

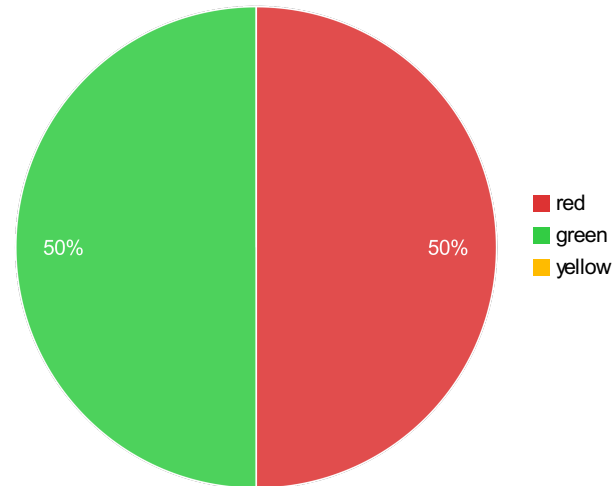
Mortuary and Cemetery Board

Annual Performance Progress Report

Reporting Year 2018

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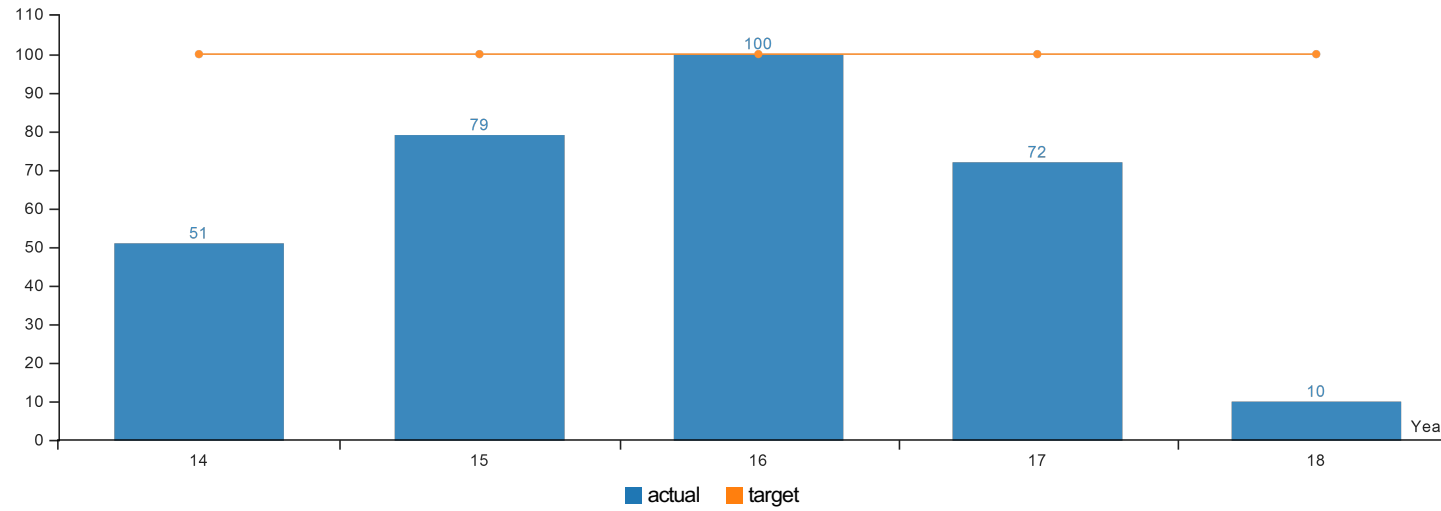
KPM #	Approved Key Performance Measures (KPMs)
1	Facility Inspection - Percent of licensed facilities inspected not less than once per biennium.
2	Complaint Investigation - Percent of investigative reports completed within six months of a complaint from any person against a licensee.
3	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
4	BEST PRACTICES - Percent of total best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	0%	50%

KPM #1	Facility Inspection - Percent of licensed facilities inspected not less than once per biennium.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



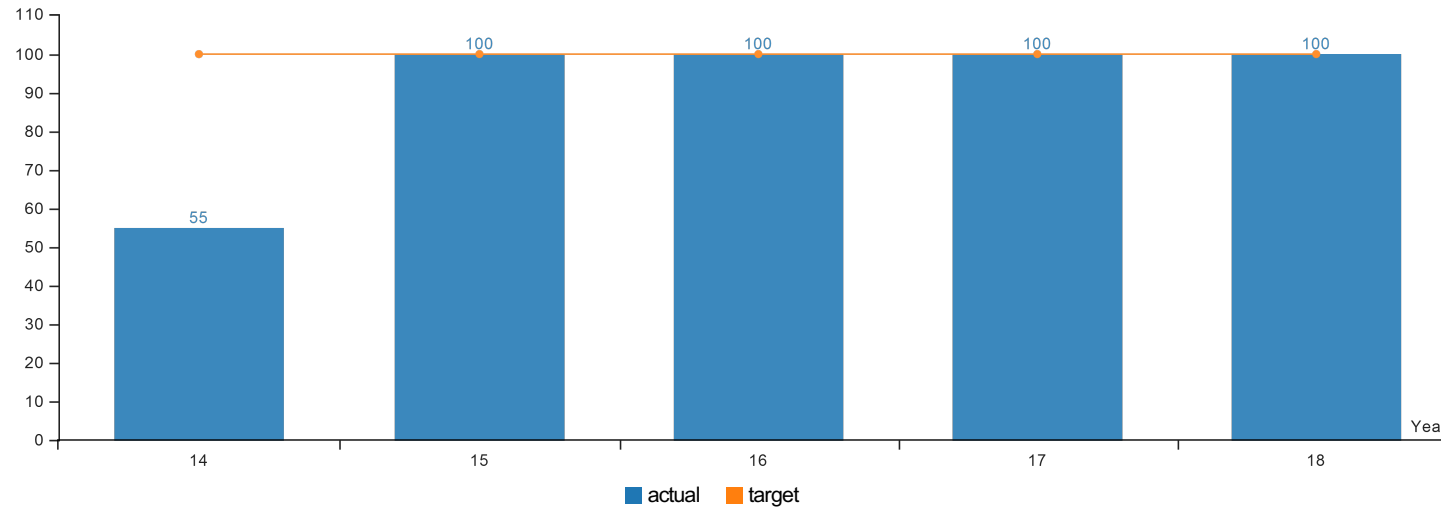
Report Year	2014	2015	2016	2017	2018
Inspections Completed					
Actual	51%	79%	100%	72%	10%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

KPM #2	Complaint Investigation - Percent of investigative reports completed within six months of a complaint from any person against a licensee.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result

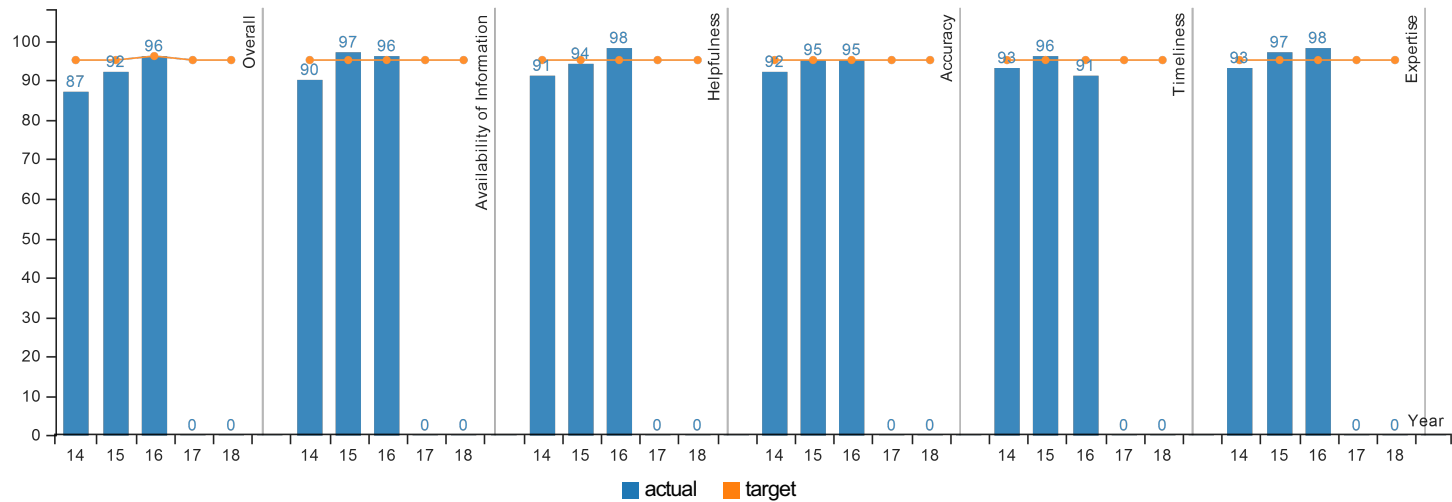


Report Year	2014	2015	2016	2017	2018
Complaint Investigation					
Actual	55%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

KPM #3	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jan 01 - Dec 30



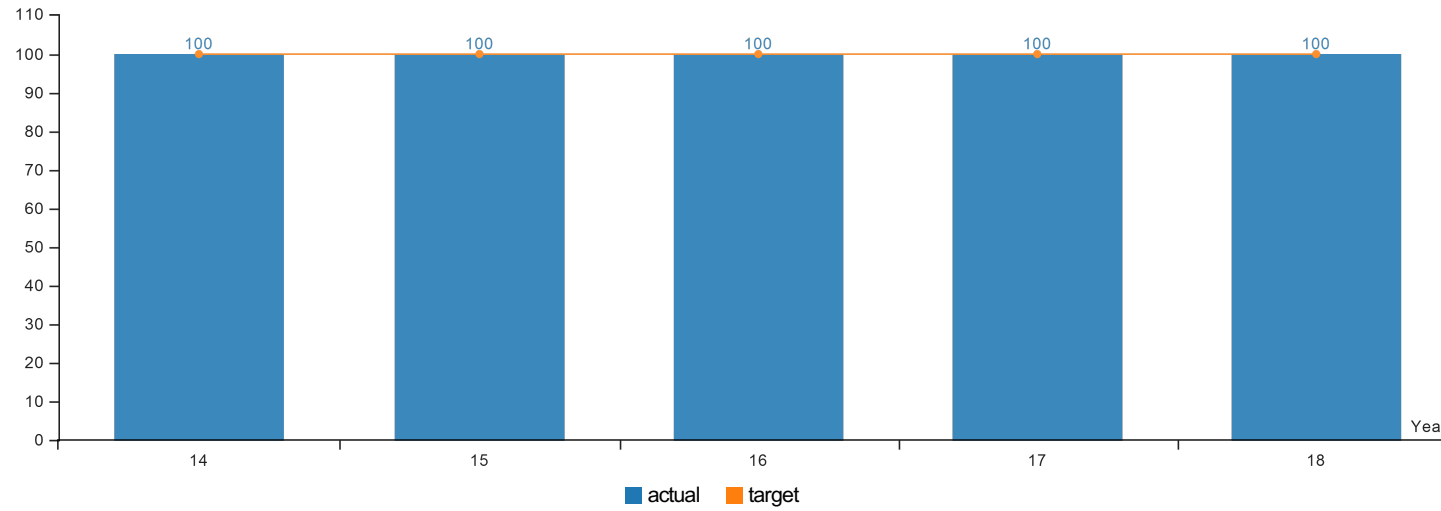
Report Year	2014	2015	2016	2017	2018
Overall					
Actual	87%	92%	96%	No Data	No Data
Target	95%	95%	96%	95%	95%
Availability of Information					
Actual	90%	97%	96%	No Data	No Data
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	91%	94%	98%	No Data	No Data
Target	95%	95%	95%	95%	95%
Accuracy					
Actual	92%	95%	95%	No Data	No Data
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	93%	96%	91%	No Data	No Data
Target	95%	95%	95%	95%	95%
Expertise					
Actual	93%	97%	98%	No Data	No Data
Target	95%	95%	95%	95%	95%

How Are We Doing

Factors Affecting Results

KPM #4	BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
BEST PRACTICES					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results