



CLARK COUNTY BUILDING DEPARTMENT

Engineering Plans Review Service Goals

June 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	0	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	27	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSh)	14	99	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	92	1	1.1%	98.9%	90%	8.9%
Residential Standard Plans (STPL)	14	11	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	19	2	10.5%	89.5%	90%	-0.5%
Minor Residential Additions/Alterations (RSH)	14	49	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	84	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	195	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)	0	4	4	0	32	32.0
Commercial (> \$300,000) (COM)	27	73	100	184	292	476.0
Minor Commercial (< \$300,000) (CMSh)	99	36	135	220	54	274.0
Commercial Over-the-Counter (T.I.'s) (COTC)	92	3	95	22.833	0.75	23.6
Residential Standard Plans (STPL)	11	46	57	92	92	184.0
Custom Residence (RES)	19	9	28	120	20	140.0
Minor Residential Additions/Alterations (RSH)	49	17	66	114	29	143.0
Residential Over-the-Counter (ROTC)	84	7	91	20.833	1.75	22.6
Customer (Q-Matic)	358			89.5		89.5
TOTAL	381	195	576	774	522	1384.7
Total Building Plan Review Staff:	8					
Total Review Credit Hrs:	1384.7	Hours		Total Hours Worked:	983.50	Hours
# Reviews per FTE:	173.1			Efficiency:	140.8%	

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	0	0.0%	100.0%	85.0%	15.0%
TOTAL		3	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