



# CLARK COUNTY BUILDING DEPARTMENT

## Plan Review Service Goals

### August 2014



#### 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	0	0	0.0%	100.0%	90%	10.0%
Commercial (COM)	21	149	38	25.5%	74.5%	90%	-15.5%
Minor Commercial (CMSH)	14	212	55	25.9%	74.1%	90%	-15.9%
Commercial Over-the-Counter (COTC)	1	235	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	19	10	52.6%	47.4%	90%	-42.6%
Custom Residence (RES)	14	5	0	0.0%	100.0%	90%	10.0%
Minor Residential (RSH)	14	85	1	1.2%	98.8%	90%	8.8%
Residential Over-the-Counter (ROTC)	1	130	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	183	36	19.7%	80.3%	90%	-9.7%

#### PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews Performed		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex/Phased Commercial (SPP)	0	10	10	0.0	60.0	60.0
Commercial (COM)	149	99	248	596.0	99.0	695.0
Minor Commercial (CMSH)	212	39	251	265.0	12.1	277.1
Commercial Over-the-Counter (COTC)	235	6	241	19.5	0.5	20.0
Residential Standard Plans (STPL)	19	12	31	289.0	33.0	322.0
Custom Residence (RES)	5	7	12	20.0	7.0	27.0
Minor Residential (RSH)	85	6	91	60.5	1.0	61.5
Residential Over-the-Counter (ROTC)	130	4	134	10.8	0.3	11.1
<b>TOTAL</b>	<b>835</b>	<b>183</b>	<b>1018</b>	<b>1260.8</b>	<b>213</b>	<b>1473.7</b>

**Total Building Plan Review Staff: 15**  
**Total Review Credit Hrs: 1473.7 Hours**      **Total Hours Worked: 1806.75 Hours**  
**# Reviews per FTE: 98.2**      **Efficiency: 81.6%**

#### 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	2	0	0.0%	100.0%	85.0%	15.0%
Electrical	85	4	0	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%
<b>TOTAL</b>		<b>6</b>	<b>0</b>	<b>0.0%</b>	<b>100.0%</b>	<b>85.0%</b>	<b>15.0%</b>

#### 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%	1		0.0%	-80.0%	0.0%	-80.0%
Courtesy	80.0%	1		0.0%	-80.0%	0.0%	-80.0%
Competency in Handling Issues	80.0%	1		0.0%	-80.0%	0.0%	-80.0%
Professionalism	80.0%	1		0.0%	-80.0%	0.0%	-80.0%
Treated Fairly/Equitably	80.0%	1		0.0%	-80.0%	0.0%	-80.0%
Issue(s) Handled Thoroughly	80.0%	1		0.0%	-80.0%	0.0%	-80.0%