



**DEPARTMENT OF BUILDING & FIRE
PREVENTION BUREAU
Engineering Plan Review Service Goals
February 2015**



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	41	0	0.0%	100.0%	90%	10.0%
Minor Commercial (< \$300,000) (CMSH)	14	130	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	26	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	25	1	4.0%	96.0%	90%	6.0%
Custom Residence (RES)	21	16	3	18.8%	81.3%	90%	-8.8%
Minor Residential Additions/Alterations (RSH)	14	64	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	66	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	242	1	0.4%	99.6%	90%	9.6%

PRODUCTIVITY

TYPE OF PROJECT	# Plan Reviews		Total	Plan Review Hours Req.		Total Review Hrs Required
	New	Revision		New	Revision	
Complex Commercial (SPP)	0	13	13	0	100	100.0
Commercial (> \$300,000) (COM)	41	118	159	288	472	760.0
Minor Commercial (< \$300,000) (CMSH)	130	48	178	356	90	446.0
Commercial Over-the-Counter (T.I.'s) (COTC)	26	3	29	6.5	0.75	7.3
Residential Standard Plans (STPL)	25	29	54	228	58	286.0
Custom Residence (RES)	16	17	33	92	38	130.0
Minor Residential Additions/Alterations (RSH)	64	13	77	158	19	177.0
Residential Over-the-Counter (ROTC)	66	1	67	16.333	0.25	16.6
Customer (Q-Matic)	750			187.5		187.5
TOTAL	368	242	610	1145	778	2110.3
Total Building Plan Review Staff:	8					
Total Review Credit Hrs:	2110.3	Hours		Total Hours Worked:	1084.75	Hours
				Efficiency:	194.5%	

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%	0	0	0.0%	100.0%	85.0%	15.0%
TOTAL		0	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