

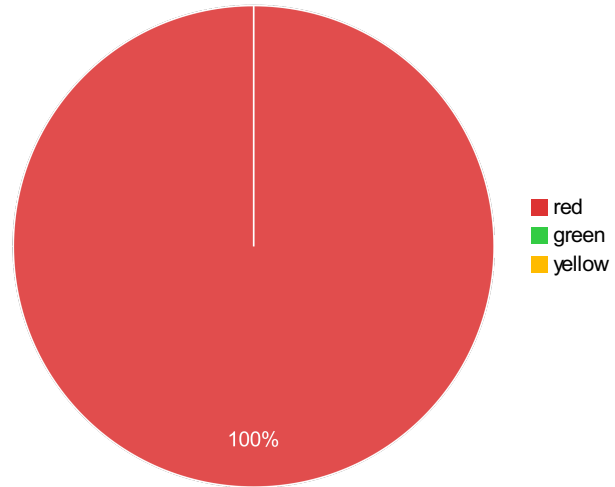
# Legislative Policy and Research Office

Annual Performance Progress Report

Reporting Year 2018

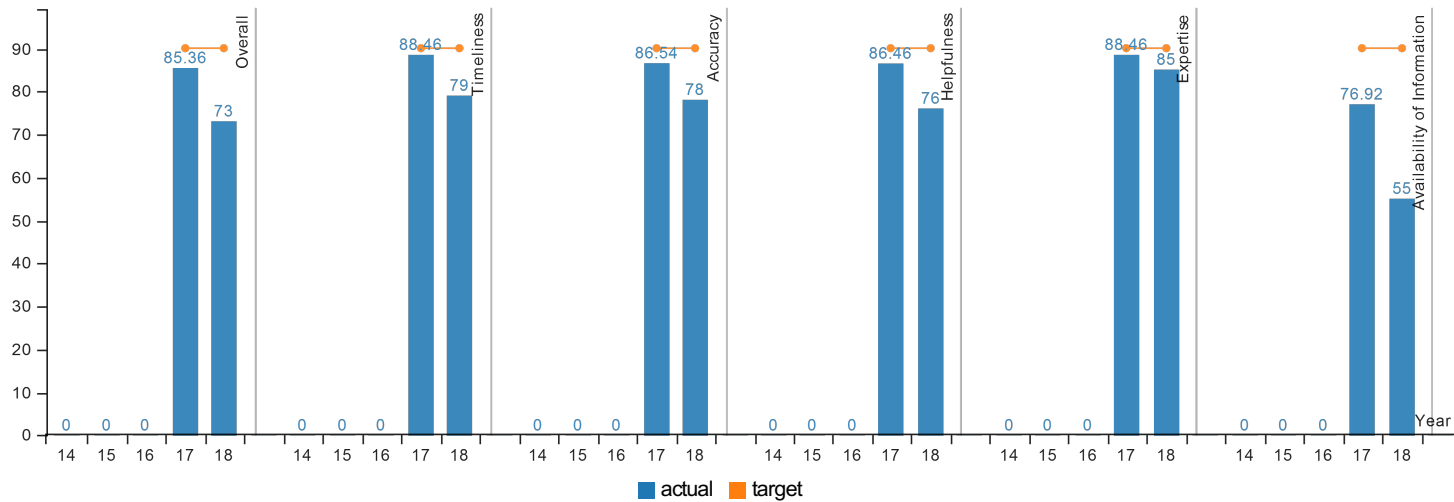
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<b>KPM #</b>	<b>Approved Key Performance Measures (KPMs)</b>
1	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability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



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

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
<b>Overall</b>					
Actual	No Data	No Data	No Data	85.36%	73%
Target	TBD	TBD	TBD	90%	90%
<b>Timeliness</b>					
Actual	No Data	No Data	No Data	88.46%	79%
Target	TBD	TBD	TBD	90%	90%
<b>Accuracy</b>					
Actual	No Data	No Data	No Data	86.54%	78%
Target	TBD	TBD	TBD	90%	90%
<b>Helpfulness</b>					
Actual	No Data	No Data	No Data	86.46%	76%
Target	TBD	TBD	TBD	90%	90%
<b>Expertise</b>					
Actual	No Data	No Data	No Data	88.46%	85%
Target	TBD	TBD	TBD	90%	90%
<b>Availability of Information</b>					
Actual	No Data	No Data	No Data	76.92%	55%
Target	TBD	TBD	TBD	90%	90%

**How Are We Doing**

Following the 2018 legislative session, the legislative branch conducted a customer satisfaction survey of the members of the Legislative Assembly and legislative staff.

LPRO's survey questions received between 84 and 85 responses. The sample size should be considered when evaluating our performance.

**Factors Affecting Results**

A number of factors impact customer satisfaction, including the volume of work and legislative process deadlines. These factors are largely outside of LPRO's direct control. LPRO continues to transition an expanded mission and hire new staff to expand its capacity, and staff experience levels may also impact customer satisfaction.

LPRO's survey questions received between 84 and 85 responses. The sample size should be considered when evaluating our performance.