



**DEPARTMENT OF BUILDING & FIRE  
PREVENTION BUREAU  
Engineering Plan Review Service Goals  
July 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	3	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	86	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	139	1	0.7%	99.3%	90%	9.3%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	37	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	34	1	2.9%	97.1%	90%	7.1%
Custom Residence (RES)	21	47	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	86	1	1.2%	98.8%	90%	8.8%
Residential Over-the-Counter (ROTC)	1	65	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	230	8	3.5%	96.5%	90%	6.5%

**PRODUCTIVITY**

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	3	15	18	124	116	240.0
Commercial (> \$300,000) (COM)	86	90	176	572	357	929.0
Minor Commercial (< \$300,000) (CMSH)	139	47	186	340	85.31	425.3
Commercial Over-the-Counter (T.I.'s) (COTC)	37	7	44	8.749	1.75	10.5
Residential Standard Plans (STPL)	34	40	74	312	82	394.0
Custom Residence (RES)	47	11	58	288	22	310.0
Minor Residential Additions/Alterations (RSH)	86	10	96	192	10	202.0
Residential Over-the-Counter (ROTC)	65	10	75	15.916	2.5	18.4
Customer (Q-Matic)	731			182.8		182.8
<b>TOTAL</b>	<b>497</b>	<b>230</b>	<b>727</b>	<b>1853</b>	<b>677</b>	<b>2712.0</b>
<b>Total Building Plan Review Staff:</b>	<b>8</b>					
<b>Total Review Credit Hrs:</b>	<b>2712.0</b>	<b>Hours</b>		<b>Total Hours Worked:</b>	<b>1234.00</b>	<b>Hours</b>
				<b>Efficiency:</b>	<b>219.8%</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%	3	0	0.0%	100.0%	85.0%	15.0%
<b>TOTAL</b>		<b>3</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