

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** BOARD OF TAX PRACTITIONERS

**KPMs With Benchmark Linkages**

**Mission:** The Board of Tax Practitioners works to protect consumers by insuring that Oregon tax professionals are competent and ethical in their professional activities.

**Related Oregon Benchmarks (OBMs)** none

| 2007-09 KPM# | Legislatively Adopted KPMs for 2007-09   | OBM # | Changes to 2005-07 | Target 2008 | Target 2009 |
|--------------|--|-------|--------------------|-------------|-------------|
| 1            | <b>PRACTITIONER ASSISTED TAX RETURNS</b><br>The number of practitioner assisted tax returns per licensed practitioner (measure of overload, which adversely affects competency and ethics) Request from the Department of Revenue. |       | No Change          | 155         | 150         |
| 2            | <b>CONTINUING EDUCATION HOURS SUBMITTED</b><br>Average number of continuing education hours licensees receive annually (at least 30 hours are required for annual renewal).  |       | No Change          | 46          | 48          |
| 3            | <b>RESPONSE TIME TO COMPLAINTS</b><br>Average number of hours to make an intial response to a consumer complaint.  |       | No Change          | 5           | 4           |
| 4            | <b>CONSUMER COMPLAINTS</b><br>Number of consumer complaints handled satisfactorily per year (count is number of Oregonians affected).  |       | No Change          | 9500        | 9700        |
| 5            | <b>CUSTOMER SERVICE</b><br>Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.         |       | No Change          | 90%         | 95%         |
| 6            | <b>EFFECTIVE GOVERNANCE</b><br>Percent of total best practices by the agency.  |       | New                | 100%        | 100%        |

| 2005-07 KPM# | PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs) | Target 2008 | Target 2009 |
|--------------|---|-------------|-------------|
|              | None at this time   |             |             |

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

---

**NAME OF AGENCY:** BOARD OF TAX PRACTITIONERS

**KPMs With Benchmark Linkages**

**Mission:** The Board of Tax Practitioners works to protect consumers by insuring that Oregon tax professionals are competent and ethical in their professional activities.

**Related Oregon Benchmarks (OBMs)** none

**LEGISLATIVE FISCAL OFFICE RECOMMENDATION:**

Approve the agency's proposed performance measures and add the new best practices measure approved by the Joint Legislative Audit Committee.

**SUB-COMMITTEE ACTION:** Sub-Committee approved LFO's recommendation.