

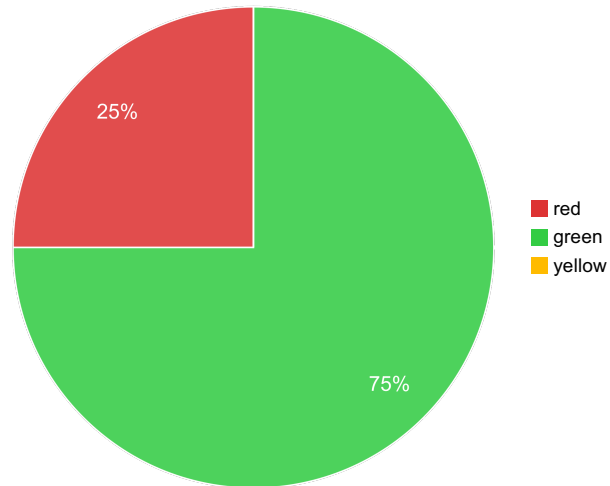
Fish and Wildlife, Department of

Annual Performance Progress Report

Reporting Year 2022

Published: 9/26/2022 11:21:24 AM

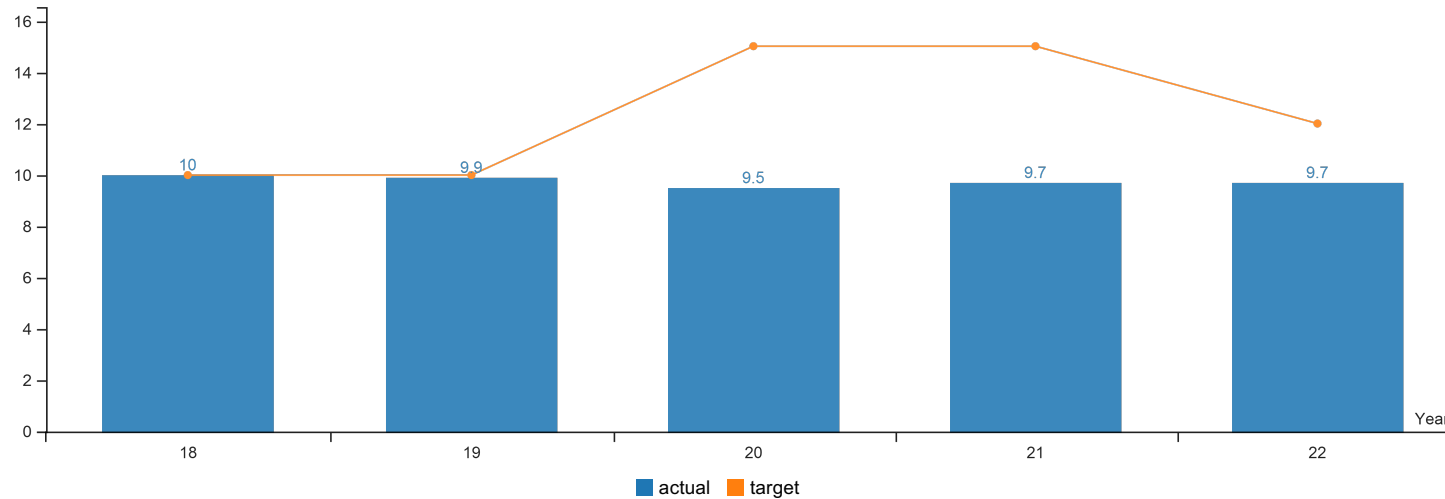
KPM #	Approved Key Performance Measures (KPMs)
1	Hunting License Purchases - Percent of the license buying population in Oregon with hunting licenses and/or tags
2	Angling License Purchases - Percent of the license buying population in Oregon with angling licenses and/or tags.
3	Wildlife Damage - Number of wildlife damage complaints addressed annually.
4	Oregon Species of Concern - Percent of fish species of concern (listed as threatened, endangered, or sensitive) being monitored
5	Oregon Species of Concern Percent of wildlife species of concern (listed as threatened, endangered, or sensitive) being monitored. -
6	Decreasing the Number of Unscreened Water Diversions - Number of unscreened priority water diversions.
7	Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent. Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" for timeliness, accuracy, helpfulness, expertise and availability of information.
8	Boards and Commissions - Percent of total best practices met by the Department of Fish and Wildlife, State Fish and Wildlife Commission.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	75%	0%	25%

KPM #1	Hunting License Purchases - Percent of the license buying population in Oregon with hunting licenses and/or tags
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percent of the License Buying Population Age 12-69 With Hunting Licenses and/or Tags					
Actual	10%	9.90%	9.50%	9.70%	9.70%
Target	10%	10%	15%	15%	12%

How Are We Doing

The 2022 report year measures hunting participation data for calendar year 2021. For 2021, the percentage of the Oregon license-buying population (ages 12 to 69 years) participating in hunting was 9.7%, which is below the 12% target level. When measured in proportion to the growth in the state population, participation in hunting has been on the decline in Oregon over the long term. From 2001 to 2021, the participation rate of Oregonians for hunting declined from 10.5% to 9.7%. However, in the shorter term, there has been a rebound; from 2011 to 2021, the participation rate increased from 8.3% to 9.7%. During 2021, we saw an overall increase in hunting participation in Oregon, compared to 2020. However, this increase was made up by nonresident hunters, which are not included in this metric. Compared to 2020, there were approximately 1,500 fewer Oregonians who participated in hunting, while there were approximately 3,200 more nonresident participants.

Data note: This year's Annual Performance Progress Report (APPR) includes corrected actual percentages for reporting years 2018-2021. This update corrects a minor data collection error discovered in previous reporting for these years.

Factors Affecting Results

Many social factors affect the level of participation, such as societal preferences and state population demographics. Causes of the variance in participation may include but are not limited to: (1) state population increases have been greater in urban areas and urban residents are less likely to hunt, (2) societal tastes and preferences changing in favor of other forms of recreation, (3) aging hunter population, and (4) price increases in hunting licenses and tags in 2010, 2016, 2018, and 2020.

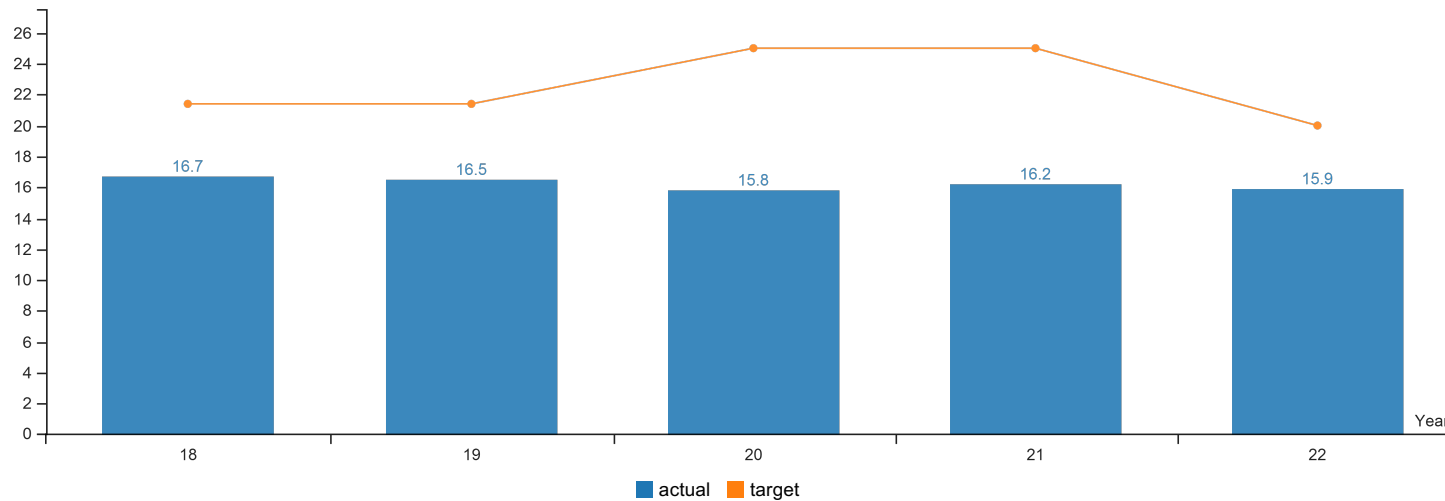
Participation is also influenced by the quality and quantity of hunting opportunities. Populations of some game species have declined due to a variety of factors, such as: (1) landscape-scale changes in habitat as a result of climate change (timing of precipitation and increased temperatures), (2) increased control of wildfires and reduced timber harvest on federal lands resulting in less early seral

stage habitat, (3) invasive annual grass such as cheatgrass and medusahead outcompeting/replacing native species that provided better forage for wildlife, (4) increased predation resulting from increased protection of bears and cougars, and now the return of wolves, (5) increased human population and development means less habitat for wildlife and connectivity across the landscape, particularly lower elevation winter range, (6) increased disease issues, including Adenovirus and Epizootic Hemorrhagic Disease impacts to deer.

The cumulative impact of all of these factors has decreased the carrying capacity for many big game populations. Reduced opportunity due to fewer available animals is a factor affecting participation. Limits to the number of hunting tags issued lead to some hunters not able to hunt in their accustomed areas each year, which may reduce interest in the sport and affect family hunting.

KPM #2	Angling License Purchases - Percent of the license buying population in Oregon with angling licenses and/or tags.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percent of the License Buying Population Age 14-69 With Fishing Licenses And/Or Tags					
Actual	16.70%	16.50%	15.80%	16.20%	15.90%
Target	21.40%	21.40%	25%	25%	20%

How Are We Doing

The 2022 report year measures fishing participation data for calendar year 2021. For 2021, the percentage of the Oregon license-buying population (ages 12 to 69 years) participating in fishing was 15.9%, which is below the 20% target level. When measured in proportion to the growth in the state population, participation in fishing has been on the decline in Oregon over the long term. From 2001 to 2021, the participation rate of Oregonians for fishing declined from 22.1% to 15.9%. However, in recent years, the participation rate of Oregonians for fishing has held relatively steady at around 16%. During 2021, we saw an overall increase in fishing participation in Oregon, compared to 2020. However, this increase was made up by nonresident anglers, which are not included in this metric. Compared to 2020, there were approximately 12,000 fewer Oregonians who participated in angling, while there were approximately 15,000 more nonresident participants.

Data note: This year's APPR includes corrected actual percentages for reporting years 2018-2021. This update corrects a minor data collection error discovered in previous reporting for these years.

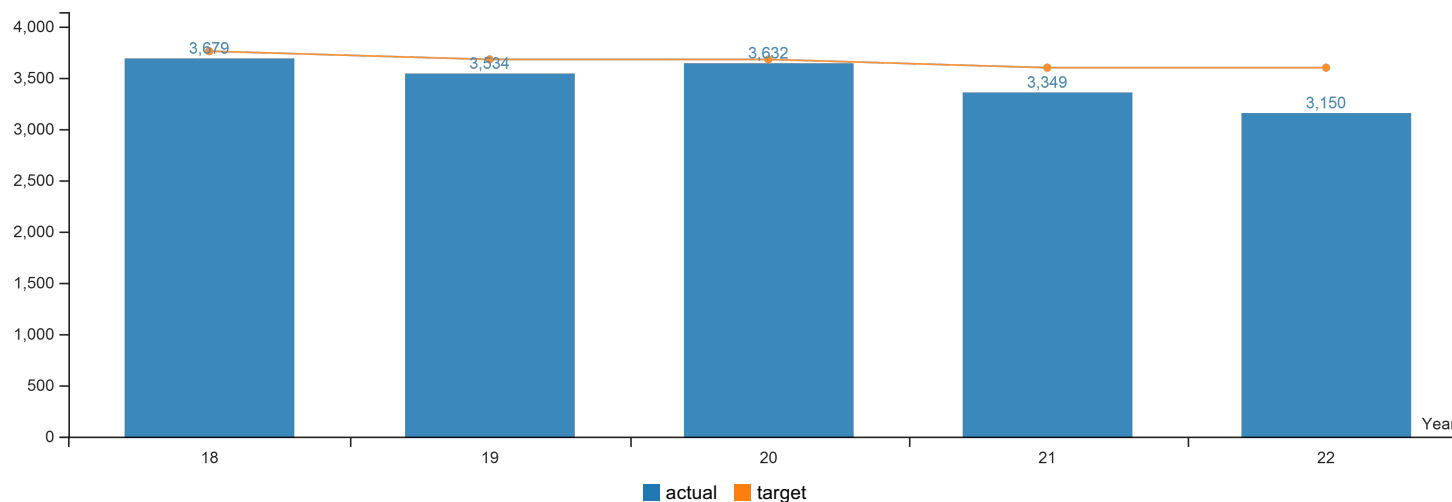
Factors Affecting Results

Many social factors affect the level of angling participation, such as preferences and state population demographics. Causes of the variance in participation may include but are not limited to: (1) state population increases have been greater in urban areas and urban residents are less likely to fish, (2) societal tastes and preferences changing in favor of other forms of recreation, (3) complexity of regulations required to provide diverse fishing opportunities compatible with wild fish conservation, and (4) price increases in angling licenses and tags in 2010, 2016, 2018, and 2020. In addition, in a national study of recreational fishing conducted for the American Sportfishing Association, survey respondents indicated that "not enough time", "takes time away from family", and "health/age" are the main reasons why fishing is no longer a top activity for them. Participation can also be affected by the quality and quantity of fishing opportunities.

Fish abundances are a key driver for some fisheries, such as those in the Columbia River, but there are many other influencing factors, such as the weather and public access. Following several years of poor ocean survival for salmon and steelhead, salmon and steelhead returns have been reduced in many areas, and angling effort has declined in response. Conversely, opportunities for marine finfish have generally increased, and those for trout and warm water species have generally been stable. Recent information indicates ocean conditions for salmon have improved, which should lead to improved opportunities in the near future.

KPM #3	Wildlife Damage - Number of wildlife damage complaints addressed annually.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2018	2019	2020	2021	2022
Wildlife Damage Complaints Addressed Annually					
Actual	3,679	3,534	3,632	3,349	3,150
Target	3,750	3,670	3,670	3,590	3,590

How Are We Doing

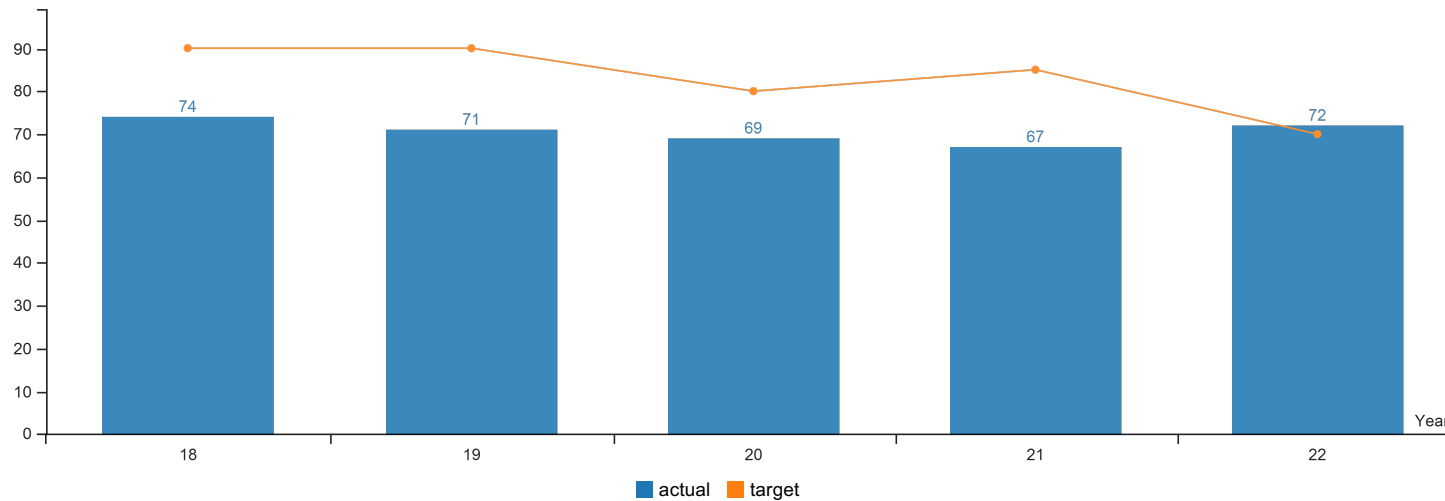
The 2022 report year measures wildlife damage complaint data from calendar year 2021. In 2021, there were 3,150 wildlife damage complaints addressed, which falls below the target. For the 2000-2021 period, the total number of complaints has varied from a high of 5,419 in 2001 to a low of 3,150 in 2021. Annual complaint numbers have tended to be lower in recent years (average of 3,420 for 2018-2021) relative to earlier years (average of 3,628 for 2014-2017). Lower numbers of damage complaints allow the reader to infer that damage issues are being addressed and cooperative solutions to wildlife damage complaints are being found. While there may be a downward trend in complaints since 2000, environmental factors can cause the number of complaints to vary widely from year to year. For example, bear complaints increased from 308 in 2018 to 572 in 2020 but decreased in 2021 to 542. Overall, damage complaint levels continue to be stable across most species.

Factors Affecting Results

The population levels of wildlife causing damage relative to the location of residences, ranches and farms is a major factor. Movement of people from urban to rural areas also creates conflicts as they move into areas historically inhabited by wildlife and create attractive nuisances such as gardens, ornamental plants, bird feeders and garbage. Changing land use/land cover can also cause conflicts, such as changing from pastures and forestry to nurseries and vineyards. Environmental factors can cause the number of complaints to vary widely from year to year. For example, in dry years complaints of damage caused by deer and elk increase because animals move to agricultural lands, many of which are irrigated. In another example, the number of reported conflicts with bears increases during years when there are poor wild berry and acorn crops because in these years, bear rely more on foods associated with humans. Additionally, years with distemper outbreaks result in increased raccoon and fox related complaints.

KPM #4	Oregon Species of Concern - Percent of fish species of concern (listed as threatened, endangered, or sensitive) being monitored
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percent of Fish Species of Concern Being Monitored					
Actual	74%	71%	69%	67%	72%
Target	90%	90%	80%	85%	70%

How Are We Doing

A large proportion of fish species of concern are currently monitored by ODFW. The percent monitored was 72% in report year 2022 (data is for calendar year 2021), an increase from 67% in 2020. This value meets the annual target of 70%. Variation in the types, timeframe, and purposes of monitoring efforts are not reflected in this measure. The agency will continue to seek funding sources that will allow for increased monitoring of these fish species, and ODFW has continued to develop and implement additional monitoring tools, including genetic based monitoring techniques, to improve monitoring capacity, efficiency, and species coverage.

These data are provided by agency personnel from their knowledge of monitoring on an ongoing basis. Lists of species of concern and threatened and endangered species are updated every five years. The lists can be found through the links below:

https://www.dfw.state.or.us/wildlife/diversity/species/docs/Threatened_and_Endangered_Species.pdf

https://www.dfw.state.or.us/wildlife/diversity/species/docs/Sensitive_Species_List.pdf

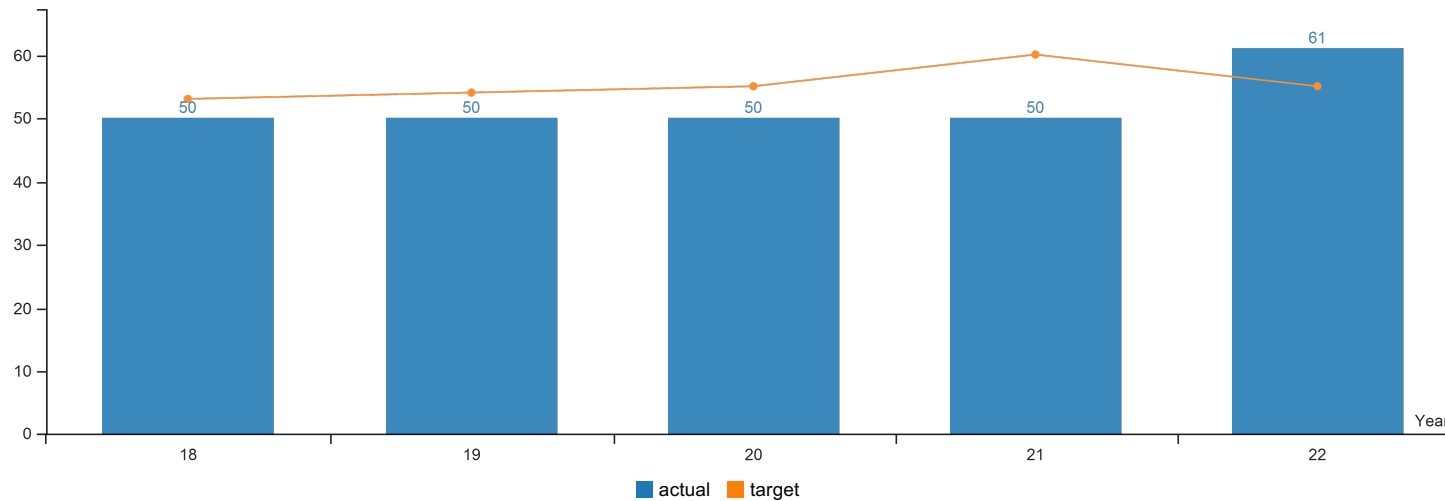
Factors Affecting Results

The actual level and types of data collected, timeframe, context of threats and species status are factors related to prioritization of monitoring efforts. Given these factors, the actual level of monitoring and dedicated resources could increase without an increase or decrease in number of species monitored. In addition, when a species is removed from the list, which would be considered a positive development, that change can have the effect of lowering the percentage of listed species being monitored. Monitoring in 2021 included three species that were not monitored in 2020 (Alvord chub,

Borax Lake chub, Foskett speckled dace).

KPM #5	Oregon Species of Concern Percent of wildlife species of concern (listed as threatened, endangered, or sensitive) being monitored. -
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percent of Wildlife Species of Concern Being Monitored					
Actual	50%	50%	50%	50%	61%
Target	53%	54%	55%	60%	55%

How Are We Doing

The percent of wildlife 'species of concern' that were monitored in report year 2022 (calendar year 2021) was approximately 61%, an increase since report year 2021 (calendar year 2020) and above the current target level of 55%. 'Species of concern' are taken to include threatened, endangered and sensitive wildlife species in Oregon.

In 2016, the department modified the state sensitive species list to be consistent with the *Oregon Conservation Strategy* (Strategy). The Oregon Fish and Wildlife Commission and the U.S. Fish and Wildlife Service approved the Strategy and the Sensitive Species list in 2016. In 2021, the department also modified the state threatened, endangered and sensitive species lists, under the Oregon ESA, to take account of species' legal status changes. Ninety-five wildlife listings are maintained as sensitive by the department (10 listings were removed and 18 were newly listed in the 2016 revision). The level of monitoring has been at approximately 50% for the last four years.

This performance measure does not consider the types of monitoring conducted, the intensity, nor the timeframe and purpose of monitoring. Also, because of resource constraints, there are uncertainties related to most population trends for such a large number of species; this however is not considered by the performance measure. ODFW continues to promote sustained monitoring efforts within the agency and with our external partners. Monitoring efforts are focused on priority species listed in the 2016 update to the Oregon Conservation Strategy (including the Nearshore Strategy component).

In 2015, the agency also completed a prioritized list of the top fifteen species most likely to be impacted by energy development and prioritized the needs for additional research or synthesis of best available science to fill data gaps for each. Efforts to match available resources and partnerships to address the prioritized information needs are ongoing.

Few “species of concern” are monitored exclusively by the department. Monitoring and research activities are partnerships with other government agencies, academia, and conservation organizations. ODFW plays various roles in these efforts, from providing the technical expertise to leading large-scale monitoring efforts. The species monitored and the extent of the effort can vary from year to year. ODFW does not control this level of effort. The agency and conservation partners will continue to seek funding sources that will allow for increased monitoring of these wildlife species of concern.

These data are provided by agency personnel from their knowledge of monitoring on an ongoing basis. The lists of threatened and endangered species were last updated in 2022 including the state up-listing the marbled murrelet from threatened to endangered in July 2021 and relisting of the gray wolf under the federal ESA in a portion of Oregon. The list of sensitive species was updated in 2021. These lists can be found through the links below:

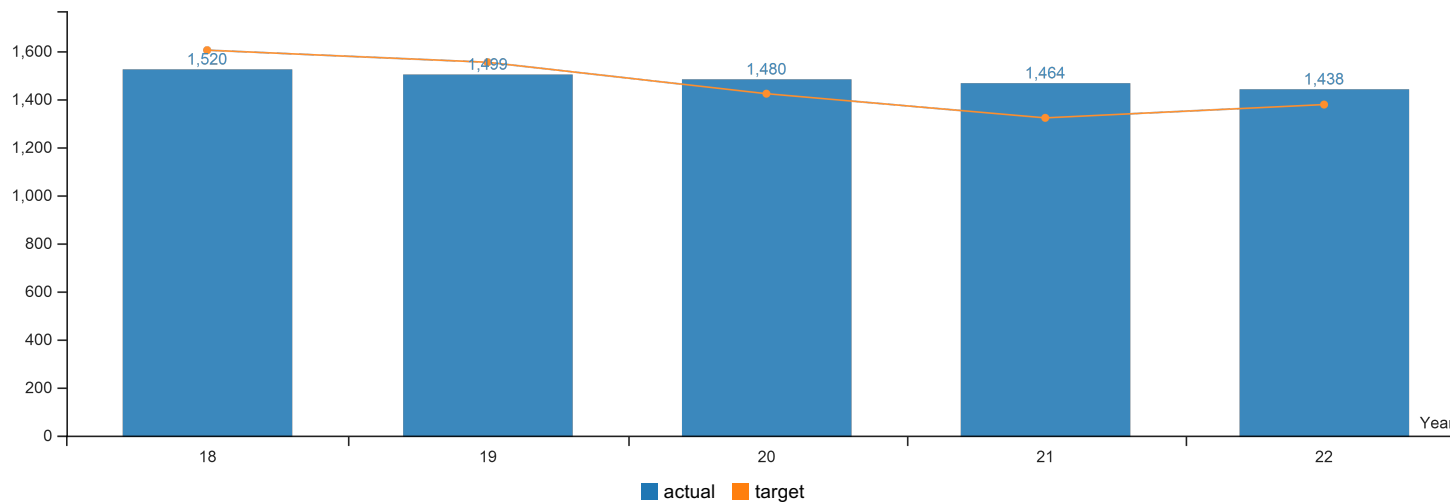
- http://www.dfw.state.or.us/wildlife/diversity/species/threatened_endangered_species.asp
- http://www.dfw.state.or.us/wildlife/diversity/species/sensitive_species.asp
- <http://www.oregonconservationstrategy.org/>

Factors Affecting Results

The actual level and types of data collected, timeframe, and context of threats and species status are factors that influence the prioritization of monitoring efforts. Given these factors, the actual level of monitoring and dedicated resources could increase without an increase or decrease in the number of species monitored. A significant number of species are monitored by ODFW’s partner agencies and nongovernmental conservation organizations.

KPM #6	Decreasing the Number of Unscreened Water Diversions - Number of unscreened priority water diversions.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2018	2019	2020	2021	2022
Number of Unscreened Priority Water Diversions					
Actual	1,520	1,499	1,480	1,464	1,438
Target	1,600	1,550	1,420	1,320	1,375

How Are We Doing

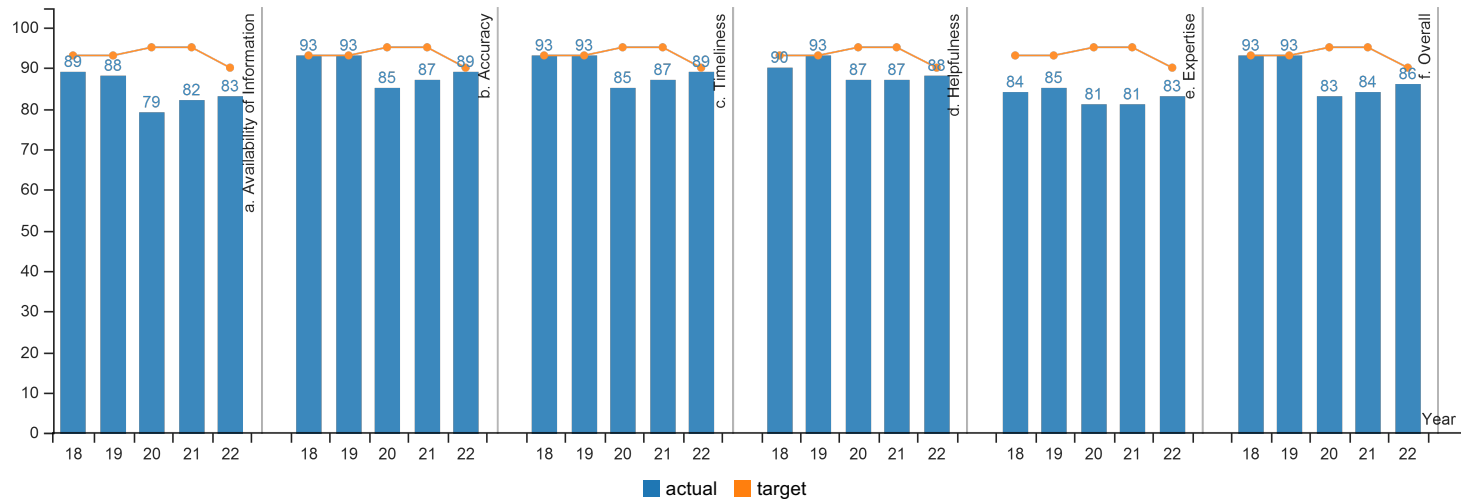
The annual number of unscreened priority water diversions continues to be on a downward trend. During the 2022 report year (2021 calendar year), ODFW provided financial assistance to install or replace 26 fish screen projects, protecting 71.15 cfs. of water. This does not include cost-shared fish passage projects or screen projects where we provided technical assistance but no financial assistance. ODFW also inspects and certifies screens required to meet ODFW screening criteria but funded outside of Oregon's cost share or tax credit programs. There were 32 inspection-only projects this year. ODFW will continue to develop cooperative relationships to implement fish protection measures at diversions responsible for the loss of fish.

Additionally, maintenance of existing screens is critical to ensure these projects continue functioning for fish protection and water delivery. Additional resources are needed to maintain existing fish screens throughout Oregon as required in statute. The annual number of new fish screening projects continues to be lower than desired due to increased maintenance responsibilities, program staff reductions, flat budgets, and an increased focus on fish passage projects. ODFW has successfully implemented many valuable fish passage projects that take staff time and fiscal resources but are not reflected in these numbers.

Factors Affecting Results

Relevant factors influencing results include the available funds for screen installation and maintenance and the cooperation of landowners and water rights holders. Fish Screening Program staff assist water users with maintenance on fish screens installed through the ODFW Cost Share Program and are responsible for major maintenance on fish screens under 30 cfs. As the number of fish screens installed increases, maintenance responsibility and costs also rise. Budget cuts to the Fish Screening and Passage Program have reduced staff in headquarters and in field operations. Increasing costs to install and maintain fish screens along with reduced funds and staff decrease the ability of the Fish Screening Program to maintain existing screening infrastructure and install new screens.

KPM #7	Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent. Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" for timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jan 01 - Jan 01



Report Year	2018	2019	2020	2021	2022
a. Availability of Information					
Actual	89%	88%	79%	82%	83%
Target	93%	93%	95%	95%	90%
b. Accuracy					
Actual	93%	93%	85%	87%	89%
Target	93%	93%	95%	95%	90%
c. Timeliness					
Actual	93%	93%	85%	87%	89%
Target	93%	93%	95%	95%	90%
d. Helpfulness					
Actual	90%	93%	87%	87%	88%
Target	93%	93%	95%	95%	90%
e. Expertise					
Actual	84%	85%	81%	81%	83%
Target	93%	93%	95%	95%	90%
f. Overall					
Actual	93%	93%	83%	84%	86%
Target	93%	93%	95%	95%	90%

How Are We Doing

ODFW sends an online customer survey directly to customers each quarter. This survey measures satisfaction ratings of customers who purchased a license or permit during the previous three months. In report year 2022 (calendar year 2021), a total of 982 customer survey responses were recorded, 86% of survey respondents ranked the overall quality of services as “good” or “excellent”. For all six of the categories the percentage of customers that ranked customer service as “good” or “excellent” ranged between 83% and 89%. “Expertise” was the lowest ranking area, while “Timeliness” was the highest-ranking area. When assessing all customers each of the six categories fell slightly below the 90% target.

Compared to 2020, 2021 showed an across-the-board uptick in customer experience, as the percentage of customers that ranked customer service as “good” or “excellent” increased from a range of 82% - 87% to a range of 83% - 89%. Timeliness, Helpfulness, and Overall categories increased by just over 2%. Availability of Information category improved by just under 2%, while the categories of Accuracy and Expertise improved by 1.7%.

To further enhance customers’ experience with ODFW, the department continues to increase the availability of and expand the scope of information on fishing/hunting and wildlife management. Specific improvements include: expanded use of social media and direct email contact with customers; an always evolving ODFW website that provides timely, relevant information in a mobile friendly format; expanded availability of basic information on how to/where to hunt, including additional 50 Places to Fish publications and introductory workshops; a mobile license application; availability of online mandatory hunter education courses; development of strategic partnerships with organizations, retailers and industry to encourage participation in fishing, hunting and wildlife viewing; expanded use of surveys to evaluate program effectiveness and assess customer interests, attitudes, experiences and expectations.

Factors Affecting Results

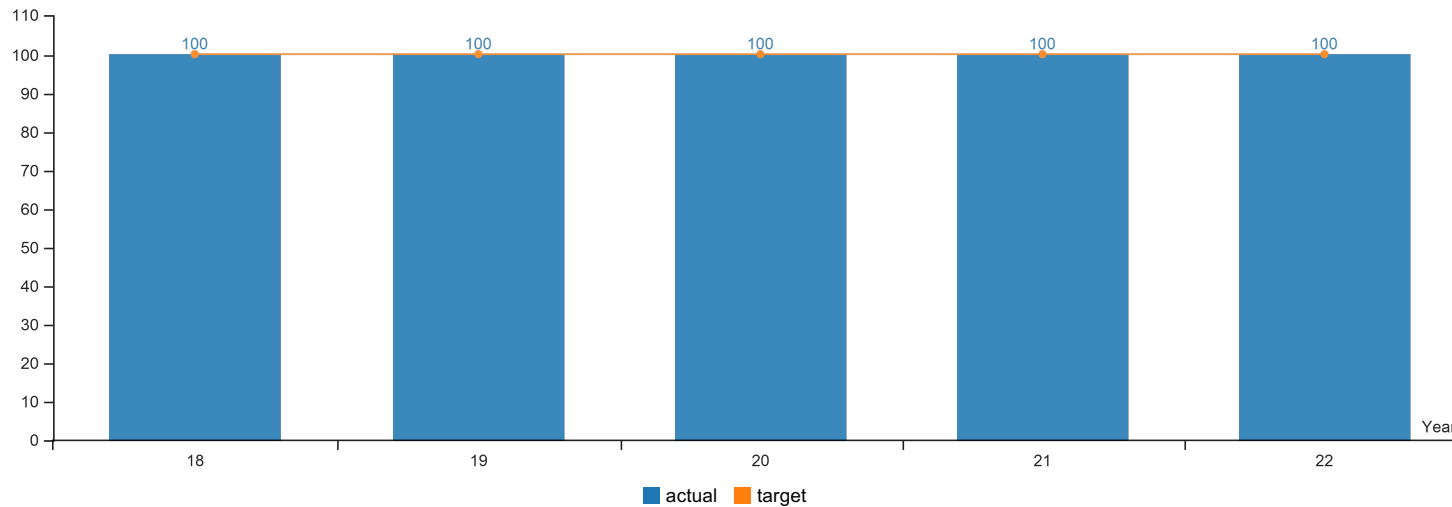
ODFW’s customer service survey is emailed to recreational license holders who purchased a license during the reporting year and had a valid email address in the ODFW license database. Currently, this survey goes out four times annually. Results are calculated by aggregating all responses from the quarterly surveys together for the calendar year.

In 2018 and years prior the groups of customers surveyed included: customers who made purchases through external vendors (for example, a customer who purchased a fishing license from a retail store); customers who made purchases at an ODFW office; and customers who made purchases by mail or fax machine. With the surveys deployed in 2019 and later, there is no longer a mail or fax machine customer group, as these purchase methods were discontinued with the launch of ODFW’s Electronic Licensing System (ELS). It should be noted that since ODFW field offices were closed in 2021, the survey sample for 2021 is less representative of customers interacting directly with ODFW, as only 71 of the 982 respondents reported to have made a purchase from an ODFW office. Historically, customers that made purchases directly from an ODFW office have had higher Customer Service scores in comparison to customers who made purchases from a retail store.

The way that customers make purchases has changed significantly in recent years, with the COVID-19 pandemic increasing the shift towards online purchases. This has resulted in an annual trend of a greater portion of sales occurring through the Electronic Licensing System (ELS). In 2019, 39% of ODFW’s license revenues came from internet sales; in 2020 this figure increased to 53% and further increased in 2021 to 57%. In 2019, ODFW started gathering information on the customer service experience of the growing customer group making online purchases through ELS. In 2021, the agency collected and reviewed customer feedback quarterly from a total of 2,009 customers who made purchases through ELS. The format of the questions asked are not consistent with the KPM metrics, however ODFW reviews the completed surveys for feedback on ways to improve customers’ experience online.

KPM #8	Boards and Commissions - Percent of total best practices met by the Department of Fish and Wildlife, State Fish and Wildlife Commission.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percent of Best Practices Met by the Oregon Fish and Wildlife Commission					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Results for the 2022 report year come from a survey implemented in October-November of 2021 sent to the Oregon Fish and Wildlife Commission (OFWC). There are seven total commission seats, and all seven Commissioners completed the survey on best practice fulfillment for the 2021 reporting period. This self-assessment process allows the OFWC to think about how its activities meet best practice standards, and improvements can be made where they are identified. The current performance level is 100%, as all 15 best practices were met, which meets the target goal.

All best practices were reported to be met by the majority of respondents. Four best practices were not unanimously agreed upon, with one respondent providing a not met response. These are: 5-“Commission is appropriately involved in review of the agency’s key communications”; 9-“Commission periodically reviews key financial information and audit findings”; 10-“Commission is appropriately accounting for resources”; 11-“Agency adheres to accounting rules and other relevant financial controls”. Respondent’s comments on best practices 9, 10, 11 indicate they do not recall seeing reports on a monthly basis, but comments also acknowledge they could have missed the information. For best practices 4-“Commission reviews the Annual Performance Progress Report”, 7-“Agency’s policy option packages are aligned with its mission and goals”, and 8-“OFWC reviews all proposed budgets” only six of the seven Commissioners provided a response, meaning six respondents reported that the best practice had been met and one respondent abstained from providing a response.

The majority of the comments describe how OFWC has met the individual best practices and were either positive or neutral in nature. Survey results recognize that the OFWC is actively involved in the review of proposed budgets, and they feel knowledgeable of key financial information and audit findings. One respondent noted that the current Commission is proactive in their review of the budget during development stating, “Our Commission actively advocates for policy option packages and other budget items that we feel are important to the agency’s mission”.

With best practice 5-“Commission is appropriately involved in review of the agency’s key communications”, one respondent’s comment related to a wolf issue and expressed surprise that “we didn’t

get much of a heads up about this ... I don't know if that's normal?" Another respondent noted that, "The Commission received copies of key press releases and are apprised in a timely manner regarding issues that are important to the public and/or are controversial". Both of these comments, though different in nature, highlight the value in ensuring the Commission is informed about controversial topics.

Like feedback received in 2020 related to training, specifically best practices 12-"Commission members act in accordance with their roles as public representatives" and 14-"Commission members identify and attend appropriate training sessions", comments indicate that training opportunities available to the OFWC have been negatively impacted by the COVID-19 pandemic. One respondent noted, "These opportunities are greatly curtailed due to Covid-19. However, management is very supportive of providing training opportunities if they are requested." As more educational activities and training resumes, it is likely there will be more opportunities for the OFWC to participate in.

Factors Affecting Results

Many of the best practices are met by routine commission activities. Keeping on schedule for these activities will allow the Commission to continue to meet these practices.