



Clark County Department of Building & Fire Prevention

FP Plan Review Service Goals

April 2015

TIMELINESS

| | |
|------------------------------|-------|
| Total Plans Checks | 1,175 |
| On Time | 1,111 |
| % On Time | 94.6% |
| Goal Standard | 90.0% |
| Actual vs. Goal (+/-) | +4.6% |

PRODUCTIVITY

| | |
|-------------------------------|-------|
| Fire Plans Check Applications | 1,483 |
| Total Reviews | 1,628 |
| % Failed | 12.0% |

| | | | |
|---|--|--|--|
| Current Month's | | | |
| Dept. Goal Standard = Actual vs. Goal (+/-) | | | |

ACCURACY

| | |
|-----------------------------------|--|
| Number of Fire Plans Check Audits | |
| Passing Audits | |
| % Passing | |
| Goal Standard | |
| Actual vs. Goal (+/-) | |

CUSTOMER SERVICE

| | |
|-------------------------------------|--|
| Number of Customer Service Feedback | |
| Excellent/Good | |
| % Passing | |
| Goal Standard | |
| Actual vs. Goal (+/-) | |