



Clark County Department of Building & Fire Prevention

Plan Review Service Goals

June 2015

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	172	3	1.7%	98.3%	90%	8.3%
Minor Commercial (CMSH)	14	302	11	3.6%	96.4%	90%	6.4%
Commercial Over-the-Counter (COTC)	1	188	1	0.5%	99.5%	90%	9.5%
Residential Standard Plans (STPL)	21	4	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	14	0	0.0%	100.0%	90%	10.0%
Minor Residential (RSH)	14	531	3	0.6%	99.4%	90%	9.4%
Residential Over-the-Counter (ROTC)	1	150	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	375	31	8.3%	91.7%	90%	1.7%

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	7	7	0.0	42.0	42.0
Commercial (COM)	172	226	398	688.0	226.0	914.0
Minor Commercial (CMSH)	302	71	373	377.5	22.0	399.5
Commercial Over-the-Counter (COTC)	188	23	211	15.6	1.9	17.5
Residential Standard Plans (STPL)	4	11	15	64.0	33.0	97.0
Custom Residence (RES)	14	7	21	56.0	6.0	62.0
Minor Residential (RSH)	531	26	557	405.0	1.5	406.5
Residential Over-the-Counter (ROTC)	150	4	154	12.5	0.3	12.8
TOTAL	1361	375	1736	1618.6	333	1951.3

Total Building Plan Review Staff: 15
Total Review Credit Hrs: 1951.3 Hours **Total Hours Worked: 2475.00 Hours**
Reviews per FTE: 130.1 **Efficiency: 78.8%**

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%	14		66.7%	-13.3%	80.0%	0.0%
Courtesy	80.0%	14		77.8%	-2.2%	90.0%	10.0%
Competency in Handling Issues	80.0%	14		66.7%	-13.3%	90.0%	10.0%
Professionalism	80.0%	14		77.8%	-2.2%	100.0%	20.0%
Treated Fairly/Equitably	80.0%	14		75.0%	-5.0%	100.0%	20.0%
Issue(s) Handled Thoroughly	80.0%	14		71.4%	-8.6%	100.0%	20.0%