



**DEPARTMENT OF BUILDING & FIRE  
PREVENTION BUREAU  
Engineering Plan Review Service Goals  
February 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	0	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	32	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	137	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	50	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	14	21	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	14	16	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	49	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	54	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	239	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	32	32	0	256	256.0
Commercial (> \$300,000) (COM)	32	74	106	216	296	512.0
Minor Commercial (< \$300,000) (CMSH)	137	70	207	316	102.31	418.3
Commercial Over-the-Counter (T.I.'s) (COTC)	50	7	57	12.5	1.583	14.1
Residential Standard Plans (STPL)	21	27	48	180	56	236.0
Custom Residence (RES)	16	17	33	96	35	131.0
Minor Residential Additions/Alterations (RSH)	49	10	59	116	10	126.0
Residential Over-the-Counter (ROTC)	54	2	56	13.5	0.5	14.0
Customer (Q-Matic)	678			169.5		169.5
<b>TOTAL</b>	<b>359</b>	<b>239</b>	<b>598</b>	<b>950</b>	<b>757</b>	<b>1876.9</b>
<b>Total Building Plan Review Staff:</b>	<b>8</b>					
<b>Total Review Credit Hrs:</b>	<b>1876.9</b>	<b>Hours</b>		<b>Total Hours Worked:</b>	<b>1006.50</b>	<b>Hours</b>
<b># Reviews per FTE:</b>	<b>234.6</b>			<b>Efficiency:</b>	<b>186.5%</b>	

**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%	2	0	0.0%	100.0%	85.0%	15.0%
<b>TOTAL</b>		<b>2</b>	<b>0</b>	<b>0.0%</b>	<b>100.0%</b>	<b>85.0%</b>	<b>15.0%</b>

**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