



**DEPARTMENT OF BUILDING & FIRE
PREVENTION BUREAU
Engineering Plan Review Service Goals
April 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	67	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	47	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	24	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	20	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	87	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	61	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	217	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	12	12	0	92	92.0
Commercial (> \$300,000) (COM)	67	86	153	464	344	808.0
Minor Commercial (< \$300,000) (CMSH)	148	37	185	368	82	450.0
Commercial Over-the-Counter (T.I.'s) (COTC)	47	6	53	11.583	1.5	13.1
Residential Standard Plans (STPL)	24	47	71	200	96	296.0
Custom Residence (RES)	20	8	28	120	16	136.0
Minor Residential Additions/Alterations (RSH)	87	10	97	206	22	228.0
Residential Over-the-Counter (ROTC)	61	11	72	15.083	2.75	17.8
Customer (Q-Matic)	808			202.0		202.0
TOTAL	454	217	671	1385	656	2242.9
Total Building Plan Review Staff:	8					
Total Review Credit Hrs:	2242.9	Hours		Total Hours Worked:	1043.25	Hours
# Reviews per FTE:	280.4			Efficiency:	215.0%	

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%
TOTAL		2	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