



# CLARK COUNTY DEPARTMENT OF BUILDING & FIRE PREVENTION

## Engineering Plan Review Service Goals April 2016



### 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	4	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	77	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSh)	14	121	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	37	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	26	3	11.5%	88.5%	90%	-1.5%
Custom Residence (RES)	21	21	2	9.5%	90.5%	90%	0.5%
Minor Residential Additions/Alterations (RSH)	14	73	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	59	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	281	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)	4	12	16	128	96	224.0
Commercial (> \$300,000) (COM)	77	160	237	544	640	1184.0
Minor Commercial (< \$300,000) (CMSh)	121	49	170	314	100	414.0
Commercial Over-the-Counter (T.I.'s) (COTC)	37	10	47	9.25	2.5	11.8
Residential Standard Plans (STPL)	26	17	43	208	34	242.0
Custom Residence (RES)	21	18	39	116	44	160.0
Minor Residential Additions/Alterations (RSH)	73	9	82	188	12	200.0
Residential Over-the-Counter (ROTC)	59	6	65	14.75	1.5	16.3
Customer (Q-Matic)	872			218.0		218.0
<b>TOTAL</b>	<b>418</b>	<b>281</b>	<b>699</b>	<b>1522</b>	<b>930</b>	<b>2670.0</b>
<b>Total Building Plan Review Staff:</b>	<b>10</b>					
<b>Total Review Credit Hrs:</b>	<b>2670.0</b>	<b>Hours</b>		<b>Total Hours Worked:</b>	<b>1310.75</b>	<b>Hours</b>
				<b>Efficiency:</b>	<b>203.7%</b>	

### 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%	0	0	0.0%	100.0%	85.0%	15.0%
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>100.0%</b>	<b>85.0%</b>	<b>15.0%</b>

### 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