

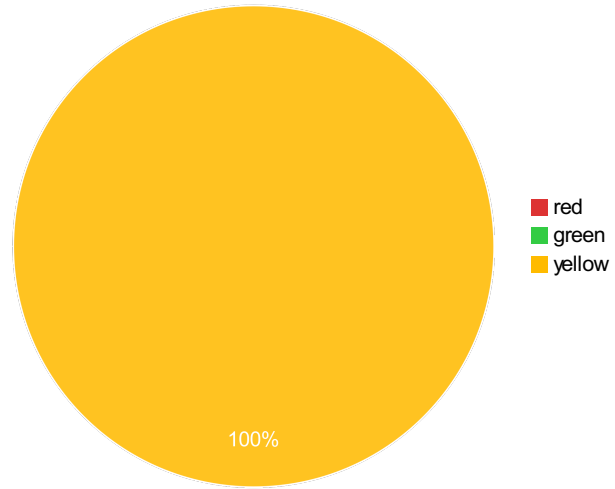
Legislative Fiscal Office

Annual Performance Progress Report

Reporting Year 2018

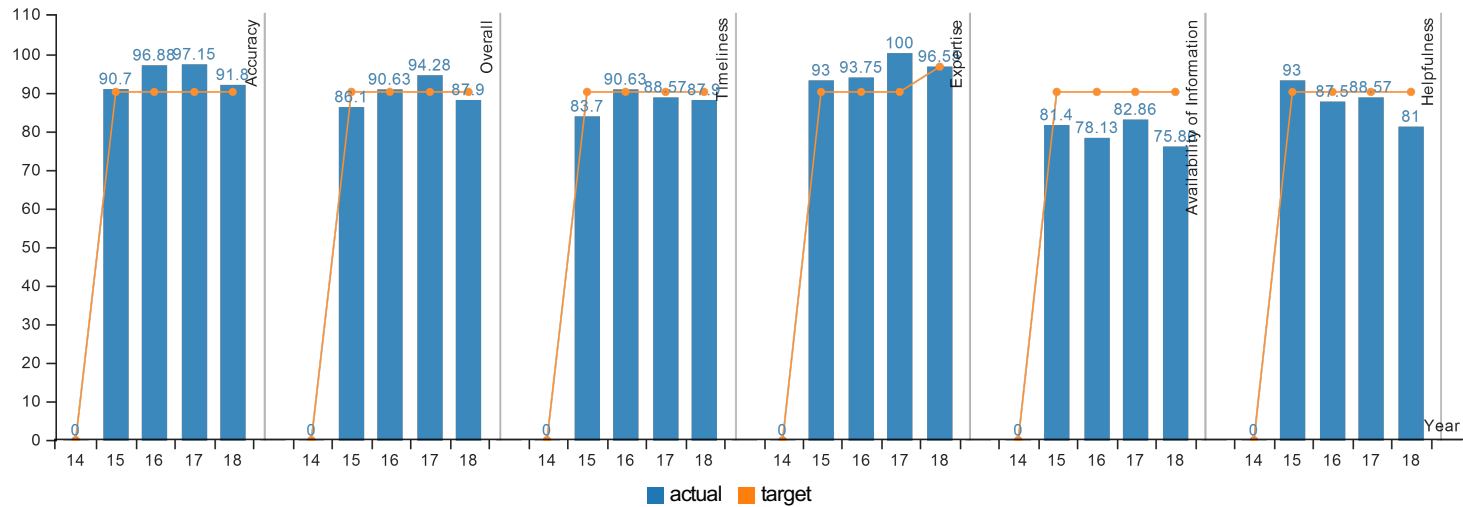
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	0%	100%	0%

KPM #1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information
	Data Collection Period: Jan 01 - Jan 01



Report Year	2014	2015	2016	2017	2018
Accuracy					
Actual	No Data	90.70%	96.88%	97.15%	91.80%
Target	0%	90%	90%	90%	90%
Overall					
Actual	No Data	86.10%	90.63%	94.28%	87.90%
Target	0%	90%	90%	90%	90%
Timeliness					
Actual	No Data	83.70%	90.63%	88.57%	87.90%
Target	0%	90%	90%	90%	90%
Expertise					
Actual	No Data	93%	93.75%	100%	96.55%
Target	0%	90%	90%	90%	96.50%
Availability of Information					
Actual	No Data	81.40%	78.13%	82.86%	75.86%
Target	0%	90%	90%	90%	90%
Helpfulness					
Actual	No Data	93%	87.50%	88.57%	81%
Target	0%	90%	90%	90%	90%

How Are We Doing

Factors Affecting Results