FASS Metric Report
7/1/2020 – 12/31/2020

This report provides a summary of the FASS Client Satisfaction Survey from the last 6-month reporting period broken down by SPA services provided to Supported Units. A total of 15 Supported Units were surveyed, with 66 survey respondents representing over 500 clients.
### FASS Business Operations

#### Purchase Requests

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total count</td>
<td>946</td>
</tr>
<tr>
<td>Response in 48 hours</td>
<td>792</td>
</tr>
</tbody>
</table>

#### Purchase Order Invoices

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total count</td>
<td>3993</td>
</tr>
<tr>
<td>Paid within 45 days of vendor date</td>
<td>3693</td>
</tr>
</tbody>
</table>

### FASS IT (Service Requests)

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Tickets</td>
<td>2160</td>
<td></td>
</tr>
<tr>
<td>Tickets Meeting First Response Target</td>
<td></td>
<td>99.7%</td>
</tr>
<tr>
<td>Tickets Meeting Resolution Target</td>
<td></td>
<td>87.3%</td>
</tr>
<tr>
<td>Tickets with Customer Satisfaction Ratings</td>
<td>325</td>
<td></td>
</tr>
<tr>
<td>Customer Sat Rating</td>
<td></td>
<td>4.9</td>
</tr>
</tbody>
</table>

### FASS HR Recruitment

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Days ALL</td>
<td>70</td>
</tr>
<tr>
<td>Average Days OA</td>
<td>9</td>
</tr>
<tr>
<td>Average Days CL</td>
<td>68</td>
</tr>
<tr>
<td>Average Days UOPD</td>
<td>127</td>
</tr>
<tr>
<td>Low</td>
<td>1</td>
</tr>
<tr>
<td>High</td>
<td>252</td>
</tr>
</tbody>
</table>

### Classified*

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Complete within 90 Days</td>
<td>14</td>
</tr>
<tr>
<td>Over 90 Days</td>
<td>2</td>
</tr>
<tr>
<td>Percentage complete within 90 days</td>
<td>85.7%</td>
</tr>
</tbody>
</table>

### OA*

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Complete within 120 days</td>
<td>4</td>
</tr>
<tr>
<td>Over 120 Days</td>
<td>0</td>
</tr>
<tr>
<td>Percentage complete within 120 days</td>
<td>100%</td>
</tr>
</tbody>
</table>

### UOPD

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Complete</td>
<td>5</td>
</tr>
<tr>
<td>Low</td>
<td>27</td>
</tr>
<tr>
<td>High</td>
<td>252</td>
</tr>
</tbody>
</table>