



# CLARK COUNTY BUILDING DEPARTMENT

## Plan Review Service Goals December 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	3	1	33.3%	66.7%	90%	-23.3%
Commercial (COM)	21	171	14	8.2%	91.8%	90%	1.8%
Minor Commercial (CMSH)	14	292	39	13.4%	86.6%	90%	-3.4%
Commercial Over-the-Counter (COTC)	1	255	2	0.8%	99.2%	90%	9.2%
Residential Standard Plans (STPL)	21	18	3	16.7%	83.3%	90%	-6.7%
Custom Residence (RES)	14	17	2	11.8%	88.2%	90%	-1.8%
Minor Residential (RSH)	14	418	10	2.4%	97.6%	90%	7.6%
Residential Over-the-Counter (ROTC)	1	123	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	344	72	20.9%	79.1%	90%	-10.9%

### PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews Performed		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex/Phased Commercial (SPP)	3	13	16	72.0	78.0	150.0
Commercial (COM)	171	170	341	684.0	170.0	854.0
Minor Commercial (CMSH)	292	72	364	365.0	22.3	387.3
Commercial Over-the-Counter (COTC)	255	19	274	21.2	1.6	22.7
Residential Standard Plans (STPL)	18	21	39	258.0	63.0	321.0
Custom Residence (RES)	17	10	27	59.0	9.0	68.0
Minor Residential (RSH)	418	29	447	313.0	1.8	314.8
Residential Over-the-Counter (ROTC)	123	10	133	10.2	0.8	11.0
<b>TOTAL</b>	<b>1297</b>	<b>344</b>	<b>1641</b>	<b>1782.4</b>	<b>346</b>	<b>2128.9</b>

**Total Building Plan Review Staff: 15**  
**Total Review Credit Hrs: 2128.9 Hours**      **Total Hours Worked: 1548.25 Hours**  
**# Reviews per FTE: 141.9**      **Efficiency: 137.5%**

### 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
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%
<b>TOTAL</b>		<b>0</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%	3		100.0%	20.0%	100.0%	20.0%
Courtesy	80.0%	3		100.0%	20.0%	100.0%	20.0%
Competency in Handling Issues	80.0%	3		100.0%	20.0%	100.0%	20.0%
Professionalism	80.0%	3		100.0%	20.0%	100.0%	20.0%
Treated Fairly/Equitably	80.0%	3		100.0%	20.0%	100.0%	20.0%
Issue(s) Handled Thoroughly	80.0%	3		100.0%	20.0%	100.0%	20.0%