



CLARK COUNTY BUILDING DEPARTMENT

Plan Review Service Goals

May 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	4	0	0.0%	100.0%	90%	10.0%
Commercial (COM)	21	216	35	16.2%	83.8%	90%	-6.2%
Minor Commercial (CMSH)	14	326	81	24.8%	75.2%	90%	-14.8%
Commercial Over-the-Counter (COTC)	1	206	1	0.5%	99.5%	90%	9.5%
Residential Standard Plans (STPL)	21	13	12	92.3%	7.7%	90%	-82.3%
Custom Residence (RES)	14	7	1	14.3%	85.7%	90%	-4.3%
Minor Residential (RSH)	14	69	4	5.8%	94.2%	90%	4.2%
Residential Over-the-Counter (ROTC)	1	126	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	235	73	31.1%	68.9%	90%	-21.1%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews Performed		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex/Phased Commercial (SPP)	4	17	21	96.0	102.0	198.0
Commercial (COM)	216	136	352	864.0	136.0	1000.0
Minor Commercial (CMSH)	326	44	370	407.5	13.6	421.1
Commercial Over-the-Counter (COTC)	206	12	218	17.1	1.0	18.1
Residential Standard Plans (STPL)	13	11	24	208.0	33.0	241.0
Custom Residence (RES)	7	4	11	28.0	4.0	32.0
Minor Residential (RSH)	69	7	76	56.5	1.3	57.8
Residential Over-the-Counter (ROTC)	126	4	130	10.5	0.3	10.8
TOTAL	967	235	1202	1687.6	291	1978.8

Total Building Plan Review Staff: 15
Total Review Credit Hrs: 1978.8 Hours **Total Hours Worked: 1454.25 Hours**
Reviews per FTE: 131.9 **Efficiency: 136.1%**

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%	9		0.0%	-80.0%	83.3%	3.3%
Courtesy	80.0%	9		66.7%	-13.3%	100.0%	20.0%
Competency in Handling Issues	80.0%	9		33.3%	-46.7%	100.0%	20.0%
Professionalism	80.0%	9		66.7%	-13.3%	100.0%	20.0%
Treated Fairly/Equitably	80.0%	9		66.7%	-13.3%	100.0%	20.0%
Issue(s) Handled Thoroughly	80.0%	9		33.3%	-46.7%	100.0%	20.0%