CLARK COUNTY BUILDING DEPARTMENT
Engineering Plans Review Service Goals
July 2012

ACCREDITED

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	0	0	0.0%	100.0%	90%	10.0%
Commercial (> $300,000) (COM)	21	56	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< $300,000) (CMSH)	14	109	3	2.8%	97.2%	90%	7.2%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	35	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	14	16	1	6.3%	93.8%	90%	3.8%
Custom Residence (RES)	14	15	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	48	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	63	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	208	1	0.5%	99.5%	90%	9.5%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	0	14	14	0	104	104.0
Commercial (> $300,000) (COM)	56	84	140	368	333	701.0
Minor Commercial (< $300,000) (CMSH)	109	40	149	262	43	305.0
Commercial Over-the-Counter (T.I.'s) (COTC)	35	5	40	8.75	1.25	10.0
Residential Standard Plans (STPL)	16	38	54	136	76	212.0
Custom Residence (RES)	15	16	31	92	38	130.0
Minor Residential Additions/Alterations (RSH)	48	7	55	116	7	123.0
Residential Over-the-Counter (ROTC)	63	4	67	15.75	1	16.8
Customer (Q-Matic)	266			66.5		66.5
TOTAL	342	208	550	999	603	1668.3
Total Building Plan Review Staff:	**7**					
Total Review Credit Hrs:	**1668.3**	**Hours**		**Total Hours Worked:**		**820.25** Hours
# Reviews per FTE:	**238.3**			**Efficiency:**		**203.4%**

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%	2	0	0.0%	100.0%	85.0%	15.0%
TOTAL		2	0	0.0%	100.0%	85.0%	15.0%

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