

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2026
10/2/2026

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 CONDUCT HEARINGS</u>					
1 NUMBER OF HOURS BILLED					
Quarter 1	76,943.00	19,874.25	19,874.25	25.83 %	15,388.60 - 23,082.90
Quarter 2	76,943.00	18,592.25	38,466.50	49.99 %	34,624.35 - 42,318.65
Quarter 3	76,943.00	22,486.00	60,952.50	79.22 %	53,860.10 - 61,554.40
Quarter 4	76,943.00	22,418.50	83,371.00	108.35 % *	73,095.85 - 80,790.15
<u>Explanation of Variance:</u> The numbers depend on the number and size of case referrals from other agencies.					
2 # ADM LICNSE REV CASES DISPOSED					
Quarter 1	25,390.00	5,462.00	5,462.00	21.51 %	5,078.00 - 7,617.00
Quarter 2	25,390.00	5,630.00	11,092.00	43.69 % *	11,425.50 - 13,964.50
<u>Explanation of Variance:</u> These numbers depend on the numbers of DWI arrests in the state, and the rate at which driver's challenge their administrative license revocation.					

* Varies by 5% or more from target.

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
Output Measures					
2 # ADM LICNSE REV CASES DISPOSED					
Quarter 3	25,390.00	5,980.00	17,072.00	67.24 % *	17,773.00 - 20,312.00
<u>Explanation of Variance:</u> These numbers depend on the numbers of DWI arrests in the state and the rate at which driver's challenge their administrative license revocation.					
Quarter 4	25,390.00	6,419.00	23,491.00	92.52 % *	24,120.50 - 26,659.50
<u>Explanation of Variance:</u> These numbers depend on the numbers of DWI arrests in the state and the rate at which driver's challenge their administrative license revocation.					
3 NUMBER OF GENERAL CASES DISPOSED					
Quarter 1	3,239.00	826.00	826.00	25.50 %	647.80 - 971.70
Quarter 2	3,239.00	1,203.00	2,029.00	62.64 % *	1,457.55 - 1,781.45
<u>Explanation of Variance:</u> This number has been skewed by the issuance of 400 legacy cases in a large batch, following protracted litigation in the trial and appellate courts.					
Quarter 3	3,239.00	941.00	2,970.00	91.69 % *	2,267.30 - 2,591.20
<u>Explanation of Variance:</u> The number of cases disposed remains high because 400 legacy cases were disposed of in a large batch, following protracted litigation in the trial and appellate courts.					

* Varies by 5% or more from target.

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Output Measures

3 NUMBER OF GENERAL CASES DISPOSED

Quarter 4	3,239.00	800.00	3,770.00	116.39 % *	3,077.05 - 3,400.95
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Explanation of Variance: This number has been skewed by the issuance of 400 legacy cases in a large batch, following protracted litigation in the trial and appellate courts.

4 % OF AVAIL ALJ TIME SPENT ON CASES

Quarter 1	80.00 %	83.98 %	83.98 %	104.98 %	76.00 - 84.00
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Quarter 2	80.00 %	84.63 %	84.31 %	105.39 % *	76.00 - 84.00
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Explanation of Variance: SOAH's docket-management system and efficient training and HR processes mean that judges can spend well over the projected amount of work time performing case-related activities.

Quarter 3	80.00 %	83.58 %	84.31 %	105.39 % *	76.00 - 84.00
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Explanation of Variance: SOAH's docket-management system and efficient training and HR processes mean that judges can spend well over the projected amount of work time performing case-related activities.

Quarter 4	80.00 %	82.67 %	83.72 %	104.65 %	76.00 - 84.00
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6 NUMBER OF TAX DECISIONS ISSUED

* Varies by 5% or more from target.

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Output Measures

6 NUMBER OF TAX DECISIONS ISSUED

Quarter 1	250.00	48.00	48.00	19.20 % *	50.00 - 75.00
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Explanation of Variance: This number is within the discretion of the Comptroller, and is also subject to the tax collections calendar.

Quarter 2	250.00	35.00	83.00	33.20 % *	112.50 - 137.50
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Explanation of Variance: This number is within the discretion of the Comptroller, and is also subject to the tax collections calendar.

Quarter 3	250.00	57.00	140.00	56.00 % *	175.00 - 200.00
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Explanation of Variance: This number is within the discretion of the Comptroller and is also subject to the tax collections calendar.

Quarter 4	250.00	67.00	207.00	82.80 % *	237.50 - 262.50
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Explanation of Variance: This number is within the discretion of the Comptroller and is also subject to the tax collections calendar.

Efficiency Measures1-1-1 CONDUCT HEARINGS

1 AVG DAYS FROM RECORD CLOSE TO PFD

* Varies by 5% or more from target.

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
1 AVG DAYS FROM RECORD CLOSE TO PFD					
Quarter 1	35.00	27.65	27.65	79.00 % *	33.25 - 36.75
<u>Explanation of Variance:</u> Improvements in technology have allowed SOAH consistently to meet this target with the current docket. This number may come under pressure as SOAH assumes jurisdiction over a number of new case types in 2026.					
Quarter 2	35.00	89.02	74.89	213.97 % *	33.25 - 36.75
<u>Explanation of Variance:</u> This number has been skewed by the issuance of a large number of closed cases that were never abated for pending appellate litigation; this will not be a problem once these legacy cases are finally resolved.					
Quarter 3	35.00	29.95	65.41	186.89 % *	33.25 - 36.75
<u>Explanation of Variance:</u> Improvements in technology have allowed SOAH consistently to meet this target with the current docket. This number may come under pressure as SOAH assumes jurisdiction over a number of new case types in 2026.					
Quarter 4	35.00	29.49	58.85	168.14 % *	33.25 - 36.75
<u>Explanation of Variance:</u> Improvements in technology have allowed SOAH to consistently meet this target with the current docket. However, this measure came under pressure in 2026 as SOAH took on increased casework for several agencies					
2 MEDIAN # DAYS TO DISPOSE CASE					
Quarter 1	75.00	76.00	76.00	101.33 %	71.25 - 78.75

* Varies by 5% or more from target.

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
2 MEDIAN # DAYS TO DISPOSE CASE					
Quarter 2	75.00	197.00	126.00	168.00 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This number has also been skewed by the issuance of a large number of legacy cases that had been on the docket for a long time and which were resolved together, in a large batch.					
Quarter 3	75.00	107.50	120.00	160.00 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This number remains high because a large number of legacy cases that had been on the docket for a long time were resolved together.					
Quarter 4	75.00	89.50	111.00	148.00 % *	71.25 - 78.75
<u>Explanation of Variance:</u> Referral of large cases with tight deadlines required reallocation of ALJ resources, affecting the ability to promptly resolve other cases.					
3 DAYS TO ISSUE A TAX DECISION					
Quarter 1	9.00	6.78	6.78	75.33 % *	8.55 - 9.45
<u>Explanation of Variance:</u> The tax team operates at a high level of efficiency.					
Quarter 2	9.00	5.60	6.28	69.78 % *	8.55 - 9.45
<u>Explanation of Variance:</u> This number is much lower than the 9 day target, which is itself lower than the statutory deadline for completing tax cases.					

* Varies by 5% or more from target.

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
3 DAYS TO ISSUE A TAX DECISION					
Quarter 3	9.00	5.98	6.18	68.67 % *	8.55 - 9.45
<u>Explanation of Variance:</u> The tax team operates at a high level of efficiency.					
Quarter 4	9.00	11.00	7.73	85.89 % *	8.55 - 9.45
<u>Explanation of Variance:</u> The tax team operates at a high level of efficiency.					
<u>1-2-1 CONDUCT ALT DISPUTE RESOLUTION</u>					
1 MEDIAN # DAYS TO DISPOSE ADR CASES					
Quarter 1	90.00	111.00	111.00	123.33 % *	85.50 - 94.50
<u>Explanation of Variance:</u> ADR case schedules are negotiated between the parties and sometimes take longer in order to effectuate a mutually agreed resolution.					
Quarter 2	90.00	94.00	105.50	117.22 % *	85.50 - 94.50
<u>Explanation of Variance:</u> The deadlines in these cases are controlled by the parties; often, repeated extensions can lead to a resolution outside the litigation process.					

* Varies by 5% or more from target.

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 MEDIAN # DAYS TO DISPOSE ADR CASES

Quarter 3	90.00	84.00	98.00	108.89 % *	85.50 - 94.50
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Explanation of Variance: ADR case schedules are negotiated between the parties and sometimes take longer in order to effectuate a mutually agreed resolution.

Quarter 4	90.00	109.00	101.00	112.22 % *	85.50 - 94.50
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Explanation of Variance: ADR case schedules are negotiated between the parties and sometimes take longer in order to effectuate a mutually agreed resolution.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES

360 - State Office of Administrative Hearings

Fiscal Year 2026

10/2/2026

Agency code: **360**

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

<u>Type/Strategy/Measure</u>	2026 Target	2026 YTD	Percent of Annual Target
Explanatory/Input Measures			
<u>1-1-1 CONDUCT HEARINGS</u>			
1 NUMBER OF ALR CASES RECEIVED			
	25,390.00	25,624.00	100.92 %
2 NUMBER OF GENERAL CASES RECEIVED			
	3,239.00	3,650.00	112.69 % *
<u>Explanation of Variance:</u> This number depends on case referrals from other agencies.			
3 NUMBER OF AGENCIES SERVED			
	50.00	48.00	96.00 %
<u>1-2-1 CONDUCT ALT DISPUTE RESOLUTION</u>			
1 # ALT DISPUTE RES CASES REQ OR REFD			
	150.00	200.00	133.33 % *
<u>Explanation of Variance:</u> This number depends on case referrals from other agencies and the parties' willingness to mediate.			

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTCOME MEASURES

360 - State Office of Administrative Hearings

Fiscal Year 2026

10/2/2026

Outcomes with Cover Page and Update Explanation
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/2/2026**
TIME: **8:25:35AM**
PAGE: **2 OF 2**

Agency code: **360**

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

Type/Objective/Measure	2026 Target	2026 YTD	Percent of Annual Target	Target Range
<u>1-1 HEARINGS</u>				
1 PERCENT OF PARTICIPANTS SATISFIED	92.00 %	85.30 %	92.72 % *	
<u>Explanation of Variance:</u> Surveys are sent to both winning and losing parties. Parties who lost are less likely to be satisfied.				
<u>Prior YTD:</u>				
2 % TAX DECISIONS ISSUED W/IN 60 DAYS	100.00 %	99.04 %	99.04 %	
<u>Prior YTD:</u>				
<u>1-2 ALTERNATIVE DISPUTE RESOLUTION</u>				
1 % OF PARTICIPANTS SATISFIED W/ ADR	95.00 %	85.71 %	90.22 % *	
<u>Explanation of Variance:</u> Increased referrals and limited survey responses have affected this number.				
<u>Prior YTD:</u>				

* Varies by 5% or more from target.

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 EF 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

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

BL 2026 Data Limitations

N/A

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) that calculates the total number of calendar days from close of record to issuance of the Proposal for Decisions (PFDs) 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 2026 Purpose

This measure monitors the amount of time for issuance of an Administrative Law Judge (ALJ) decision once the record has closed.

BL 2027 Definition

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

BL 2027 Data Limitations

N/A

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

A report is generated from the Case Management System (CMS) that calculates the total number of calendar days from close of record to issuance of the Proposal for Decisions (PFDs) 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 2027 Purpose

This measure monitors the amount of time for issuance of an Administrative Law Judge (ALJ) decision once the record has closed.

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 EF 02
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 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 2026 Data Limitations

This measure is partially dependent upon whether the parties are ready to immediately proceed to hearing or request continuances.

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the database Case Management System (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. This number excludes cases that are abated on a temporary or indefinite basis pending the outcome of other legal proceedings affecting the rights of the parties.

BL 2026 Purpose

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

BL 2027 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 2027 Data Limitations

This measure is partially dependent upon whether the parties are ready to immediately proceed to hearing or request continuances.

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

A report is generated from the database Case Management System (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. This number excludes cases that are abated on a temporary or indefinite basis pending the outcome of other legal proceedings affecting the rights of the parties.

BL 2027 Purpose

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

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 EF 03
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

The average number of calendar days following the close of the record that Tax Administrative Law Judges (ALJs) took to issue tax Proposal for Decisions (PFDs).

BL 2026 Data Limitations

N/A

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) that lists all Tax cases where Proposal for Decisions (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 cases to calculate the average number of calendar days between the record closed date and the PFD issuance date for all Tax cases during the reporting period.

BL 2026 Purpose

This measure captures the efficiency of the Tax Administrative Law Judges (ALJs) in issuing tax Proposal for Decisions (PFDs).

BL 2027 Definition

The average number of calendar days following the close of the record that Tax Administrative Law Judges (ALJs) took to issue tax Proposal for Decisions (PFDs).

BL 2027 Data Limitations

N/A

BL 2027 Data Source

Case Management System (CMS)

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) that lists all Tax cases where Proposal for Decisions (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 cases to calculate the average number of calendar days between the record closed date and the PFD issuance date for all Tax cases during the reporting period.

BL 2027 Purpose

This measure captures the efficiency of the Tax Administrative Law Judges (ALJs) in issuing tax Proposal for Decisions (PFDs).

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 EX 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

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

BL 2026 Data Limitations

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

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) that counts the total number of cases referred by the Department of Public Safety to SOAH during the reporting period.

BL 2026 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 2027 Definition

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

BL 2027 Data Limitations

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

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) that counts the total number of cases referred by the Department of Public Safety to SOAH during the reporting period.

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 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
89th 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 360 088-R-S70-1 01-01-01 EX 02
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

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

BL 2026 Data Limitations

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

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) that counts the total number of cases referred by other state agencies to SOAH during the reporting period.

BL 2026 Purpose

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

BL 2027 Definition

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

BL 2027 Data Limitations

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

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) that counts the total number of cases referred by other state agencies to SOAH during the reporting period.

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 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
89th 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 360 088-R-S70-1 01-01-01 EX 03
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

The Case Management System (CMS) 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 Proposal for Decisions (PFDs).

BL 2026 Data Limitations

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

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

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

BL 2026 Purpose

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

BL 2027 Definition

The Case Management System (CMS) 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 Proposal for Decisions (PFDs).

BL 2027 Data Limitations

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

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

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

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

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

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 EX 04
Key Measure: N	New Measure: N	Percentage Measure: N	

BL 2026 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 2026 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 2026 Data Source

Referring agencies and outside parties

BL 2026 Methodology

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

BL 2026 Purpose

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

BL 2027 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 2027 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 2027 Data Source

Referring agencies and outside parties

BL 2027 Methodology

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

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

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

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 EX 05
Key Measure: N	New Measure: N	Percentage Measure: Y	

BL 2026 Definition

A record is maintained in the Case Management System (CMS) of all Proposal for Decisions (PFDs) issued. A record is also maintained of all signed final Orders returned to SOAH by referring agencies.

BL 2026 Data Limitations

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

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated of agency final Orders returned to SOAH that reflect substantive changes to proposed findings or conclusions, or reflect that the Proposal for Decisions (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 2026 Purpose

This measure counts the number (stated as percent) of decisions, not including Administrative License Revocation (ALR) decisions, issued by an Administrative Law Judge (ALJ) that are not upheld by a referring agency's governing board.

BL 2027 Definition

A record is maintained in the Case Management System (CMS) of all Proposal for Decisions (PFDs) issued. A record is also maintained of all signed final Orders returned to SOAH by referring agencies.

BL 2027 Data Limitations

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

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

A report is generated of agency final Orders returned to SOAH that reflect substantive changes to proposed findings or conclusions, or reflect that the Proposal for Decisions (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 2027 Purpose

This measure counts the number (stated as percent) of decisions, not including Administrative License Revocation (ALR) decisions, issued by an Administrative Law Judge (ALJ) that are not upheld by a referring agency's governing board.

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 OP 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

The total number of hours billed on cases for services provided during the reporting period is obtained through SOAH's timekeeping system.

BL 2026 Data Limitations

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

BL 2026 Data Source

Billing timekeeping system

BL 2026 Methodology

A report is generated from the timekeeping system for the reporting period which calculates the number of hours billed.

BL 2026 Purpose

This measure tracks the amount of billed work performed by SOAH Administrative Law Judges (ALJs).

BL 2027 Definition

The total number of hours billed on cases for services provided during the reporting period is obtained through SOAH's timekeeping system.

BL 2027 Data Limitations

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

BL 2027 Data Source

Billing timekeeping system

BL 2027 Methodology

A report is generated from the timekeeping system for the reporting period which calculates the number of hours billed.

BL 2027 Purpose

This measure tracks the amount of billed work performed by SOAH Administrative Law Judges (ALJs).

Strategy-Related Measures Definitions
89th 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	

Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference: Agy 360 088-R-S70-1 01-01-01 OP 02
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

The number of Administrative License Revocation (ALR) cases disposed during the reporting period. All ALR final orders are entered into the Case Management System (CMS) and counted.

BL 2026 Data Limitations

This measure is dependent upon the number of Driving while Intoxicated (DWI) arrests resulting in a request for hearing at SOAH.

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) with a count of cases decided (i.e., disposed) during the reporting period.

BL 2026 Purpose

This measure serves as a means to determine the number of Administrative License Revocation (ALR) cases disposed during the reporting period.

BL 2027 Definition

The number of Administrative License Revocation (ALR) cases disposed during the reporting period. All ALR final orders are entered into the Case Management System (CMS) and counted.

BL 2027 Data Limitations

This measure is dependent upon the number of Driving while Intoxicated (DWI) arrests resulting in a request for hearing at SOAH.

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) with a count of cases decided (i.e., disposed) during the reporting period.

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

This measure serves as a means to determine the number of Administrative License Revocation (ALR) cases disposed during the reporting period.

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 OP 03
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

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

BL 2026 Data Limitations

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

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) with a count of final orders issued during the reporting period.

BL 2026 Purpose

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

BL 2027 Definition

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

BL 2027 Data Limitations

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

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) with a count of final orders issued during the reporting period.

BL 2027 Purpose

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

Strategy-Related Measures Definitions
89th 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.	4	Percent of Available Administrative Law Judge Time Spent on Case Work	
Calculation Method: N	Target Attainment: H	Priority: M	Cross Reference: Agy 360 088-R-S70-1 01-01-01 OP 04
Key Measure: Y	New Measure: N	Percentage Measure: Y	

BL 2026 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 2026 Data Limitations

N/A

BL 2026 Data Source

Billing timekeeping system

BL 2026 Methodology

Identify the number of hours paid in the period utilizing the billing timekeeping system. Subtract all holiday and leave hours taken by each Administrative Law Judge (ALJ) to establish available time to work. Identify the number of hours charged to casework for each ALJ. Casework includes time working on Alternative Dispute Resolution (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 2026 Purpose

To provide information on the utilization of Administrative Law Judge (ALJ) time.

BL 2027 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 2027 Data Limitations

N/A

BL 2027 Data Source

Billing timekeeping system

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Methodology

Identify the number of hours paid in the period utilizing the billing timekeeping system. Subtract all holiday and leave hours taken by each Administrative Law Judge (ALJ) to establish available time to work. Identify the number of hours charged to casework for each ALJ. Casework includes time working on Alternative Dispute Resolution (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 2027 Purpose

To provide information on the utilization of Administrative Law Judge (ALJ) time.

Strategy-Related Measures Definitions
89th 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 360 088-R-S70-1 01-01-01 OP 05
Key Measure: N	New Measure: N	Percentage Measure: Y	

BL 2026 Definition

The amount of case time worked by Administrative Law Judges (ALJs) on General Docket cases as a percentage of total case time worked. Total case time includes case time worked on General Docket and Administrative License Revocation (ALR) cases.

BL 2026 Data Limitations

N/A

BL 2026 Data Source

Billing timekeeping system

BL 2026 Methodology

The amount of General Docket case time worked by Administrative Law Judges (ALJs) divided by total case time worked by ALJs during the reporting period.

BL 2026 Purpose

This measure indicates how much of the Administrative Law Judge (ALJ) workload is spent on General Docket cases.

BL 2027 Definition

The amount of case time worked by Administrative Law Judges (ALJs) on General Docket cases as a percentage of total case time worked. Total case time includes case time worked on General Docket and Administrative License Revocation (ALR) cases.

BL 2027 Data Limitations

N/A

BL 2027 Data Source

Billing timekeeping system

BL 2027 Methodology

The amount of General Docket case time worked by Administrative Law Judges (ALJs) divided by total case time worked by ALJs during the reporting period.

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

This measure indicates how much of the Administrative Law Judge (ALJ) workload is spent on General Docket cases.

Strategy-Related Measures Definitions
89th 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	

Calculation Method: C	Target Attainment: H	Priority: M	Cross Reference: Agy 360 088-R-S70-1 01-01-01 OP 06
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

This performance measure seeks to identify the number of Tax Proposal for Decisions (PFDs) issued during the reporting period by Administrative Law Judges (ALJs).

BL 2026 Data Limitations

N/A

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) that lists and totals the number of Tax Proposal for Decisions (PFDs) issued during the reporting period.

BL 2026 Purpose

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

BL 2027 Definition

This performance measure seeks to identify the number of Tax Proposal for Decisions (PFDs) issued during the reporting period by Administrative Law Judges (ALJs).

BL 2027 Data Limitations

N/A

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) that lists and totals the number of Tax Proposal for Decisions (PFDs) issued during the reporting period.

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

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

Strategy-Related Measures Definitions
89th 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	

Calculation Method: N	Target Attainment: L	Priority: M	Cross Reference: Agy 360 088-R-S70-1 01-02-01 EF 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 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 2026 Data Limitations

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

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) that counts, for each case, the number of calendar days between the date that the Alternative Dispute Resolution (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 2026 Purpose

This measure provides an indication of the efficiency of the Alternative Dispute Resolution (ADR) program.

BL 2027 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 2027 Data Limitations

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

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) that counts, for each case, the number of calendar days between the date that the Alternative Dispute Resolution (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
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

This measure provides an indication of the efficiency of the Alternative Dispute Resolution (ADR) program.

Strategy-Related Measures Definitions
89th 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	EX		
Measure No.	1	Number of Alternative Dispute Resolution Cases Requested or Referred	

Calculation Method: N	Target Attainment: H	Priority: M	Cross Reference: Agy 360 088-R-S70-1 01-02-01 EX 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

BL 2026 Definition

All mediation or arbitration cases requested by parties or referred by Administrative Law Judges (ALJs).

BL 2026 Data Limitations

This measure is dependent on the number of mediations requested by parties or referred by Administrative Law Judges (ALJs), and the number of arbitrations elected by parties cases referred by an ALJ or other state agencies.

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) totaling the number of Alternative Dispute Resolution (ADR) requests received (e.g., requested or referred).

BL 2026 Purpose

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

BL 2027 Definition

All mediation or arbitration cases requested by parties or referred by Administrative Law Judges (ALJs).

BL 2027 Data Limitations

This measure is dependent on the number of mediations requested by parties or referred by Administrative Law Judges (ALJs), and the number of arbitrations elected by parties cases referred by an ALJ or other state agencies.

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) totaling the number of Alternative Dispute Resolution (ADR) requests received (e.g., requested or referred).

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

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

Strategy-Related Measures Definitions
89th 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	
Calculation Method: C	Target Attainment: H	Priority: M	Cross Reference: Agy 360 088-R-S70-1 01-02-01 OP 01
Key Measure: N	New Measure: N	Percentage Measure: N	

BL 2026 Definition

The total number of hours billed on mediation and arbitration proceedings.

BL 2026 Data Limitations

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

BL 2026 Data Source

Billing timekeeping system

BL 2026 Methodology

A report is generated from the billing timekeeping system that totals the number of hours billed on mediation and arbitration events and/or cases for the reporting period.

BL 2026 Purpose

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

BL 2027 Definition

The total number of hours billed on mediation and arbitration proceedings.

BL 2027 Data Limitations

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

BL 2027 Data Source

Billing timekeeping system

BL 2027 Methodology

A report is generated from the billing timekeeping system that totals the number of hours billed on mediation and arbitration events and/or cases for the reporting period.

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

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

Strategy-Related Measures Definitions
89th 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	

Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference: Agy 360 088-R-S70-1 01-02-01 OP 02
Key Measure: N	New Measure: N	Percentage Measure: N	

BL 2026 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 Alternative Dispute Resolutions (ADR) processes.

BL 2026 Data Limitations

Number of cases referred to Alternative Dispute Resolution (ADR) by Administrative Law Judges (ALJs) or state agencies.

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

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

BL 2026 Purpose

This indicates the success of the Alternative Dispute Resolution (ADR) program.

BL 2027 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 Alternative Dispute Resolutions (ADR) processes.

BL 2027 Data Limitations

Number of cases referred to Alternative Dispute Resolution (ADR) by Administrative Law Judges (ALJs) or state agencies.

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

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

Strategy-Related Measures Definitions
89th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

BL 2027 Purpose

This indicates the success of the Alternative Dispute Resolution (ADR) program.

OBJECTIVE OUTCOME DEFINITIONS REPORT
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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 360 088-R-S70-1 01-01 OC 01
Key Measure: Y	New Measure: N	Percent Measure: Y	

BL 2026 Definition

This measure identifies the percentage of participants surveyed who express satisfaction with the administrative hearings process. The overall process includes all actions by SOAH, beginning with setting of hearing, continuing through the hearing and through issuance of final orders or Proposal for Decisions (PFDs).

BL 2026 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 2026 Data Source

Survey

BL 2026 Methodology

Eligible parties are identified from the Case Management System (CMS). Emails directing parties to the online survey are sent. Confidential cases are eliminated from the survey, 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 2026 Purpose

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

BL 2027 Definition

This measure identifies the percentage of participants surveyed who express satisfaction with the administrative hearings process. The overall process includes all actions by SOAH, beginning with setting of hearing, continuing through the hearing and through issuance of final orders or Proposal for Decisions (PFDs).

BL 2027 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 2027 Data Source

Survey

BL 2027 Methodology

Eligible parties are identified from the Case Management System (CMS). Emails directing parties to the online survey are sent. Confidential cases are eliminated from the survey, 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 2027 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

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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

Calculation Method: N **Target Attainment:** H **Priority:** M **Cross Reference:** Agy 360 088-R-S70-1 01-01 OC 02

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

BL 2026 Definition

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

BL 2026 Data Limitations

N/A

BL 2026 Data Source

Case Management System (CMS)

BL 2026 Methodology

A report is generated from the Case Management System (CMS) that lists all Tax cases where Proposal for Decisions (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 2026 Purpose

This measure is an indication of the timeliness of the Proposal for Decisions (PFDs) issued by the Tax Administrative Law Judges (ALJs) for the Tax cases.

BL 2027 Definition

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

BL 2027 Data Limitations

N/A

BL 2027 Data Source

Case Management System (CMS)

BL 2027 Methodology

A report is generated from the Case Management System (CMS) that lists all Tax cases where Proposal for Decisions (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 2027 Purpose

This measure is an indication of the timeliness of the Proposal for Decisions (PFDs) issued by the Tax Administrative Law Judges (ALJs) for the Tax cases.

OBJECTIVE OUTCOME DEFINITIONS REPORT
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Automated Budget and Evaluation System of Texas (ABEST)

Date: 10/2/2026
Time: 8:53:45AM
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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 360 088-R-S70-1 01-02 OC 01
Key Measure: Y	New Measure: N	Percent Measure: Y	

BL 2026 Definition

This measure identifies the percentage of participants surveyed who express satisfaction with the Alternative Dispute Resolution (ADR) process. The overall process includes all actions by SOAH related to the ADR process.

BL 2026 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 2026 Data Source

Survey

BL 2026 Methodology

Eligible parties are identified from the Case Management System (CMS). Emails directing parties to the online survey are sent. Confidential cases are eliminated from the survey, 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 Alternative Dispute Resolution (ADR) process.

BL 2026 Purpose

This survey allows SOAH to receive feedback from Alternative Dispute Resolution (ADR) participants and to monitor the participants' overall satisfaction with the ADR process.

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