



# CLARK COUNTY BUILDING DEPARTMENT

## COMPLAINT RESPONSE SERVICE GOALS

### MAY 2012



TIMELINESS			
PRIORITY	CASES	SUCCESS	GOAL
1 (1 DAY)	0	N/A	100%
2 (5 DAYS)	39	97%	90%
3 (20 DAYS)	46	100	90%

PRODUCTIVITY	
Total Case Maintained	477
Per Man	79.5
Goal	60
Percent of Goal	132.5%

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

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