

Performance Dashboard NSW Firearms Registry

January to March 2017

CUSTOMER FOCUS POINTS



AVERAGE MONTHLY INTERACTIONS January-March 2017

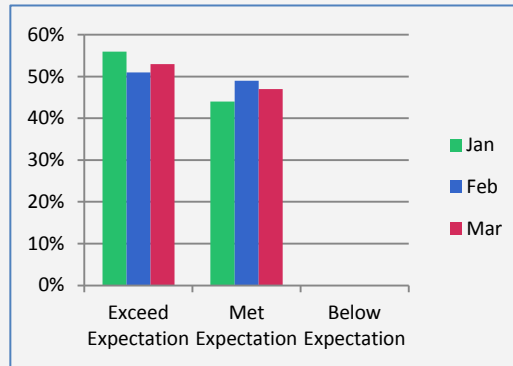


Down 1,001 from Last Quarter

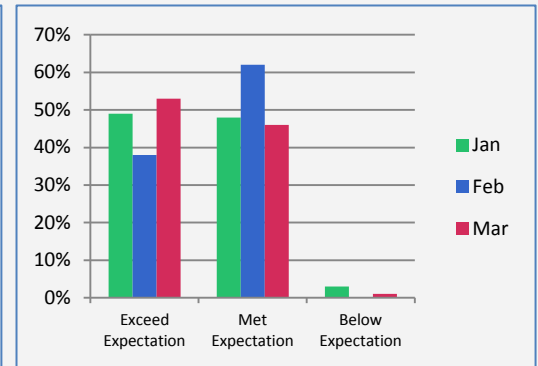
Telephone Calls	6,468
Website Hits	24,066
Incoming Emails	1,752
Online Applications	2,179
Incoming Mail Items	19,177

CUSTOMER SURVEYS

LEVEL OF OPERATOR KNOWLEDGE

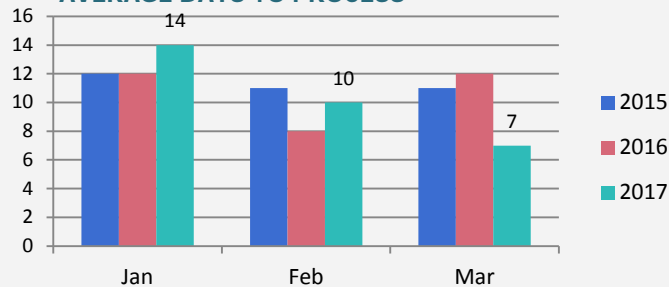


LEVEL OF SERVICE



PERFORMANCE INDICATORS

LICENCE APPLICATIONS AVERAGE DAYS TO PROCESS



PERMIT TO ACQUIRE APPLICATIONS AVERAGE DAYS TO PROCESS

