



**DEPARTMENT OF BUILDING & FIRE  
PREVENTION BUREAU  
Engineering Plan Review Service Goals  
June 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	1	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	59	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	181	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	44	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	30	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	28	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	60	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	84	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	201	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)	1	19	20	4	152	156.0
Commercial (> \$300,000) (COM)	59	64	123	416	257	673.0
Minor Commercial (< \$300,000) (CMSH)	181	44	225	438.25	83	521.3
Commercial Over-the-Counter (T.I.'s) (COTC)	44	8	52	11	2	13.0
Residential Standard Plans (STPL)	30	46	76	280	94	374.0
Custom Residence (RES)	28	7	35	180	14	194.0
Minor Residential Additions/Alterations (RSH)	60	7	67	128	7	135.0
Residential Over-the-Counter (ROTC)	84	6	90	20.833	1.5	22.3
Customer (Q-Matic)	775			193.8		193.8
<b>TOTAL</b>	<b>487</b>	<b>201</b>	<b>688</b>	<b>1478</b>	<b>611</b>	<b>2282.3</b>
<b>Total Building Plan Review Staff:</b>	<b>8</b>					
<b>Total Review Credit Hrs:</b>	<b>2282.3</b>	<b>Hours</b>		<b>Total Hours Worked:</b>	<b>1115.75</b>	<b>Hours</b>
				<b>Efficiency:</b>	<b>204.6%</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