



**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	87	1	1.1%	98.9%	90%	8.9%
Minor Commercial (< \$300,000) (CMSH)	14	176	0	0.0%	100.0%	90%	10.0%
Commercial Over-the-Counter (T.I.'s) (COTC)	1	45	0	0.0%	100.0%	90%	10.0%
Residential Standard Plans (STPL)	21	27	0	0.0%	100.0%	90%	10.0%
Custom Residence (RES)	21	22	0	0.0%	100.0%	90%	10.0%
Minor Residential Additions/Alterations (RSH)	14	195	0	0.0%	100.0%	90%	10.0%
Residential Over-the-Counter (ROTC)	1	108	0	0.0%	100.0%	90%	10.0%
Plan Revisions	10	251	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	13	14	60	104	164.0
Commercial (> \$300,000) (COM)	87	95	182	560	380	940.0
Minor Commercial (< \$300,000) (CMSH)	176	58	234	417.25	124	541.3
Commercial Over-the-Counter (T.I.'s) (COTC)	45	6	51	11.25	1.5	12.8
Residential Standard Plans (STPL)	27	44	71	212	92	304.0
Custom Residence (RES)	22	20	42	128	48	176.0
Minor Residential Additions/Alterations (RSH)	195	9	204	418	9	427.0
Residential Over-the-Counter (ROTC)	108	6	114	25.163	1.5	26.7
Customer (Q-Matic)	0			0.0		0.0
TOTAL	661	251	912	1832	760	2591.7
Total Building Plan Review Staff:	8					
Total Review Credit Hrs:	2591.7	Hours		Total Hours Worked:	912.50	Hours
				Efficiency:	284.0%	

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%	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