



Clark County Department of Building & Fire Prevention

Plan Review Service Goals

November 2015

TIMELINESS

TYPE OF PROJECT	Goal (Days)	# Plan Reviews Performed	No Plans Exceeding Time Frame	% Exceeding Time Frame	%Goal Achieved	Target Goal %	+ or - % of Goal
Complex/Phased Commercial (SPP)	42	0	0	0.0%	100.0%	90%	10.0%
Commercial (COM)	21	160	6	3.8%	96.3%	90%	6.3%
Minor Commercial (CMSH)	14	309	3	1.0%	99.0%	90%	9.0%
Commercial Over-the-Counter (COTC)	1	159	1	0.6%	99.4%	90%	9.4%
Residential Standard Plans (STPL)	21	10	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	16	0	0.0%	100.0%	90%	10.0%
Minor Residential (RSH)	14	743	93	12.5%	87.5%	90%	-2.5%
Residential Over-the-Counter (ROTC)	1	64	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	354	32	9.0%	91.0%	90%	1.0%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews Performed		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex/Phased Commercial (SPP)	0	18	18	0.0	108.0	108.0
Commercial (COM)	160	166	326	640.0	166.0	806.0
Minor Commercial (CMSH)	309	70	379	386.3	21.7	408.0
Commercial Over-the-Counter (COTC)	159	19	178	13.2	1.6	14.8
Residential Standard Plans (STPL)	10	28	38	145.0	81.0	226.0
Custom Residence (RES)	16	11	27	64.0	11.0	75.0
Minor Residential (RSH)	743	33	776	520.5	2.0	522.5
Residential Over-the-Counter (ROTC)	64	9	73	5.3	0.7	6.1
TOTAL	1461	354	1815	1774.3	392	2166.3

Total Building Plan Review Staff: 15

Total Review Credit Hrs: 2166.3 Hours

Reviews per FTE: 144.4

Total Hours Worked: 2587.50 Hours

Efficiency: 83.7%

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
Residential	85			0.0%	100.0%	85.0%	15.0%
Architectural	85			0.0%	100.0%	85.0%	15.0%
Electrical	85			0.0%	100.0%	85.0%	15.0%
Mechanical/Plumbing	85			0.0%	100.0%	85.0%	15.0%
Fire Protection	85			0.0%	100.0%	85.0%	15.0%
TOTAL		0	0	0.0%	100.0%	85.0%	15.0%

CUSTOMER SERVICE

SURVEY TOPIC	Goal (Positive)	Number of Surveys	Other Feedback	Plans Exam Results	+ or - % of Goal	PAC Results	+ or - % of Goal
Timeliness of Service	80.0%	14		66.7%	-13.3%	80.0%	0.0%
Courtesy	80.0%	14		77.8%	-2.2%	90.0%	10.0%
Competency in Handling Issues	80.0%	14		66.7%	-13.3%	90.0%	10.0%
Professionalism	80.0%	14		77.8%	-2.2%	100.0%	20.0%
Treated Fairly/Equitably	80.0%	14		75.0%	-5.0%	100.0%	20.0%
Issue(s) Handled Thoroughly	80.0%	14		71.4%	-8.6%	100.0%	20.0%