CLARK COUNTY BUILDING DEPARTMENT
Engineering Plans Review Service Goals
April, 2013

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	16	0	0.0%	100.0%	90%	10.0%
Commercial (> $300,000) (COM)	21	44	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< $300,000) (CMSH)	14	105	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	43	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	14	15	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	29	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	60	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	75	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	224	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)	16	24	40	512	184	696.0
Commercial (> $300,000) (COM)	44	71	115	312	284	596.0
Minor Commercial (< $300,000) (CMSH)	105	43	148	238	49	287.0
Commercial Over-the-Counter (T.I.'s) (COTC)	43	13	56	10.75	3.25	14.0
Residential Standard Plans (STPL)	15	31	46	124	62	186.0
Custom Residence (RES)	29	20	49	180	42	222.0
Minor Residential Additions/Alterations (RSH)	60	13	73	140	13	153.0
Residential Over-the-Counter (ROTC)	75	9	84	18.416	2.25	20.7
Customer (Q-Matic)	521			130.3		130.3
TOTAL	387	224	611	1535	640	2304.9
Total Building Plan Review Staff:	**7**					
Total Review Credit Hrs:	**2304.9**	**Hours**		**Total Hours Worked:**		**993.00** Hours
# Reviews per FTE:	**329.3**			**Efficiency:**		**232.1%**

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