



CLARK COUNTY
DEPARTMENT OF BUILDING & FIRE PREVENTION
FP INTAKE, SCHEDULING, & FINANCE SERVICE GOALS
MARCH 2016

INTAKE, SCHEDULING, & FINANCE - TIMLINESS

Complaints – High Level of Performance:

100% of “High Priority” complaints were scheduled on-time during the month of March 2016. Additionally, seven (7) out of forty-one (41) “Medium Priority” complaints were scheduled in time for Fire Inspections to meet the two (2) to seven (7) day initial inspection deadline. However, that translates to a seventeen (17) percent error rate, as scheduling has a target goal date to schedule complaint inspections quickly enough to provide Fire Inspections with at least five (5) working days to complete their initial complaint inspection.

COMPLAINTS SCHEDULING

Total No. of Complaints	43
No. of High Priority Complaints	2
No. of Medium Priority Complaints	41
No. High Priority Complaint Inspections Scheduled with < One (1) Working Day for Fire Inspections to conduct initial inspection.	0
Percentage of Scheduling Errors for High Priority Complaints	0%
No. of Medium Priority Complaint Inspections Scheduled with < Five (5) Working Days for Fire Inspections to conduct the initial inspection.	7
Percentage of Scheduling Errors for Medium Priority Complaints	17.1 %

PLAN SUBMITTAL – INTAKE

Total No. of (Walk-in) Plan Submittals	1,354
Average Transaction Time (Minutes)	16
Average Idle Time (Minutes)	58
Percentage of Idle Time	38.7%

INTAKE, SCHEDULING & FINANCE - QUALITY

Quality – High Level of Performance	
No. of Plans Verified by Finance	1,550
No. of Major Errors	22
Percentage of Major Errors	0.8%
No. of Minor Errors	10
Percentage of Minor Errors	0.3%

INTAKE, SCHEDULING & FINANCE – PROFESSIONALISM

Professionalism – High Level of Performance	
No. of Customer Contacts	1616
No. of Complaints Re. Promptness of E-mail Responses	2
No. of Complaints Re. Face-to-Face Interactions	12
Percentage of Customer Contacts Resulting in Complaints	0.1%