



**DEPARTMENT OF BUILDING & FIRE
PREVENTION BUREAU
Engineering Plan Review Service Goals
October 2013**



TIMELINESS

TYPE OF PROJECT	Queue Time Goal (Cal. Days)	# Plan Reviews Performed	No Plans Exceeding Time Frame	% Exceeding Time Frame	%Goal Achieved	Target Goal %	+ or - % of Goal
Complex Commercial (SPP)	42	0	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	46	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	129	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	37	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	14	40	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	27	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	55	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	62	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	286	0	0.0%	100.0%	90%	10.0%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	0	74	74	0	592	592.0
Commercial (> \$300,000) (COM)	46	71	117	320	284	604.0
Minor Commercial (< \$300,000) (CMSH)	129	36	165	314	45	359.0
Commercial Over-the-Counter (T.I.'s) (COTC)	37	5	42	9.25	1.083	10.3
Residential Standard Plans (STPL)	40	53	93	336	116	452.0
Custom Residence (RES)	27	24	51	160	54	214.0
Minor Residential Additions/Alterations (RSH)	55	10	65	113	10	123.0
Residential Over-the-Counter (ROTC)	62	13	75	15.333	3.25	18.6
Customer (Q-Matic)	700			175.0		175.0
TOTAL	396	286	682	1268	1105	2547.9
Total Building Plan Review Staff:	8					
Total Review Credit Hrs:	2547.9	Hours		Total Hours Worked:	1163.25	Hours
# Reviews per FTE:	318.5			Efficiency:	219.0%	

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
Structural/Grading	85%	3	0	0.0%	100.0%	85.0%	15.0%
TOTAL		3	0	0.0%	100.0%	85.0%	15.0%

CUSTOMER SERVICE

SURVEY TOPIC	Goal (Positive)	Number of Surveys	Results	+ or - % of Goal
Timeliness of Service	80%	n/a	n/a	n/a
Courteous/Helpful Staff	80%	n/a	n/a	n/a
Staff Competency in Handling Issues	80%	n/a	n/a	n/a
Staff Professionalism	80%	n/a	n/a	n/a
Customers Treated Fairly/Equitably	80%	n/a	n/a	n/a
Customer Issues Handled Thoroughly	80%	n/a	n/a	n/a
Customer's Overall Rating	80%	n/a	n/a	n/a