

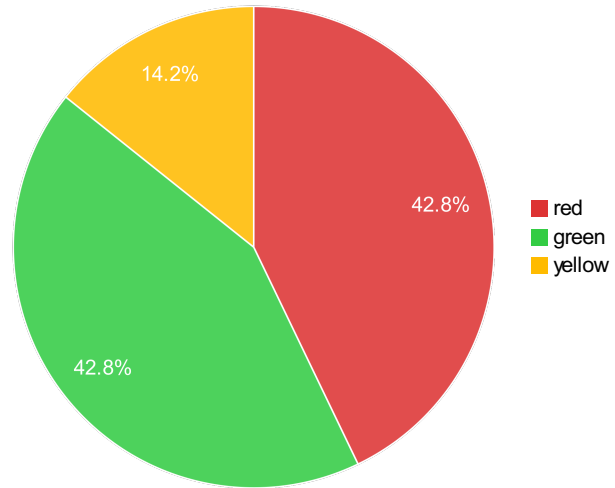
# Aviation, Department of

Annual Performance Progress Report

Reporting Year 2019

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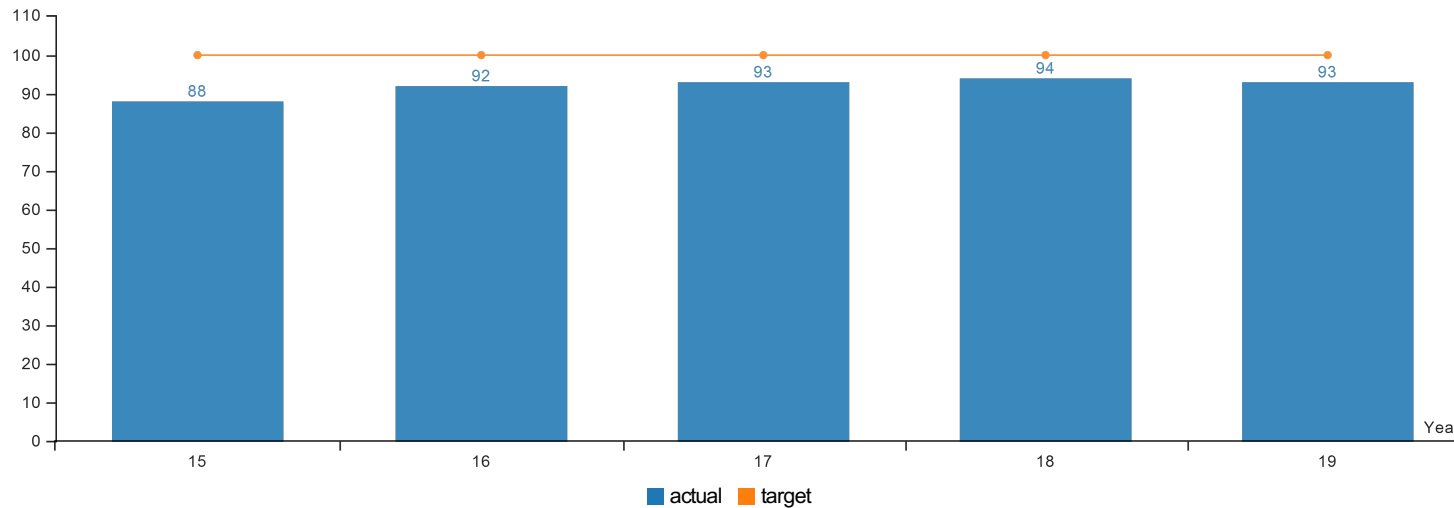
KPM #	Approved Key Performance Measures (KPMs)
1	Percent of runways in good or better condition. -
2	Percent of runways meeting or exceeding approach surface standards. -
3	Number of public use airport inspections conducted. -
4	Percentage of total Federal Funds obligated or spent. -
5	Customer Service - 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.
6	Percent of aircraft registered -
8	Percent of total best practices met by the board. -



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	42.86%	14.29%	42.86%

KPM #1	Percent of runways in good or better condition. -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Runway Pavement Condition</b>					
Actual	88%	92%	93%	94%	93%
Target	100%	100%	100%	100%	100%

#### How Are We Doing

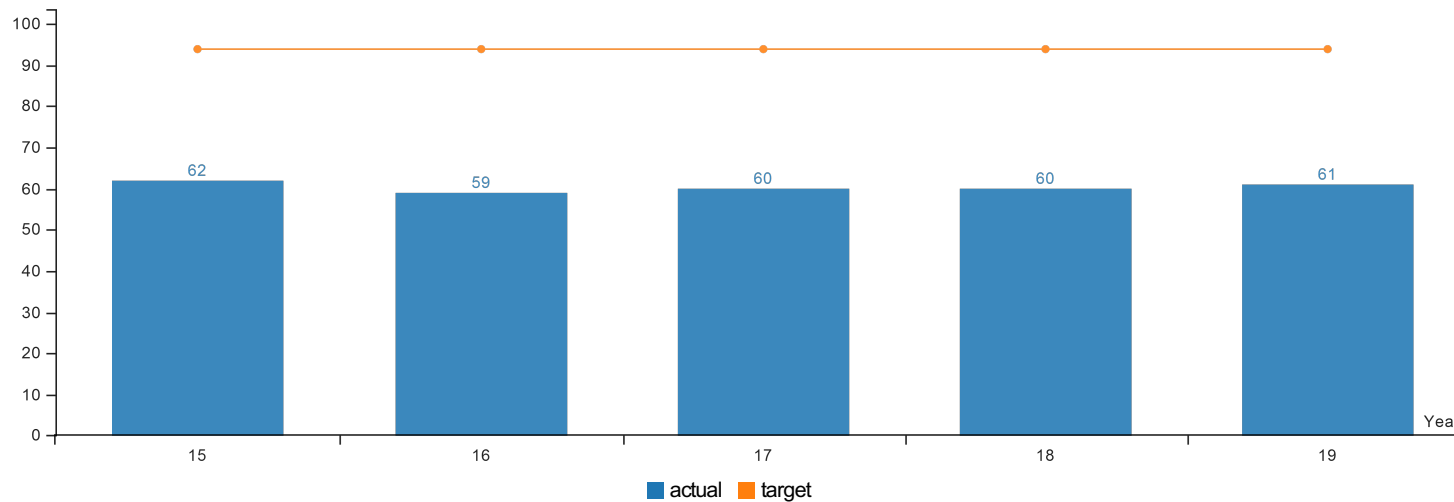
Pavement Maintenance continued in 2019 and has been successful in completing the program work as scheduled. Work was divided into three smaller contracts starting in 2013 to make it easier for DBE/COBID contractors to bid. Results are contracted work is finishing ahead of schedule. Ten year study of the PMP program funded by FAA showed that PMP program extended service life of airport pavement by twenty plus years. FAA standards are that pavement is good for twenty years so this essentially doubles the life of pavement and potentially cost avoids an entire renovation cycle.

#### Factors Affecting Results

Weather conditions, availability of matching funds for local municipalities and construction scheduling are all factors that may potentially affect results in any given period. Over time heavy emphasis on crack sealing instead of surface treatments has had the effect of decreasing overall pavement condition as shown in the 2012 index (for additional detail see ODA 2012 PMP Study). A complete PMP study was done in 2012 and ODA has incorporated recommendations that will enhance pavement preservation.

KPM #2	Percent of runways meeting or exceeding approach surface standards. -
	Data Collection Period: Jan 01 - Sep 30

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Runway Meeting/Exceeding Approach Standards (20:1)</b>					
Actual	62%	59%	60%	60%	61%
Target	94%	94%	94%	94%	94%

#### How Are We Doing

FAA part 77.25 standards require a 20:1 glide slope for visual meteorologic conditions (VMC) for public use airports. Federal dollars are available for NPIAS (National Plan of Integrated Airports System) for obstruction removal. Funding for nonNPIAS airports lags due to declining operations funding for obstruction removal. After several years of decline, we have seen a small uptick in runways meeting or exceeding approach surface standards.

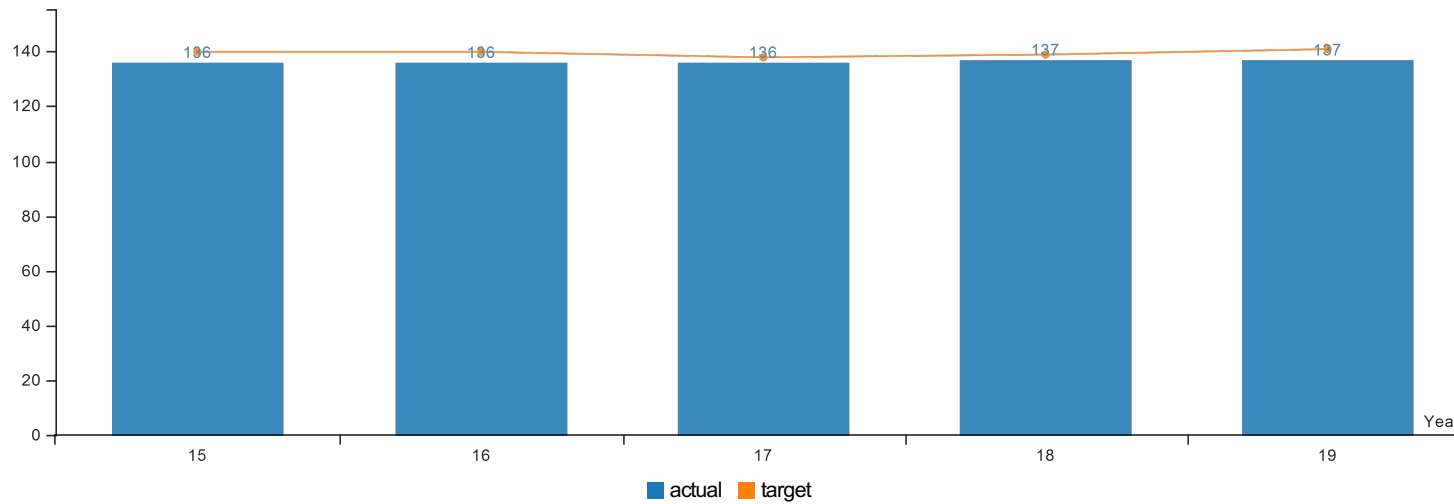
#### Factors Affecting Results

Note that several airports have more than one runway. 62 airports out of 89 public use airports have at least one runway meeting these standards which is 70%. This KPM measures all of the runways at public use airports which is 102. Of these 62 meet this standard.

House Bill 2075 Fuel Tax Increase has provided funds to remove obstructions during the current biennium. There are additional obstruction removal projects underway slated for completion by 2020. After the completion of these projects the department expects to see an increase in runways meeting or exceeding approach standards.

KPM #3	Number of public use airport inspections conducted. -
	Data Collection Period: Jan 01 - Sep 30

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Airport Inspections</b>					
Actual	136	136	136	137	137
Target	140	140	138	139	141

#### How Are We Doing

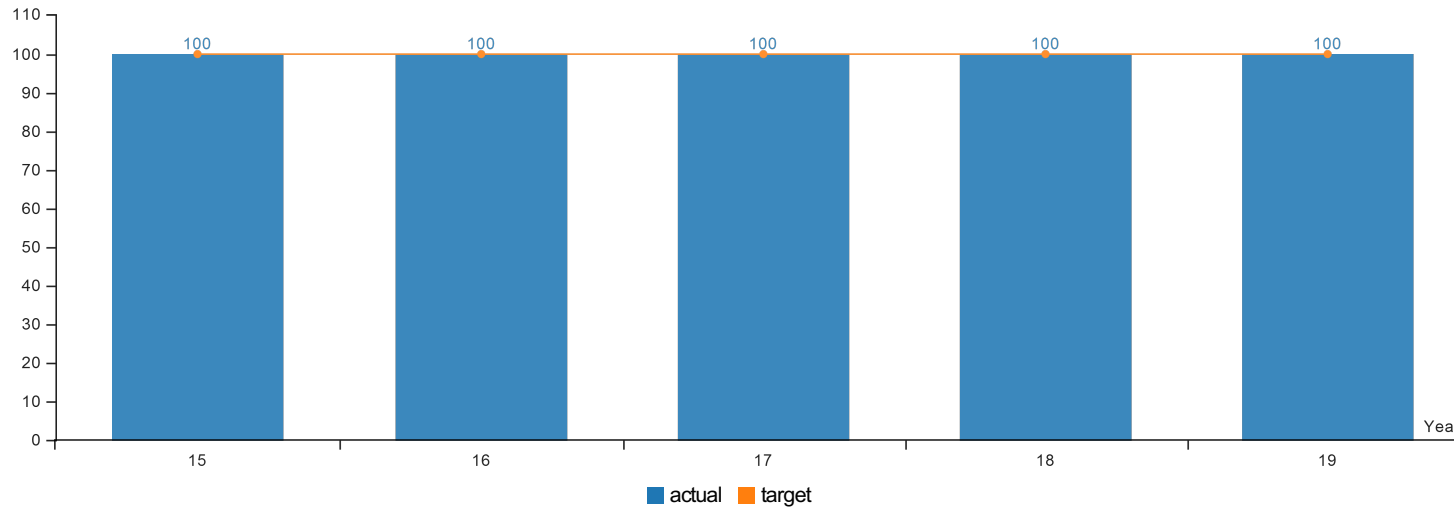
ODA completed 137 of 141 inspections. The target is the number of airports that have received inspections the past year in comparison with the total possible inspections. ODA conducts 97 FAA sponsored inspections over a three year period. One third of the inspections are conducted annually (29 in 2019). ODA conducts quarterly self-inspections at 28 state owned airports. Total possible number of inspections is 141 this year.

#### Factors Affecting Results

The four inspections that were missing this year were for Owyhee Reservoir State Airport. This airport is in a remote location inaccessible by auto.

KPM #4	Percentage of total Federal Funds obligated or spent. -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Federal Funds Obligated</b>					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

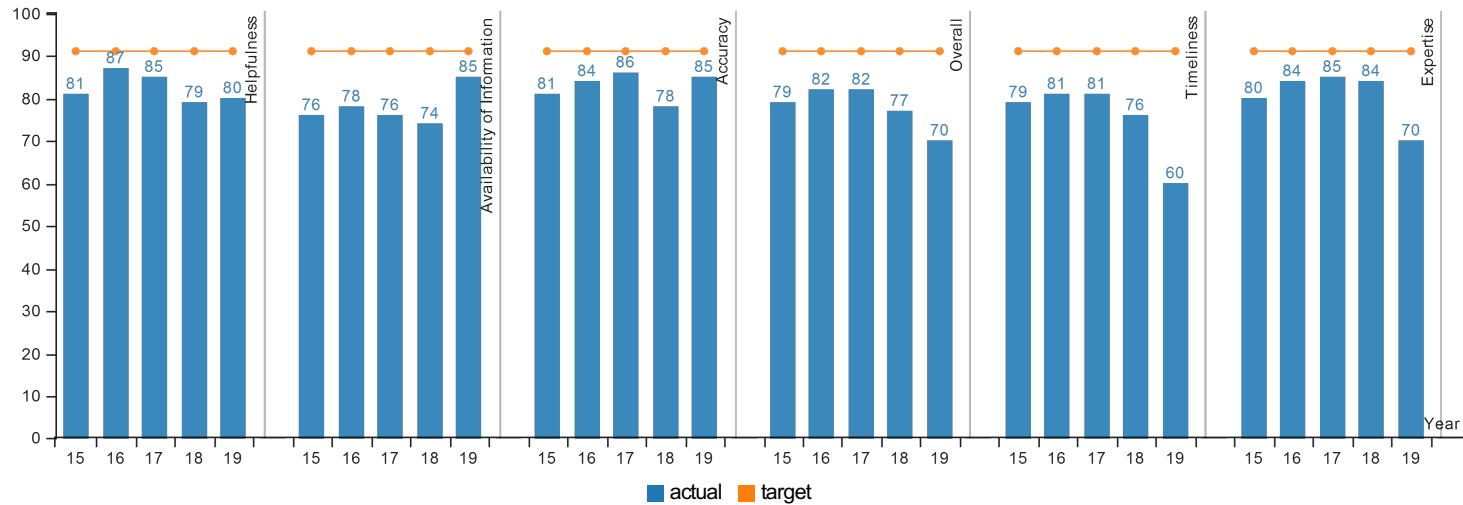
#### How Are We Doing

ODA continues to make improvements in planning, monitoring and closeout of federally funded airport projects. The Department currently utilizes all available NPE funds and assists in the coordination of the transfer of NPE funds between other airports to minimize the amount of funds to be returned to the FAA to be used as discretionary dollars at other airports.

#### Factors Affecting Results

In the future we may see a loss in federal funds that stay in Oregon due to the uncertainty of Aviation System Action Program Grants and Connect Oregon grants for aviation projects. There may be non-state owned airports that are unable to make their grant match.

KPM #5	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.
	Data Collection Period: Sep 01 - Sep 30



Report Year	2015	2016	2017	2018	2019
<b>Helpfulness</b>					
Actual	81%	87%	85%	79%	80%
Target	91%	91%	91%	91%	91%
<b>Availability of Information</b>					
Actual	76%	78%	76%	74%	85%
Target	91%	91%	91%	91%	91%
<b>Accuracy</b>					
Actual	81%	84%	86%	78%	85%
Target	91%	91%	91%	91%	91%
<b>Overall</b>					
Actual	79%	82%	82%	77%	70%
Target	91%	91%	91%	91%	91%
<b>Timeliness</b>					
Actual	79%	81%	81%	76%	60%
Target	91%	91%	91%	91%	91%
<b>Expertise</b>					
Actual	80%	84%	85%	84%	70%
Target	91%	91%	91%	91%	91%

**How Are We Doing**

In spite of a very small staff, the agency has been steadily repositioning itself as an essential part of Oregon's aviation industry and renewing our commitment to serve the aviation communities. In 2019 the agency has received high scores in helpfulness, accuracy and availability of information. The agency will strive to improve its scores in timeliness, expertise and overall customer service in the future.

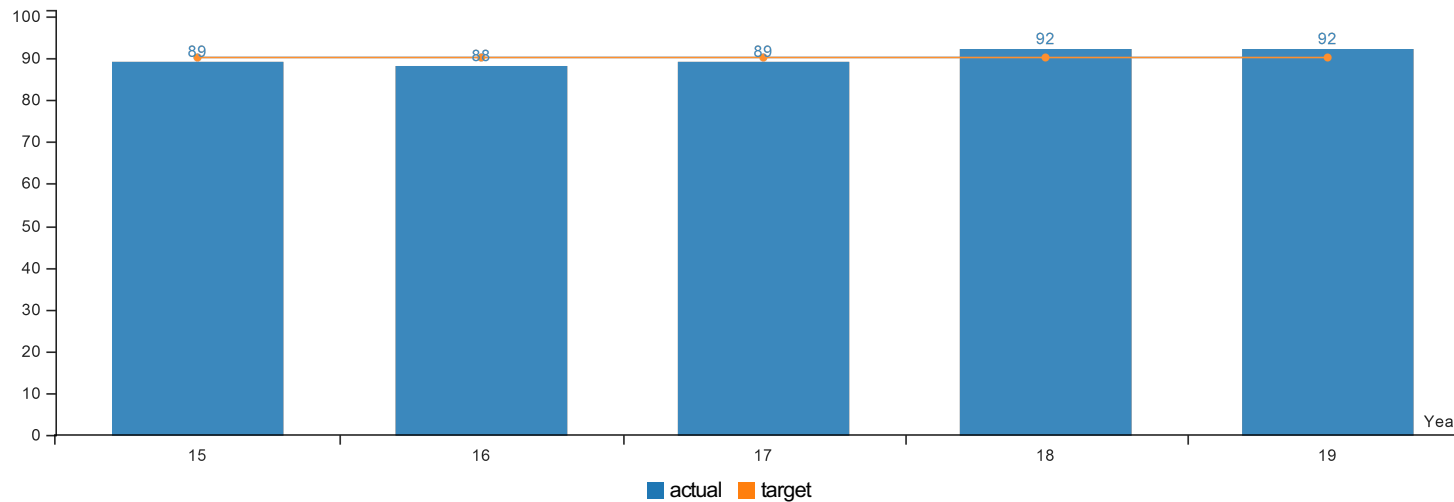
**Factors Affecting Results**

The respondents are made up of pilots, aircraft owners, airport managers and fbos who have signed up to receive notifications from the agency. The Survey was entirely conducted using an online program called Survey Monkey. The agency has recently redesigned the website, restarted a newsletter and is developing a communication plan to better provide information to those we serve.



KPM #6	Percent of aircraft registered -
	Data Collection Period: Jan 01 - Aug 31

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Percent of Aircraft Registered in Oregon</b>					
Actual	89%	88%	89%	92%	92%
Target	90%	90%	90%	90%	90%

#### How Are We Doing

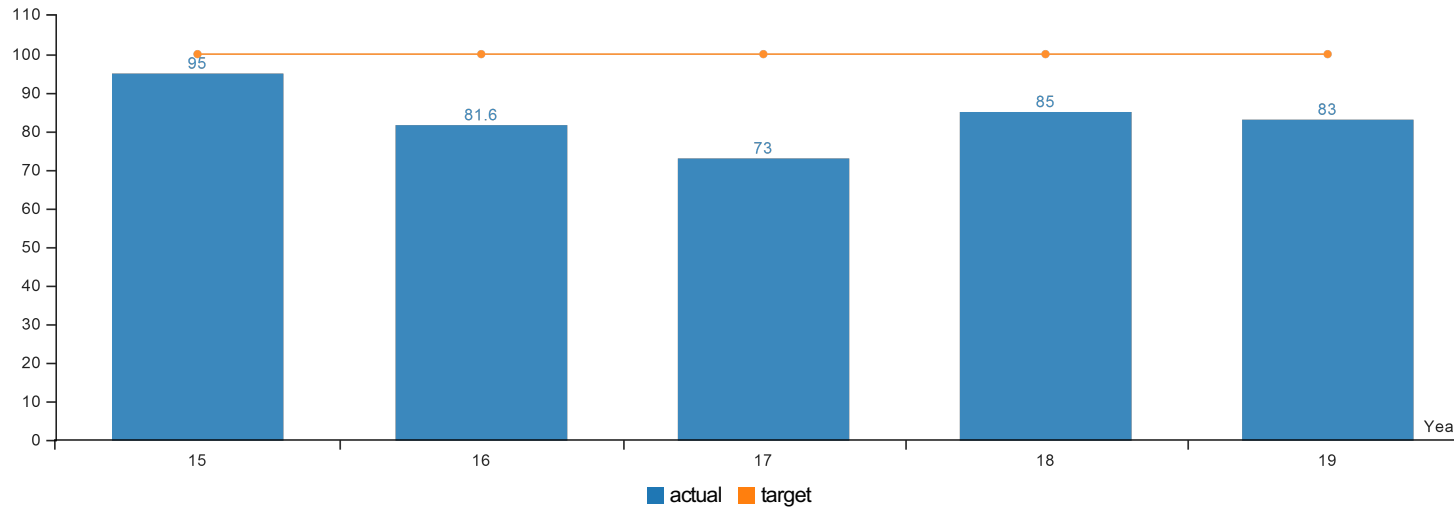
There are a total of 3,635 active aircraft in our aircraft registration database. There are 334 that are expired. The percentage of aircraft registered is 92%. We have increased our aircraft registration collections by 7% since 2013 when our actual collections was 85%. Aircraft Registration fees support the 10% grant match to Federal Aviation Administration (FAA) grants for airport improvements at 12 Federally Funded State Owned Airports throughout the state helps and support search and rescue efforts conducted by the Office of Emergency Management.

#### Factors Affecting Results

The increase in percent of Aircraft Registered is due to stronger collection efforts and collaboration with the Department of Revenue to collect delinquent aircraft registration revenue. The agency is continually looking for ways to improve our collection process. The agency's finance team and aircraft registration specialist have worked together to make improvements to the agency's collection policy and it has shown with our increase in collections each year for the past five years and has surpassed our target for the past two years.

KPM #8	Percent of total best practices met by the board. -
	Data Collection Period: Sep 25 - Oct 02

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Aviation Board Best Practices</b>					
Actual	95%	81.60%	73%	85%	83%
Target	100%	100%	100%	100%	100%

**How Are We Doing**

Based on the 15 question survey 8 of the questions received a score of 100% including that the board attends the appropriate training sessions, reviews the budgets, reviews the key financial information and that the board members act in accordance with their roles as public representatives. The two questions that received the lowest scores this year are; that the executive director's performance expectations are current (50%), that the executive director receives annual performance feedback (25%).

**Factors Affecting Results**

Board members were asked to participate in a Survey Monkey Survey that asked 15 yes or no questions addressing the Director and the Aviation Board Best Practices. These questions were based on LFO and DAS best board practices recommendations that cover the board's involvement with key communications, finances, budget, training ect. At the time of the survey 6 out of 7 of the aviation board seats were filled.