



CLARK COUNTY BUILDING DEPARTMENT

Plan Review Service Goals

June 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	2	0	0.0%	100.0%	90%	10.0%
Commercial (COM)	21	183	46	25.1%	74.9%	90%	-15.1%
Minor Commercial (CMSH)	14	256	109	42.6%	57.4%	90%	-32.6%
Commercial Over-the-Counter (COTC)	1	189	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	15	6	40.0%	60.0%	90%	-30.0%
Custom Residence (RES)	14	22	0	0.0%	100.0%	90%	10.0%
Minor Residential (RSH)	14	75	3	4.0%	96.0%	90%	6.0%
Residential Over-the-Counter (ROTC)	1	132	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	237	96	40.5%	59.5%	90%	-30.5%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews Performed		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex/Phased Commercial (SPP)	2	26	28	48.0	156.0	204.0
Commercial (COM)	183	140	323	732.0	140.0	872.0
Minor Commercial (CMSH)	256	45	301	320.0	14.0	334.0
Commercial Over-the-Counter (COTC)	189	8	197	15.7	0.7	16.4
Residential Standard Plans (STPL)	15	9	24	240.0	27.0	267.0
Custom Residence (RES)	22	3	25	85.0	3.0	88.0
Minor Residential (RSH)	75	5	80	56.0	0.3	56.3
Residential Over-the-Counter (ROTC)	132	1	133	11.0	0.1	11.0
TOTAL	874	237	1111	1507.6	341	1848.6

Total Building Plan Review Staff: 15
Total Review Credit Hrs: 1848.6 Hours **Total Hours Worked: 1780.00 Hours**
Reviews per FTE: 123.2 **Efficiency: 103.9%**

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%	3		0.0%	-80.0%	50.0%	-30.0%
Courtesy	80.0%	3		0.0%	-80.0%	100.0%	20.0%
Competency in Handling Issues	80.0%	3		100.0%	20.0%	100.0%	20.0%
Professionalism	80.0%	3		0.0%	-80.0%	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%