



COLORADO

**Department of
Regulatory Agencies**

**ANNUAL PERFORMANCE EVALUATION
FY21**

July 1, 2020 - June 31, 2021

SPI 1 | Balanced Regulation To Ensure Effective Enforcement To Protect Consumers While Reducing Undue Burden

Deliver timely resolution of complaints and investigations								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
90% of real estate complaints resolved within 60 days, sustained through June 30, 2021	Real Estate	93%	96%	94%	97%	96%	90%	90%
99% of public utilities complaints and inquiries resolved within 15 days, sustained through June 30, 2023	Public Utilities Commission	100%	99%	100%	100%	99%	99%	99%
85% of investigations of real estate professional applicants with criminal history completed within 60 business days by June 30, 2021, increased to 95% by June 30, 2023	Real Estate	100%	97%	94%	86%	98%	85%	95%
100% implementation of new case management system by June 30, 2021	Civil Rights	90%	95%	100%	100%	100%	100% Implementation	n/a

The Public Utilities Commission was timely 100% in resolving consumer inquiries within 15 days saving consumers \$35,473.11 in FY21.

Uphold effective pathways for alternative dispute resolution								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
90% of real estate cases resolved through Expedited Settlement Program (ESP), sustained through June 30, 2021	Real Estate	92%	97%	98%	98%	96%	90%	90%

The ESP program within the Division of Real Estate resolved 662 cases in less than 60 days with 19 cases referred to the Office of the Attorney General in FY21.

Protection of Consumers through Effective Enforcement								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Increase financial audits from 5 to 10 per month by June 30, 2021, and increased to 15 per month by June 30, 2023	Real Estate	8 Per Month	13	9	13	11	10 Per Month	15 Per Month
Decrease percentage of backlog complaint investigations from 28% to 10% by June 30, 2021, and sustained through June 30, 2023	Real Estate	12%	7%	10%	8%	7%	10%	10%
185 gas pipeline inspection days per quarter by June 30, 2021	Public Utilities Commission	n/a (new measure)	194	123	141	86	185 Inspection days Per Qtr.	n/a

SPI 2 | Accessibility Through Education And Outreach

Strengthen statewide and online opportunities for Coloradans to interact with DORA								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
120 consumer alerts/industry advisories disseminated Department-wide by June 30, 2021, increased by 10% annually through June 30, 2023	DORA	163	67	69	78	70	120 Per Year	145 Per Year
12 HOA forums completed annually by June 30, 2021, sustained annually through June 30, 2023	Real Estate	29 Per Year	3	3	3	3	12 Per Year	12 Per Year

75 civil rights outreach events by June 30, 2021 and increased to 85 by June 30, 2023	Civil Rights	62	10	18	18	25	75 Per Year	85 Per Year
Increase outreach related to vulnerable populations and race-related community concerns to at least one per quarter/ 4 annually, by June 30, 2021, and increased to 6 annually by June 30, 2023	Civil Rights	n/a (new measure)	3	8	7	2	4 Per Year	6 Per Year
Increase focus on low-income utility consumers by establishing outreach and policy development activities by June 30, 2021, sustained through June 30, 2023. This includes: <ul style="list-style-type: none"> The dissemination of quarterly Consumer alerts/advisories and social media posts. Conducting quarterly consumer focused outreach activities, webinars, etc. 	Office of Consumer Counsel	n/a (new measure)	4	5	6	7	5 Per Quarter	5 Per Quarter

Increased accessibility of DORA's consumer information								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
100% of Divisions to live-stream boards and commissions meetings and allow for remote public comment, sustained through June 30, 2023	DORA	89%	100%	100%	100%	100%	100%	100%
The Division of Real Estate will create quarterly training videos for consumers on HOA related topics by June 30, 2021	Real Estate	n/a (new measure)	0	1	2	0	1 Per Quarter	n/a
4 annual remedial education webinars/videos to address common practice deficiencies identified in the Division's complaint investigations by June 30, 2021, increased to 8 annual by June 30, 2023	Real Estate	n/a (new measure)	1	2*	1	0	4 Per Year	8 Per Year

*Correction made by the Division of Real Estate

SPI 3 | Modernized And Bold Operational Improvements To Better Serve Stakeholders

Modernize the Administration and Governance of Boards and Commissions								
The Department of Regulatory Agencies (DORA) will modernize the administration and governance of more than 40 boards and commissions within DORA by January 1, 2023 in order to ensure statutory compliance and improved collaboration with the department through consistent training, compliance with statutory mandates, and the priority of the public interest.								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Complete phase one of a three-phase plan to modernize the administration and governance of more than 40 boards and commissions within the department in order to ensure statutory compliance and improved collaboration with the department through consistent training, compliance with statutory mandates, and the priority of the public interest. (WIG)	DORA	n/a (new measure)	43%	65%	80%	100%	100% Completion	100% Completion

Provide simple and fast licensing to Colorado professionals								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
95% of real estate license applications processed within 5 business days, sustained through June 30, 2023	Real Estate	97%	86%	96%	96%	98%	95%	95%
99% of securities license applications processed within 15 days, sustained through June 30, 2023	Securities	99%	99%	99%	99%	99%	99%	99%

100% implementation of the Nation-wide Multi-state Licensing System (NMLS) for Colorado money transmitter licenses by December 1, 2020	Banking	n/a <small>(new measure)</small>	65%	100%	100%	100%	100% Implementation	n/a
100% of occupational license applications processed within an average of 30 days, sustained through June 30, 2023	Professions & Occupations	33 days	29	32	27	25	30 days	30 days
Reduce the processing time for Addiction Counselor applications from 52 days to 30 days by June 30, 2021	Professions & Occupations	39 days	29	29	29	40	30 Days	30 Days
Reduce the processing time for Electrical & Plumbing applications from 43 days to 14 days by June 30, 2021	Professions & Occupations	69 days	92	89	80	69	14 Days	14 Days
Reduce the processing time for Nursing Home Administrators applications from 84 days to 30 days by June 30, 2021	Professions & Occupations	157 days	137	146	128	141	30 Days	30 Days
Reduce the processing time for Barber and Cosmetology applications from 75 days to 30 days by June 30, 2021	Professions & Occupations	48 days	72	75	60	13	30 Days	30 Days

The Division of Real Estate processed 3,387 original real estate broker applications with 3,184 processed within 5 days in FY21.

Streamline occupational licensing for military personnel								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
\$50,000 savings to military personnel and veterans and their spouses applying for licensure	Professions & Occupations	\$13,600	\$0	\$11,700	\$7,216	\$18,955	\$50,000	n/a

Under the new military spouse licensure program, pursuant to HB1326, the Division of Professions and Occupations licensed 117 military spouses in FY21, including: 1 barber, 8 cosmetologists, 3 estheticians, 1 nail technician, 2 manicurists, 1 massage therapist, 4 dentists, 1 dental hygienist, 2 physicians, 1 physician assistant, 2 professional counselors, 4 nurse aides, 7 licensed practical nurses, 34 registered nurses, 1 advanced practice nurse, 4 certified nurse assistants, 1 nurse practitioner, 1 nursing home administrator, 3 occupational therapists, 2 psychologists, 2 marriage and family therapists, 9 physical therapists, 3 physical therapy assistants, 1 athletic trainer, 1 pharmacist, 4 pharmacy technicians, 2 speech-language pathologists, 1 addiction counselor, 1 optometrist, 1 respiratory therapist, and 9 social workers. Additionally, one veteran was licensed as a practical nurse based on their military training in June.

Banking and Financial Services for Cannabis-related Business								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
The Department of Regulatory Agencies (DORA) will increase the number of cannabis-related businesses that receive banking and financial services by 20 percent each year through June 30, 2023, in order to reduce concerns about public safety associated with commercial businesses operating in an all-cash environment. (WIG)	Banking & Financial Services	n/a <small>(new measure)</small>	18%	18%	32%	36%	38%	n/a

Maintain efficient regulatory examinations								
Measure	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
100% financial institution exams completed within 12-18 months, sustained through June 30, 2023	Banking & Financial Services	100%	100%	100%	100%	100%	100%	100%
100% of securities examinations completed within an average of 90 days, sustained through June 30, 2023	Securities	100%	100%	100%	100%	100%	100%	100%

PUC Operational Modernization Plan to Support the Governor's Goal of 100% Renewable Energy Resources by 2040								
Metric	Division	FY20	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
In an effort to support the Governor's goal of 100 percent renewable energy resources by 2040, the Public Utilities Commission, within the Department of Regulatory Agencies, will create a PUC Operational Modernization Plan by September 2020 that identifies operational strategies with targeted implementation by June 30, 2021 and full implementation, including technological system upgrades by June 30, 2023. (WIG)	Public Utilities Commission	n/a <small>(new measure)</small>	25%	66%	78%	94%	100% Completion	100% Completion