

# Performance Dashboard NSW Firearms Registry July to September 2017

## CUSTOMER FOCUS POINTS



### AVERAGE MONTHLY INTERACTIONS July - September 2017

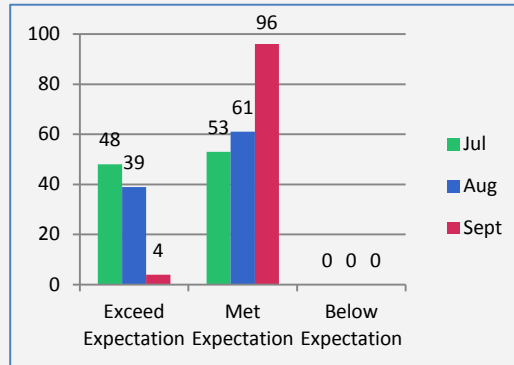


Up 6,364 from Last Quarter

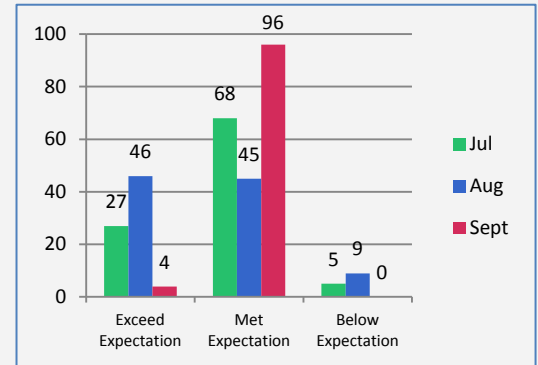
Telephone Calls	8,164
Website Hits	25,902
Incoming Emails	2,154
Online Applications	2,720
Incoming Mail Items	23,045

## CUSTOMER SURVEYS

### LEVEL OF OPERATOR KNOWLEDGE (% of Total Surveys Received)

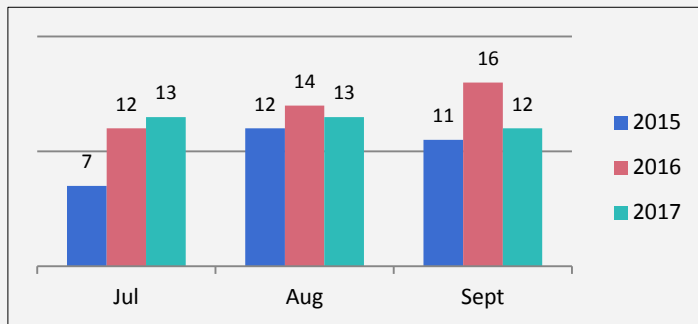


### LEVEL OF SERVICE (% of Total Surveys Received)



## PERFORMANCE INDICATORS

### LICENCE APPLICATIONS AVERAGE DAYS TO PROCESS



### PERMIT TO ACQUIRE APPLICATIONS AVERAGE DAYS TO PROCESS

