



**DEPARTMENT OF BUILDING & FIRE  
PREVENTION BUREAU  
Engineering Plan Review Service Goals  
May 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	4	0	0.0%	100.0%	90%	10.0%
Commercial (> \$300,000) (COM)	21	74	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	148	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	38	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	21	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	29	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	79	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	74	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	213	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)	4	23	27	184	184	368.0
Commercial (> \$300,000) (COM)	74	74	148	440	293	733.0
Minor Commercial (< \$300,000) (CMSH)	148	40	188	389.25	64	453.3
Commercial Over-the-Counter (T.I.'s) (COTC)	38	3	41	9.5	0.583	10.1
Residential Standard Plans (STPL)	21	41	62	172	85	257.0
Custom Residence (RES)	29	10	39	168	20	188.0
Minor Residential Additions/Alterations (RSH)	79	13	92	190	19	209.0
Residential Over-the-Counter (ROTC)	74	9	83	18.333	2.25	20.6
Customer (Q-Matic)	754			188.5		188.5
<b>TOTAL</b>	<b>467</b>	<b>213</b>	<b>680</b>	<b>1571</b>	<b>668</b>	<b>2427.4</b>
<b>Total Building Plan Review Staff:</b>	<b>8</b>					
<b>Total Review Credit Hrs:</b>	<b>2427.4</b>	<b>Hours</b>		<b>Total Hours Worked:</b>	<b>1192.75</b>	<b>Hours</b>
				<b>Efficiency:</b>	<b>203.5%</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%	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