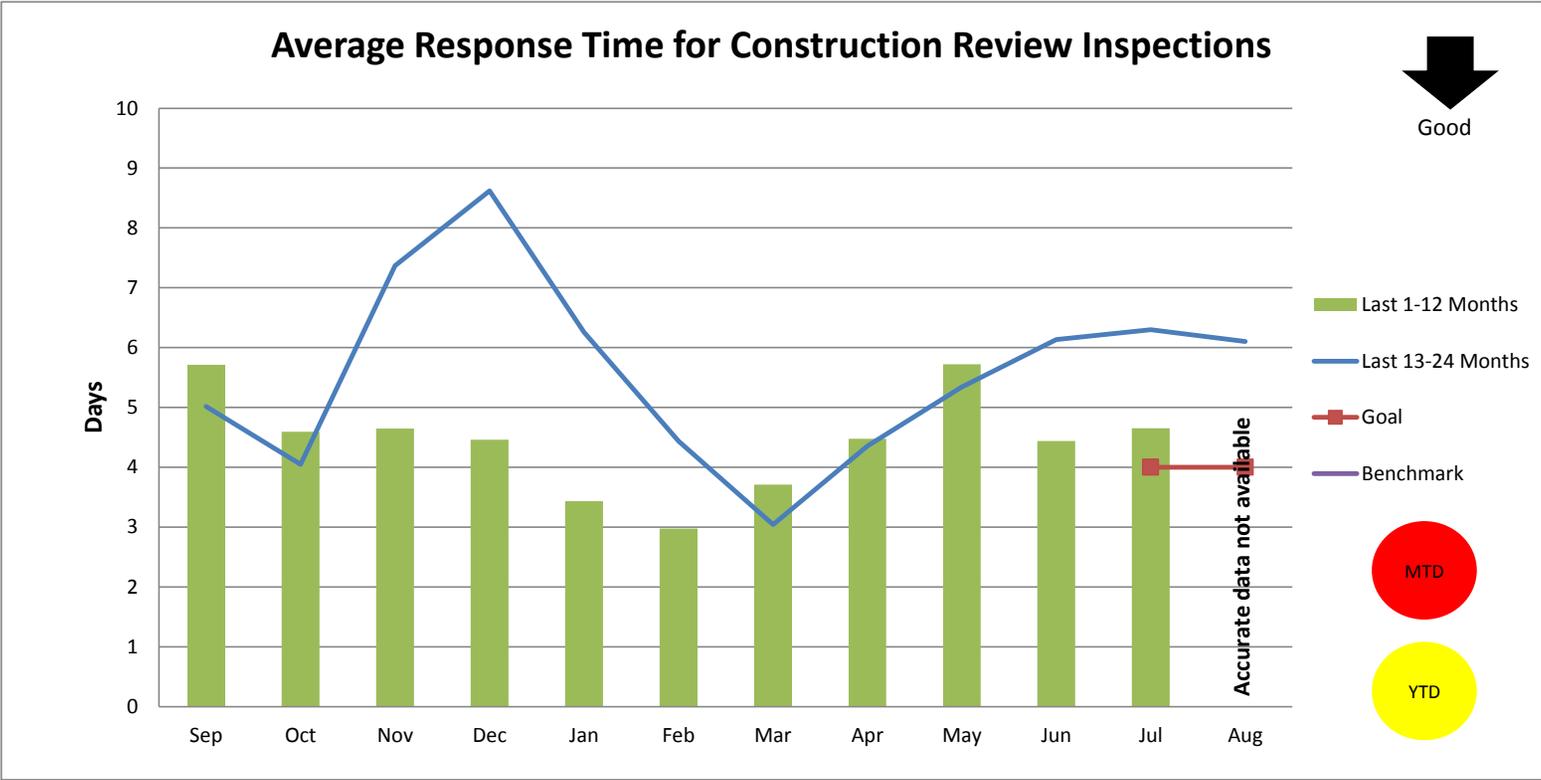


Codes: Average Response Time for Construction Review Inspections

Measurement method:
 Why measure?
 What is our goal?
 How are we doing?

The response time beginning at the time the customer calls to the time a construction inspection is conducted
 To provide excellent city services
 Reduce the response time
 YTD Goal = 4 days; YTD Average = 4.4 days; MTD = 4.7 days



	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	5.0	4.0	7.4	8.6	6.3	4.4	3.0	4.4	5.3	6.1	6.3	6.1	5.6	5.7	1.5	N/A
Last 1-12 mos.	5.7	4.6	4.6	4.5	3.4	3.0	3.7	4.5	5.7	4.4	4.7	X	4.4	4.5	0.8	N/A