

# **Oregon Land Use Board of Appeals (LUBA)**

## **Customer Service Policy and Strategy**

### **March 2026**

#### **Mission**

LUBA's mission is to provide a specialized appellate review body that (1) provides an accessible forum for resolving land use disputes quickly and efficiently and (2) makes its decisions available as a decision-making resource to state and local legislators, land use professionals, city and county land use decision makers, property owners, and residents of Oregon.

#### **Vision**

LUBA is a respected and trusted neutral forum that diligently resolves land use appeals in a way that is readily understandable and meaningful to the parties, the public, and the courts.

#### **Customers**

LUBA's customers include land use attorneys and other land use professionals, cities, counties, property owners, developers, public interest organizations, neighborhood associations, other state agencies, and other individuals and organizations interested in particular land use decisions and land use law. LUBA's customers include a wide range of individuals with varying levels of knowledge regarding LUBA, the land use system, and legal proceedings. LUBA is committed to providing quality information, quality decisions, and equitable access to its program and services to all customers.

#### **Customer Service**

Customer service is timely, accessible, equitable, and responsive interactions between LUBA and customers. Providing quality customer service means that LUBA is operating efficiently within the state enterprise and providing high value for the public's investment while providing an accessible forum and diligently resolving land use appeals in a way that is readily understandable and meaningful to the parties and the public.

#### **Professional Workplace Communication**

Professional Workplace Communication refers to the various forms of speaking, listening, writing, and responding, in person, telephonically, and electronically. LUBA will ensure that all workplace communications are timely, responsive, readily understandable, inclusive, respectful, professional, and supportive of LUBA's mission and vision.

In order for LUBA to maintain a high standard of service and a safe work environment, any customer who exhibits inappropriate behavior may be restricted to written customer service communication. Inappropriate behavior includes but is not limited to the following:

- Threatening, intimidating, or erratic behavior
- Offensive language
- Unreasonable demands for service

### **Inclusive Customer Access**

LUBA shall provide inclusive customer access by complying with:

- The Americans with Disabilities Act (ADA)
- Enterprise Information Services (EIS) E-Government Guidance
- Agency policy and practice on use of language interpretation for individual communication

LUBA offers communication choices to customers by providing access to information via phone, email, and agency website.

### **Alternative Languages and Universal Communication Options**

LUBA's website includes an Accessibility link imbedded in the footer on each page. This link provides:

- Web Content Accessibility Guidelines (WCAG) 2.1 AA
- Section 508 of the U.S. Rehabilitation Act of 1973
- Plain Language Act of 2010
- Link to Oregon's E-Government Service Desk

The E-Government Service Desk provides auxiliary aids, alternate formats, and language services upon request at no cost.

### **LUBA Offices**

LUBA's office operating hours are Monday through Friday from 8:30 am to 12:00 pm, and 1:00 pm to 5:00 pm. LUBA's offices are not physically open to the public. Members of the public may contact LUBA staff during regular business hours via phone, email, webform submission, US Postal Service, commercial delivery services, or in person, by prior appointment only and for the limited purposes of picking up original record items and hard copy responses to public records requests. LUBA does not accept in-person filings.

### **Contact Information**

LUBA's customer service contact information is available on the agency website. This information includes:

- Phone number
- Email address
- Office location
- Mailing address
- Hours of operation
- Instruction on how to schedule an appointment

LUBA shall post any scheduled closures deviating from the posted hours of operation on the agency website, set a customer service email automated response, and update the office main line voicemail message. For unplanned closures, LUBA shall follow State HR Policy 60.015.01, Temporary Interruption of Employment.

LUBA's website will be maintained to be accessible and kept up to date with relevant information. The contact email address listed on the agency website will be active and responsive as outlined in the Responsiveness section of this policy.

### **Responsiveness**

LUBA staff will strive to provide excellent customer service that is timely, accurate, helpful, and that demonstrates the staff member's care, respect, professionalism, and expertise. All paper mail shall be received, opened, documented, routed, and acted upon in a timely manner consistent with LUBA's statutory deadlines for resolving appeals. LUBA staff will endeavor to respond to voicemail, email, and web form messages within one business day. LUBA staff who are unable to reply within this timeframe due to absence shall update their email autoreply with details about their absence and expected return date (if applicable) and identify an alternate contact phone and email from which a customer can obtain responsive assistance while the individual staff member is unavailable.

### **Inquiries and Other Communications**

LUBA staff cannot answer all inquiries that LUBA may receive regarding land use matters because of limitations on *ex parte* communications and providing legal advice. LUBA staff shall provide consistent, helpful, responsive, and quality information and shall respectfully explain when LUBA staff cannot provide requested information or transmit requested communications.

### **Self-Assistance Resources**

LUBA staff will direct customers to LUBA's rules of procedure and other self-assistance resources, including the following:

- [OAR Chapter 661](#) Land Use Board of Appeals Rules of Procedure for Appeals
- [Oregon Revised Statutes](#) regarding land use
- [Frequently Asked Questions](#)
- [LUBA's Example Filings](#)
- Oregon State Bar [Lawyer Referral Service](#)

### **Customer Service Strategy**

LUBA is dedicated to maintaining and improving our quality of customer service. The following systems have been put in place to achieve our customer service goals:

1. LUBA acquires customer feedback to monitor customer service performance by attaching a survey link to all outgoing external emails as well as providing a quick response (QR) code for the survey in each outgoing hard copy letter to parties scheduling oral argument.
2. LUBA tracks appeal and customer service data to monitor compliance with [Key Performance Measures](#) and posts annual reports to the agency website to maintain accountability and transparency.
3. LUBA provides accessible self-assistance resources to customers so they can more readily answer their own questions (please see "Self-Assistance Resources").
4. LUBA monitors communications to flag repetitive concerns and respond, as appropriate, by amending communications, rules, and internal procedures.
5. LUBA provides electronic communication channels that increases customers' abilities to request assistance outside of calling, including email and electronic web forms for submitting public records requests.

6. LUBA will continue following the action plans listed in the 2023-29 LUBA Strategic Plan, which includes pursuing modernizing LUBA’s case management and filing system, which should eventually improve customer service and self-assistance options.
7. LUBA will continue following the 2024-2027 Diversity, Equity, and Inclusion Plan and continue to incorporate these values and strategies into customer service.
8. LUBA support staff will monitor and maintain the agency website daily to ensure contact information is correct and current and that self-assistance resources are accessible.

LUBA’s Customer Service Policy and Strategy is available to view under the “About LUBA” link on the LUBA website. Go to [www.oregon.gov/luba](http://www.oregon.gov/luba) and select the “About LUBA” link under the About Us section.

For questions regarding this customer service policy, please contact LUBA support staff by using one of the options listed on our “Contact LUBA” page.