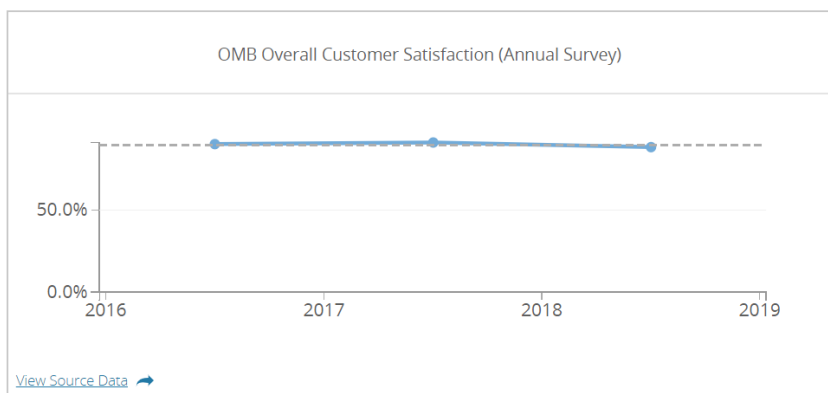
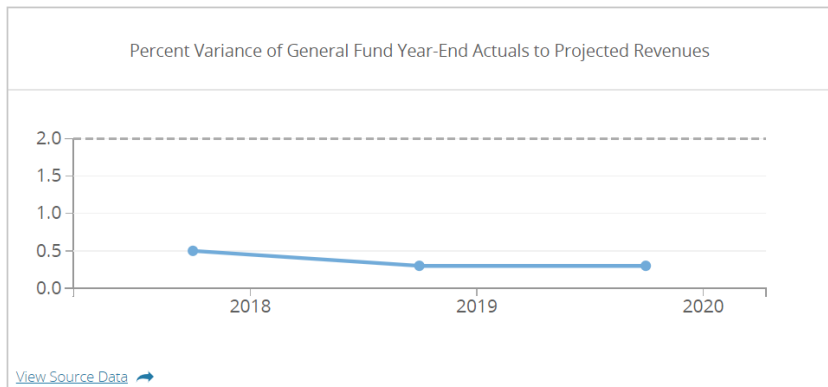
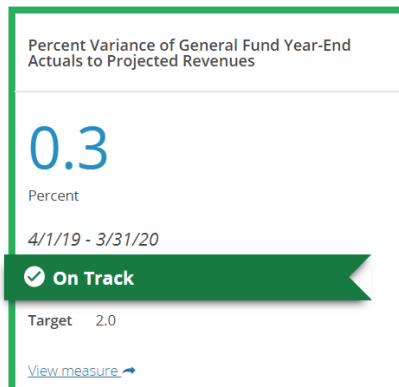
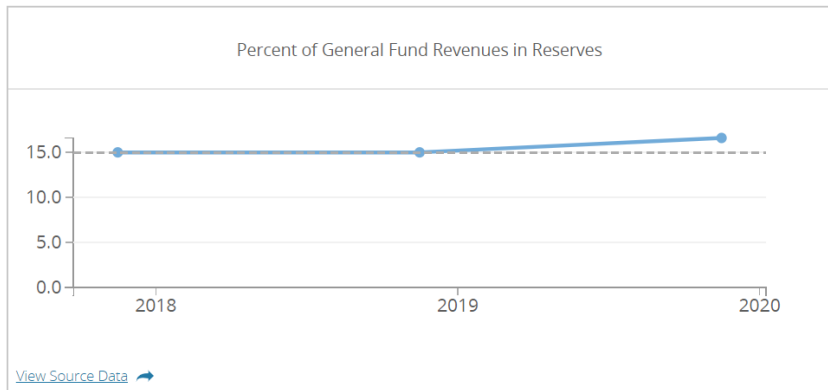
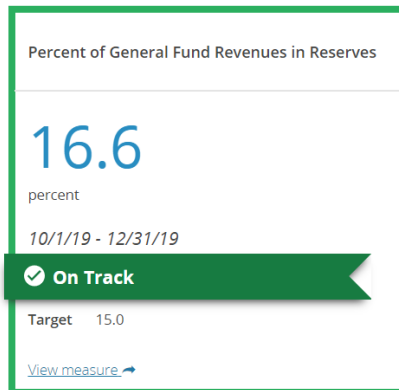
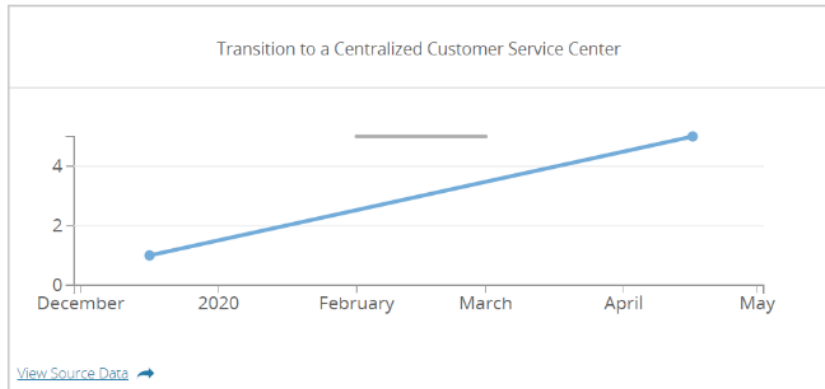
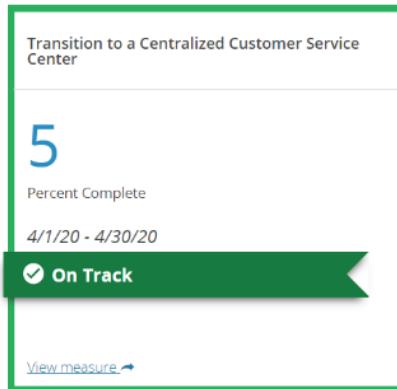
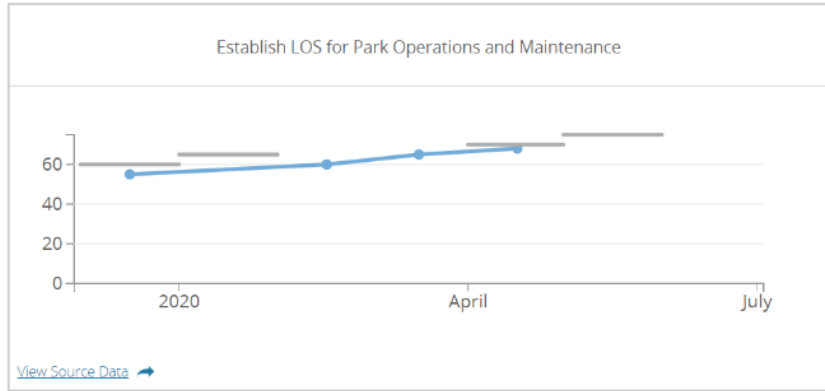
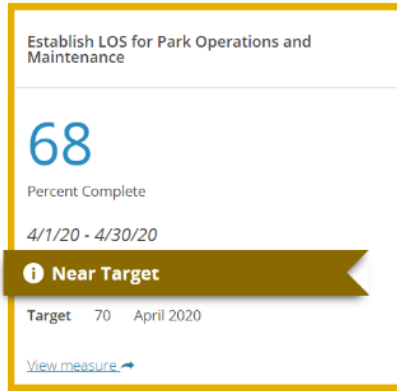
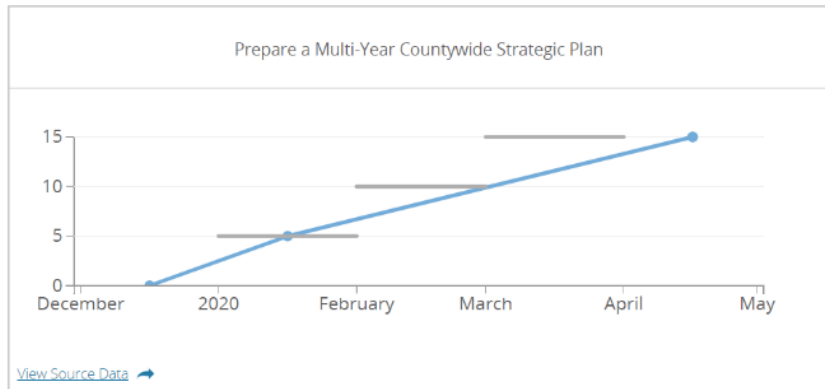
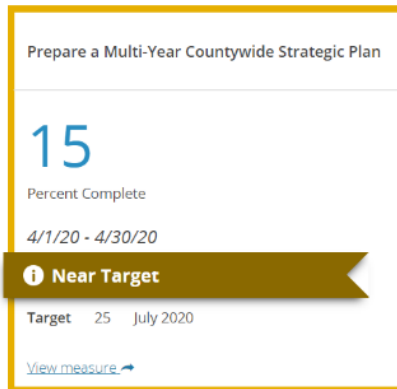
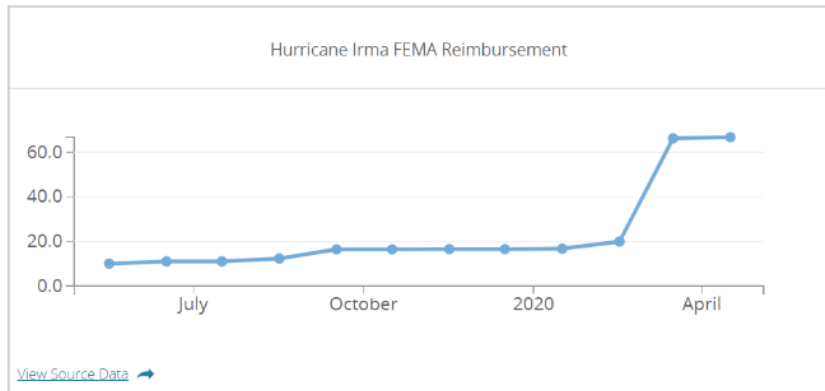
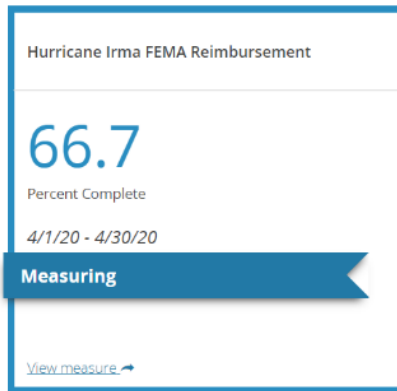


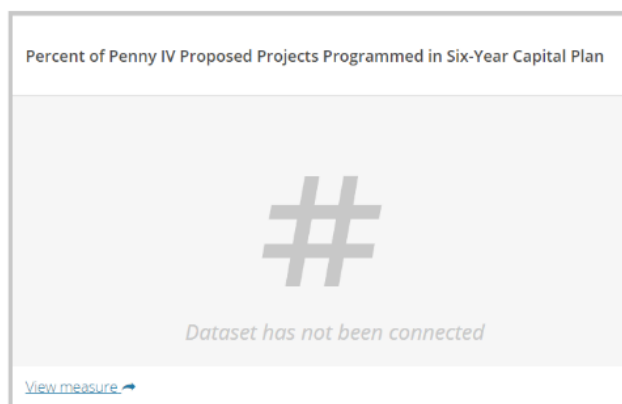
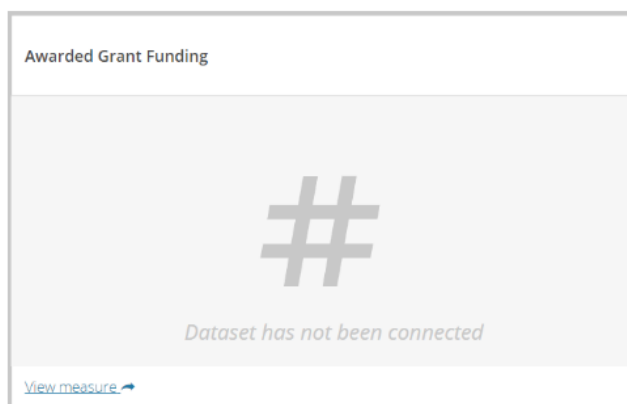
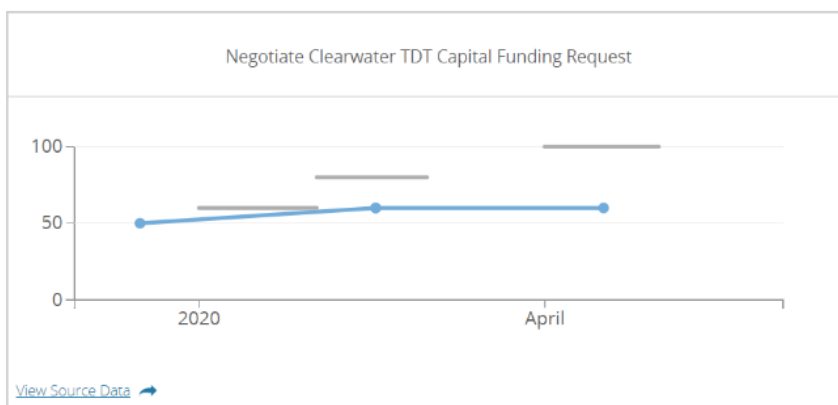
# Office of Management and Budget

**Department Purpose:** Serves as an honest broker providing budget, financial, and strategic performance management services, oversight, and analysis to support efficient and effective delivery of stable and sustainable services in accordance with the Pinellas County Strategic Plan, financial best practices, and the law.



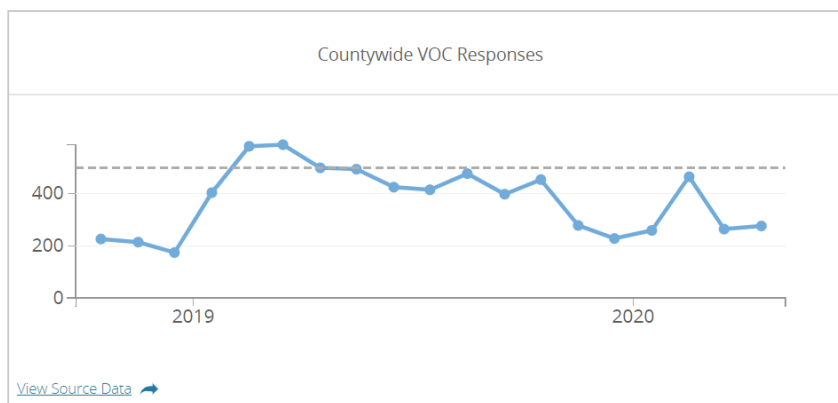
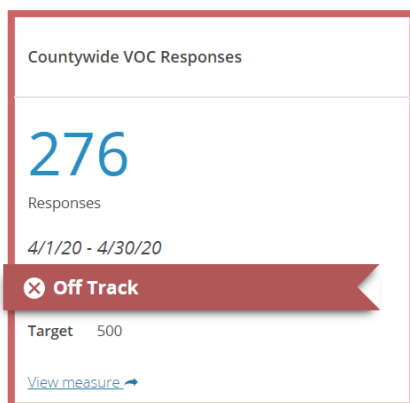
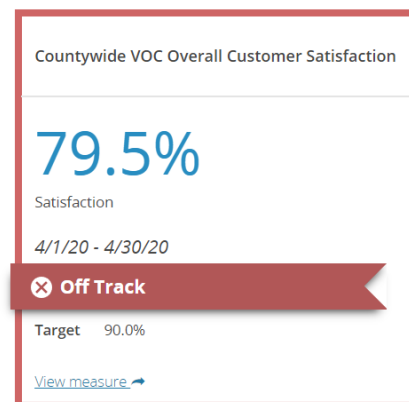
## Attachment 4. Office of Management and Budget Performance Measures





## The Customer Experience

Over the past several years, the Office of Management and Budget's Strategic Performance Management Team has facilitated a set of initiatives related to improving the customer experience which helped improve responsiveness to Doing Things app inquiries, reduce call center wait times and abandon rates, and implement of Voice of the Customer surveys for all departments. As we continue striving to exceed customer expectations, Strategic Performance Management monitors and reports on the key performance metrics established as part of these efforts. Where performance gaps exist, follow up analysis and consultation with individual departments help support departments in addressing performance gaps.



## Attachment 4. Office of Management and Budget Performance Measures

