

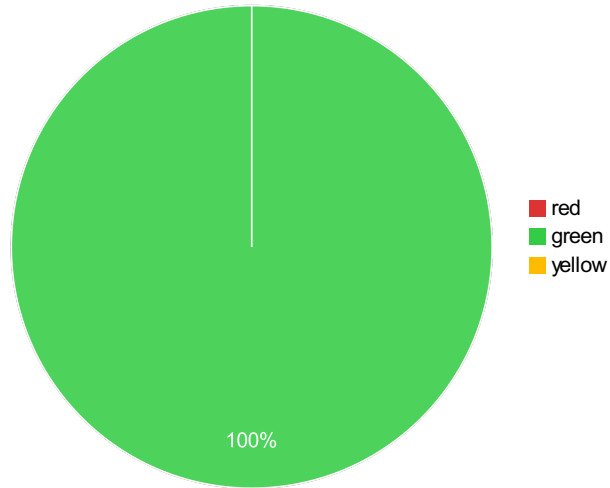
Land Use Board of Appeals

Annual Performance Progress Report

Reporting Year 2018

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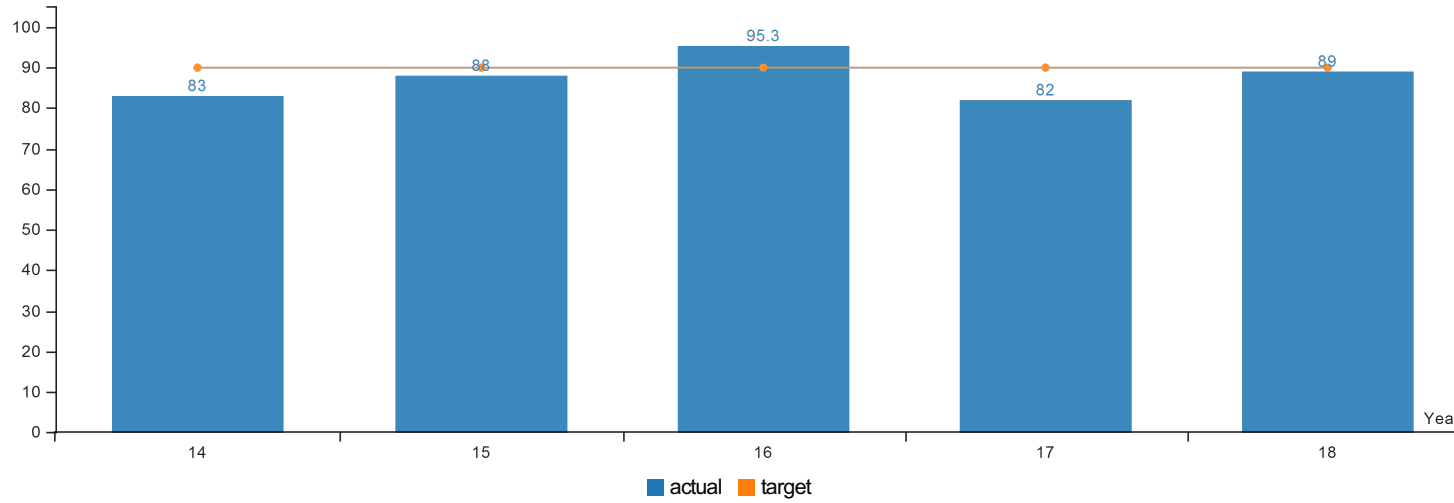
KPM #	Approved Key Performance Measures (KPMs)
1	TIMELY RESOLVE APPEALS - Percentage of appeals of land use decisions that are resolved within statutory deadlines or, if all parties agree, with no more than a 7 day extension of the statutory deadline.
2	TIMELY SETTLE RECORD - Percentage of record objections that are resolved within 60 days after the record objection is received by LUBA.
3	RESOLVE ALL ISSUES - Percentage of decisions where all issues are resolved when reversing or remanding a land use decision.
4	SUSTAINED ON APPEAL - Percentage of final opinions that are sustained on appeal.
5	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1	TIMELY RESOLVE APPEALS - Percentage of appeals of land use decisions that are resolved within statutory deadlines or, if all parties agree, with no more than a 7 day extension of the statutory deadline.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



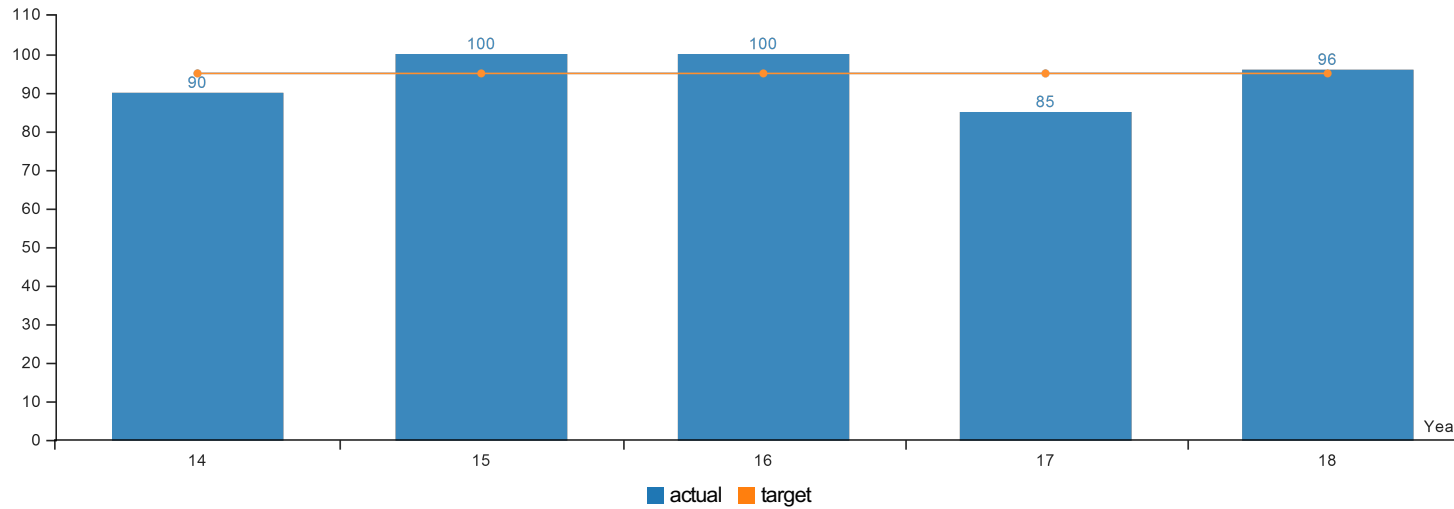
Report Year	2014	2015	2016	2017	2018
Metric Value					
Actual	83%	88%	95.30%	82%	89%
Target	90%	90%	90%	90%	90%

How Are We Doing

Factors Affecting Results

KPM #2	TIMELY SETTLE RECORD - Percentage of record objections that are resolved within 60 days after the record objection is received by LUBA.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



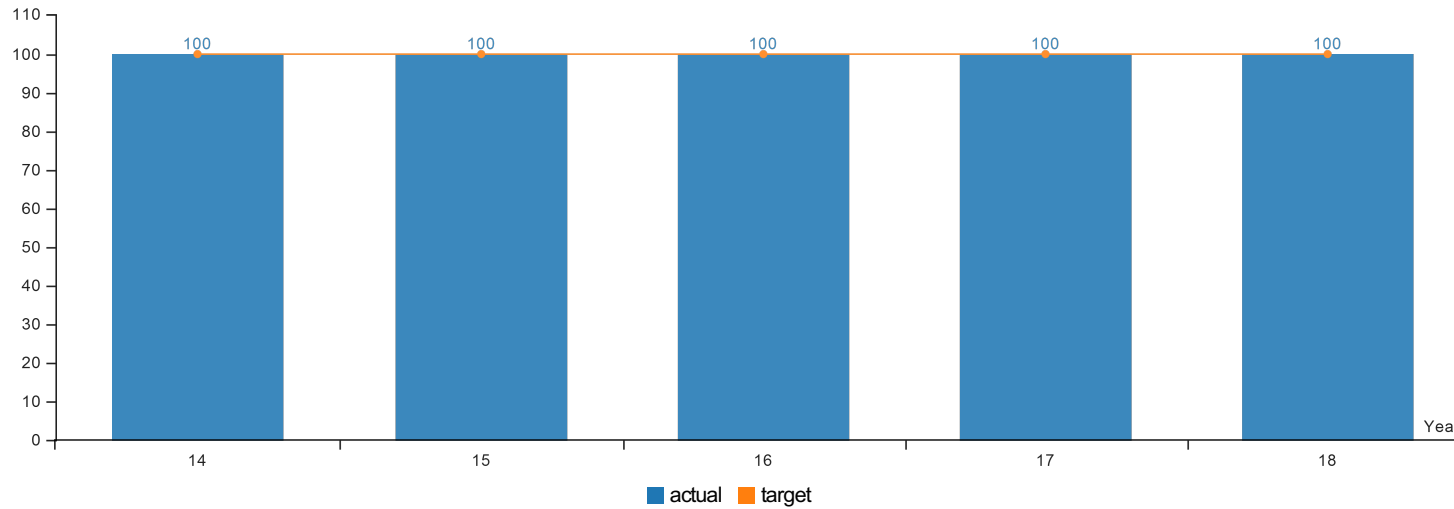
Report Year	2014	2015	2016	2017	2018
Metric Value					
Actual	90%	100%	100%	85%	96%
Target	95%	95%	95%	95%	95%

How Are We Doing

Factors Affecting Results

KPM #3	RESOLVE ALL ISSUES - Percentage of decisions where all issues are resolved when reversing or remanding a land use decision.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



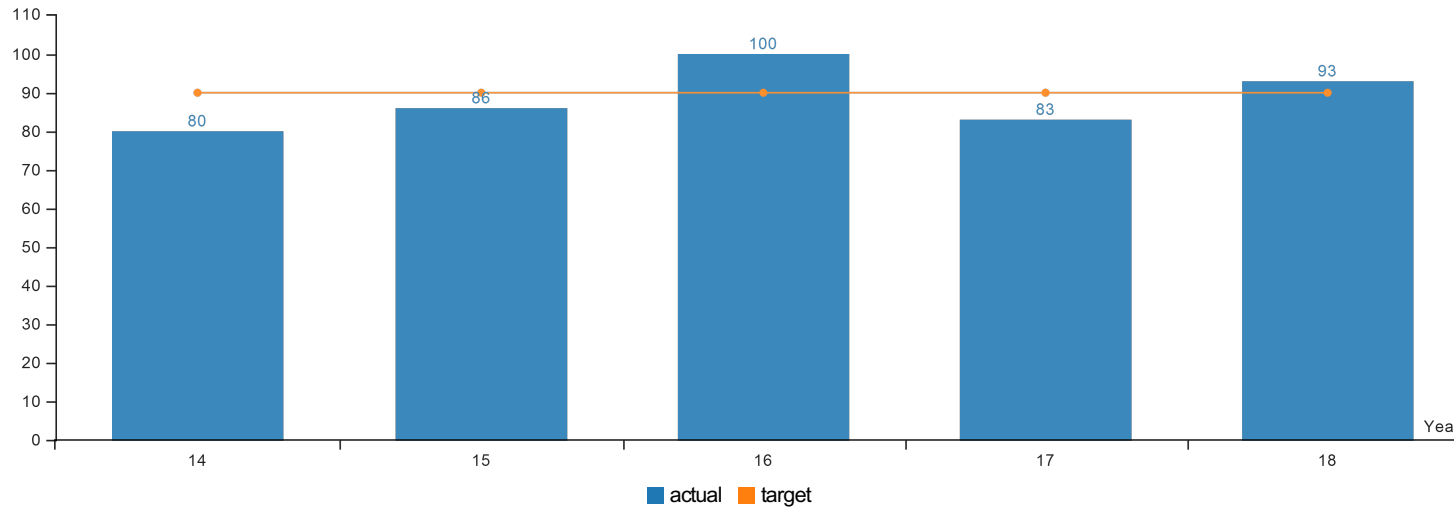
Report Year	2014	2015	2016	2017	2018
Metric Value					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

KPM #4	SUSTAINED ON APPEAL - Percentage of final opinions that are sustained on appeal.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result

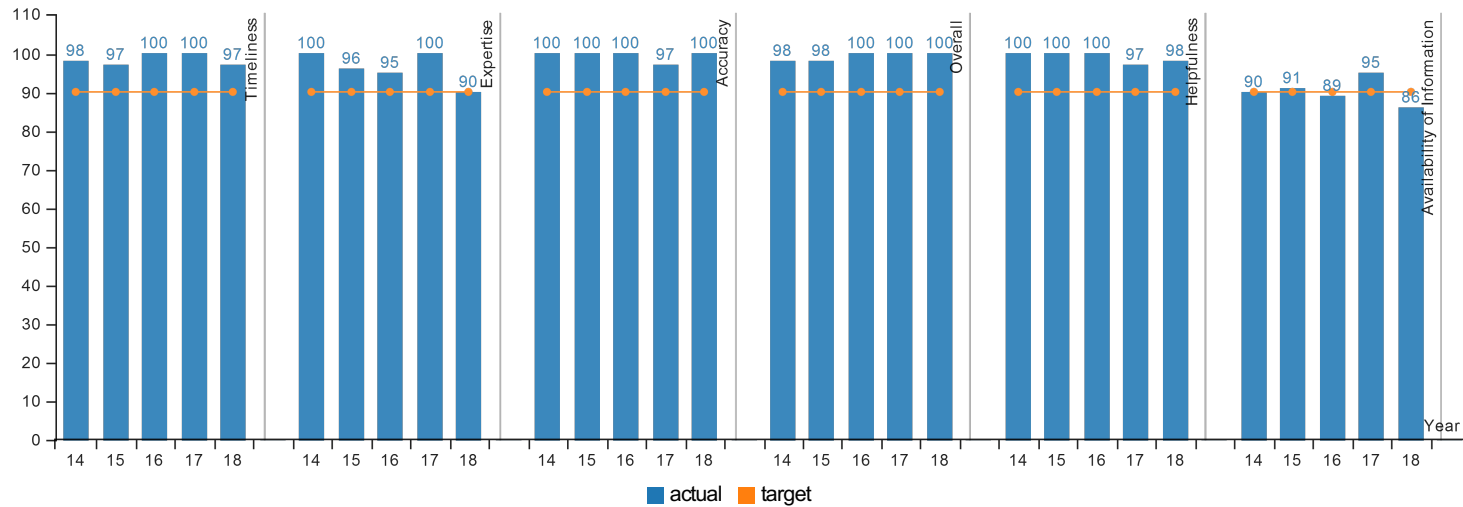


Report Year	2014	2015	2016	2017	2018
Metric Value					
Actual	80%	86%	100%	83%	93%
Target	90%	90%	90%	90%	90%

How Are We Doing

Factors Affecting Results

KPM #5 CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
 Data Collection Period: Jul 01 - Jun 30



Report Year	2014	2015	2016	2017	2018
Timeliness					
Actual	98%	97%	100%	100%	97%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	100%	96%	95%	100%	90%
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	100%	100%	100%	97%	100%
Target	90%	90%	90%	90%	90%
Overall					
Actual	98%	98%	100%	100%	100%
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	100%	100%	100%	97%	98%
Target	90%	90%	90%	90%	90%
Availability of Information					
Actual	90%	91%	89%	95%	86%
Target	90%	90%	90%	90%	90%

How Are We Doing

Factors Affecting Results