

Legislatively Proposed 2017 - 2019 Key Performance Measures

Published: 4/3/2017 10:49:50 AM

Agency: Accountancy, Board of

Mission Statement:

The Board of Accountancy protects the public by regulating the practice and performance of all services provided by licensed accountants.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved	82%	90%	90%
	Timeliness		83%	90%	90%
	Helpfulness		90%	90%	90%
	Overall		80%	90%	90%
	Accuracy		86%	90%	90%
	Expertise		86%	90%	90%
2. Number of days from date of Complaints Committee recommendation to date of preliminary Board determination		Approved	20.30	25	25
3. Number of days from date of letter advising parties that an investigation has begun to completion of investigative report		Approved	440.40	155	155
5. Percentage of complaints wherein letters advising the parties of whether or not an investigation will be initiated are mailed within five business days of the receipt of the complaint		Approved	37%	70%	70%
7. BEST PRACTICES - Percent of total best practices met by the Board.		Approved	100	100	100

LFO Recommendation:

LFO recommends approval of KPM and targets as presented.

SubCommittee Action: