



CLARK COUNTY BUILDING DEPARTMENT

Engineering Plans Review Service Goals December 2012



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	4	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	63	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSh)	14	121	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	39	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	14	17	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	6	1	16.7%	83.3%	90%	-6.7%
Minor Residential Additions/Alterations (RSH)	14	47	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	36	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	217	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)	4	20	24	128	156	284.0
Commercial (> \$300,000) (COM)	63	128	191	428	512	940.0
Minor Commercial (< \$300,000) (CMSh)	121	22	143	286	25	311.0
Commercial Over-the-Counter (T.I.'s) (COTC)	39	0	39	9.75	0	9.8
Residential Standard Plans (STPL)	17	20	37	148	40	188.0
Custom Residence (RES)	6	12	18	40	28	68.0
Minor Residential Additions/Alterations (RSH)	47	9	56	106	9	115.0
Residential Over-the-Counter (ROTC)	36	6	42	9	1.5	10.5
Customer (Q-Matic)	284			71.0		71.0
TOTAL	333	217	550	1155	772	1997.3
Total Building Plan Review Staff:	7					
Total Review Credit Hrs:	1997.3	Hours		Total Hours Worked:	864.75	Hours
# Reviews per FTE:	285.3			Efficiency:	231.0%	

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%	3	2	66.7%	33.3%	85.0%	-51.7%
TOTAL		3	2	66.7%	33.3%	85.0%	-51.7%

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