ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2023
9/29/2023

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range
Output Measures					
1-1-1 CONDUCT HEARINGS					
1 NUMBER OF HOURS BILLED					
Quarter 1	74,300.00	19,812.75	19,812.75	26.67 %	14,860.00 - 22,290.00
Quarter 2	74,300.00	18,402.25	38,215.00	51.43 %	33,435.00 - 40,865.00
Quarter 3	74,300.00	20,406.75	58,621.75	78.90 %	52,010.00 - 59,440.00
Quarter 4	74,300.00	19,791.75	78,413.50	105.54 % *	70,585.00 - 78,015.00

Explanation of Variance: This number has outpaced the trailing three-year average of billing, which includes data from 2020, a year with historically low annual billing.

2 # ADM LICNSE REV CASES DISPOSED					
Quarter 1	22,800.00	7,140.00	7,140.00	31.32 % *	4,560.00 - 6,840.00

Explanation of Variance: This number remains on the uptick, and is higher than any quarter in the previous fiscal year. We believe that case numbers are continuing to rise from their COVID-19 lows.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range
Output Measures					
2 # ADM LICNSE REV CASES DISPOSED					
Quarter 2	22,800.00	8,892.00	16,032.00	70.32 % *	10,260.00 - 12,540.00

Explanation of Variance: This number remains on the uptick, and is higher than any quarter in the previous fiscal year. We believe that case numbers are continuing to rise from their COVID-19 lows.

Quarter 3	22,800.00	6,556.00	22,588.00	99.07 % *	15,960.00 - 18,240.00

Explanation of Variance: The uptick in ALR referrals has brought SOAH close to the fiscal year target by the end of the Quarter 3. Increased ALR activity at DPS drives these numbers.

Quarter 4	22,800.00	6,169.00	28,757.00	126.13 % *	21,660.00 - 23,940.00

Explanation of Variance: This number has outpaced the trailing three-year average of billing, which includes data from 2020, a year with historically low annual billing.

3 NUMBER OF GENERAL CASES DISPOSED					
Quarter 1	4,900.00	810.00	810.00	16.53 % *	980.00 - 1,470.00

Explanation of Variance: This number is in line with last year's first quarter, and appears to be driven by a decreased number of referrals from other agencies.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range

Output Measures

3   NUMBER OF GENERAL CASES DISPOSED

Quarter 2	4,900.00	731.00	1,541.00	31.45 % *	2,205.00 - 2,695.00

Explanation of Variance: This number appears to be driven by a decreased number of referrals from other agencies.

Quarter 3	4,900.00	864.00	2,405.00	49.08 % *	3,430.00 - 3,920.00

Explanation of Variance: This number is driven by the decrease in referrals from other agencies.

Quarter 4	4,900.00	825.00	3,230.00	65.92 % *	4,655.00 - 5,145.00

Explanation of Variance: This number is driven by the decrease in referrals from other agencies. It is worth noting that the number of cases handled through ADR has nearly doubled.

4   % OF AVAIL ALJ TIME SPENT ON CASES

Quarter 1	75.00 %	82.26 %	82.26 %	109.68 % *	71.25 - 78.75

Explanation of Variance: ALJs have been able to devote a greater percentage of their time to case-related work, due to decreased administrative functions and travel requirements.

Quarter 2	75.00 %	81.07 %	81.66 %	108.88 % *	71.25 - 78.75

Explanation of Variance: ALJs have been able to devote a greater percentage of their time to case-related work, due to decreased administrative functions and travel requirements.

* Varies by 5% or more from target.

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Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range

Output Measures

   4 % OF AVAIL ALJ TIME SPENT ON CASES

| **Quarter 3** | 75.00 % | 81.64 % | 81.65 % | 108.87 % * | 71.25 - 78.75 |

     Explanation of Variance: Decrease in travel and administrative tasks has allowed ALJs to spend more of their time resolving cases.

| **Quarter 4** | 75.00 % | 80.43 % | 81.35 % | 108.47 % * | 71.25 - 78.75 |

     Explanation of Variance: Decrease in travel and administrative tasks has allowed ALJs to spend more of their time resolving cases.

   6 NUMBER OF TAX DECISIONS ISSUED

| **Quarter 1** | 377.00 | 30.00 | 30.00 | 7.96 % * | 75.40 - 113.10 |

     Explanation of Variance: The number of cases in the first quarter is typically lower than the other three quarters, which is likely due to the difference in the tax and fiscal years.

| **Quarter 2** | 377.00 | 50.00 | 80.00 | 21.22 % * | 169.65 - 207.35 |

     Explanation of Variance: This number has risen from the first quarter, proportional to other years' data.

| **Quarter 3** | 377.00 | 52.00 | 132.00 | 35.01 % * | 263.90 - 301.60 |

     Explanation of Variance: This number has remained proportional to the number of cases referred in the first quarter, and is dependent on Comptroller activity.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range
Output Measures					
6 NUMBER OF TAX DECISIONS ISSUED					
Quarter 4	377.00	42.00	174.00	46.15 % *	358.15 - 395.85

Explanation of Variance: This number is dependent on the number of Comptroller referrals.

Efficiency Measures

1-1-1   CONDUCT HEARINGS

1   AVG DAYS FROM RECORD CLOSE TO PFD

Quarter 1	40.00	32.62	32.62	81.55 % *	38.00 - 42.00

Explanation of Variance: Decrease in travel and administrative tasks has allowed ALJs to spend more of their time resolving cases.

Quarter 2	40.00	31.28	31.91	79.78 % *	38.00 - 42.00

Explanation of Variance: Decrease in travel and administrative tasks has allowed ALJs to spend more of their time resolving cases.

Quarter 3	40.00	25.40	29.47	73.68 % *	38.00 - 42.00

Explanation of Variance: Decrease in travel and administrative tasks has allowed ALJs to spend more of their time resolving cases.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range

Efficiency Measures

  1 AVG DAYS FROM RECORD CLOSE TO PFD

Quarter 4	40.00	31.16	30.28	75.70 % *	38.00 - 42.00

    Explanation of Variance: Decrease in travel and administrative tasks has allowed ALJs to spend more of their time resolving cases.

  2 MEDIAN # DAYS TO DISPOSE CASE

Quarter 1	75.00	94.00	94.00	125.33 % *	71.25 - 78.75

    Explanation of Variance: The median number of days to dispose a case has been increased by a group of very old cases that cannot be resolved until the appellate process concludes following litigation in the Texas and United States Supreme Courts.

Quarter 2	75.00	127.00	112.00	149.33 % *	71.25 - 78.75

    Explanation of Variance: The median number of days to dispose a case has been increased by a group of very old cases that cannot be resolved until the appellate process concludes following litigation in the Texas and United States Supreme Courts.

Quarter 3	75.00	119.00	115.00	153.33 % *	71.25 - 78.75

    Explanation of Variance: The median number of days to dispose a case has been increased by a group of very old cases that cannot be resolved until the appellate process concludes following litigation in the Texas and United States Supreme Courts.

* Varies by 5% or more from target.

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Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range

Efficiency Measures

2   MEDIAN # DAYS TO DISPOSE CASE

Quarter 4	75.00	108.00	112.00	149.33 % *	71.25 - 78.75

Explanation of Variance: The median number of days to dispose a case has been increased by a group of very old cases that cannot be resolved until the appellate process concludes following litigation in the Texas and United States Supreme Courts.

3   DAYS TO ISSUE A TAX DECISION

Quarter 1	9.00	13.44	13.44	149.33 % *	8.55 - 9.45

Explanation of Variance: Administrative delays related to the implementation of a new information-management system, has temporarily raised this number above the benchmark. A delay in three cases caused the average number to exceed the performance metric. Staff is working to prevent similar delays in the future.

Quarter 2	9.00	9.07	10.70	118.89 % *	8.55 - 9.45

Explanation of Variance: This measure has returned to average. The outsized number from last quarter is inflating the year-to-date average.

Quarter 3	9.00	3.54	7.88	87.56 % *	8.55 - 9.45

Explanation of Variance: This measure has returned to SOAH's internal target, which is to turn around tax decisions more quickly than the performance measure.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range

Efficiency Measures

   3   DAYS TO ISSUE A TAX DECISION

| **Quarter 4** | 9.00 | 23.44 | 11.26 | 125.11 % * | 8.55 - 9.45 |

   Explanation of Variance: This measure was affected by a slowdown in the work of one ALJ; management is working to distribute the workload more equitably, and SOAH has returned to its internal standard of turning cases around in fewer days than the performance measure.

1-2-1   CONDUCT ALT DISPUTE RESOLUTION

   1   MEDIAN # DAYS TO DISPOSE ADR CASES

| **Quarter 1** | 90.00 | 79.00 | 79.00 | 87.78 % * | 85.50 - 94.50 |

   Explanation of Variance: Increased administrative efficiency brought about by new technology usage has allowed a decrease in the number of days to resolve an ADR case.

| **Quarter 2** | 90.00 | 93.00 | 89.00 | 98.89 % | 85.50 - 94.50 |

| **Quarter 3** | 90.00 | 62.00 | 82.00 | 91.11 % * | 85.50 - 94.50 |

   Explanation of Variance: Increased administrative efficiency engendered by new technology has decreased the number of days it takes to resolve most ADR cases. Some larger cases that include more issues will take a longer time and can affect this performance measure.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 Actual	2023 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
1 MEDIAN # DAYS TO DISPOSE ADR CASES					
Quarter 4	90.00	87.00	82.00	91.11 % *	85.50 - 94.50

Explanation of Variance: Increased administrative efficiency engendered by new technology has decreased the number of days it takes to resolve most ADR cases. Some larger cases that include more issues will take a longer time and can affect this performance measure.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2023
9/29/2023

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2023 Target	2023 YTD	Percent of Annual Target	

Explanatory/Input Measures

  1-1-1   CONDUCT HEARINGS

    1   NUMBER OF ALR CASES RECEIVED

| | 22,800.00 | 23,467.00 | 102.93 | % |

    2   NUMBER OF GENERAL CASES RECEIVED

| | 4,900.00 | 3,380.00 | 68.98 | % * |

    Explanation of Variance: This number is driven by the decrease in referrals from other agencies.

    3   NUMBER OF AGENCIES SERVED

| | 50.00 | 50.00 | 100.00 | % |

  1-2-1   CONDUCT ALT DISPUTE RESOLUTION

    1   # ALT DISPUTE RES CASES REQ OR REFD

| | 110.00 | 188.00 | 170.91 | % * |

    Explanation of Variance: Other agencies are choosing to proceed with ADR proceedings before formal hearings.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTCOME MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2023
9/29/2023

Outcomes with Cover Page and Update Explanation
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Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Objective/Measure	2023 Target	2023 YTD	Percent of Annual Target	Target Range
1-1 HEARINGS				
1 PERCENT OF PARTICIPANTS SATISFIED	92.00 %	88.07 %	95.73 %	
Prior YTD:				
2 % TAX DECISIONS ISSUED W/IN 60 DAYS	100.00 %	98.28 %	98.28 %	
Prior YTD:				
1-2 ALTERNATIVE DISPUTE RESOLUTION				
1 % OF PARTICIPANTS SATISFIED W/ ADR	94.00 %	98.30 %	104.57 %	
Prior YTD:				

* Varies by 5% or more from target.

OBJECTIVE OUTCOME DEFINITIONS REPORT

87th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Outcome No.	1	Percentage of Participants Surveyed Satisfied with Overall Process

Calculation Method: N   **Target Attainment: H**   **Priority: H**   **Cross Reference:** Agy 360 086-R-S70-1 01-01 OC 01

Key Measure: Y   **New Measure: N**   **Percent Measure: Y**

BL 2022 Definition

"Overall process" includes all actions by SOAH, beginning with setting of hearing, continuing through the hearing and presentation of PFD.

BL 2022 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2022 Data Source

Survey

BL 2022 Methodology

Eligible parties are identified from General Docket and ALR databases. Emails directing parties to the online survey or hard copy surveys are sent. Confidential cases are eliminated from the mailing, as needed. A vendor provided survey tool is used to collect and compile the survey information. The survey tool generates reports calculating the percentage of participants satisfied with the overall process.

BL 2022 Purpose

This survey allows SOAH to receive feedback from hearing participants and to monitor the participants' overall satisfaction with the hearings process.

BL 2023 Definition

"Overall process" includes all actions by SOAH, beginning with setting of hearing, continuing through the hearing and presentation of PFD.

BL 2023 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2023 Data Source

Survey

BL 2023 Methodology

Eligible parties are identified from General Docket and ALR databases. Emails directing parties to the online survey or hard copy surveys are sent. Confidential cases are eliminated from the mailing, as needed. A vendor provided survey tool is used to collect and compile the survey information. The survey tool generates reports calculating the percentage of participants satisfied with the overall process.

BL 2023 Purpose

This survey allows SOAH to receive feedback from hearing participants and to monitor the participants' overall satisfaction with the hearings process.

OBJECTIVE OUTCOME DEFINITIONS REPORT

87th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Outcome No.	2	% of Proposed Tax Decisions Issued within 60 Days of Record Closing

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Calculation Method: N   **Target Attainment: H**   **Priority: M**   **Cross Reference:** Agy 360 086-R-S70-1 01-01 OC 02

Key Measure: Y   **New Measure: N**   **Percent Measure: Y**

BL 2022 Definition

This measure identifies the number (stated in percent) of Tax Division PFDs issued within 60 calendar days of the date the record closed.

BL 2022 Data Limitations

N/A

BL 2022 Data Source

Tax Division ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2022 Methodology

A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date. The number of tax PFDs that were issued within 60 calendar days is totaled and then divided by the total number of tax PFDs issued during the reporting period to compute the percentage of tax PFDs issued with 60 calendar days (equivalent to 40 working days).

BL 2022 Purpose

This measure is an indication of the timeliness of the PFDs issued by the Tax Division ALJs for the Tax cases.

BL 2023 Definition

This measure identifies the number (stated in percent) of Tax Division PFDs issued within 60 calendar days of the date the record closed.

BL 2023 Data Limitations

N/A

BL 2023 Data Source

Tax Division ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2023 Methodology

A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date. The number of tax PFDs that were issued within 60 calendar days is totaled and then divided by the total number of tax PFDs issued during the reporting period to compute the percentage of tax PFDs issued with 60 calendar days (equivalent to 40 working days).

BL 2023 Purpose

This measure is an indication of the timeliness of the PFDs issued by the Tax Division ALJs for the Tax cases.

OBJECTIVE OUTCOME DEFINITIONS REPORT

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Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Outcome No.	1	Percentage of Participants Surveyed Satisfied with Overall ADR Process

Calculation Method: N   **Target Attainment: H**   **Priority: H**   **Cross Reference:** Agy 360 086-R-S70-1 01-02 OC 01

Key Measure: Y   **New Measure: N**   **Percent Measure: Y**

BL 2022 Definition

"Overall process" includes all actions by SOAH related to the ADR process.

BL 2022 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2022 Data Source

Survey

BL 2022 Methodology

Eligible parties are identified from General Docket and ALR databases. Emails directing parties to the online survey or hard copy surveys are sent. Confidential cases are eliminated from the mailing, as needed. A vendor provided survey tool is used to collect and compile the survey information. The survey tool generates reports calculating the percentage of participants satisfied with the overall ADR process.

BL 2022 Purpose

This survey allows SOAH to receive feedback from ADR participants and to monitor the participants' overall satisfaction with the ADR process to monitor the participants' overall satisfaction with the mediation process.

BL 2023 Definition

"Overall process" includes all actions by SOAH related to the ADR process.

BL 2023 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2023 Data Source

Survey

BL 2023 Methodology

Eligible parties are identified from General Docket and ALR databases. Emails directing parties to the online survey or hard copy surveys are sent. Confidential cases are eliminated from the mailing, as needed. A vendor provided survey tool is used to collect and compile the survey information. The survey tool generates reports calculating the percentage of participants satisfied with the overall ADR process.

BL 2023 Purpose

This survey allows SOAH to receive feedback from ADR participants and to monitor the participants' overall satisfaction with the ADR process to monitor the participants' overall satisfaction with the mediation process.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EF	
Measure No.	1	Average # of Days from Close of Record to PFD or Final Order Issuance

Calculation Method: N   **Target Attainment: L**   **Priority: H**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EF 01

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

This measure identifies the average number of calendar days following the close of the record to the issuance of the Proposal for Decisions (PFD) or final order for all General Docket hearings during the reporting period.

BL 2022 Data Limitations
N/A

BL 2022 Data Source
ALJs, Docket Change forms, Billing entries and SOAH's Case Management System (CMS).

BL 2022 Methodology
A report is generated from the database (CMS) that calculates the total number of calendar days from close of record to issuance of the Proposals for Decision (PFD) or final orders for all hearings during the reporting period, and divides this number by the total number of PFDs or final orders. The resulting number is the average number of days from the date the record closes to the issuance of a PFD.

BL 2022 Purpose
This measure monitors the amount of time for issuance of an ALJ decision once the record has closed.

BL 2023 Definition

This measure identifies the average number of calendar days following the close of the record to the issuance of the Proposal for Decisions (PFD) or final order for all General Docket hearings during the reporting period.

BL 2023 Data Limitations
N/A

BL 2023 Data Source
ALJs, Docket Change forms, Billing entries and SOAH's Case Management System (CMS).

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Methodology

A report is generated from the database (CMS) that calculates the total number of calendar days from close of record to issuance of the Proposals for Decision (PFD) or
final orders for all hearings during the reporting period, and divides this number by the total number of PFDs or final orders. The resulting number is
the average number of days from the date the record closes to the issuance of
a PFD.

BL 2023 Purpose

This measure monitors the amount of time for issuance of an ALJ decision once the record has closed.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EF	
Measure No.	2	Median Number of Days to Dispose Case

Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EF 02

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

     The median number of days between the date that the General Docket case is received by SOAH and the day that the case is finally disposed.

BL 2022 Data Limitations

 This measure is partially dependent upon whether the parties are ready to immediately proceed to hearing or request continuances. It is also impacted by interlocutory
 appeals to district court or to agencies which delay the process.

BL 2022 Data Source

 ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2022 Methodology

 A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the case is received by SOAH and the day
 that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period.

BL 2022 Purpose

 This measure provides an indication of the efficiency of the administrative hearings process.

BL 2023 Definition

 The median number of days between the date that the General Docket case is received by SOAH and the day that the case is finally disposed.

BL 2023 Data Limitations

 This measure is partially dependent upon whether the parties are ready to immediately proceed to hearing or request continuances. It is also impacted by interlocutory
 appeals to district court or to agencies which delay the process.

BL 2023 Data Source

 ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2023 Methodology

 A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the case is received by SOAH and the day
 that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

 This measure provides an indication of the efficiency of the administrative hearings process.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EF	
Measure No.	3	Avg Days to Issue Proposed Tax Decision Following Record Closing

Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EF 03

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition
    This measure identifies the average number of calendar days following the close of the record that Tax Division ALJs took to issue tax PFDs.

BL 2022 Data Limitations
  N/A

BL 2022 Data Source
  Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2022 Methodology
A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date for each case, and the sum of the days represents the total number of calendar days for all cases in the reporting period. The resulting sum is divided by the total number of PFDs issued during the reporting period for Tax Division cases to calculate the average number of calendar days between the record closed date and the PFD issuance date for all Tax Division cases during the reporting period.

BL 2022 Purpose
This measure captures the efficiency of the Tax Division ALJs in issuing tax PFDs.

BL 2023 Definition
  This measure identifies the average number of calendar days following the close of the record that Tax Division ALJs took to issue tax PFDs.

BL 2023 Data Limitations
  N/A

BL 2023 Data Source
  Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2023 Methodology

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
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A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date for each case, and the sum of the days represents the total number of calendar days for all cases in the reporting period. The resulting sum is divided by the total number of PFDs issued during the reporting period for Tax Division cases to calculate the average number of calendar days between the record closed date and the PFD issuance date for all Tax Division cases during the reporting period.

BL 2023 Purpose
This measure captures the efficiency of the Tax Division ALJs in issuing tax PFDs.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	1	Number of Administrative License Revocation Cases Received

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EX 01

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

    The number of Administrative License Revocation (ALR) cases that are referred by the Department of Public Safety to SOAH.

BL 2022 Data Limitations

This measure is dependent upon the number of cases referred by the Department of Public Safety.

BL 2022 Data Source

Request to Docket Case form and SOAH's ALR database.

BL 2022 Methodology

A report is generated from SOAH's ALR database that counts the total number of cases referred by the Department of Public Safety to SOAH during the reporting period.

BL 2022 Purpose

This measure tracks the number of cases referred by the Department of Public Safety and serves as an indicator of SOAH's workload.

BL 2023 Definition

The number of Administrative License Revocation (ALR) cases that are referred by the Department of Public Safety to SOAH.

BL 2023 Data Limitations

This measure is dependent upon the number of cases referred by the Department of Public Safety.

BL 2023 Data Source

Request to Docket Case form and SOAH's ALR database.

BL 2023 Methodology

A report is generated from SOAH's ALR database that counts the total number of cases referred by the Department of Public Safety to SOAH during the reporting period.

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Strategy-Related Measures Definitions
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BL 2023 Purpose

 This measure tracks the number of cases referred by the Department of Public Safety and serves as an indicator of SOAH's workload.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	2	Number of General Docket Cases Received

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EX 02

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition
   The number of General Docket cases that are referred by agencies to SOAH.

BL 2022 Data Limitations
 This measure is dependent upon the number of cases referred by other state agencies.

BL 2022 Data Source
 Request to Docket Case form and SOAH's CMS.

BL 2022 Methodology
 A report is generated from SOAH's database (CMS) that counts the total number of cases referred by other state agencies to SOAH during the reporting period.

BL 2022 Purpose
 This measure tracks the number of cases referred by other state agencies and serves as an indicator of SOAH's workload.

BL 2023 Definition
 The number of General Docket cases that are referred by agencies to SOAH.

BL 2023 Data Limitations
 This measure is dependent upon the number of cases referred by other state agencies.

BL 2023 Data Source
 Request to Docket Case form and SOAH's CMS.

BL 2023 Methodology
 A report is generated from SOAH's database (CMS) that counts the total number of cases referred by other state agencies to SOAH during the reporting period.

BL 2023 Purpose
 This measure tracks the number of cases referred by other state agencies and serves as an indicator of SOAH's workload.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	3	Number of Agencies Served

Calculation Method: N   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EX 03

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

The Hearings Activity Report Process (HARP) system records all cases transferred to SOAH's jurisdiction and is used to count the number of agencies for which SOAH has docketed new cases; re-set previously docketed cases; held prehearings/post-hearings and/or hearings; and/or issued PFDs.

BL 2022 Data Limitations

This measure is dependent upon jurisdiction changes, agency structural changes (i.e., abolished, merged, consolidated) and legislation.

BL 2022 Data Source

Request to Docket Case form, Case Management System (CMS) and HARP

BL 2022 Methodology

The total number of agencies served for the reporting period is counted.

BL 2022 Purpose

This measure serves as an indicator of the volume of SOAH's customer base for its workload.

BL 2023 Definition

The Hearings Activity Report Process (HARP) system records all cases transferred to SOAH's jurisdiction and is used to count the number of agencies for which SOAH has docketed new cases; re-set previously docketed cases; held prehearings/post-hearings and/or hearings; and/or issued PFDs.

BL 2023 Data Limitations

This measure is dependent upon jurisdiction changes, agency structural changes (i.e., abolished, merged, consolidated) and legislation.

BL 2023 Data Source

Request to Docket Case form, Case Management System (CMS) and HARP

BL 2023 Methodology

The total number of agencies served for the reporting period is counted.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
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BL 2023 Purpose

This measure serves as an indicator of the volume of SOAH's customer base for its workload.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	4	Number of Complaints Received Regarding Hearing Process

Calculation Method: N   **Target Attainment: L**   **Priority: H**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EX 04

Key Measure: N   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

Total number of written formal complaints received by SOAH during the reporting period from referring agencies and/or outside parties, pertaining to the hearings process.

BL 2022 Data Limitations

This measure is dependent upon the participants filing a complaint with SOAH relating to the hearing process. In addition, it might also be dependent upon the ruling received by the participants (i.e., if an unfavorable decision was received, the participants might be more inclined to respond negatively).

BL 2022 Data Source

Referring agencies and outside parties

BL 2022 Methodology

Total number of written complaints received by SOAH are counted for the reporting period.

BL 2022 Purpose

This measure serves to count the complaints received from individuals not satisfied with the hearings process.

BL 2023 Definition

Total number of written formal complaints received by SOAH during the reporting period from referring agencies and/or outside parties, pertaining to the hearings process.

BL 2023 Data Limitations

This measure is dependent upon the participants filing a complaint with SOAH relating to the hearing process. In addition, it might also be dependent upon the ruling received by the participants (i.e., if an unfavorable decision was received, the participants might be more inclined to respond negatively).

BL 2023 Data Source

Referring agencies and outside parties

BL 2023 Methodology

Total number of written complaints received by SOAH are counted for the reporting period.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

 This measure serves to count the complaints received from individuals not satisfied with the hearings process.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	5	Percent of PFDs Changed, Vacated or Modified by Governing Boards

Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 EX 05

Key Measure: N   **New Measure: N**   **Percentage Measure: Y**

BL 2022 Definition
A record is maintained in the Case Management System (CMS) of all PFDs issued. A record is also maintained of all signed Orders returned to SOAH by referring agencies.

BL 2022 Data Limitations
This measure is dependent upon the referring agency forwarding its board's final Order for each hearing.

BL 2022 Data Source
Referring agencies, ALJs, SOAH's Case Management System (CMS).

BL 2022 Methodology
A report is generated of agency orders returned to SOAH that reflect substantive changes to proposed findings or conclusions , or reflect that the PFDs have been vacated or modified by the governing boards and/or commissions. The number of final Orders reflecting a change, modification or a vacating, divided by the total number of PFDs issued, multiplied by 100 (to present data in percentage format), yields the percentage changed, vacated or modified.

BL 2022 Purpose
This measure counts the number (stated as percent) of decisions (non-ALR) issued by an ALJ that are not upheld by a referring agency's governing board.

BL 2023 Definition
A record is maintained in the Case Management System (CMS) of all PFDs issued. A record is also maintained of all signed Orders returned to SOAH by referring agencies.

BL 2023 Data Limitations
This measure is dependent upon the referring agency forwarding its board's final Order for each hearing.

BL 2023 Data Source
Referring agencies, ALJs, SOAH's Case Management System (CMS).

BL 2023 Methodology

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

A report is generated of agency orders returned to SOAH that reflect substantive changes to proposed findings or conclusions , or reflect that the PFDs have been vacated or modified by the governing boards and/or commissions. The number of final Orders reflecting a change, modification or a vacating, divided by the total number of PFDs issued, multiplied by 100 (to present data in percentage format), yields the percentage changed, vacated or modified.

BL 2023 Purpose

This measure counts the number (stated as percent) of decisions (non-ALR) issued by an ALJ that are not upheld by a referring agency's governing board.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	1	Number of Hours Billed (General Docket Hearings and ALR Hearings)

Calculation Method: C   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 OP 01

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition
   The total number of hours billed on cases for services provided during the reporting period is obtained through SOAH's time database.

BL 2022 Data Limitations
 This measure is dependent upon the amount of work referred to SOAH by other state agencies.

BL 2022 Data Source
 SOAH's time database.

BL 2022 Methodology
 A report is generated from a SOAH database for the reporting period which calculates the number of hours billed.

BL 2022 Purpose
 This measure tracks the amount of billed work performed by SOAH ALJs and, when authorized by interagency contract, paralegals or administrative assistants.

BL 2023 Definition
 The total number of hours billed on cases for services provided during the reporting period is obtained through SOAH's time database.

BL 2023 Data Limitations
 This measure is dependent upon the amount of work referred to SOAH by other state agencies.

BL 2023 Data Source
 SOAH's time database.

BL 2023 Methodology
 A report is generated from a SOAH database for the reporting period which calculates the number of hours billed.

BL 2023 Purpose
 This measure tracks the amount of billed work performed by SOAH ALJs and, when authorized by interagency contract, paralegals or administrative assistants.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	2	Number of Administrative License Revocation Cases Disposed

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Calculation Method: C   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 OP 02

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

All ALR cases disposed are entered into the ALR database and counted.

BL 2022 Data Limitations

This measure is dependent upon the number of DWI arrests resulting in a request for hearing at SOAH and the accuracy of the ALR database which is owned and controlled by DPS.

BL 2022 Data Source

Final Orders recorded in the ALR database.

BL 2022 Methodology

A report is generated from the ALR database with a count of cases decided (i.e., disposed) during the reporting period.

BL 2022 Purpose

This measure serves as a means to determine the number of ALR cases disposed during the reporting period.

BL 2023 Definition

All ALR cases disposed are entered into the ALR database and counted.

BL 2023 Data Limitations

This measure is dependent upon the number of DWI arrests resulting in a request for hearing at SOAH and the accuracy of the ALR database which is owned and controlled by DPS.

BL 2023 Data Source

Final Orders recorded in the ALR database.

BL 2023 Methodology

A report is generated from the ALR database with a count of cases decided (i.e., disposed) during the reporting period.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

This measure serves as a means to determine the number of ALR cases disposed during the reporting period.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	3	Number of General Docket Cases Disposed

Calculation Method: C   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 OP 03

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

The number of General Docket cases for which SOAH transmits to the referring agency a Proposal for Decision or a final Order during the reporting period.

BL 2022 Data Limitations

This measure is dependent upon the number of cases referred by other state agencies.

BL 2022 Data Source

Docket Change Forms recorded in CMS.

BL 2022 Methodology

A report is generated from the CMS database with a count of final Orders issued during the reporting period.

BL 2022 Purpose

This measure indicates the number of General Docket cases disposed during the reporting period.

BL 2023 Definition

The number of General Docket cases for which SOAH transmits to the referring agency a Proposal for Decision or a final Order during the reporting period.

BL 2023 Data Limitations

This measure is dependent upon the number of cases referred by other state agencies.

BL 2023 Data Source

Docket Change Forms recorded in CMS.

BL 2023 Methodology

A report is generated from the CMS database with a count of final Orders issued during the reporting period.

BL 2023 Purpose

This measure indicates the number of General Docket cases disposed during the reporting period.

Strategy-Related Measures Definitions
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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	4	Percent of Available Administrative Law Judge Time Spent on Case Work

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 OP 04

Key Measure: Y   **New Measure: N**   **Percentage Measure: Y**

BL 2022 Definition

Amount of time recorded by Administrative Law Judges (ALJ) working on General Docket and Administrative License Revocation (ALR) cases as a percentage of total available time. This measure includes time spent on alternative dispute resolution (ADR).

BL 2022 Data Limitations
N/A

BL 2022 Data Source
ALJ time entries for all casework and leave. Total available hours in each quarter.

BL 2022 Methodology
Identify the number of hours paid in the period utilizing payroll records. Subtract all holiday and leave hours taken by each ALJ to establish available time to work. Identify the number of hours charged to casework for each ALJ. Casework includes time working on ADR since the same ALJs work on both hearings and ADR. Divide total hours charged to casework by available time to work. Reflect calculation as a percentage.

BL 2022 Purpose
To provide information on the utilization of ALJ time.

BL 2023 Definition

Amount of time recorded by Administrative Law Judges (ALJ) working on General Docket and Administrative License Revocation (ALR) cases as a percentage of total available time. This measure includes time spent on alternative dispute resolution (ADR).

BL 2023 Data Limitations
N/A

BL 2023 Data Source
ALJ time entries for all casework and leave. Total available hours in each quarter.

BL 2023 Methodology

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Strategy-Related Measures Definitions
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Identify the number of hours paid in the period utilizing payroll records. Subtract all holiday and leave hours taken by each ALJ to establish available time to work. Identify the number of hours charged to casework for each ALJ. Casework includes time working on ADR since the same ALJs work on both hearings and ADR. Divide total hours charged to casework by available time to work. Reflect calculation as a percentage.

BL 2023 Purpose

To provide information on the utilization of ALJ time.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	5	Percent of Case Time Spent on General Docket (Non-ALR) Cases

Calculation Method: N   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 OP 05

Key Measure: N   **New Measure: N**   **Percentage Measure: Y**

BL 2022 Definition
    The proportionate amount of total case time worked by ALJs on General Docket (non-ALR) cases.

BL 2022 Data Limitations
  N/A

BL 2022 Data Source
  General Docket and ALR databases.

BL 2022 Methodology
  General Docket time divided by all case time.

BL 2022 Purpose
  This measure indicates how much of the ALJ workload is spent on General Docket (non-ALR) cases.

BL 2023 Definition
  The proportionate amount of total case time worked by ALJs on General Docket (non-ALR) cases.

BL 2023 Data Limitations
  N/A

BL 2023 Data Source
  General Docket and ALR databases.

BL 2023 Methodology
  General Docket time divided by all case time.

BL 2023 Purpose
  This measure indicates how much of the ALJ workload is spent on General Docket (non-ALR) cases.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	6	# of Proposals for Decision Related to Tax Hearings Issued by ALJs

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Calculation Method: C   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-01-01 OP 06

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

    This performance measure seeks to identify the number of proposal for decisions issued during the reporting period by ALJs in SOAH's Tax Division.

BL 2022 Data Limitations
 N/A

BL 2022 Data Source
 Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2022 Methodology
 A report is generated from the database (CMS) that lists and totals the number of Tax PFDs issued during the reporting period.

BL 2022 Purpose
 The purpose of this measure is to track the number of proposals for decisions issued in contested tax cases.

BL 2023 Definition

 This performance measure seeks to identify the number of proposal for decisions issued during the reporting period by ALJs in SOAH's Tax Division.

BL 2023 Data Limitations
 N/A

BL 2023 Data Source
 Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2023 Methodology
 A report is generated from the database (CMS) that lists and totals the number of Tax PFDs issued during the reporting period.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.	1	Conduct Alternative Dispute Resolution Proceedings
Measure Type	EF	
Measure No.	1	Median Number of Days to Dispose Alternative Dispute Resolution Cases

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Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-02-01 EF 01

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

   The median number of days between the date an Alternative Dispute Resolution (ADR) case is received by SOAH and the day the case is finally disposed.

BL 2022 Data Limitations

 This measure is partially dependent upon whether the parties are ready to immediately proceed to mediation or arbitration.

BL 2022 Data Source

 ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2022 Methodology

 A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the ADR case is received by SOAH and the day that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period.

BL 2022 Purpose

 This measure provides an indication of the efficiency of the ADR program.

BL 2023 Definition

 The median number of days between the date an Alternative Dispute Resolution (ADR) case is received by SOAH and the day the case is finally disposed.

BL 2023 Data Limitations

 This measure is partially dependent upon whether the parties are ready to immediately proceed to mediation or arbitration.

BL 2023 Data Source

 ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2023 Methodology

 A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the ADR case is received by SOAH and the day that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period.

Strategy-Related Measures Definitions
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BL 2023 Purpose

 This measure provides an indication of the efficiency of the ADR program.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
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Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No. 1 Provide for a Fair and Efficient Administrative Hearings Process
Objective No. 2 Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No. 1 Conduct Alternative Dispute Resolution Proceedings
Measure Type EX
Measure No. 1 Number of Alternative Dispute Resolution Cases Requested or Referred

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-02-01 EX 01

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition
　　All mediation or arbitration cases referred.

BL 2022 Data Limitations
This measure is dependent on the number of mediations requested by parties or referred by ALJs, and the number of arbitrations elected by parties cases referred by an ALJ or other state agencies.

BL 2022 Data Source
ALJs, Request to Docket Case form, Docket Change form, SOAH's Case Management System (CMS).

BL 2022 Methodology
A report is generated from the database (CMS) totaling the number of ADR requests received (e.g., requested or referred).

BL 2022 Purpose
This measure counts the number of mediations requested and arbitrations elected by parties or state agencies, or cases in which an ALJ suggests mediation and the parties agree to mediation.

BL 2023 Definition
All mediation or arbitration cases referred.

BL 2023 Data Limitations
This measure is dependent on the number of mediations requested by parties or referred by ALJs, and the number of arbitrations elected by parties cases referred by an ALJ or other state agencies.

BL 2023 Data Source
ALJs, Request to Docket Case form, Docket Change form, SOAH's Case Management System (CMS).

BL 2023 Methodology
A report is generated from the database (CMS) totaling the number of ADR requests received (e.g., requested or referred).

BL 2023 Purpose

This measure counts the number of mediations requested and arbitrations elected by parties or state agencies, or cases in which an ALJ suggests mediation and the parties agree to mediation.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.	1	Conduct Alternative Dispute Resolution Proceedings
Measure Type	OP	
Measure No.	1	Number of Hours Billed to Alternative Dispute Resolution Cases

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Calculation Method: C   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 086-R-S70-1 01-02-01 OP 01

Key Measure: N   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition
  The total number of hours billed on mediation and arbitration proceedings (excluding mediations in TCEQ cases conducted by TCEQ).

BL 2022 Data Limitations
 This measure is dependent on the number of mediation and arbitration cases referred as well as the varying complexity.

BL 2022 Data Source
 ALJs, SOAH time database.

BL 2022 Methodology
 A report is generated from the SOAH time database that totals the number of hours billed on mediation and arbitration events and/or cases for the reporting period.

BL 2022 Purpose
 This measure indicates the number of hours of SOAH's workload spent in mediation and arbitration proceedings.

BL 2023 Definition
 The total number of hours billed on mediation and arbitration proceedings (excluding mediations in TCEQ cases conducted by TCEQ).

BL 2023 Data Limitations
 This measure is dependent on the number of mediation and arbitration cases referred as well as the varying complexity.

BL 2023 Data Source
 ALJs, SOAH time database.

BL 2023 Methodology
 A report is generated from the SOAH time database that totals the number of hours billed on mediation and arbitration events and/or cases for the reporting period.

BL 2023 Purpose
 This measure indicates the number of hours of SOAH's workload spent in mediation and arbitration proceedings.

Strategy-Related Measures Definitions
87th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.	1	Conduct Alternative Dispute Resolution Proceedings
Measure Type	OP	
Measure No.	2	Number of Cases Resolved through Alternative Dispute Resolution

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Calculation Method: C   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 086-R-S70-1 01-02-01 OP 02

Key Measure: N   **New Measure: N**   **Percentage Measure: N**

BL 2022 Definition

This includes the number of cases that are resolved through mediation (i.e., by agreement of the parties with the assistance of a mediator) and the number of final Orders issued in arbitrations, as well as the number of any other matters resolved by the use of other ADR processes.

BL 2022 Data Limitations
Number of cases referred to ADR by ALJs or state agencies.

BL 2022 Data Source
ALJs, Docket Change form, SOAH's Case Management System (CMS).

BL 2022 Methodology
A report is generated from the Case Management System (CMS) for the total number of cases resolved by mediation and ADR processes for the reporting period.

BL 2022 Purpose
This indicates the success of the ADR program.

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Strategy-Related Measures Definitions
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