



CLARK COUNTY BUILDING DEPARTMENT COMPLAINT RESPONSE SERVICE GOALS JULY 2012



TIMELINESS			
PRIORITY	CASES	SUCCESS	GOAL
1 (1 DAY)	0	N/A	N/A
2 (5 DAYS)	55	96%	90%
3 (20 DAYS)	53	100%	90%

ACCURACY	
# OF INSPECTION AUDITS	
PASSING AUDITS	
%PASSING	
GOAL STANDARD	
ACTUAL VS GOAL +/-	

EFFECTIVNESS	
Total Case Maintained	456
Per Man	64.5
Goal	60.0
Percent of Goal	107.5%

CUSTOMER SERVICE	
# OF AUDITS	
PASSING AUDITS	
%PASSING	
GOAL STANDARD	
ACTUAL VS GOAL +/-	