

Office of Administrative Hearings

MISSION

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

VISION

Ⓐ 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	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Average number of days from date appeal received to disposition for all cases	46.6	48.9	50.3	50.3	48.1	47.7	47.3
Percent of decisions issued timely	98.4%	98.6%	99.0%	99.4%	99.6%	99.7%	99.8%
Percent of cases resolved using ADR techniques	48.7%	56.6%	74.9%	61.8%	46.4%	52.5%	59.5%

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	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percent of participants who rate the preparation and organization of the proceeding as satisfactory or excellent	86.3%	89.0%	91.2%	92.6%	92.9%	93.4%	94.1%
Percent of participants who rate the fairness of the proceeding as satisfactory or excellent	87.8%	87.5%	93.4%	95.2%	93.2%	93.8%	94.6%
Percent of participants who rate the decision as satisfactory or excellent	81.7%	90.3%	89.0%	91.4%	90.6%	90.9%	91.4%