



# CLARK COUNTY BUILDING DEPARTMENT

## COMPLAINT RESPONSE SERVICE GOALS

### October 2012



TIMELINESS			
PRIORITY	CASES	SUCCESS	GOAL
1 (1 DAY)	0	N/A	N/A
2 (5 DAYS)	56	90%	+8%
3 (20 DAYS)	73	100%	+10%

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

EFFECTIVNESS	
Total Case Maintained	500
Per Man	62
Goal	
Percent of Goal	

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