

# Legislative Policy and Research Office

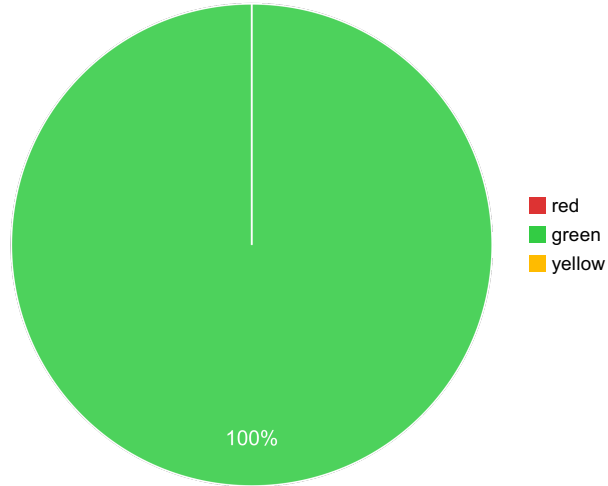
Annual Performance Progress Report

Reporting Year 2022

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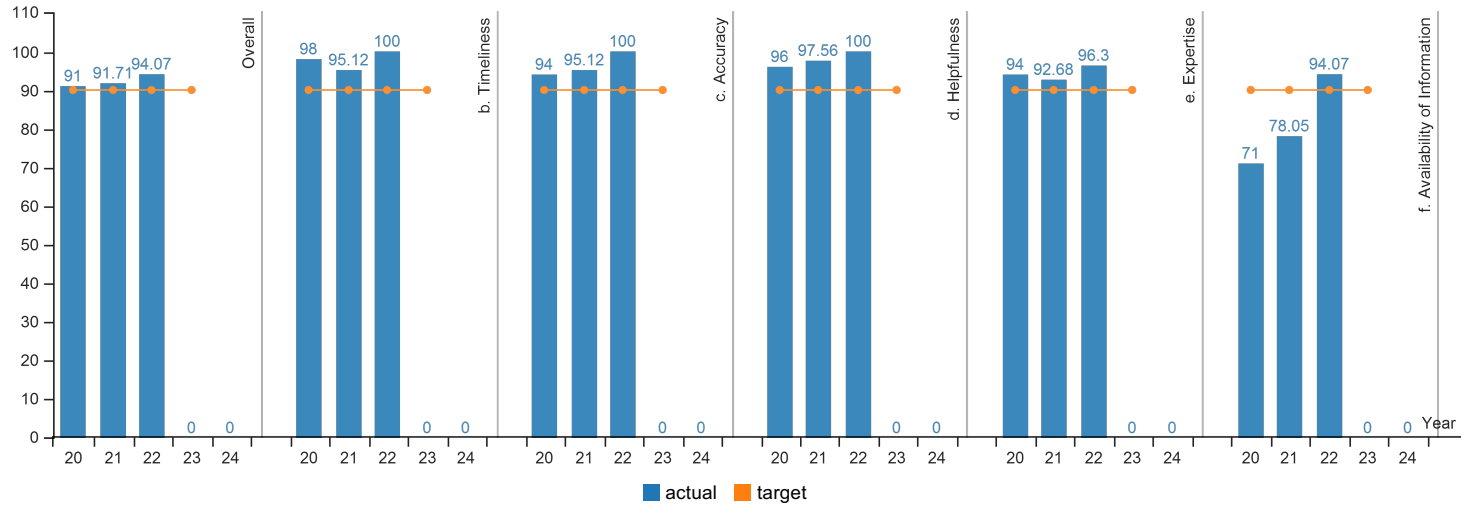
<b>KPM #</b>	<b>Approved Key Performance Measures (KPMs)</b>
2	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.

<b>Proposal</b>	<b>Proposed Key Performance Measures (KPMs)</b>
New	Services and Products - Percent of customers rating their satisfaction with the agency's services and products as "good" or "excellent."
New	Nonpartisanship - Percent of customers rating their satisfaction with the agency's ability to provide services on a fair, objective, and nonpartisan basis as "good" or "excellent."



<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>	100%	0%	0%

KPM #2	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	2020	2021	2022	2023	2024
<b>Overall</b>					
Actual	91%	91.71%	94.07%		
Target	90%	90%	90%	90%	
<b>b. Timeliness</b>					
Actual	98%	95.12%	100%		
Target	90%	90%	90%	90%	
<b>c. Accuracy</b>					
Actual	94%	95.12%	100%		
Target	90%	90%	90%	90%	
<b>d. Helpfulness</b>					
Actual	96%	97.56%	100%		
Target	90%	90%	90%	90%	
<b>e. Expertise</b>					
Actual	94%	92.68%	96.30%		
Target	90%	90%	90%	90%	
<b>f. Availability of Information</b>					
Actual	71%	78.05%	94.07%		
Target	90%	90%	90%	90%	

How Are We Doing

## Factors Affecting Results