

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Real Estate Agency

Mission Statement:

To provide quality protection for Oregon consumers of real estate, escrow and land development services, balanced with a professional environment conducive to a healthy real estate market.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Compliance Rate Achieved - Percent of property managers/principal brokers reviewed who meet compliance within 45 days of a mail-in compliance review.		Approved	100%	90%	90%
2. Percent of investigations completed within 150 days of receipt of complaint.		Approved	78%	60%	60%
3. Contested Case Actions resolved through settlement - Percent of contested case actions that are resolved through informal settlement resolution and prior to a formal hearing before the Office of Administrative Hearings.		Approved	87%	95%	95%
4. Percent of licensees who rate the board-administered exam as "good" or "excellent" as an effective screen for competent and ethical professionals.		Approved	64%	75%	75%
5. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved	90%	85%	85%
	Overall		91%	85%	85%
	Timeliness		86%	85%	85%
	Accuracy		92%	85%	85%
	Expertise		88%	85%	85%
	Helpfulness		85%	85%	85%

LFO Recommendation:

The Legislative Fiscal Office recommends Key Performance Measures and targets as presented.

As discussed in the Ways and Means Subcommittee on Transportation and Economic Development, depending on the nature of disciplinary cases, the agency may continue to miss the target for KPM #3. In the most recent reporting year, there were few agency investigations that moved to the contested case phase, and some of those that did were more egregious cases of misconduct, which the Commissioner did not find to be suitable candidates for settlement.

To address concerns brought forward by the agency related to KPM #4 - specifically that new licensee survey responses seem to emphasize the course and exam preparation for how to operate a real estate *business*, rather than responding to the agency's emphasis on course and exam preparation regarding *ethics*, it is recommended that the agency survey new licensees sooner than current practice.

SubCommittee Action: