

STRATEGIC PLAN | ORGANIZATIONAL SCORECARD 2016-2019

KEY SUCCESS FACTOR (KSF)	PERFORMANCE MEASURE	2016/17 GOALS	2017/18 GOALS	2018/19 GOALS
<p>SERVICE <i>Executing Quality Customer Service</i></p>	<ul style="list-style-type: none"> TC: % Overall Customer Satisfaction 	95%	95%	95%
<p>INNOVATION <i>Integrating Substantial Technologies</i></p>	<ul style="list-style-type: none"> CSAD: Average Branch Wait Time - % Q-Matic Standard Met FSC: % Tourist Tax Transactions by eCommerce OP: % Property Tax by eCommerce <i>Less Mortgage Payments</i> OP: % Internet <i>Motor Vehicles</i> IT: % LAN System Uptime 	85% 88.5% 25% 47% 99.99	85% 89% 27% 49% 99.99	85% 89.5% 29% 50% 99.99
<p>PEOPLE <i>Attracting and Retaining Knowledgeable Staff</i></p>	<ul style="list-style-type: none"> TC: % Overall Employee Engagement/Satisfaction TC: % Overall Employee Security/Safety Satisfaction 	98% 95%	98% 95%	98% 95%
<p>FINANCIAL <i>Performing Our Duties with Excellence</i></p>	<ul style="list-style-type: none"> TC: # External Audit Findings FS: % Funds Issued Within Statutory Requirements 	0 100%	0 100%	0 100%

Figure 2.2-1 Strategic Plan/Organizational Scorecard