

**II.D. SUMMARY OF OBJECTIVE OUTCOMES**  
 81st Regular Session, Fiscal Year 2010 Operating Budget  
 Automated Budget and Evaluation system of Texas (ABEST)

Date : 12/17/2009  
 Time: 9:47:26AM

Agency code: 360

Agency name: State Office of Administrative Hearings

Goal/ Objective / OUTCOME		Exp 2008	Exp 2009	Bud2010
1	Provide for a Fair and Efficient Administrative Hearings Process			
1	<i>Ensure that All Hearings are Conducted in a Fair and Impartial Manner</i>			
<b>KEY</b>	<b>1 Percentage of Participants Surveyed Satisfied with Overall Process</b>	92.00 %	82.00 %	82.00 %
	<b>2 Percent of Administrative License Revocation Orders Affirmed on Appeal</b>	77.46 %	84.89 %	84.95 %
	<b>3 Percent of SOAH Administrative License Revocation Orders Appealed</b>	1.59 %	1.55 %	1.73 %
<b>KEY</b>	<b>4 % of Proposed Tax Decisions Issued within 40 Days of Record Closing</b>	100.00 %	100.00 %	100.00 %
2	<i>Provide an Opportunity for Alternative Dispute Resolution Proceedings</i>			
	<b>1 Percentage of Alternative Dispute Resolution Requests Granted</b>	99.20	96.50	99.10