

**Measure # 1** Reduce the number of formal complaints received

Performance Targets

Baseline	FY 2008 Target	Strategic Target
2,038 complaints	3% reduction	10% reduction

Data Source CATS – Actual formal complaints filed with ORM. Alison Mangels will provide this data

Data Verification Random review of ORM's Tracking system, i.e. formal complaints filed as managed in ORM's centralized tracking system.

Data Definition & Formula This measure will be calculated by comparing the actual number of formal complaints received using the range as defined below.

To realize a 2-5% reduction in formal complaints compared with FY 07, FY 08 actual formal complaint activity must range from 1,834 to 1,936. To calculate progress monthly, these will be prorated to a range of 153 to 161 formal complaints per month. This range will be recalculated at the beginning of each fiscal year.

Process Owner COO