



CO L O R A D O

**Department of
Regulatory Agencies**

**ANNUAL PERFORMANCE EVALUATION
FY22**

July 1, 2021 - June 30, 2022

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

Deliver timely resolution of complaints and investigations								
Metric	Division	FY21	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
90% of real estate complaints resolved within 60 days, sustained through June 30, 2022	Real Estate	96%	95%	90%	92%	96%	90%	90%
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	94%	94%	98%	99%	98%	85%	95%
99% of public utilities complaints and inquiries resolved within 15 days, sustained through June 30, 2023	Public Utilities Commission	100%	100%	100%	99%	99%	99%	99%

The Public Utilities Commission was timely 99% in resolving consumer inquiries within 15 days saving consumers \$81,697.98 in FY22.

Uphold effective pathways for alternative dispute resolution								
Metric	Division	FY21	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, 2022	Real Estate	97%	95%	94%	96%	99%	90%	90%

The ESP program within the Division of Real Estate resolved 820 of 880 cases in less than 60 days with 50 cases referred to the Office of the Attorney General in FY22.

Protection of Consumers through Effective Enforcement								
Metric	Division	FY21	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	11 Per Month	12	9	12	17	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	8%	4%	5%	8%	8%	10%	10%
185 gas pipeline inspection days per quarter by June 30, 2022	Public Utilities Commission	136 Inspection Days Per Quarter	106	45	120	223	185 Inspection Days Per Quarter	n/a
100% financial institutions examination completed within 12-18 months, sustained through June 30, 2023	Financial Services	100%	100%	100%	100%	100%	100%	100%
The Division of Securities will increase online filings for capital raises from six to nine online filings by June 30, 2022	Securities	6 Filings	9	9	9	9	9 Filings	n/a
The Division of Conservation will go from an average tax credit processing time of 120 days to an average processing time of 90 days by June 30, 2022	Conservation	120 Days	117	117	117	117	90 Days	n/a
The Division of Professions and Occupations will increase remote inspections by 10% by June 30, 2022	Professions & Occupations	993 Per Year	260	561	844	1163	1093 Per Year	n/a

The Division of Conservation made progress toward reducing the average tax credit processing time this fiscal year and anticipates making further progress toward the 105 day goal in the upcoming fiscal year, and to 90 days by June 30, 2025.

SPI 2 | Accessibility Through Education And Outreach

Strengthen statewide and online opportunities for Coloradans to interact with DORA								
Metric	Division	FY21	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	284	173	325	458	611	120 Per Year	145 Per Year
12 HOA forums completed annually by June 30, 2021, sustained annually	Real Estate	12	6	10	14	15	12	12

through June 30, 2023		Per Year					Per Year	Per Year
75 in-person or online civil rights outreach events by June 30, 2021 and increased to 85 by June 30, 2023	Civil Rights	71	11	24	61	91	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	5 Per Quarter	0	2	15	26	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 the Utility Consumer Advocate	6 Per Quarter	5*	11	16	28	5 Per Quarter	5 Per Quarter
Increase Consumer Notice Advisories on high profile cases, energy efficiency information and other consumer matters in English and Spanish from 4 to 8 by June 30, 2022	Office of the Utility Consumer Advocate	4 Per Year	0	0	2	10	8 Per Year	n/a
Target education and outreach to professionals based upon complaint trends from 30 annually to 36 annually by June 30, 2023.	Professions & Occupations	30 annually	4	7	10	17	36 annually	n/a

*Correction made by Office of the Utility Consumer Advocate

Increased accessibility of DORA's consumer information								
Metric	Division	FY21	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	100%	100%	100%	100%	100%	100%	100%
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	4	1	2	3	3	4 Per Year	8 Per Year
The Colorado Civil Rights Division will create 2 new instructional videos by June 30, 2022 and 1 additional resource video by March 2023, in order to support accessibility for vulnerable populations in navigating the complaint process and the case filing system	Civil Rights	n/a <small>(new measure)</small>	0	0	0	4	2 Instructional Videos	n/a
By June 30, 2022, DORA's Financial Services and Banking divisions will host, partner, or participate in a minimum of four outreach events during fiscal year 2021/2022 in order to support, engage and/or inform state-chartered financial institutions regarding the State's economic recovery efforts of rural Colorado communities	Banking & Financial Services	n/a <small>(new measure)</small>	0	2	3	7	4 Events	n/a
By June 30, 2022 the Division of Real Estate will create two educational information resources for consumers about the different types of real estate transactions in which consumers may participate. The resources will be published in multiple languages	Real Estate	n/a <small>(new measure)</small>	0	0	2	2	2 Educational Information Resources	n/a

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

Modernize the Administration and Governance of Boards and Commissions								
Metric	Division	FY21	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Modernize the administration and governance of more than 40 boards and commissions within DORA by completing 100% of phase two of a three-phase plan by June 30, 2022, 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. DORA will complete full implementation of the three-phase plan by June 30, 2023. (WIG)	DORA	100% Phase One	25%	50%	75%	95%	100% Completion	100% Completion

Provide simple and fast licensing to Colorado professionals								
Metric	Division	FY21	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	94%	94%	97%	97%	97%	95%	95%
99% of securities license applications processed within 15 days, sustained through June 30, 2023	Securities	99%	99%	99%	99%	99%	99%	99%
The Division of Professions and Occupations will increase transparency and accessibility for foreign trained applicants to identify clear pathways to licensure by analyzing 3 professions to identify barriers and to develop policy or rules to streamline licensure by June 30, 2022	Professions & Occupations	n/a <small>(new measure)</small>	33%	33%	100%	266%	100% <small>(Analyze 3 Professions)</small>	n/a

The Division of Real Estate processed 2563 original real estate broker applications with 2470 processed within 5 days in FY22.

The Division of Professions and Occupations completed a review and analysis of 8 different professions across the nursing and mental health fields, surpassing the original goal by almost three times.

Streamlining Processes and Cutting Red Tape								
Metric	Division	FY21	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
The Division of Real Estate will streamline licensing processes for mortgage loan originators and reduce the amount of licensing databases they have to use from two to one by June 30, 2022	Real Estate	2 Databases	2	2	2	2	1 Databases	n/a
100% of occupational license applications processed within an average of 30 days, sustained through June 30, 2023	Professions & Occupations	28 days	22	19	19	16	30 days	30 days
Reduce the processing time for Addiction Counselor applications from 52 days to 30 days by June 30, 2022	Professions & Occupations	32 days	55	61	76	34	30 Days	30 Days
Reduce the processing time for Electrical & Plumbing applications from 43 days to 14 days by June 30, 2022	Professions & Occupations	83 days	40	27	14	16	14 Days	14 Days
Reduce the processing time for Nursing Home Administrators applications from 45 days to 30 days by June 30, 2022	Professions & Occupations	138 days	10	4	4	6	30 Days	30 Days
Reduce the processing time for Barber and Cosmetology applications from 84 days to 30 days by June 30, 2022	Professions & Occupations	55 days	8	6	10	4	30 Days	30 Days

Streamline occupational licensing for military personnel								
Metric	Division	FY21	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	\$37,871	\$6,781	\$11,553	\$17,696	\$24,406	\$50,000	n/a

Banking and Financial Services for Cannabis-related Business								
Metric	Division	FY21	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.	Banking & Financial Services	36%	36%	37%	42%	42%	38%	n/a

Maintain efficient regulatory examinations								
Measure	Division	FY21	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	FY21	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Complete phase-two implementation of the PUC Operational Modernization Plan from 0 to 100% by June 30, 2022 in an effort to support the Governor's goal of 100 percent renewable energy resources by 2040. The plan includes ongoing operational strategies related to public safety enhancements; Fixed Utilities process enhancements; and strengthened Commission support. DORA will complete full plan implementation, including technological system upgrades, by June 30, 2023. (WIG)	Public Utilities Commission	94% Phase One	67%	74%	76%	79%	100% Completion	100% Completion

The Fixed utilities staff actively participated in two litigated proceedings in May that either directly or indirectly relate to Colorado's goals to reduce greenhouse emissions and to transition to 100 percent renewable resources by 2030.

Economic Recovery for Businesses, Professionals, & Consumers								
Metric	Division	FY21	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Implement the Department's economic recovery plan from 0 to 100% by June 30, 2022, monitoring and maintaining progress through June 30, 2024. The plan includes support for rural economies and small businesses, and a reduction in regulatory barriers in occupational licensing for skilled non-citizens. (WIG)	DORA	n/a (new measure)	24%	46%	62%	85%	100% Completion	100% Completion