



Customer Service Scorecard









Permit Services and License Issuance - May 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%	96%	
3.	Review Residential Plans within 15 days	100%	93%	
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 Building Permit Inspections within 2 days of request	100%	93%	
8.	Perform Plumbing Permit Inspections within 2 days of request	100%	91%	
9.	Service License Customers within 30 minutes	100%	76%	