

# LAND USE BOARD OF APPEALS

## Annual Report

(July 1, 2015 – June 30, 2016)

### 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: 90

Final Opinions issued with no more than a 7-day stipulated delay: 82 (91%)

### Performance Measure 2

Potential: Issue orders on record objections within 60 days of receiving the objection 95% of the time.

Total number of Record Objections received: 25

Total number of Orders issued within 60 days: 25 (100%)

### 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: 33

Final Opinions that reverse or remand and resolve all issues: 33 (100%)

### Performance Measure 4

Potential: Issue final decisions that are sustained on appeal 90% of the time.

Total number of Appellate Judgments received: 14

Appellate Judgments sustaining LUBA decision: 12 (86%)

**Performance Measure 5**

Potential: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent.”

<b>CATEGORY</b>	<b>1<sup>st</sup> qtr</b>	<b>2<sup>nd</sup> qtr</b>	<b>3<sup>rd</sup> qtr</b>	<b>4<sup>th</sup> qtr</b>	<b>5<sup>th</sup> qtr</b>	<b>6<sup>th</sup> qtr</b>	<b>7<sup>th</sup> qtr</b>	<b>8<sup>th</sup> qtr</b>	<b>To Date</b>
<b>Timeliness</b>									
Actual	100%	100%	100%	100%					<b>100%</b>
Target	90%	90%	90%	90%	90%	90%	90%	90%	<b>90%</b>
<b>Accuracy</b>									
Actual	100%	100%	100%	100%					<b>100%</b>
Target	90%	90%	90%	90%	90%	90%	90%	90%	<b>90%</b>
<b>Helpfulness</b>									
Actual	100%	100%	100%	100%					<b>100%</b>
Target	90%	90%	90%	90%	90%	90%	90%	90%	<b>90%</b>
<b>Expertise</b>									
Actual	100%	100%	88%	100%					<b>97%</b>
Target	90%	90%	90%	90%	90%	90%	90%	90%	<b>90%</b>
<b>Availability of Information</b>									
Actual	100%	100%	88%	90%					<b>95%</b>
Target	90%	90%	90%	90%	90%	90%	90%	90%	<b>90%</b>
<b>Overall</b>									
Actual	100%	100%	100%	100%					<b>100%</b>
Target	90%	90%	90%	90%	90%	90%	90%	90%	<b>90%</b>