

Legislative Research Council

The DRAFT goals, measures, and targets below were developed by the LRC and a portion of the the Executive Board.

HISTORICAL DATA SECTION

Goal: Provide excellent customer service to all Legislators in a professional, accurate, non-partisan, and confidential manner.

Performance Measures

	Trend	Status	FY15 Actual	Target	FY13	FY14	FY15	FY16 estm.	FY17 estm.
Measure 1. Customer service - Percent of legislators rating their satisfaction with the LRC's customer service as "good", "very good", or "excellent" on quality of work product, helpfulness, expertise, and availability.			90.0%	90.0%			90.0%		
Measure 2. Timeliness - Number of drafting requests provided to the legislator "on time" or "early" as agreed upon by the requestor and the LRC employee and tracked in the LawMaker system.			New Measure						
Measure 3. Nonpartisanship - Percent of legislators rating their satisfaction with the LRC's ability to provide services on a fair, objective, and nonpartisan basis as "good", "very good", or "excellent".			90.0%	100.0%			90.0%		
Measure 4. Confidentiality - Percent of legislators rating their satisfaction with the LRC's ability to provide confidential services as "good", "very good", or "excellent".			89.5%	100.0%			89.5%		
Measure 5. Quality of Legislative Publications - Percent of legislators rating their satisfaction with the LRC's publications as "useful" or "very useful".			85.0%	90.0%			85.0%		
Measure 6. Prison Cost Estimate Statement Accuracy - Number of Prison Cost Estimate Statements corrected and reissued.			0.0%	0.0%			0.0%		
Measure 7. Fiscal Note Accuracy - Number of Fiscal Notes corrected and reissued.			0.0%	0.0%			0.0%		
Measure 8. Bill Accuracy - Number of bills that need to be corrected due to typographical and cross reference errors after the bills have passed both houses.			?	0.0%			?		
Measure 9. I.T. Problem solving - The percentage of I.T. customers rating overall satisfaction with problem solution as "good", "very good", or "excellent".			90.0%	90.0%			90.0%		
Measure 10. Website - The percentage approval rating of website users.			75.8%	90.0%			75.8%		

Information Items

Item 1. Turnover - Annual turnover rate of the LRC's full-time workforce.			4.5%		4.5%	27.3%	4.5%	4.5%	
Item 2. Succession - Percent of LRC staff currently eligible for full retirement.			31.8%				31.8%	22.7%	
Item 3. Succession - Percent of LRC staff eligible for full retirement in next five years.					57.1%	57.1%	40.9%	31.8%	
Item 4. Survey Participation - Percent of legislators responding to the satisfaction survey.							38.0%		
Item 5. Website Hits - Number of website hits on the Issue Memo database.			New Item						