# CLARK COUNTY BUILDING DEPARTMENT
## Engineering Plans Review Service Goals
## September 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 | 23 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Minor Commercial (< $300,000) (CMSH) | 14 | 94 | 1 | 1.1% | 98.9% | 90% | 8.9% |
| Commercial Over-the-Counter (T.I.'s) (COTC) | 1 | 32 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Residential Standard Plans (STPL) | 14 | 12 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Custom Residence (RES) | 14 | 14 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Minor Residential Additions/Alterations (RSH) | 14 | 30 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Residential Over-the-Counter (ROTC) | 1 | 64 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Plan Revisions | 10 | 174 | 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 | 10 | 10 | 0 | 80 | 80.0 |
| Commercial (> $300,000) (COM) | 23 | 83 | 106 | 160 | 332 | 492.0 |
| Minor Commercial (< $300,000) (CMSH) | 94 | 27 | 121 | 220 | 30 | 250.0 |
| Commercial Over-the-Counter (T.I.'s) (COTC) | 32 | 5 | 37 | 8 | 1.25 | 9.3 |
| Residential Standard Plans (STPL) | 12 | 30 | 42 | 96 | 62 | 158.0 |
| Custom Residence (RES) | 14 | 8 | 22 | 88 | 22 | 110.0 |
| Minor Residential Additions/Alterations (RSH) | 30 | 7 | 37 | 64 | 7 | 71.0 |
| Residential Over-the-Counter (ROTC) | 64 | 4 | 68 | 16 | 1 | 17.0 |
| Customer (Q-Matic) | 297 | | | 74.3 | | 74.3 |
| TOTAL | 269 | 174 | 443 | 652 | 535 | 1261.5 |
| **Total Building Plan Review Staff:** | **7** | | | | | |
| **Total Review Credit Hrs:** | **1261.5** | **Hours** | | **Total Hours Worked:** | | **744.25** Hours |
| **# Reviews per FTE:** | **180.2** | | | **Efficiency:** | | **169.5%** |

### 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 |