

# Agency Management Report

## KPMs For Reporting Year 2008

### Agency: LAND CONSERVATION and DEVELOPMENT DEPARTMENT

	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)
<b>Summary Stats:</b>	85.00%	5.00%	10.00%	0.00%	0.00%

**Detailed Report:**

	Actual	Target	Status	Most Recent Year	Management Comments
<b>KPMs</b>					
1 - EMPLOYMENT LAND SUPPLY – Percent of cities that have an adequate supply of land for industrial and other employment needs to implement their local economic development plan.	63.00	76.00	Red	2008	The actual reported percentage is 63%. This number, though below the target, is the highest reported percentage in the last eight years. The percentage is expected to improve in the immediate future as an increasing number of cities enter periodic review, which is the process where cities analyze the adequacy of their employment land supply.
2 - HOUSING LAND SUPPLY – Percent of cities that have an adequate supply of buildable residential land to meet housing needs.	95.00	92.00	Green	2008	
3 - PUBLIC FACILITIES PLANS – Percent of cities that have updated the local plan to include reasonable cost estimates and funding plans for sewer and water systems.	41.00	42.00	Green	2008	
4 - CERTIFIED INDUSTRIAL SITES – Number of industrial sites certified as “project-ready” added each fiscal year.	14.00	12.00	Green	2008	

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5 - TRANSIT SUPPORTIVE LAND USE – Percent of urban areas with a population greater than 25,000 that have adopted transit supportive land use regulations.	80.00	76.00	Green	2008	
6 - TRANSPORTATION FACILITIES – Percent of urban areas that have updated the local plan to include reasonable cost estimates and funding plans for transportation facilities.	83.50	58.00	Green	2008	
7 - ERT – Percentage of local participants who rank DLCD involvement in the ERT process as good to excellent.	70.30	66.00	Green	2008	
8 - COASTAL DEVELOPMENT ZONING– Percent of estuarine areas designated as “development management units” in 2000 that retain that designation.	100.00	100.00	Green	2008	
9 - NATURAL RESOURCE INVENTORIES – Percent of urban areas that have updated buildable land inventories to account for natural resource and hazard areas.	13.00	10.00	Green	2008	
10 - FARM LAND – Percent of farm land outside urban growth boundaries zoned for exclusive farm use in 1987 that retains that zoning.	99.91	99.93	Green	2007	
11 - FOREST LAND – Percent of forest land outside urban growth boundaries zoned in 1987 for forest or mixed farm/forest use that remains zoned for those uses.	99.94	99.95	Green	2007	
12 - URBAN GROWTH BOUNDARY EXPANSION – Percent of land added to urban growth boundaries that is not farm or forest land.	78.00	55.00	Green	2007	
13 - PERIODIC REVIEW REMANDS – Percent of periodic review work tasks that are returned to local jurisdictions for further action.	8.00	15.00	Green	2007	

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14 - TIMELY COMMENTS – Percent of DLCD concerns or recommendations regarding local plan amendments that are provided to local governments within the statutory deadlines for such comments.	100.00	100.00	Green	2008	
15 - GRANT AWARDS – Percent of local grants awarded to local governments within two months after receiving application.	76.00	90.00	Red	2008	The reported percentage of 76% is virtually identical with the past two years. 76 % is a marked improvement to reporting periods before that. For this most recent reporting period, a significant increase in grant applications has occurred at the same time that the department was experiencing important staff transitions.
16 - LAND USE APPEALS – Percentage of agency appeals of local land use decisions that were upheld by LUBA and the Courts.	100.00	100.00	Green	2008	
17 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	70.30	80.00	Yellow	2008	Overall customer satisfaction decreased from 77% to 70%. It is likely that this decrease reflects implementation of measure 49, which has generated hundreds of calls from M37 and M49 claimants, and possibly interest generated by Big Look hearings and deliberations.
18 - TASK REVIEW – Percent of periodic review work tasks under review at DLCD for no longer than four months.	100.00	95.00	Green	2008	
19 - MEASURE 49 - Percentage of Measure 49 claims assigned to the agency that are processed within 180 days.	100.00	100.00	Green	2008	
20 - BEST PRACTICES – Percent of total best practices met by the Board.	100.00	100.00	Green	2008	