

# Office of Administrative Hearings

## MISSION

To provide flexible due process for any person affected by the action or proposed action of State agencies.

## VISION

A State which guarantees every person the right to a fair, timely, and easily accessible administrative adjudicatory process.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### Goal 1. Ensure Maryland taxpayers have access to fair, timely, and easily accessible administrative adjudication.

- Obj. 1.1 Complete the administrative hearing process in an efficient and timely manner.
- Obj. 1.2 Increase percentage of cases resolved using Alternative Dispute Resolution (ADR) techniques.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Average number of days from date appeal received to disposition for all cases	48.1	45.9	47.1	52.0	56.0	51.0	54.0
Percent of decisions issued timely	99.6%	99.3%	99.5%	99.5%	99.6%	99.7%	99.8%
Percent of cases resolved using ADR techniques	46.4%	45.9%	44.0%	50.6%	44.5%	52.6%	51.0%

### Goal 2. Conduct administrative proceedings in a professional, competent, and fair manner.

- Obj. 2.1 Maintain participant satisfaction level at 90 percent or higher.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Percent of participants who rate the preparation and organization of the proceeding as satisfactory or excellent	92.9%	92.6%	89.8%	91.8%	93.7%	93.8%	93.9%
Percent of participants who rate the fairness of the proceeding as satisfactory or excellent	93.2%	90.8%	90.9%	87.3%	96.9%	91.3%	91.5%
Percent of participants who rate the decision as satisfactory or excellent	90.6%	91.5%	91.0%	91.9%	96.7%	93.9%	94.0%