

# Engineering & Architectural Services

## Mission Statement

Engineering Excellence, Architectural Vision, Superior Customer Services, EAS makes it all happen.

## Key Services

EAS implements and manages the Capital Improvement Program (CIP). Our services include contracts administration, project management, environmental assessments and compliance, federal labor compliance enforcement, GIS mapping, M/W/D/SBE program coordination, records management, and utility permit coordination.

### Annual M/W/SBE Participation Goal

**Target: 8.4%**

**YTD Percent: 3%**

**Goal:**

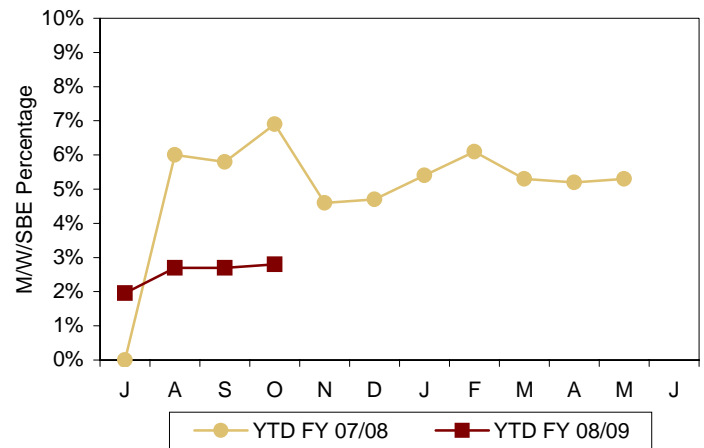
To ensure participation of M/W/SBE firms in CIP projects

**Target:**

8.4% of CIP Construction dollars go to M/W/SBE Firms

**Significance:**

The cumulative monthly tracking of the goal is significant because it monitors the participation of M/W/SBE firms on city CIP projects. EAS needs to ensure these firms are provided the opportunity to participate in the CIP program.



### CIP Payment Turnaround Time

**Target: 7 days**

**YTD Average: 4.1**

**Goal:**

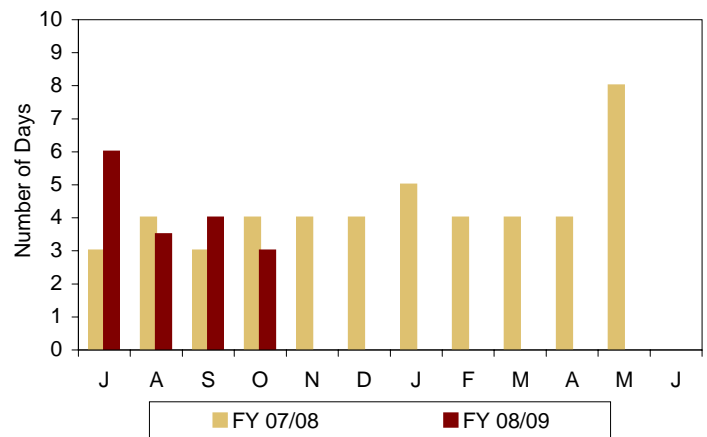
To ensure timely processing payments for CIP projects

**Target:**

Process CIP payments within 7 days of receipt

**Significance:**

EAS contract requirements stipulate the time frame processing of CIP payments. This does not include the Finance Dept. processing time. This measures the processing time upon receipt of EAS Fiscal.



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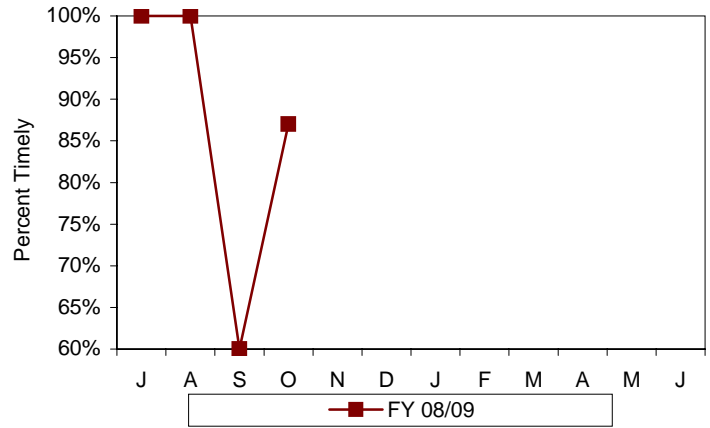
## Customer Service Turnaround Times

<b>Target: 90%</b>	<b>YTD Percent: 87%</b>
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**Goal:**  
To ensure timely processing of procurement actions from advertisement to Council award

**Target:**  
Process 90% of the contract procurement actions within 150 calendar days

**Significance:**  
Tracking these customer services will ensure the EAS contract section is meeting our client department needs. Tracking of this measure starts from procurement advertisement to Council award.



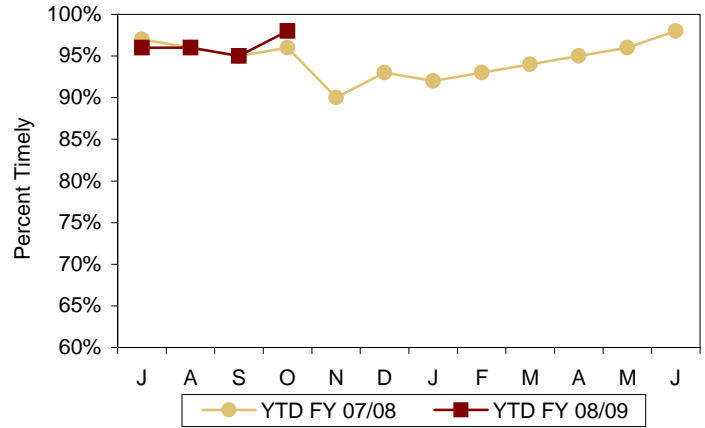
## Plan Review Turnaround Times

<b>Target: 90%</b>	<b>YTD Percent: 96%</b>
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**Goal:**  
To ensure timely utility plan reviews

**Target:**  
Complete 90% of utility plan reviews within 10 working days

**Significance:**  
Tracking this data will help assess workload distribution and staffing needs, as well as ensuring the needs of our external partners (utilities companies) are met. This measure ensures timely turnaround times in the Utility Section.



## Percentage of Work Completed

<b>Target: 90%</b>	<b>YTD Percent: 2%</b>
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**Goal:**  
Tracking this cumulative monthly data will help assess whether our workload exceeds our capacity to complete it

**Target:**  
Map 90% of subdivision lots that are received monthly by the section

**Significance:**  
Tracking this cumulative monthly data will help assess whether our workload exceeds our capacity to complete it. Production in this area will be significantly impacted for a few months this fiscal year while we complete the Land Base Data Migration Project.

