



CLARK COUNTY DEPARTMENT OF BUILDING & FIRE PREVENTION

Engineering Plan Review Service Goals May 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	57	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	132	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	38	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	40	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	49	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	71	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	317	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	1	3	64	8	72.0
Commercial (> \$300,000) (COM)	57	195	252	304	780	1084.0
Minor Commercial (< \$300,000) (CMSH)	132	49	181	328	106	434.0
Commercial Over-the-Counter (T.I.'s) (COTC)	38	6	44	9.5	1.333	10.8
Residential Standard Plans (STPL)	14	34	48	112	70	182.0
Custom Residence (RES)	40	13	53	236	26	262.0
Minor Residential Additions/Alterations (RSH)	49	12	61	122	15	137.0
Residential Over-the-Counter (ROTC)	71	7	78	17.75	1.75	19.5
Customer (Q-Matic)	903			225.8		225.8
TOTAL	403	317	720	1193	1008	2427.1
Total Building Plan Review Staff:	10					
Total Review Credit Hrs:	2427.1	Hours		Total Hours Worked:	1335.50	Hours
				Efficiency:	181.7%	

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%
TOTAL		0	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