



# CLARK COUNTY DEPARTMENT OF BUILDING & FIRE PREVENTION

## Engineering Plan Review Service Goals January 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	2	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	64	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	122	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	28	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	16	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	25	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	35	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	229	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)	2	16	18	64	112	176.0
Commercial (> \$300,000) (COM)	64	104	168	428	416	844.0
Minor Commercial (< \$300,000) (CMSH)	122	28	150	294	73	367.0
Commercial Over-the-Counter (T.I.'s) (COTC)	28	7	35	7	1.75	8.8
Residential Standard Plans (STPL)	16	53	69	136	110	246.0
Custom Residence (RES)	25	8	33	152	18	170.0
Minor Residential Additions/Alterations (RSH)	35	9	44	78	9	87.0
Residential Over-the-Counter (ROTC)	75	4	79	18.75	1	19.8
Customer (Q-Matic)	685			171.3		171.3
<b>TOTAL</b>	<b>367</b>	<b>229</b>	<b>596</b>	<b>1178</b>	<b>741</b>	<b>2089.8</b>
<b>Total Building Plan Review Staff:</b>	<b>10</b>					
<b>Total Review Credit Hrs:</b>	<b>2089.8</b>	<b>Hours</b>		<b>Total Hours Worked:</b>	<b>1398.75</b>	<b>Hours</b>
				<b>Efficiency:</b>	<b>149.4%</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%	3	2	66.7%	33.3%	85.0%	-51.7%
<b>TOTAL</b>		<b>3</b>	<b>2</b>	<b>66.7%</b>	<b>33.3%</b>	<b>85.0%</b>	<b>-51.7%</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