



CLARK COUNTY BUILDING DEPARTMENT

Engineering Plans Review Service Goals

March 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	6	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	33	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSh)	14	130	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	40	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	14	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	64	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	66	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	235	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)	6	19	25	192	152	344.0
Commercial (> \$300,000) (COM)	33	75	108	224	300	524.0
Minor Commercial (< \$300,000) (CMSh)	130	40	170	296	55	351.0
Commercial Over-the-Counter (T.I.'s) (COTC)	40	6	46	10	1.5	11.5
Residential Standard Plans (STPL)	15	56	71	124	112	236.0
Custom Residence (RES)	14	24	38	88	56	144.0
Minor Residential Additions/Alterations (RSH)	64	10	74	152	10	162.0
Residential Over-the-Counter (ROTC)	66	5	71	16.5	1.25	17.8
Customer (Q-Matic)	407			101.8		101.8
TOTAL	368	235	603	1103	688	1892.0
Total Building Plan Review Staff:	7					
Total Review Credit Hrs:	1892.0 Hours			Total Hours Worked:	900.25	Hours
# Reviews per FTE:	270.3			Efficiency:	210.2%	

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