

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Tax Practitioners, Board of

Mission Statement:

The Oregon Board of Tax Practitioners protects consumers by ensuring Oregon tax professionals are competent and ethical in their professional activities.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Processing license and registration applications - Percent of license and registration applications processed within 3 days of receipt.		Proposed New	No Data	90%	90%
2. Processing exam applications - Percent of exam applications processed within 3 days of receipt		Proposed New	No Data	90%	90%
3. Continuing Education Compliance - Percent of licensees audited who are in compliance with continuing education requirements		Proposed New	No Data	85%	85%
4. Complaint response time - Percent of complaints responded to within 3 days of receipt		Proposed New	No Data	90%	90%
5. Customer satisfaction - Percent of students rating satisfaction with basic tax course instructor and course content as good or excellent		Proposed New	No Data	90%	90%
6. Licensed tax preparer exam pass rate - Percent of students who pass the licensed tax preparer exam		Proposed New	No Data	75%	75%
8. Best Practices - Percent of total best practices met by the Board		Proposed New	No Data	100%	100%
1. The average number of days it takes the board to process annual license and registration renewals.		Proposed Delete	1.80	5	TBD
2. The average number of days it takes the board to process exam applications.		Proposed Delete	2.70	5	TBD
3. CONTINUING EDUCATION HOURS SUBMITTED - Average number of continuing education hours licensees receive annually (at least 30 hours are required for annual renewal).		Proposed Delete	43	40	TBD
4. RESPONSE TIME TO COMPLAINTS - Average number of hours to make an intial response to a consumer complaint.		Proposed Delete	5.30	8	TBD
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.	Overall	Proposed Delete	95%	95%	95%
	Availability of Information		95%	95%	95%
	Accuracy		95%	95%	95%
	Helpfulness		98%	95%	95%
	Timeliness		99%	95%	95%
	Expertise		95%	95%	95%
6. EFFECTIVE GOVERNANCE - Percent of total best practices by the agency.		Proposed Delete	100%	100%	TBD

LFO Recommendation:

Approve the new proposed KPM #1-6 and delete the previous KPM for #1-4 and 6. The existing KPM #5 "Customer Service" is a KPM used for all agencies statewide; therefore this KPM should remain, and be renumbered as KPM #7.

Additionally, LFO proposes a "Best Practices" KPM used by most boards and commissions statewide. This KPM requires an annual self-assessment of 15 of the best practices for boards and commissions. Additional information for this particular KPM can be found on the Legislative Fiscal Office website.

SubCommittee Action: