

EXAMPLE ONLY

LPI Target Setting Proforma

LPI	1
Description	Telephone calls to our offices answered within 10 seconds
Measurement	%
Year Next Reported	2003/04
Service	Administration
Lead Officer	John Deknop
Phone number	6028

TMBC LPI Performance	TARGET	ESTIMATE	ACTUAL
2000/01	70%	77%	73%
2001/02	75%	73%	73%
2002/03	73%		

LPI Target Year	1	1
	2003/04	

Written Justification for Target

Signed _____

Date _____