

# LAND USE BOARD OF APPEALS

## ANNUAL REPORT

### July 1, 2008 – June 30, 2009

#### **Performance Measure 1**

Potential: Issue 90% of final opinions within statutory deadlines or with no more than a 7-day stipulated delay.

Total number of Final Opinions issued:	185
Final Opinions issued with no more than a 7-day stipulated delay:	131 (71%)

#### **Performance Measure 2**

Potential: Issue orders on record objections within 60 days of receiving the objection 90% of the time.

Total number of Record Objections received:	40
Total number of Orders issued within 60 days:	33 (83%)

#### **Performance Measure 3**

Potential: Resolve all issues when reversing or remanding a land use decision in 100% of final opinions.

Total number of Final Opinions issued that reverse or remand:	71
Final Opinions that reverse or remand and resolve all issues:	71 (100%)

#### **Performance Measure 4**

Potential: Issue final decisions that are sustained on appeal 85% of the time.

Total number of Appellate Judgments received:	33
Appellate Judgments sustaining LUBA decision:	33 (100%)

## Performance Measure 5

Potential: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent."

CATEGORY	1 <sup>st</sup> qtr	2 <sup>nd</sup> qtr	3 <sup>rd</sup> qtr	4 <sup>th</sup> qtr	TO DATE
<b>Timeliness</b>					
Actual	89%	86%	95%	100%	<b>93%</b>
Target	90%	90%	90%	90%	<b>90%</b>
<b>Accuracy</b>					
Actual	100%	97%	90%	100%	<b>97%</b>
Target	90%	90%	90%	90%	<b>90%</b>
<b>Helpfulness</b>					
Actual	100%	100%	95%	100%	<b>99%</b>
Target	90%	90%	90%	90%	<b>90%</b>
<b>Expertise</b>					
Actual	94%	93%	90%	100%	<b>94%</b>
Target	90%	90%	90%	90%	<b>90%</b>
<b>Availability of Information</b>					
Actual	94%	86%	90%	100%	<b>93%</b>
Target	90%	90%	90%	90%	<b>90%</b>
<b>Overall</b>					
Actual	100%	90%	95%	100%	<b>96%</b>
Target	90%	90%	90%	90%	<b>90%</b>