

# Key Performance Indicators

## Assembly and Committee Support

Measures	2022-23 Target	2022-23 Actual
<b>Table Office Measures</b>		
Number of Questions on Notice processed	1,500	1,673
Number of Tabled Papers and Reports registered/archived	2,200	2,232
<b>Committee Office</b>		
Number of Parliamentary Committee publications tabled	60	126
<b>Parliamentary Reporting and Broadcasting Service (Hansard)</b>		
Internet publication of the first two hours of proceedings (Hansard) each sitting day	2.30pm each sitting day	99%
Parliamentary Reporting and Broadcasting Service audio hours transcribed 2022-23		
Chamber		361.68
Committees (including estimates committees)		318.62
Total audio hours transcribed		680.30

# Key Performance Indicators

## Member Support

Measures	2022–23 Target	2022–23 Actual
<b>People and Culture</b>		
Percentage accuracy in payroll production	99%	99%
Percentage of Shared Services' clients satisfied with services (satisfied/very satisfied)	95%	100%
<b>Financial and Administrative Services</b>		
Combined percentage of vendor and customer payments within trading terms	90%	89%
Number of travel bookings and travel claims processed	4,000*	3,960
Number of individualised training sessions provided to electorate offices	30	35
Number of ECA reviews	30	39
Number of FAS related high risk audit issues raised by either internal or external audit	< 3	1
Number of accounts payable and receivable invoices processed	13,000*	16,642
Number of contracts commenced	30*	30
Tender submissions distributed to contract manager within 2 business days	90%	100%
Number of asset acquisitions and disposals managed	150*	701
<b>Parliamentary Library and Research Services</b>		
Research and information requests from individual clients	85,000	86,649
Number of client information briefs in response to individual client requests	1000	1,091
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	75,000	107,098
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%
<b>Electorate Accommodation Services</b>		
Number of offices inspected for policy compliance (standards, WH&S etc)	25	7
Number of relocation/refurbishment projects completed	2/1	0/0

\* The target figure represents expected activity as opposed to a predefined target.

# Key Performance Indicators

## Service Provision

Measures	2022-23 Target	2022-23 Actual
<b>Information Technology Services</b>		
Number of endpoints supported (Parliamentary Service, EO & Member Laptops)	500 (approx.)	527
Number of calls processed by Service desk from Members & Electorate Offices, Parliamentary Precinct and other staff	1,500	8,108
Service desk calls resolved within SLA	90%	96.39%
Network availability during business hours	98%	99%
Percentage of Members satisfied with services provided (satisfied/very satisfied)	> 90%	92.6%
<b>Records Management</b>		
Number of internal eDRMS training sessions delivered	12	72
Number of internal Recordkeeping Champion meetings held	10	10
eDRMS system engagement – users logged in and using the system	88%	89%
<b>Property Services</b>		
Percentage of planned Capital Works projects completed	75%	79%
Percentage of planned maintenance works undertaken	90%	95%
Number of Workplace Health and Safety inspections completed	12	31
Precinct maintenance inspections suspended due to the refurbishment works	-	-
<b>Catering Services</b>		
Total number of functions	600	665
Total number of guests	25,000	29,075
<b>Security and Attendant Services</b>		
Number of precinct visitors processed through security scanning procedures	75,000	77,648
Number of school tours conducted	500	512
Number of Public Tours conducted	640	390
Number of Special Interest Group tours conducted	On Demand	102

# Key Performance Indicators

## Public Awareness and Access

Measures	2022-23 Target	2022-23 Actual
<b>Parliamentary Education Measures</b>		
Number of educational and liaison activities	90	115
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	5,771
<b>Marketing and Communication Measures</b>		
Number of design requests completed	100	>100
Number of communications strategies developed	5	5
Number of official publications developed	5	5
Percentage of clients satisfied with services provided (satisfied/very satisfied)	100%	100%