



**DEPARTMENT OF BUILDING & FIRE
PREVENTION BUREAU
Engineering Plan Review Service Goals
August 2014**



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	2	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	48	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	94	2	2.1%	97.9%	90%	7.9%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	33	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	44	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	7	2	28.6%	71.4%	90%	-18.6%
Minor Residential Additions/Alterations (RSH)	14	103	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	67	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	225	2	0.9%	99.1%	90%	9.1%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	2	13	15	64	96	160.0
Commercial (> \$300,000) (COM)	48	103	151	324	412	736.0
Minor Commercial (< \$300,000) (CMSH)	94	33	127	242	75	317.0
Commercial Over-the-Counter (T.I.'s) (COTC)	33	2	35	8.25	0.5	8.8
Residential Standard Plans (STPL)	44	53	97	368	106	474.0
Custom Residence (RES)	7	11	18	36	22	58.0
Minor Residential Additions/Alterations (RSH)	103	7	110	226	7	233.0
Residential Over-the-Counter (ROTC)	67	3	70	16.916	0.75	17.7
Customer (Q-Matic)	762			190.5		190.5
TOTAL	398	225	623	1285	719	2194.9
Total Building Plan Review Staff:	8					
Total Review Credit Hrs:	2194.9	Hours		Total Hours Worked:	1047.50	Hours
				Efficiency:	209.5%	

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
Structural/Grading	85%	0	0	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	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