



CLARK COUNTY BUILDING DEPARTMENT

Engineering Plans Review Service Goals

January 2013



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	1	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	35	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSh)	14	94	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	68	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	14	13	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	4	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	40	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	50	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	267	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)	1	16	17	60	128	188.0
Commercial (> \$300,000) (COM)	35	142	177	240	568	808.0
Minor Commercial (< \$300,000) (CMSh)	94	32	126	216	44	260.0
Commercial Over-the-Counter (T.I.'s) (COTC)	68	7	75	17	1.75	18.8
Residential Standard Plans (STPL)	13	33	46	116	74	190.0
Custom Residence (RES)	4	19	23	28	38	66.0
Minor Residential Additions/Alterations (RSH)	40	10	50	100	13	113.0
Residential Over-the-Counter (ROTC)	50	8	58	12.5	2	14.5
Customer (Q-Matic)	371			92.8		92.8
TOTAL	305	267	572	790	869	1751.0
Total Building Plan Review Staff:	7					
Total Review Credit Hrs:	1751.0 Hours			Total Hours Worked:	985.25	Hours
# Reviews per FTE:	250.1			Efficiency:	177.7%	

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