developing a new plan to re-map the entire coast for both distant and near-source tsunami inundation by 2012.*

4. HOW WE COMPARE

Oregon is one of the 5 Pacific states (along with Washington, California, Alaska and Hawaii) that has examined tsunami inundation hazards.

5. FACTORS AFFECTING RESULTS

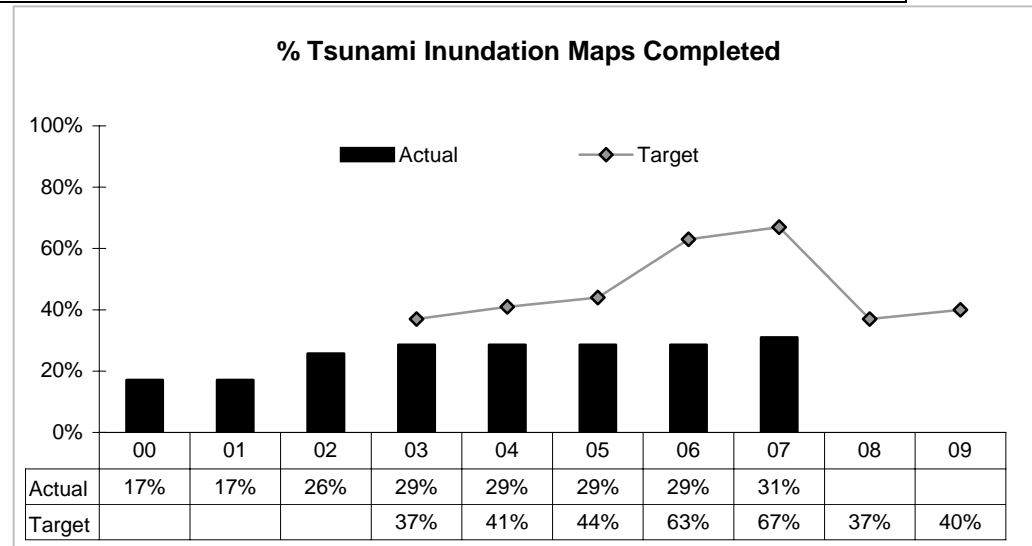
Delays in receiving high quality bathymetric and coastal topographic data, and staff turnover at a key subcontractor delayed progress in the period.

6. WHAT NEEDS TO BE DONE

DOGAMI plans to acquire high-quality LIDAR data, expand paleo-tsunami sands mapping, develop a logic tree of all credible geologic source models, and examine the hydrodynamic inundation simulation model results for the source models at north- and south-coast pilot project locations. In combination, these task solutions will enable a significant acceleration in “100-year” and “500-year” tsunami inundation hazard mapping along the entire Oregon coast commencing during the 2009-11 biennium.

7. ABOUT THE DATA

The data reflects the number of completed inundation simulation maps versus the complete list of at-risk communities. The maps have been published as Interpretative Map Series (IMS) maps #2, 3, 11, 12, 13, 21, 23 and also GMS-99 and are available at <http://www.naturenw.org/geo-tsunamis.htm> .



Agency Mission: Produce and use geologic information to promote the health, safety, and welfare of Oregonians.

KPM #10	CUSTOMER SERVICE : Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Measure since: 2005
Goal	Improve collaboration and deliver the highest level of customer service possible.	
Oregon Context	Statewide Mission.	
Data source	Department survey results.	
Owner	Don Lewis, 971-673-1541, don.lewis@dogami.state.or.us	

1. **OUR STRATEGY**
 Invite customer input; respond positively to constructive criticism.

2. **ABOUT THE TARGETS**
 90% customer satisfaction is a default target.

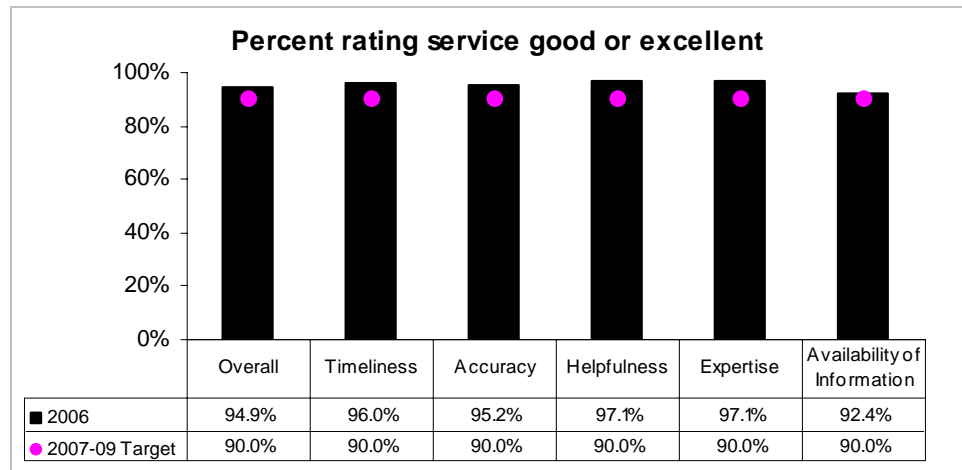
3. **HOW WE ARE DOING**
NOTE: These results are for the 2005-06 year; new data will be collected for 2007-08. The data for 2005-06 demonstrate that the department is trending above target in all categories. The tabled results are a 75:25 split between Program 1 and Program 2.

4. **HOW WE COMPARE**
During 2005-06 our results are similar in range and kind to other Oregon Natural Resource Agencies; they too scored relatively lower in “availability of information” (OWRD, OWEB, ODF, ODFW, ODA, DEQ-WQ)

5. **FACTORS AFFECTING RESULTS**
 The results speak to a significant satisfaction amongst all customer groups.

6. **WHAT NEEDS TO BE DONE**
 Continuous improvement; emphasize an increase in web access to, and user-friendliness of, all types of information.

7. **ABOUT OUR CUSTOMER SERVICE SURVEY**
 The 2005-06 surveys utilized the approved customer satisfaction question format and sampled varying customers and in various ways. The Program 2 survey was a census of the 628 permit-holder compliers. Program 1 collected three convenience samples of constituents, clients and consumers that attended technical workshops, a census of advisory committee constituents, and a random sample of consumers at the Nature of the Northwest Information Center. A total of 1,470 customers had the opportunity to respond, and 254 did (17.3% response rate).



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KPM #11	GOVERNANCE : Percent of yes responses by Governing Board to the set of best practices	Measure since: 2007
Goal	Ensure discussion of governance best practices.	
Oregon Context	Statewide Mission.	
Data source	Governing Board survey results.	
Owner	Don Lewis, 971-673-1541, don.lewis@dogami.state.or.us	

Adopted May 5, 2007; results confirmed August 29, 2007

Best Practices Criteria	Consensus '06-'07	
	Yes	No
1. Executive Director's performance expectations are current.		X
2. Executive Director's receives annual performance feedback.		X
3. The agency's mission and high-level goals are current and applicable.	X	
4. The board reviews the <i>Annual Performance Progress Report</i> .	X	
5. The board is appropriately involved in review of agency's key communications.	X	
6. The board is appropriately involved in policy-making activities.	X	
7. The agency's policy option packages are aligned with their mission and goals.	X	
8. The board reviews all proposed budgets.	X	
9. The board periodically reviews key financial information and audit findings.	X	
10. The board is appropriately accounting for resources.	X	
11. The agency adheres to accounting rules and other relevant financial controls.	X	
12. Board members act in accordance with their roles as public representatives.	X	
13. The board coordinates with others where responsibilities and interests overlap.	X	
14. The board members identify and attend appropriate training sessions.	X	
15. The board reviews its management practices to ensure best practices are utilized.	X	
<i>Totals</i>	13	2
Total Number	15	15
Percentage of Total	87%	13%