



# CLARK COUNTY DEPARTMENT OF BUILDING & FIRE PREVENTION

## Engineering Plan Review Service Goals December 2016



### TIMELINESS

TYPE OF PROJECT	Queue Time Goal (Cal. Days)	# Plan Reviews Performed	No Plans Exceeding Time Frame	% Exceeding Time Frame	%Goal Achieved	Target Goal %	+ or - % of Goal
Complex Commercial (SPP)	42	3	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	47	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	119	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	32	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	14	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	31	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	58	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	58	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	192	0	0.0%	100.0%	90%	10.0%

### PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	3	5	8	68	36	104.0
Commercial (> \$300,000) (COM)	47	86	133	292	344	636.0
Minor Commercial (< \$300,000) (CMSH)	119	32	151	286	71	357.0
Commercial Over-the-Counter (T.I.'s) (COTC)	32	6	38	8	1.5	9.5
Residential Standard Plans (STPL)	14	32	46	136	64	200.0
Custom Residence (RES)	31	14	45	180	32	212.0
Minor Residential Additions/Alterations (RSH)	58	14	72	152	17	169.0
Residential Over-the-Counter (ROTC)	58	3	61	14.5	0.75	15.3
Customer (Q-Matic)	672			168.0		168.0
<b>TOTAL</b>	<b>362</b>	<b>192</b>	<b>554</b>	<b>1137</b>	<b>566</b>	<b>1870.8</b>
<b>Total Building Plan Review Staff:</b>	<b>10</b>					
<b>Total Review Credit Hrs:</b>	<b>1870.8</b>	<b>Hours</b>		<b>Total Hours Worked:</b>	<b>1485.50</b>	<b>Hours</b>
				<b>Efficiency:</b>	<b>125.9%</b>	

### ACCURACY

TYPE OF PLAN REVIEW	Score Goal (pts)	# QC Reviews Performed	# QC Goal Not Met	% # QC Goal Not Met	%Goal Achieved	Target Goal %	+ or - % of Goal
Structural/Grading	85%	0	0	0.0%	100.0%	85.0%	15.0%
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>100.0%</b>	<b>85.0%</b>	<b>15.0%</b>

### CUSTOMER SERVICE

SURVEY TOPIC	Goal (Positive)	Number of Surveys	Results	+ or - % of Goal
Timeliness of Service	80%	n/a	n/a	n/a
Courteous/Helpful Staff	80%	n/a	n/a	n/a
Staff Competency in Handling Issues	80%	n/a	n/a	n/a
Staff Professionalism	80%	n/a	n/a	n/a
Customers Treated Fairly/Equitably	80%	n/a	n/a	n/a
Customer Issues Handled Thoroughly	80%	n/a	n/a	n/a
Customer's Overall Rating	80%	n/a	n/a	n/a