

FY2017 PERFORMANCE METRICS

Mapping and GIS

WORK REQUESTS BY QUARTER

PURPOSE: To quantify the number of work requests received by quarter and evaluate completion rate.

GOAL: To complete 95% of work requests received per quarter in the same quarter.

ITEM	Q1	Q2	Q3	Q4
Number of work requests received	80	52	44	53
Number of work requests completed	74	48	39	48
Number incomplete	6	4	5	5
Percent completed	92.5%	92.3%	88.6%	90.6

Notes: For Q4, of the 5 work requests flagged as incomplete, 1 is still open, 2 are under review and 2 are flagged as work in progress.

REG GIS WUP PROCESSING

PURPOSE: To report on total number of WUPs processed by quarter and annually and average processing time per WUP by REG GIS staff.

GOAL: Though GIS staff have one day to turn around a WUP permit, staff have set a goal to achieve average quarterly and annual GIS WUP processing time of 0.5 days or less.

QUARTER	NUMBER OF WUPs PROCESSED	AVERAGE NUMBER OF DAYS TO PROCESS	GOAL ACHIEVED
Q1	145	0.12	YES
Q2	299	0.09	YES
Q3	322	0.16	YES
Q4	337	0.14	YES
Annual Total/Annual Average	1,103	0.13	YES

Notes:

REG GIS ERP PROCESSING

PURPOSE: To report on total number of ERPs processed by quarter and annually and average processing time per ERP by REG GIS staff.

GOAL: Though GIS staff have one day to turn around an ERP permit, staff have set a goal to achieve average quarterly and annual GIS ERP processing time of 0.5 days or less.

QUARTER	NUMBER OF ERPs PROCESSED	AVERAGE NUMBER OF DAYS TO PROCESS	GOAL ACHIEVED
Q1	596	0.41	YES
Q2	669	0.30	YES
Q3	736	0.26	YES
Q4	761	0.36	YES
Annual Total/Annual Average	2,762	0.33	YES

Notes:

SCHEDULED GIS DATABASE UPDATE JOBS

PURPOSE: To quantify the number of scheduled Extract Transform Load (ETL) batch jobs and failure rates.

GOAL: 100% successful completion rate for the scheduled batch jobs.

ITEM	Q1	Q2	Q3	Q4
Number of scheduled jobs	10,684	9,958	9,958	9,958
Number of jobs that failed	5	1	1	1
Percent completed	99.96%	99.98	99.98	99.98