

# Performance Dashboard NSW Firearms Registry

## April to June 2018

### CUSTOMER FOCUS POINTS



### AVERAGE MONTHLY INTERACTIONS April – June 2018

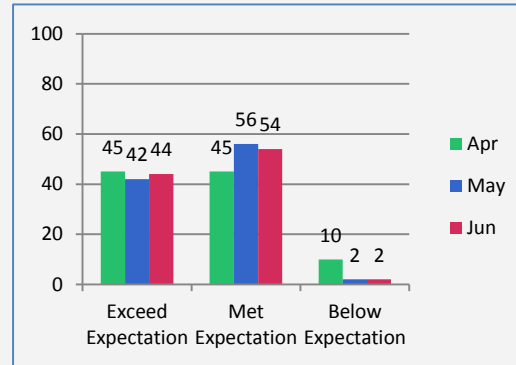


Up 5,304 from Last Quarter

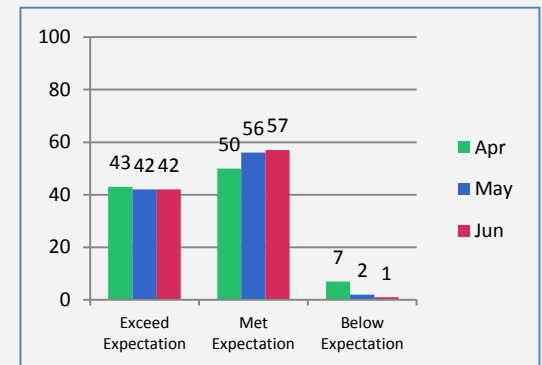
|                     |        |
|---------------------|--------|
| Telephone Calls     | 6,110  |
| Website Hits        | 29,927 |
| Incoming Emails     | 1,750  |
| Online Applications | 2,378  |
| Incoming Mail Items | 21,738 |

### CUSTOMER SURVEYS

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

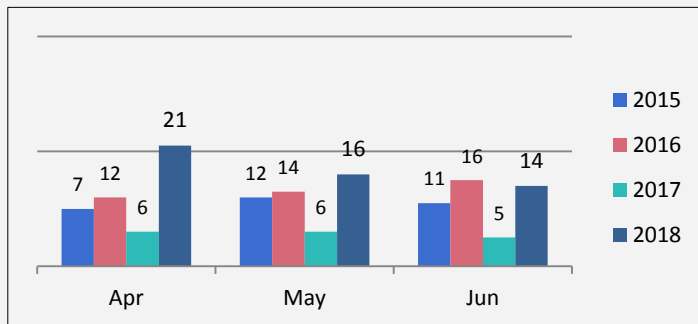


#### LEVEL OF SERVICE (% of Total Surveys Received)



### PERFORMANCE INDICATORS

#### LICENCE APPLICATIONS AVERAGE DAYS TO PROCESS



#### PERMIT TO ACQUIRE APPLICATIONS AVERAGE DAYS TO PROCESS

