

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: Land Use Board of Appeals (LUBA)

KPMs With Benchmark Linkages

Mission: to provide an accessible forum for resolving land use disputes quickly and efficiently and make LUBA decisions available as a decision-making resource to state and local legislators, land use decision makers, property owners and the citizens of Oregon.

Related Oregon Benchmarks (OBMs)

OBM 68 – Traffic Congestion; OBM 71 – Vehicle Miles Traveled; OBM 74 – Home ownership; OBM 81 – Agricultural Land; OBM 82 – Forest Land

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	TIMELY RESOLVE APPEALS—Percentage of appeals of land use decisions that are resolved within statutory deadlines or, if all parties agree, within no more than a 7 day extension of the statutory deadline	68, 71, 74, 81, 82	None	90%	90%
2	TIMELY SETTLE RECORD— Percentage of record objections that are resolved within 60 days after the record objection is received by LUBA.	68, 71, 74, 81, 82	None	95%	95%
3	RESOLVE ALL ISSUES— Percentage of decisions where all issues are resolved when reversing or remanding a land use decision.	68, 71, 74, 81, 82	None	100%	100%
4	SUSTAINED ON APPEAL— Percentage of final opinions that are sustained on appeal.	68, 71, 74, 81, 82	None	85%	85%
5	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.		None	95%	95%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
5	TIMELY PUBLISH DECISIONS— Number of months to publish LUBA Reports.	3	3
6	TIMELY POST DECISIONS— Percentage of weeks in which LUBA slip opinions are posted on LUBA’s web page on the Monday following the week in which they are issued	95%	95%
7	TIMELY POST HEADNOTES— Interval in days following publication of LUBA Report that the headnotes are incorporated into the headnote digest on LUBA’s web page.	30	30
8	CONDUCT ORAL ARGUMENTS OUTSIDE SALEM— Number of oral arguments scheduled annually outside Salem in geographically dispersed locations.	5	5

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LFO RECOMMENDATION: LFO recommends approval of the agency request to continue five and eliminate four key performance measures from those approved by the 2005 Legislature. LFO also recommends approval of the targets proposed by the agency.

The proposed measures inform on LUBA’s mission, “ability to resolve appeals quickly and efficiently.” All proposed deletions are output oriented measures that are either covered more effectively by another KPM or cover less critical work. Three of the proposed deletions (numbers 5-7) relate to making LUBA decisions available. The new customer service measure, which asks customers to evaluate availability of information, is a more direct, outcome oriented measure of information availability. The final proposed deletion (number 8) is not directly related to the core work of the agency.

The agency proposed increasing two targets (numbers 2 and 5) and holding three the same as previous years. The targets meet the criteria standard of being ambitious and realistic.

SUB-COMMITTEE ACTION: Adopted the LFO recommendation.