



CLARK COUNTY BUILDING DEPARTMENT

Plan Review Service Goals

JULY 2013



TIMELINESS

TYPE OF PROJECT	Goal (Days)	# Plan Reviews Performed	No Plans Exceeding Time Frame	% Exceeding Time Frame	%Goal Achieved	Target Goal %	+ or - % of Goal
Complex/Phased Commercial (SPP)	42	22	19	86.4%	13.6%	90%	-76.4%
Commercial (COM)	21	132	31	23.5%	76.5%	90%	-13.5%
Minor Commercial (CMSh)	14	413	149	36.1%	63.9%	90%	-26.1%
Commercial Over-the-Counter (COTC)	1	117	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	14	9	6	66.7%	33.3%	90%	-56.7%
Custom Residence (RES)	14	14	10	71.4%	28.6%	90%	-61.4%
Minor Residential (RSH)	14	43	9	20.9%	79.1%	90%	-10.9%
Residential Over-the-Counter (ROTC)	1	24	8	33.3%	66.7%	90%	-23.3%
Plan Revisions	10	200	65	32.5%	67.5%	90%	-22.5%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews Performed		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex/Phased Commercial (SPP)	22	16	38	528.0	96.0	624.0
Commercial (COM)	132	108	240	524.0	108.0	632.0
Minor Commercial (CMSh)	413	52	465	516.3	16.1	532.4
Commercial Over-the-Counter (COTC)	117	4	121	9.7	0.3	10.0
Residential Standard Plans (STPL)	9	8	17	129.0	24.0	153.0
Custom Residence (RES)	14	7	21	56.0	6.0	62.0
Minor Residential (RSH)	43	4	47	37.5	0.8	38.3
Residential Over-the-Counter (ROTC)	24	1	25	2.0	0.1	2.1
TOTAL	774	200	974	1802.5	251	2053.7

Total Building Plan Review Staff: 15
Total Review Credit Hrs: 2053.7 Hours **Total Hours Worked: 2160.50 Hours**
Reviews per FTE: 136.9 **Efficiency: 95.1%**

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
Residential	85			0.0%	100.0%	85.0%	15.0%
Architectural	85			0.0%	100.0%	85.0%	15.0%
Electrical	85			0.0%	100.0%	85.0%	15.0%
Mechanical/Plumbing	85			0.0%	100.0%	85.0%	15.0%
Fire Protection	85			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	Other Feedback	Plans Exam Results	+ or - % of Goal	PAC Results	+ or - % of Goal
Timeliness of Service	80.0%	0			-80.0%		-80.0%
Courtesy	80.0%	0			-80.0%		-80.0%
Competency in Handling Issues	80.0%	0			-80.0%		-80.0%
Professionalism	80.0%	0			-80.0%		-80.0%
Treated Fairly/Equitably	80.0%	0			-80.0%		-80.0%
Issue(s) Handled Thoroughly	80.0%	0			-80.0%		-80.0%