

## PERFORMANCE MEASURE DATA SUMMARY

<b>Agency Name:</b> Oregon Land Use Board of Appeals (LUBA)	Last Updated: July 22, 2008
<b>Contact Person:</b> Melissa M. Ryan (Board Chair)	Phone: 503-373-1265
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Key Performance Measure		2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
<b>1.</b> 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.	<b>Target</b>	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
	<b>Data</b>	45%	72%	94%	95%	86%	90%	85%	87%	67%	
<b>2.</b> Percentage of record objections that are resolved within 60 days after the record objection is received by LUBA.	<b>Target</b>	N/A	90%	90%	90%	90%	90%	90%	90%	90%	90%
	<b>Data</b>		88%	89%	94%	94%	92%	95%	83%	80%	
<b>3.</b> Percentage of decisions where all issues are resolved when reversing or remanding a land use decision.	<b>Target</b>	95%	95%	95%	95%	95%	95%	95%	100%	100%	100%
	<b>Data</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>4.</b> Percentage of final opinions that are sustained on appeal.	<b>Target</b>	80%	80%	80%	80%	80%	80%	80%	85%	85%	85%
	<b>Data</b>	89%	81%	85%	80%	89%	84%	81%	88%	72%	
<b>5.</b> Percentage of customers rating their satisfaction with the agency's customer service as "good" or "excellent."	<b>Target</b>	N/A	95%	95%	95%						
	<b>Data</b>								96%	95%	