

Agency Management Report

KPMs For Reporting Year 2009

Agency: ENVIRONMENTAL QUALITY, DEPARTMENT of

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
Summary Stats:	54.55%	9.09%	18.18%	13.64%	4.55%

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - 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.	73.00	85.00	Yellow	2008	DEQs customer service ratings remain high for the vehicle inspection program, at 94 percent, while overall 76 percent of air, water and septic permit holders rated DEQ customer service as good to excellent. Slower service and correlating customer ratings are likely due to short staffing in the permitting programs and the complex and demanding nature of environmental permits, both of which cause delays in the process.
2 - PERMIT TIMELINESS: Percentage of air contaminant discharge permits issued within the target period.	96.00	90.00	Green	2008	DEQ exceeded the target in 2008 but we believe this is largely due to the type of permits issued. In 2009, we expect to be below the target again given the types of permits we are working on. The good news is that the long-term trend is up meaning we are headed towards meeting the target. In part, this reflects the additional resources approved in 2007.
3 - PERMIT TIMELINESS: Percentage of individual wastewater discharge permits issued within 270 days.	24.00	50.00	Red	2008	DEQ did not meet the target due to litigation affecting permits, EPA's objections regarding municipal permits, requests that DEQ reconsider issued permits and staff turnover. Efforts to shift to a watershed cycle for permit issuance also contribute to delays in permit issuance.

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4 - UPDATED PERMITS: Percent of total wastewater permits that are current.	89.00	80.00	Green	2008	DEQ met the target in 2008. However, due to litigation affecting permits, EPA's objections regarding municipal permits, requests that DEQ reconsider issued permits and staff turnover will likely prevent us from achieving the target in 2009.
5 - WATER QUALITY TMDLs: Percent of impaired waterbody miles for which a TMDL has been approved.	71.00	73.00	Green	2008	DEQ expects this trend to continue to improve in 2010 as other large TMDLs are completed.
6 - UMATILLA: Cumulative percent of chemical agent destroyed at Umatilla Chemical Demilitarization Facility (UMCDF).	37.00	32.00	Green	2008	DEQ is ahead of the target for 2008 and is meeting the 2009 target. The effort to date has focused on the higher risk munitions. At this time, all rockets, bombs, artillery shells, land mines, and nerve agents have been destroyed. This means the weapons destruction to date has reduced the risk to local residents by 99 percent.
7 a - CLEANUP: Percent of identified Oregon hazardous waste sites cleaned up: overall.	79.00	78.00	Green	2008	DEQ is ahead of the target for 2008. This measure shows that DEQ continues to increase the cumulative percentage of sites cleaned up, meaning that more sites are cleaned up each year than new sites discovered. We believe the trend will continue upward toward the 90-92 percent achievement level.
7 b - CLEANUP: Percent of identified Oregon hazardous waste sites cleaned up: tanks.	81.00	80.00	Green	2008	DEQ slightly exceeded the 2008 target. This means that each year more sites are cleaned up than new ones are added to the list for cleanup. Since DEQ started tracking tank statistics in 1996, the percentage of sites cleaned up has increased 2 to 3 percent each year, a consistent upward and positive trend.
7 c - CLEANUP: Percent of identified Oregon hazardous waste sites cleaned up: hazardous substances.	37.00	36.00	Green	2008	DEQ exceeded the 2008 target. This means that over time more sites are cleaned up than new ones are added to the list for cleanup. Since DEQ started tracking these statistics for over a decade, the percentage of sites cleaned up has increased 1 to 2 percent each year, a consistent upward and positive trend.

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8 - TOXICS PREVENTION AND REDUCTION: Pounds of mercury removed from the environment through DEQ's efforts.	196.00	190.00	Green	2008	In 2008, DEQ exceeded the target. The last three years have shown a fairly consistent trend in recovery of between 180 and 200 pounds of mercury per year. As the DEQ and local government programs achieve success, the amount of mercury collected by DEQ annually will level off and being to decline over time as the locally sponsored programs mature.
9 - SOLID WASTE - Pounds of municipal solid waste landfilled or incinerated per capita.	1,542.00	1,599.00	Green	2008	The 2008 target was exceeded since Oregonians generated less waste than the target. For the first time in four years, Oregon's per capita disposal rate was below the target. In 2008 total waste generation, the amount recycled and the amount disposed all decreased significantly from 2007. These decreases reflect both a strong statewide waste prevention strategy and the economic downturn.
10 a - WATER QUALITY CONDITIONS - Percent of monitored stream sites with significantly increasing trends in water quality.	3.00	75.00	Red	2008	The failure to meet the target for increasing trends in water quality is at least partially a statistical function in that earlier positive trends have resulted in some streams attaining good to excellent condition and stabilizing at that level during the late 1990s.
10 b - WATER QUALITY CONDITIONS - Percent of monitored stream sites with decreasing trends in water quality.	24.00	0.00	Exception	2008	Our target is zero. The percent of streams with declining water quality remained the same from 2007 to 2008 at 24 percent. Many of the stream sites with declining water quality are at stream locations across the state that do not have significant discharges from industrial and municipal point source discharges and are impacted by nonpoint sources. A more detailed analysis is needed to determine what is causing declining trends.

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10 c - WATER QUALITY CONDITIONS – Percent of monitored stream sites with water quality in good to excellent condition.	50.00	40.00	Green	2008	This target was exceeded again in 2008 and has been for the past 10 years. We believe that developing and implementing Total Maximum Daily Loads (clean water plans/TMDLs) and associated water quality management plans have helped increase the number of stream sites with good to excellent water quality conditions.
11 - AIR QUALITY DIESEL EMISSIONS: Quantity of diesel particulate emissions.	3,980.00		Pending	2005	The data for this measure is updated every three years. The 2008 inventory will be released in spring 2010 and will be incorporated into the 2010 update of this measure.
12 a - AIR QUALITY CONDITIONS - Number of days when air is unhealthy for sensitive groups.	109.00	65.00	Red	2008	This measure illustrates that the air is unhealthy for sensitive groups to breathe in many Oregon cities on many individual days. The majority of the unhealthy air days are caused by elevated fine particulate levels resulting from woodstoves and other combustion sources. The increase in unhealthy days that occurred in 2006 and continuing into 2008 is partially a result of the new lower federal standard for fine particulate. In response to the new federal standard, DEQ is working on various strategies to reduce fine particulate pollution. The 2009 Legislature approved legislation that will reduce such pollution from older woodstoves, that will make a difference in the future.

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12 b - AIR QUALITY CONDITIONS - Number of days when air is unhealthy for all groups.	11.00	7.00	Red	2008	This measure illustrates that the air is unhealthy for all groups to breathe in many Oregon cities on many individual days. The majority of the unhealthy air days are caused by elevated fine particulate levels resulting from woodstoves and other combustion sources. The increase in unhealthy days that occurred in 2006 and continuing into 2008 is partially a result of the new lower federal standard for fine particulate. In response to the new federal standard, DEQ is working on various strategies to reduce fine particulate pollution. The 2009 Legislature approved legislation that will reduce such pollution from older woodstoves, that will make a difference in the future.
13 a - AIR QUALITY - NEW SCIENCE - Percent of Oregonians at risk from toxic air pollutants that contribute to cancer.	98.00		Pending	2002	This data originates with a comprehensive inventory of air pollution sources done by DEQ every three years. These inventories are done on a calendar year basis; the last one for 2005. DEQs inventory data is used by EPA to predict toxic air pollutant concentrations and the associated health threat using sophisticated modeling techniques. These methods are well-documented, include substantial quality control but take time to produce results. The last published analysis by EPA was for the 2002 calendar year and released in 2009; the 2005 analysis may be available next year.

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13 b - AIR QUALITY - NEW SCIENCE - Percent of Oregonians at risk from toxic air pollutants that contribute to respiratory problems.	96.00		Pending	2002	This data originates with a comprehensive inventory of air pollution sources done by DEQ every three years. These inventories are done on a calendar year basis; the last one for 2005. DEQs inventory data is used by EPA to predict toxic air pollutant concentrations and the associated health threat using sophisticated modeling techniques. These methods are well-documented, include substantial quality control but take time to produce results. The last published analysis by EPA was for the 2002 calendar year and released in 2009; the 2005 analysis may be available next year.
14 - ERT: Percent of local participants who rank DEQ involvement in Economic Revitalization Team process as good to excellent.	78.90	80.00	Green	2008	In 2008 we received a ranking of 78.9 percent which is slightly lower, but substantially meeting our target goal of 80 percent and about a five percent increase in the performance ranking from 2006. The next ERT survey will be conducted in 2010 and will be included in the measures update.
15 - PERMIT TIMELINESS: Percent of Title V operating permits issued with the target period.	94.00	90.00	Green	2008	DEQ exceeded the target in 2008 but we believe this is largely due to the type of permit modifications issued. In 2009, we expect to be below the target again given the types of permit modifications we are working on. The good news is that the long-term trend is up meaning we are headed towards meeting the target. In part, this reflects the additional resources approved in 2007.

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16 - BOARDS AND COMMISSIONS: Percent of total best practices met by the Environmental Quality Commission.	90.00	100.00	Yellow	2008	The 2008 results show a drop in results for this measure. By examining the survey results, we have found specific areas for future improvements. These include assessing the training needs of the commission and engaging in discussion and review of the EQC's best management practices. These two considerations are part of a proposed commission retreat in winter 2010 that would allow the EQC significant planning and discussion time. The goal will be to help the commission reach its target in for the next update.

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.