




Customer Service Scorecard

Licenses and Inspections Scorecard - January 2009







 = meet < 84%
  = 85% to 94%
  = 95% to 100%

Targets

Performance Outcome

Goals

Actual

1.	Service Permit Customers in Concourse within 2 hours	100%	99%	
2.	Review Commercial Plans within 20 days	100%	99%	
3.	Review Residential Plans within 15 days	100%	99%	
4.	Review Zoning Plans within 25 days	100%	99%	
5.	Review Plumbing Plans within 25 days	100%	100%	
6.	Review Electrical Plans within 25 days	100%	99%	
7.	Perform Inspections within 2 days of request	100%	93%	
8.	Service License Customers within 30 minutes	100%	62%	