



CLARK COUNTY BUILDING DEPARTMENT INSPECTIONS SERVICE GOALS JANUARY 2014



TIMELINESS	
TOTAL INSPECTIONS	18,745
ON TIME	18,723
% ON TIME	99.9%
GOAL STANDARD	98.0%
ACTUAL VS. GOAL +/-	+2.0%

PRODUCTIVITY		
TOTAL INSPECTIONS	18,745	
PERCENT FAILED	4.6%	
AVERAGE INSPECTIONS PER MAN PER DAY	CURRENT MONTH'S	36
	DEPT GOAL STANDARD = 20 ACTUAL VS GOAL (+ / -)	80%
	ISO GOAL STANDARD =10 ACTUAL VS GOAL (= / -)	260%

ACCURACY	
# OF INSPECTION AUDITS	67
PASSING AUDITS	67
% PASSING	100%
GOAL STANDARD	90%
ACTUAL VS GOAL +/-	+10%

CUSTOMER SERVICE	
# OF CUSTOMER SERVICE FEEDBACK	27
EXCELLENT/GOOD	27
% PASSING	100%
GOAL STANDARD	80%
ACTUAL VS GOAL +/-	20%