

LUBA PERFORMANCE MEASURE DATA SOURCES

<p>1. 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.</p>	<p>LUBA's Access Database is programmed to automatically generate a report on this performance measure based on a query. Once the time period for the report is entered in the query, Access generates the report by automatically comparing the statutory due date with the date the decision was actually issued.</p> <p>LUBA staff manually enter the date the record is filed, and the number of days the 77-day deadline is suspended for record objections and other motions. The central file for each appeal is available to confirm the accuracy of the manual entries.</p>
<p>2. Percentage of record objections that are resolved within 60 days after the record objection is received by LUBA.</p>	<p>LUBA's Access Database is programmed to automatically generate a report on this performance measure based on a query. Once the time period for the report is entered in the query, Access generates the report by automatically comparing the date the record objection was filed with LUBA with the date the order resolving the record objection was issued.</p> <p>The date the record objection is filed and the date the order resolving the record objection is issued are entered manually by LUBA staff. The central file for each appeal is available to confirm the accuracy of the manual entries.</p>
<p>3. Percentage of decisions where all issues are resolved when reversing or remanding a land use decision.</p>	<p>LUBA's Access Database is programmed to automatically generate a report on this performance measure based on a query. The Board Member who issues a final opinion advises LUBA's administrative staff if one or more issues that could have been resolved were left unresolved in an opinion that reversed or remanded a decision. A field is available to note such cases and the query totals those entries to generate the report.</p> <p>The central file for each appeal is available to confirm the accuracy of the manual entries.</p>
<p>4. Percentage of final opinions that are sustained on appeal.</p>	<p>LUBA's Access Database is programmed to automatically generate a report on this performance measure based on a query. The appellate court's disposition is manually entered into a field. Once the time period for the report is entered in the query, Access generates the report based on the entries in that field.</p> <p>The central file for each appeal is available to confirm the accuracy of the manual entries of the appellate court disposition.</p>
<p>5. Percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent".</p>	<p>Report generated by LUBA staff, based on returned survey cards sent to all parties to appeals before LUBA.</p>