

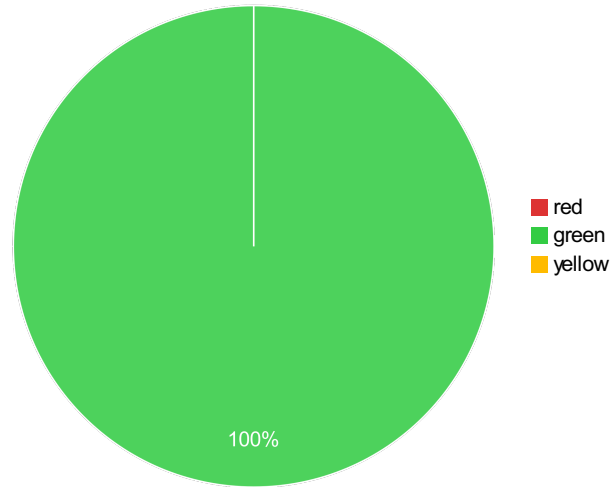
Legislative Revenue Office

Annual Performance Progress Report

Reporting Year 2018

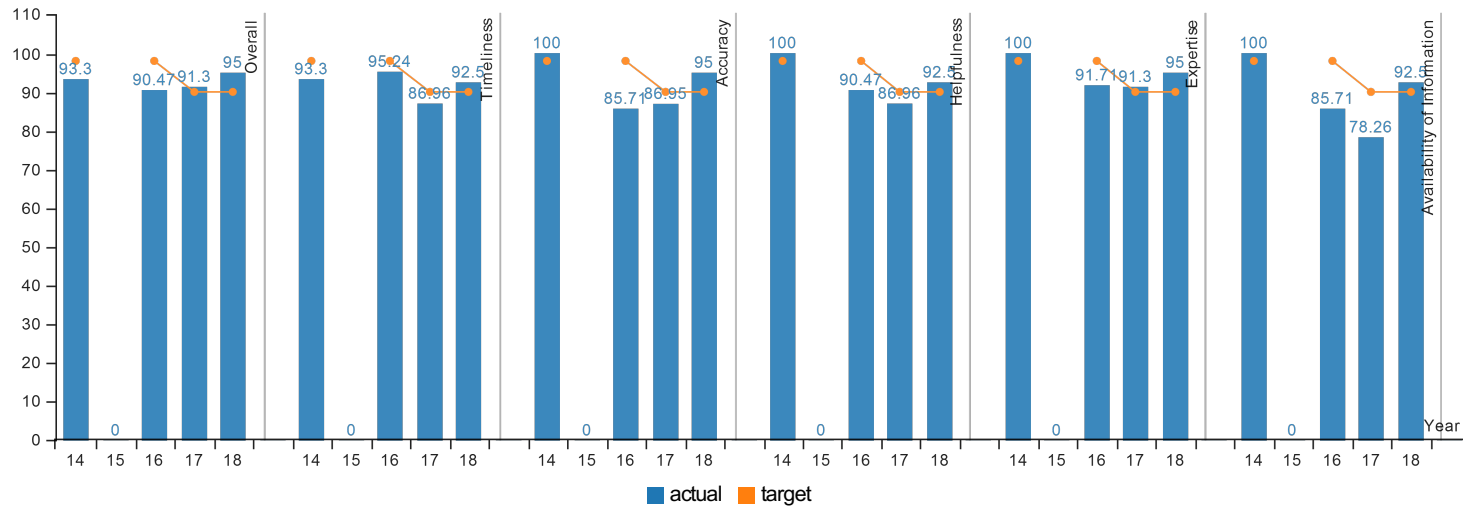
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information



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

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



Report Year	2014	2015	2016	2017	2018
Overall					
Actual	93.30%	No Data	90.47%	91.30%	95%
Target	98%	TBD	98%	90%	90%
Timeliness					
Actual	93.30%	No Data	95.24%	86.96%	92.50%
Target	98%	TBD	98%	90%	90%
Accuracy					
Actual	100%	No Data	85.71%	86.95%	95%
Target	98%	TBD	98%	90%	90%
Helpfulness					
Actual	100%	No Data	90.47%	86.96%	92.50%
Target	98%	TBD	98%	90%	90%
Expertise					
Actual	100%	No Data	91.71%	91.30%	95%
Target	98%	TBD	98%	90%	90%
Availability of Information					
Actual	100%	No Data	85.71%	78.26%	92.50%
Target	98%	TBD	98%	90%	90%

How Are We Doing

Factors Affecting Results