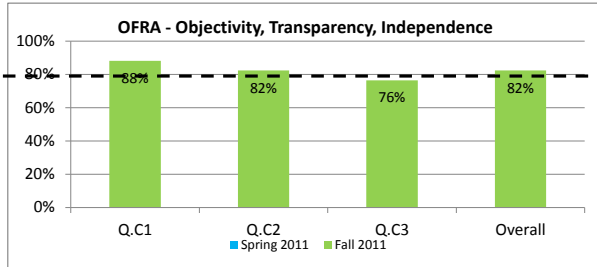


FORECASTING UNIT - 2011 PERFORMANCE METRICS

OBJECTIVITY, TRANSPARENCY, INDEPENDENCE FEEDBACK FROM STEERING COMMITTEE MEMBERS



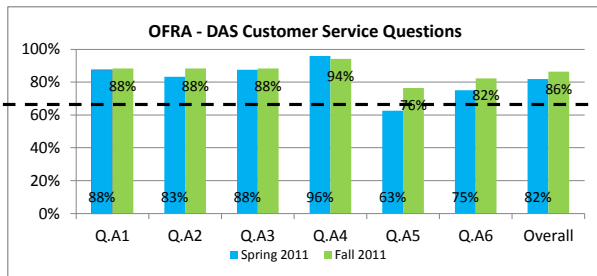
OFRA's Objectivity, Transparency, Independence >> Target = 80%

Q.C	Q	%TopTwo	Most Frequent Rating	Avg Rating
Q.C1	OFRA demonstrated objectivity	88%	Strongly Agree	4.5
Q.C2	OFRA demonstrated transparency	82%	Strongly Agree	4.3
Q.C3	OFRA demonstrated independence	76%	Agree	4.1
OVERALL		82%	Strongly Agree	4.3

2011
Individuals responding

%TopTwo	Most Frequent Rating	Avg Rating
82%	Strongly Agree	4.3

GENERAL SERVICES / FORECASTING SERVICES FEEDBACK FROM STEERING COMMITTEE MEMBERS

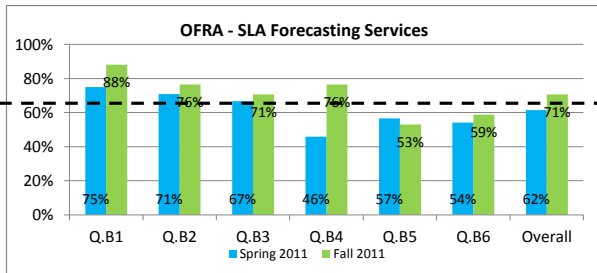


DAS Customer Service Questions >> Target = 67%

Q.A	Q	Spring 2011	Fall 2011	Most Frequent Rating	Avg Rating
Q.A1	How do you rate the overall quality of service provided by OFRA?	88%	88%	Good, Excellent	3.3, 3.5
Q.A2	How do you rate the availability of information at OFRA?	83%	88%	Good	3.2, 3.4
Q.A3	How do you rate the knowledge and expertise of OFRA employees?	88%	88%	Good, Excellent	3.3, 3.5
Q.A4	How do you rate the helpfulness of OFRA employees?	96%	94%	Good, Excellent	3.3, 3.7
Q.A5	How do you rate the ability of OFRA to provide services correctly the first time?	63%	76%	Good, Excellent	2.9, 3.2
Q.A6	How do you rate the timeliness of the services provided by OFRA?	75%	82%	Good, Excellent	3.0, 3.3
OVERALL		82%	86%	Good, Excellent	3.2, 3.4

2011
Individuals responding

%TopTwo	Most Frequent Rating	Avg Rating
82%	Good, Excellent	3.2



OFRA SLA Forecasting Services >> Target = 67%

Q.B	Q	Spring 2011	Fall 2011	Most Frequent Rating	Avg Rating
Q.B1	Semi-annual caseload forecast (overall)	75%	88%	Good, Excellent	3.0, 3.4
Q.B2	Monthly caseload reports	71%	76%	Good, Excellent	3.0, 3.3
Q.B3	Analysis of external factors	67%	71%	Good, Excel/Good	2.9, 3.3
Q.B4	Stakeholder engagement	46%	76%	Don't Know, Excellent	2.9, 3.4
Q.B5	Policy history documents	57%	53%	Good / Fair, Excellent	3.0, 3.2
Q.B6	Ad hoc research and support	54%	59%	Good, Good	3.1, 3.3
OVERALL		62%	71%	Good, Excellent	3.0, 3.3

ON-TIME DELIVERY OF SCHEDULED WORK

