

Dallas Planning & Development Department Performance Goals FY2025-2026			2025			2026									
Metrics	Goal	FY25-26	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
Commercial New	N/A	171	15	14	26	12	10	19	23	17	20	17			173
Commercial Additions	N/A	191	204	133	159	154	172	226	221	171	175	209			1,824
Commerical Remodels	N/A	2,820													
Express Plan Review (Q-Team)	N/A	980	65	53	72	71	75	72	77	86	116	87			774
Average # of Business Days for Initial Review															
New Commercial	15 Days	7	14	14	9	12	9	6	4	6	6	4			8
Commercial Alteration/Addition	15 Days	N/A	5	5	6	7	5	6	4	6	5	4			5
Express Plan Review (Q-Team)	10 Days	3	3	3	3	3	3	3	3	3	3	3			3
Average # of Business Days Commercial Re-Submitted Reviews															
New Commercial	7 Days	5	13	6	11	10	5	6	5	4	6	8			7
Commercial Alteration/Addition	7 Days	N/A	5	7	6	7	5	5	4	4	3	3			5
Express Plan Review (Q-Team)	5 Days	2	5	5	5	5	5	5	5	5	5	5			5
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	2,296	98	88	86	169	114	153	156	143	106	118			1,231
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,045	186	143	161	122	218	205	173	250	224	163			1,845
Residential Additions	N/A	1,061	74	60	57	62	67	76	74	89	75	55			689
Residential Remodels	N/A	2,619	56	54	72	68	84	111	88	109	103	96			841
Rapid Single-Family VIP (RSVP)	N/A	496	64	48	53	44	55	68	60	49	67	47			555
Average # of Business Days for Initial Review															
Residential New Homes/Additions	10 Days	6	2	2	2	2	1	2	1	1	4	5			2
Average # of Business Days Residential Re-Submitted Reviews															
Residential New Homes	5 Days	4	2	2	2	1	1	2	1	1	1	1			1
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,297	316	113	93	106	116	174	178	159	180	184			1,619
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	1,625	285	254	279	248	251	319	300	220	310	249			2,715
# of Plans Reviewed	N/A	474	74	67	67	51	62	76	81	59	58	72			667
Average # of Business Days for Initial Review	10 Days	4	4	3	4	3	4	3	3	4	2	3			3
ProjectDox - No Action by Applicant for 45+ Business Days															
# of Commercial Projects ((Includes all type of commercial (new, alt-add, pool, roof, demo, etc))	N/A	11	N/A	N/A	85	105	87	75	85	98	103	85			11

# of Residential Projects (Includes all type of residential (new, alt-add, pool, roof, demo, etc))	N/A	29	N/A	N/A	183	208	359	204	251	145	193	310			29
Fire Protection Reviews - Fire Alarm															
# of Submittals - Fire Alarm	N/A	2,662	215	132	202	160	169	222	183	195	167	252			1,897
# of Plans Reviewed - In House	N/A	2,271	210	166	238	173	153	155	168	193	184	196			1,836
Average # of Business Days for Initial Review	15 Days	8	11	12	9	5	5	7	15	11	11	11			10
Fire Protection Reviews - Fire Sprinkler															
# of Submittals - Fire Sprinkler	N/A	1,241	146	83	101	110	119	134	112	115	128	118			1,166
# of Plans Reviewed - In House	N/A	1,051	130	77	131	146	121	114	103	87	94	153			1,156
Average # of Business Days for Initial Review	15 Days	14	23	25	25	26	17	14	17	22	22	21			21
# of Plans Reviewed by 3rd Party	N/A	80	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			N/A
Average # of Business Days for Initial Review by 3rd party	15 Days	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			N/A
Fire Protection Reviews - Flammable Liquids															
# of Submittals - Flammable Liquids	N/A	214	113	68	104	117	51	23	75	50	58	74			733
# of Plans Reviewed - In House	N/A	205	103	66	93	98	67	23	85	45	62	67			709
Average # of Business Days for Initial Review	15 Days	7	3	4	4	6	6	16	11	12	15	5			8
Water/Waste Water Engineering Team															
# of Submittals	N/A	997	87	76	81	55	79	98	95	96	72	89			828
# of Plans Reviewed	N/A	906	77	66	87	48	64	95	96	89	71	92			785
Average # of Business Days for Initial Review	15 Days	5	6	6	8	6	8	4	5	4	4	5			6
Paving/Drainage Engineering Team															
# of Submittals	N/A	1,239	105	71	102	73	114	110	110	103	103	113			1,004
# of Plans Reviewed	N/A	1,247	107	101	117	79	101	116	115	107	104	111			1,058
Average # of Business Days for Initial Review	15 Days	10	12	12	10	7	8	9	9	8	7	8			9
Traffic Engineering Team Transportation Department															
# of Submittals	N/A	854	83	56	80	46	67	67	68	70	61	64			662
Number of Plans Reviewed	N/A	842	85	61	74	54	55	72	66	70	55	53			645
Average # of Business Days for Initial Review	15 Days	6	9	8	7	7	5	6	5	5	4	9			7
Surveying Plan Review Team															
# of Submittals	N/A	863	78	54	84	62	53	72	63	60	81	61			668
Number of Plans Reviewed	N/A	883	84	52	91	63	66	91	75	61	89	71			743
Average # of Business Days for Initial Review	15 Days	6	3	2	3	3	3	4	3	2	3	4			3
Subdivision															
# Plats Received	N/A	266	20	11	27	23	24	26	16	25	17	14			203
# Plats Reviewed	N/A	266	20	11	27	23	24	26	16	25	17	14			203

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Certificate of Occupancy															
COs Issued	N/A	2,555	426	337	385	457	431	440	564	412	496	497			4,445
COs Submitted	N/A	6,070	547	468	480	449	534	639	603	568	613	562			5,463
Average # of Business Days to review	15 Days	6	10	10	10	7	8	10	10	9	9	7			9
Board of Adjustment															
# of Cases Reviewed	N/A	206	13	16	17	23	19	22	16	14	23	17			180
# of Cases Accepted	N/A	156	15	14	10	15	13	14	8	10	12	11			122
# of Cases Presented at BDA	N/A	157	12	12	5	13	14	16	10	16	10	12			120
Average # of Business Days for BDA Hearing	75 Days	54	53	58	47	51	41	43	42	45	44	47			47
GIS Team Numbers															
Notification Cases Processed	N/A	654	46	57	72	49	43	47	58	44	35	57			508
Plats Filed and Processed	N/A	132	8	26	12	7	9	4	20	43	57	39			225
Customer Service Feedback Survey															
# of Surveys Received	N/A	229	37	9	29	46	99	79	31	18	26	9			383
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	208	35	9	28	45	98	75	28	16	22	8			364
% Satisfied	75%	87%	91%	100%	96%	97%	99%	95%	91%	88%	84%	88%			93%
Sign Plan Review															
# of Minor Plan Submittals	N/A	3,373	388	242	202	181	219	243	285	279	248	254			2,541
# of Minor Plan Reviewed	N/A	4,066	334	229	202	181	386	268	317	329	468	500			3,214
Average # of Business Days for Initial Review	15 Days	2	8	5	9	3	3	2	2	1	1	3			3
Arborist															
# of Landscape Submittals	N/A	650	106	65	102	86	84	137	125	114	97	117			1,033
# of Landscape Plans Reviewed	N/A	650	106	65	102	86	84	137	125	114	97	117			1,033
# of Irrigation Submittals	N/A	1,658	106	124	126	99	132	116	179	162	124	133			1,301
# of Irrigation Plans Reviewed	N/A	1,538	106	124	70	99	132	116	179	162	124	133			1,245
Average # of Business Days for Initial Review	15 Days	4	5	3	2	3	3	3	3	3	3	2			3
Health															
# of Submittals (Including out of the loop)	N/A	408	26	20	34	17	26	34	39	27	34	15			272
Number of Plans Reviewed	N/A	651	57	44	74	33	55	68	77	65	73	33			579
Average # of Business Days for Initial Review	15 Days	6	2	2	1	0.5	0	1	2	2	2	1			1
Zoning Verification Letter															
# of Submittals	N/A	930	102	60	126	62	72	72	59	72	76	76			777
Number of letters Issued	N/A	868	100	60	133	62	75	71	58	70	76	76			781
Average # of Business Days to Review	15 Days	3	4	3	1	1	1	3	1	1	1	1			2
Letter of Determinations															

# of Submittals	N/A	139	9	6	13	16	18	20	22	23	14	12			153
Number of letters Issued	N/A	119	8	17	8	12	17	14	13	25	6	9			129
Average # of Business Days to Review	15 Days	3	16	24	13	17	11	18	14	18	8	16			15

** 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!