

MiScorecard Performance Summary

Business Unit: Bureau of Professional Licensing
Executive/Director Name: Cheryl Pezon, Acting
Reporting Period: Jun 2018

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 8/3/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
BPL-1	Licensing Division	Green		70.0%	97.4%	96.5%	Monthly	Calls Received / Answered within 5 Minutes
Licensing								
BPL-2	Licensing Division	Green		60.0%	63.6%	72.3%	Monthly	Licenses issued within 8 Weeks
BPL-3	Licensing Division	Green		75.0%	74.2%	65.8%	Quarterly	Overall customer service rated Excellent or Good
Complaint Processing								
BPL-4	Enforcement Division	Green		75.0%	92.0%	89.6%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
Process Improvement								
BPL-5	Investigations and Inspections Division	Green		80.0%	86.4%	84.7%	Monthly	Health Code Investigations Completed within 90 Days
BPL-6	Investigations and Inspections Division	Green		80.0%	89.4%	90.3%	Monthly	Health Code Investigations Completed within 120 Days
BPL-7	Investigations and Inspections Division	Green		80.0%	79.3%	93.2%	Monthly	Occupational Code Investigations completed within 90 Days
BPL-8	Investigations and Inspections Division	Green		80.0%	94.2%	100.0%	Monthly	Occupational Code Investigations Completed within 120 Days
BPL-9	Investigations and Inspections Division	Green		80.0%	98.0%	96.3%	Monthly	Occupational Code Inspections Completed within 15 Days