

Zoning	N/A	16,386	1,509	1,160	1,316	1,080	1,264	1,388							7,717
Construction (Engineering Team)	N/A	656	50	47	57	40	33	64							291
Health	N/A	1,412	173	178	195	157	183	115							1,001
Arborist	N/A	1,058	67	64	60	63	79	84							417
# of Water/Wastewater Service Applications Received															
New Residential	N/A	2,056	241	136	163	23	201	201							965
New Commercial	N/A	324	25	27	30	163	24	43							312
Average # of Business Days to Process Water/Wastewater Service															
New Residential	5 Days	4	5	5	5	5	5	5							5
New Commercial	5 Days	4	5	5	5	5	5	5							5
Certificate of Occupancy															
COs Issued	N/A	2,555	426	337	385	457	431	440							2,476
COs Submitted	N/A	6,070	547	468	480	449	534	639							3,117
Average # of Business Days to review	15 Days	6	10	10	10	7	8	10							9
Board of Adjustment															
# of Cases Reviewed	N/A	206	13	16	17	23	19	22							110
# of Cases Accepted	N/A	156	15	14	10	15	13	14							81
# of Cases Presented at BDA	N/A	157	12	12	5	13	14	16							72
Average # of Business Days for BDA Hearing	75 Days	54	53	58	47	51	41	43							49
GIS Team Numbers															
Notification Cases Processed	N/A	654	46	57	72	49	43	47							314
Plats Filed and Processed	N/A	132	8	26	12	7	9	4							66
Customer Service Feedback Survey															
# of Surveys Received	N/A	229	37	9	29	46	99	79							299
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	208	35	9	28	45	98	75							290
% Satisfied	75%	87%	91%	100%	96%	97%	99%	1%							81%
Sign Plan Review															
# of Minor Plan Submittals	N/A	3,373	388	242	202	181	219	243							1,475
# of Minor Plan Reviewed	N/A	4,066	334	229	202	181	386	268							1,600
Average # of Business Days for Initial Review	15 Days	2	8	5	9	3	3	2							5
Arborist															
# of Landscape Submittals	N/A	650	106	65	102	86	84	137							580

# of Landscape Plans Reviewed	N/A	650	106	65	102	86	84	137							580
# of Irrigation Submittals	N/A	1,658	106	124	126	99	132	116							703
# of Irrigation Plans Reviewed	N/A	1,538	106	124	70	99	132	116							647
Average # of Business Days for Initial Review	15 Days	4	5	3	2	3	3	3							3
Health															
# of Submittals (Including out of the loop)	N/A	408	26	20	34	17	26	34							157
Number of Plans Reviewed	N/A	651	57	44	74	33	55	68							331
Average # of Business Days for Initial Review	15 Days	6	2	2	1	0.5	0	1							1
Zoning Verification Letter															
# of Submittals	N/A	930	102	60	126	62	72	72							494
Number of letters Issued	N/A	868	100	60	133	62	75	71							501
Average # of Business Days to Review	15 Days	3	4	3	1	1	1	3							2
Letter of Determinations															
# of Submittals	N/A	139	9	6	13	16	18	20							82
Number of letters Issued	N/A	119	8	17	8	12	17	14							76
Average # of Business Days to Review	15 Days	3	16	24	13	17	11	18							16

** Note: Development Services utilizes multiple permitting software platforms and publishes the most accurate information when sharing its performance goals.*

*** Note: Numbers reported were not tracked for the whole fiscal year.*

Together we are planning and building a better Dallas for all!