










MiScorecard Performance Summary

Business Unit:	Bureau of Professional Licensing	Green	>=90% of target
Executive/Director Name:	Cheryl Pezon, Acting	Yellow	>= 75% - 90% of target
Reporting Period:	Oct 2018	Red	<75% of target
		Date Approved:	12/5/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
BPL-1	Licensing Division	Green		70.0%	94.4%	96.2%	Monthly	Calls Received / Answered within 5 Minutes
Licensing								
BPL-2	Licensing Division	Green		60.0%	69.1%	66.6%	Monthly	Licenses issued within 8 Weeks
BPL-3	Licensing Division	Green		75.0%	78.6%	65.8%	Quarterly	Overall customer service rated Excellent or Good
Complaint Processing								
BPL-4	Enforcement Division	Green		75.0%	91.5%	95.1%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
Process Improvement								
BPL-5	Investigations and Inspections Division	Green		80.0%	75.4%	84.9%	Monthly	Health Code Investigations Completed within 90 Days
BPL-6	Investigations and Inspections Division	Green		80.0%	92.6%	96.2%	Monthly	Health Code Investigations Completed within 120 Days
BPL-7	Investigations and Inspections Division	Green		80.0%	88.2%	85.5%	Monthly	Occupational Code Investigations completed within 90 Days
BPL-8	Investigations and Inspections Division	Green		80.0%	96.4%	96.4%	Monthly	Occupational Code Investigations Completed within 120 Days
BPL-9	Investigations and Inspections Division	Green		80.0%	91.8%	95.8%	Monthly	Occupational Code Inspections Completed within 15 Days