



Customer Service Scorecard

Licenses and Inspections Scorecard - November 2008

Performance Outcome	Targets		
	Goals	Actual	
1. Service Customers in Concourse within 2 hours	100%	99%	
2. Review Commercial Plans within 20 days	100%	99%	
3. Review Residential Plans within 15 days	100%	99%	
4. Perform Inspections within 2 days of request	100%	93%	
5. Service License Issuance Customers within 30 minutes	100%		

= meet < 84%, = 85% to 94%, = 95% to 100%

L&I City of Philadelphia