



CLARK COUNTY DEPARTMENT OF BUILDING & FIRE PREVENTION

Engineering Plan Review Service Goals October 2015



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	79	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSh)	14	152	3	2.0%	98.0%	90%	8.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	21	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	18	1	5.6%	94.4%	90%	4.4%
Custom Residence (RES)	21	24	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	50	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	78	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	282	1	0.4%	99.6%	90%	9.6%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	0	18	18	0	140	140.0
Commercial (> \$300,000) (COM)	79	116	195	504	464	968.0
Minor Commercial (< \$300,000) (CMSh)	152	52	204	360	127	487.0
Commercial Over-the-Counter (T.I.'s) (COTC)	21	6	27	5.25	1.5	6.8
Residential Standard Plans (STPL)	18	49	67	176	98	274.0
Custom Residence (RES)	24	11	35	140	26	166.0
Minor Residential Additions/Alterations (RSH)	50	20	70	120	20	140.0
Residential Over-the-Counter (ROTC)	78	10	88	19.5	2.5	22.0
Customer (Q-Matic)	854			213.5		213.5
TOTAL	422	282	704	1325	879	2417.3
Total Building Plan Review Staff:	10					
Total Review Credit Hrs:	2417.3	Hours		Total Hours Worked:	1506.00	Hours
				Efficiency:	160.5%	

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%	5	1	20.0%	80.0%	85.0%	-5.0%
TOTAL		5	1	20.0%	80.0%	85.0%	-5.0%

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