



CLARK COUNTY DEPARTMENT OF BUILDING & FIRE PREVENTION

Engineering Plan Review Service Goals March 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	1	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	53	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	131	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	41	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	14	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	23	2	8.7%	91.3%	90%	1.3%
Minor Residential Additions/Alterations (RSH)	14	72	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	103	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	354	2	0.6%	99.4%	90%	9.4%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	1	13	14	60	104	164.0
Commercial (> \$300,000) (COM)	53	209	262	352	836	1188.0
Minor Commercial (< \$300,000) (CMSH)	131	49	180	332	102.31	434.3
Commercial Over-the-Counter (T.I.'s) (COTC)	41	4	45	10.25	1	11.3
Residential Standard Plans (STPL)	14	39	53	120	82	202.0
Custom Residence (RES)	23	14	37	144	34	178.0
Minor Residential Additions/Alterations (RSH)	72	17	89	180	23	203.0
Residential Over-the-Counter (ROTC)	103	9	112	25.75	2.25	28.0
Customer (Q-Matic)	921			230.3		230.3
TOTAL	438	354	792	1224	1185	2638.8
Total Building Plan Review Staff:	10					
Total Review Credit Hrs:	2638.8	Hours		Total Hours Worked:	1329.50	Hours
				Efficiency:	198.5%	

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%	3	3	100.0%	0.0%	85.0%	-85.0%
TOTAL		3	3	100.0%	0.0%	85.0%	-85.0%

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