

FY2016 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	156	91	155	240
Number of work requests completed	151	88	151	234
Number incomplete	5	3	4	6
Percent completed	97%	96.7%	97.4%	97.5%

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	284	0.12	YES
Q2	276	0.08	YES
Q3	154	0.06	YES
Q4	239	0.16	YES
Annual Total/Annual Average	669	0.11	YES

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	569	0.25	YES
Q2	642	0.24	YES
Q3	556	0.26	YES
Q4	592	0.28	YES
Annual Total/Annual Average	2359	0.26	YES

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	9958	9958	9958	10864
Number of jobs that failed	6	1	0	3
Percent completed	99.94%	99.99%	100%	99.97