



CLARK COUNTY BUILDING DEPARTMENT INSPECTIONS SERVICE GOALS AUGUST 2012



TIMELINESS	
TOTAL INSPECTIONS	18,324
ON TIME	18,228
% ON TIME	99.5%
GOAL STANDARD	98%
ACTUAL VS. GOAL +/-	+1.48%

PRODUCTIVITY		
TOTAL INSPECTIONS	18,324	
PERCENT FAILED	9%	
AVERAGE INSPECTIONS PER MAN PER DAY	CURRENT MONTH'S	34.3
	DEPT GOAL STANDARD = 20	
	ACTUAL VS GOAL (+ / -)	+72%
	ISO GOAL STANDARD =10	
	ACTUAL VS GOAL (= / -)	+243%

ACCURACY	
# OF INSPECTION AUDITS	13
PASSING AUDITS	13
% PASSING	100%
GOAL STANDARD	90%
ACTUAL VS GOAL +/-	+ 10%

CUSTOMER SERVICE	
# OF CUSTOMER SERVICE FEEDBACK	32
EXCELLENT/GOOD	30
% PASSING	94%
GOAL STANDARD	80%
ACTUAL VS GOAL +/-	14%