

**STRATEGIC PLAN | ORGANIZATIONAL SCORECARD 2019-2022**

KEY SUCCESS FACTOR (KSF)	PERFORMANCE MEASURE	2019/20 GOALS	2020/21 GOALS	2021/22 GOALS
<p><b>SERVICE</b> <i>Executing Quality Customer Service</i></p>	<ul style="list-style-type: none"> <li>• TC: % Overall Customer Satisfaction</li> <li>• OP: % Mail Turn-around Times Met MV/Tax</li> </ul>	95% 95%	95% 96%	95% 97%
<p><b>INNOVATION</b> <i>Integrating Substantial Technologies</i></p>	<ul style="list-style-type: none"> <li>• CSAD: Average Branch Wait Time - % Q-Matic Standard Met</li> <li>• FSC: % Tourist Tax Transactions by eCommerce</li> <li>• OP: % Property Tax by eCommerce Less Mortgage Payments</li> <li>• OP: % Internet Motor Vehicles</li> <li>• IT: % LAN System Uptime</li> </ul>	85% 91.86% 27% 52% 99.99%	85% 92.32% 28% 54% 99.99%	85% 92.78% 29% 56% 99.99%
<p><b>PEOPLE</b> <i>Attracting and Retaining Knowledgeable Staff</i></p>	<ul style="list-style-type: none"> <li>• TC: % Overall Employee Engagement/Satisfaction</li> <li>• TC: % Overall Employee Security/Safety Satisfaction</li> </ul>	96% 98%	96% 98%	96% 98%
<p><b>FINANCIAL</b> <i>Performing Our Duties with Excellence</i></p>	<ul style="list-style-type: none"> <li>• TC: # External Audit Findings</li> <li>• FS: % Funds Issued Within Statutory Requirements</li> </ul>	0 100%	0 100%	0 100%

Figure 2.2-1 Strategic Plan/Organizational Scorecard