





Licenses and Inspections Scorecard - September, 2008

Performance Outcome	Goals	Targets	
		Actual	
1. Service Customers in Concourse within 2 hours	85%	93%	
2. Review Commercial Plans within 25 days	93%	97%	
3. Review Residential Plans within 15 days	93%	94%	
4. Perform Inspections within 2 days of request	95%	99%	



= meet < 84%,



= 85% to 94%,



= 95% to 100%