

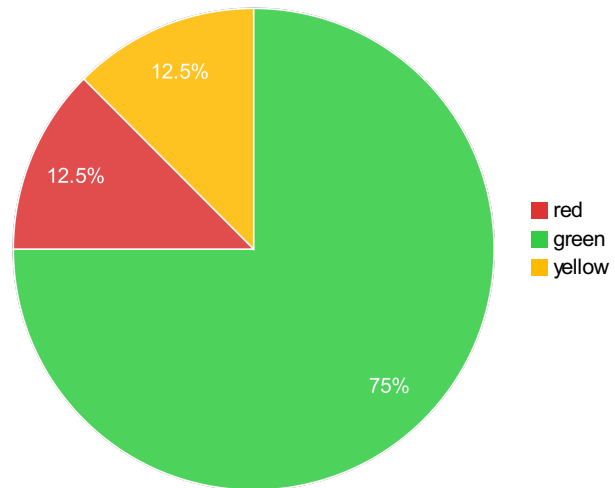
Tax Practitioners, Board of

Annual Performance Progress Report

Reporting Year 2018

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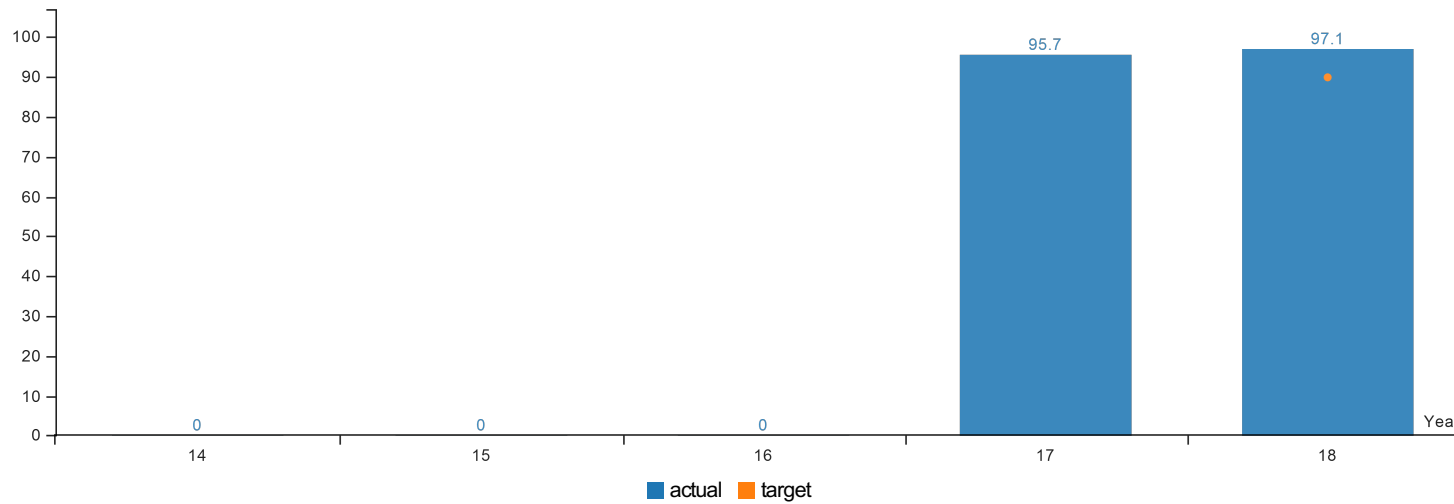
KPM #	Approved Key Performance Measures (KPMs)
1	Processing license and registration applications - Percent of license and registration applications processed within 3 days of receipt.
2	Processing exam applications - Percent of exam applications processed within 3 days of receipt
3	Continuing Education Compliance - Percent of licensees audited who are in compliance with continuing education requirements
4	Complaint response time - Percent of complaints responded to within 3 days of receipt
5	Customer satisfaction - Percent of students rating satisfaction with basic tax course instructor and course content as good or excellent
6	Licensed tax preparer exam pass rate - Percent of students who pass the licensed tax preparer exam
7	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.
8	EFFECTIVE GOVERNANCE - Percent of total best practices by the agency.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	75%	12.50%	12.50%

KPM #1	Processing license and registration applications - Percent of license and registration applications processed within 3 days of receipt.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Processing license and registration applications					
Actual	No Data	No Data	No Data	95.70%	97.10%
Target	TBD	TBD	TBD	TBD	90%

How Are We Doing

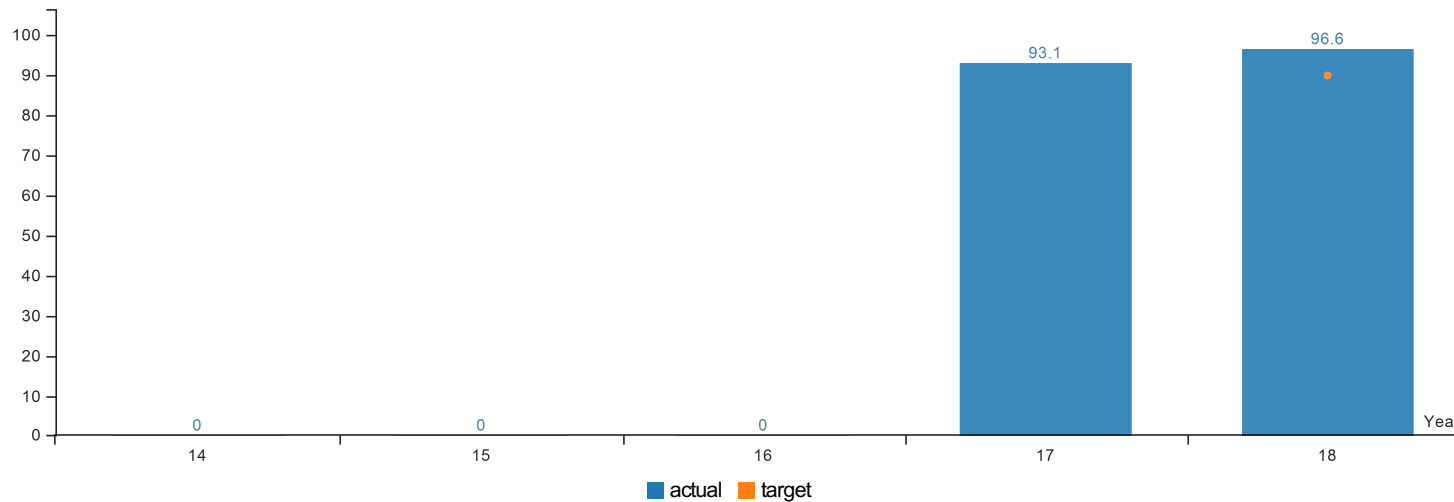
Nearly all license renewals (approximately 4,700 annually) are processed within one day through the Board's online renewal portal. Generally, the only applications that aren't processed within three days are those that were submitted with incorrect or incomplete information. Those latter applications must require further review and analysis by staff and usually resubmission by the applicant.

Factors Affecting Results

The Board's online license renewal system processes applications and payments within seconds of submission. The vast majority of paper applications are processed within one business day of receipt.

KPM #2	Processing exam applications - Percent of exam applications processed within 3 days of receipt
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Processing exam applications					
Actual	No Data	No Data	No Data	93.10%	96.60%
Target	TBD	TBD	TBD	TBD	90%

How Are We Doing

The Board processes approximately 850 exam applications annually, all of which are submitted to the Board by fax or US mail. Generally, all exam applications are processed within one day of receipt. The exceptions are those applications that were submitted with incomplete or incorrect information. The latter group of applications require further research and review by Board staff, and they often must be resubmitted by the applicant. Resubmittals are generally processed within one business day of receipt.

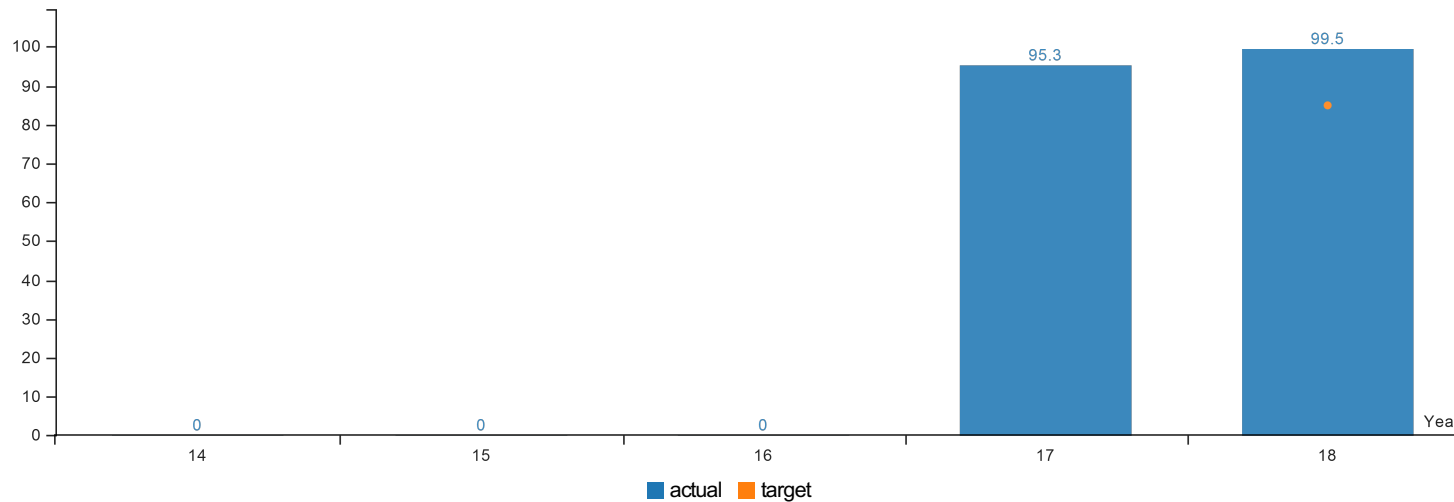
Factors Affecting Results

Two variables have the largest impact on exam application processing times. The first is the accuracy and completeness of the application. Most of the applications are submitted correctly. However, a small percentage, roughly 5 to 7 percent, require additional information or clarification/verification of information submitted.

The second variable is the time of year in which the application is submitted. The vast majority of exam applications are received during a three-month period: October through December. It's possible that a large number of applications may be received on, say, a Monday when the exam coordinator is out of the office. Although other staff are cross trained in processing exam applications, some applications may not be processed within one or two days of receipt.

KPM #3	Continuing Education Compliance - Percent of licensees audited who are in compliance with continuing education requirements
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Continuing Education Compliance					
Actual	No Data	No Data	No Data	95.30%	99.50%
Target	TBD	TBD	TBD	TBD	85%

How Are We Doing

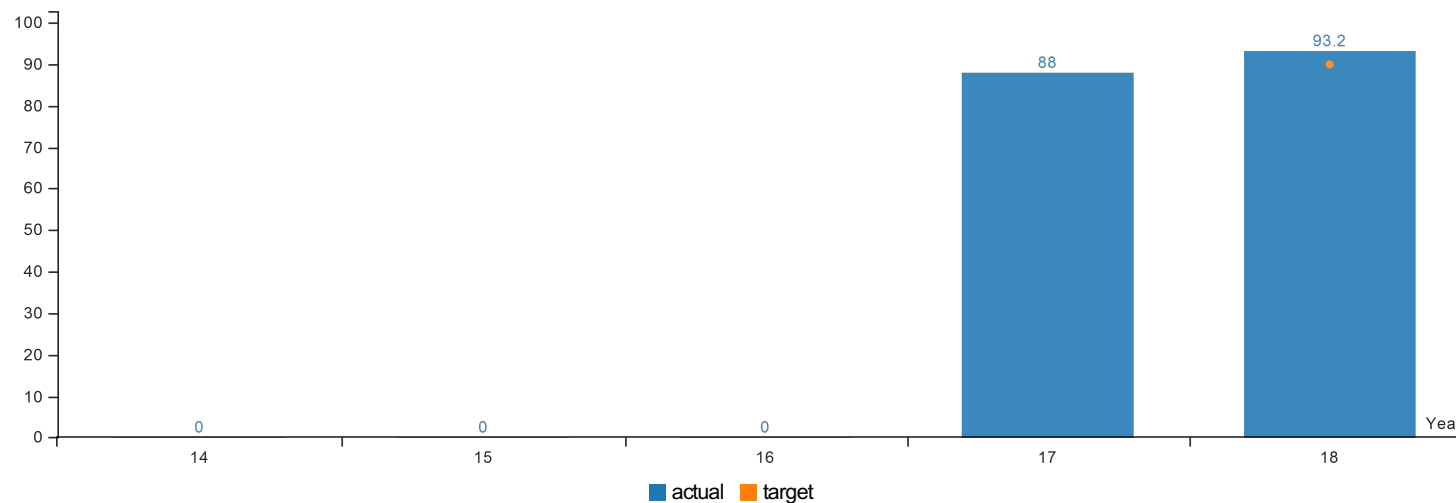
The Board randomly audits 20 percent of individual licensees each year for compliance with continuing education requirements. During the last audit 582 licensees were audited and only three were found to be out of compliance.

Factors Affecting Results

The Board has gone to great lengths in recent years to ensure licensees are aware of the Board's annual continuing education requirements. As a result, the compliance rate has increased significantly since 2015.

KPM #4	Complaint response time - Percent of complaints responded to within 3 days of receipt
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Complaint response time					
Actual	No Data	No Data	No Data	88%	93.20%
Target	TBD	TBD	TBD	TBD	90%

How Are We Doing

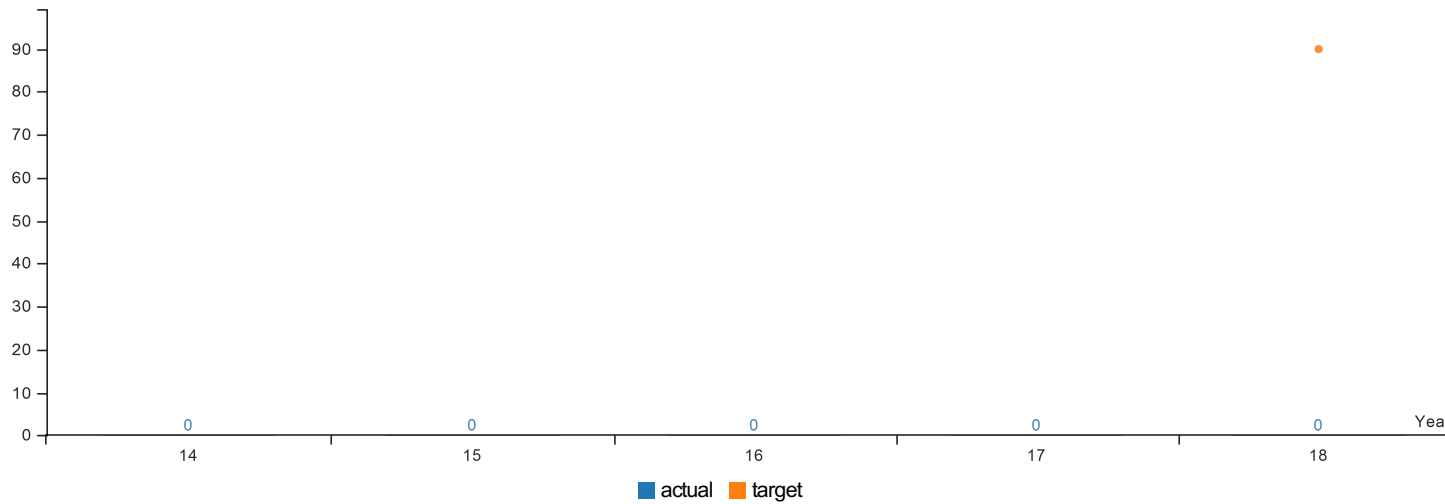
The Board received 70 complaints in calendar year 2017. Of those, 65 were responded to within three days of receipt. The remainder were responded to within five business days of receipt.

Factors Affecting Results

The Board strives to respond to every complaint within one business day of receipt. Unfortunately, some complaints are received without a phone number or email address of the complainant, which prevents timely communication. The Board initiates an investigation of each complaint as it is received. There is no backlog of complaints waiting to be investigated, nor is there a waiting list of any kind. Some complaints can be resolved fairly quickly, e.g. within two to three business days. Others, which are more complex, may take several weeks or a couple of months, depending on how quickly the licensee responds and how much information is required. It is rare for a complaint not to be completely resolved within four months of receipt.

KPM #5	Customer satisfaction - Percent of students rating satisfaction with basic tax course instructor and course content as good or excellent
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
CUSTOMER SERVICE					
Actual	No Data	No Data	No Data	0%	0%
Target	TBD	TBD	TBD	TBD	90%

How Are We Doing

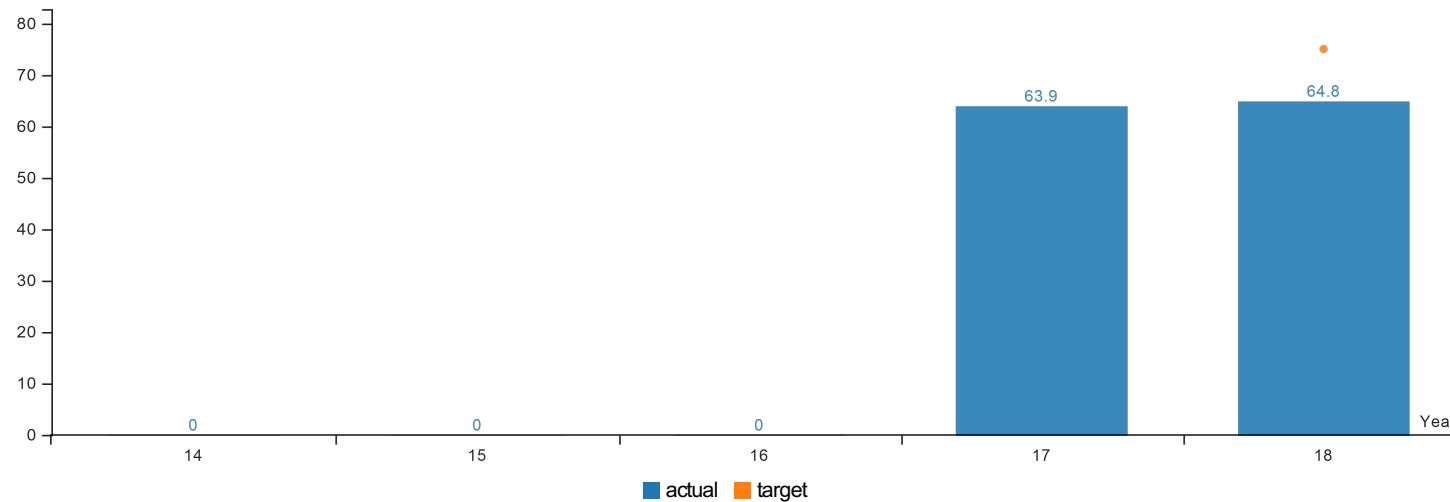
This is a new performance measure and the Board was not able to collect data for 2017.

Factors Affecting Results

This information will be collected and reported by the Board's contracted exam administrator beginning September 1, 2018.

KPM #6	Licensed tax preparer exam pass rate - Percent of students who pass the licensed tax preparer exam
	Data Collection Period: Sep 01 - Aug 31

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Licensed tax preparer exam pass rate					
Actual	No Data	No Data	No Data	63.90%	64.80%
Target	TBD	TBD	TBD	TBD	75%

How Are We Doing

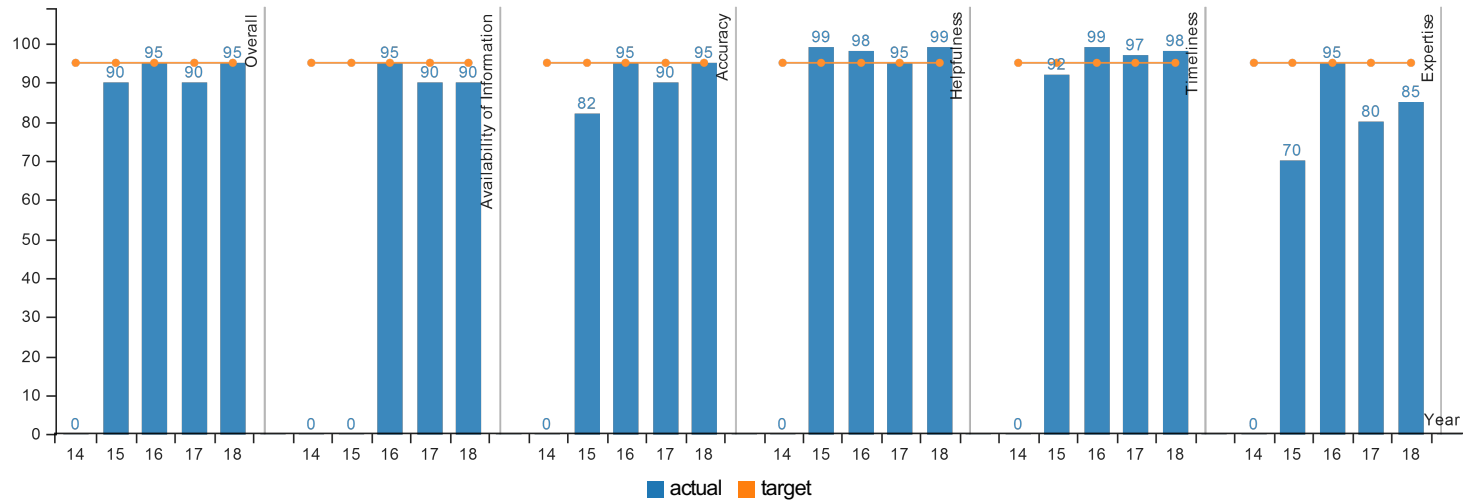
The Board administered tax preparer licensing exams to 361 individuals Between September 1, 2016 and August 30, 2017. Of those, 234 passed the exam, for a pass rate of 64.8%.

Factors Affecting Results

Although last year's pass rate on the tax preparer exam is below target, the pass rate has steadily increased since 2015.

As of September 1, 2018, the Board's licensing exams will be developed and administered by PSI, a professional testing company that administers licensing exams for hundreds of state and federal agencies across the country. The Board anticipates that improvements planned by PSI, including a Spanish-language version of the exam, will improve pass rates in the coming years.

KPM #7	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: Jan 01 - Jan 01



Report Year	2014	2015	2016	2017	2018
Overall					
Actual	No Data	90%	95%	90%	95%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	No Data	No Data	95%	90%	90%
Target	95%	95%	95%	95%	95%
Accuracy					
Actual	No Data	82%	95%	90%	95%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	No Data	99%	98%	95%	99%
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	No Data	92%	99%	97%	98%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	No Data	70%	95%	80%	85%
Target	95%	95%	95%	95%	95%

How Are We Doing

The results reported are estimates based on feedback received from customers and external stakeholders. The Board did not receive any responses during calendar year 2017 to the customer satisfaction survey located on its website.

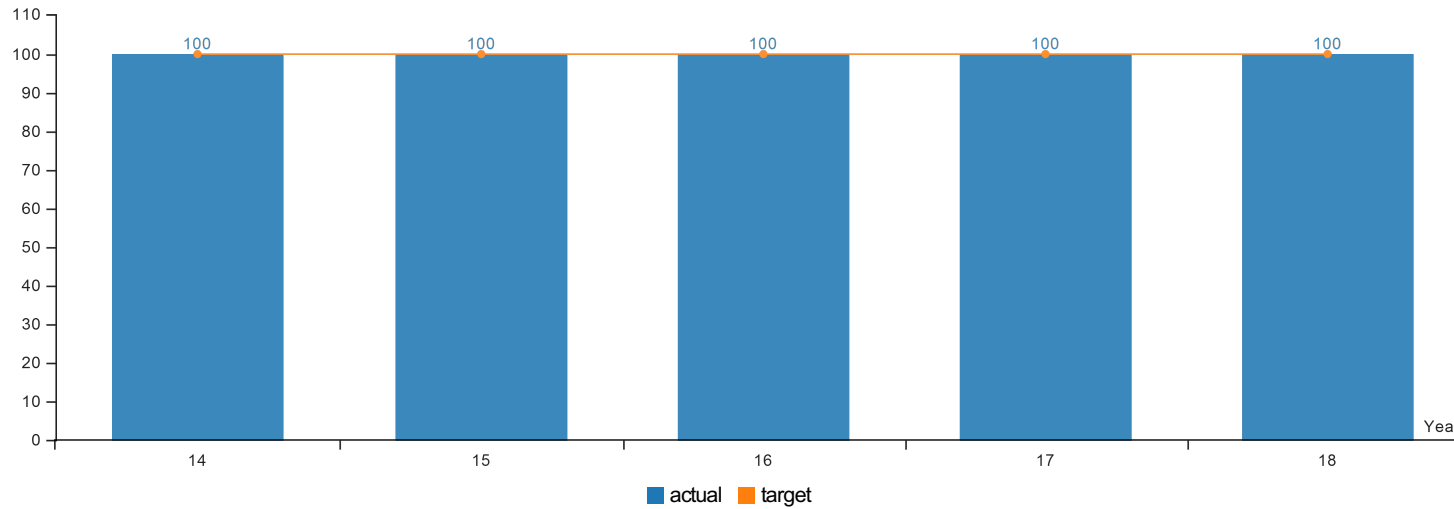
Factors Affecting Results

The Board regularly receives positive comments from customers and external stakeholders regarding their interactions with Board staff. The Board generally answers phone calls within two rings, and responses to questions or information requests are almost always provided the same day or within one business day. The Board's staff are cognizent of the importance of customer service and they strive to provide exceptional customer service at every opportunity.

Lower scores were reported in two categories - availability of information and expertise. In terms of information availability, a few stakeholders have commented that some of the information on the Board's website is difficult to locate. Partly in response to these comments, the Board is in the process of redesigning its website based on best practices shared by DAS and recently implemented by other Oregon Boards and Commissions. In terms of expertise, one of the Board's three employees has only been with the organization for five months, which limits her ability to answer some questions without seeking assistance.

KPM #8	EFFECTIVE GOVERNANCE - Percent of total best practices by the agency.
	Data Collection Period: Jan 01 - Jan 01

* 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

The Board strives to be a model organization. To that end, it consistently implements best practices from the public and private sector.

Factors Affecting Results