

Dallas Development Services Department Performance Goals FY2022-2023			2022			2023									
Metrics	Goal	FY21-22	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
Commercial New	N/A	171	11	10	6	8	11	12	5	10					73
Commercial Additions	N/A	156	19	17	28	16	33	26	28	11					178
Commerical Remodels	N/A	4,179	281	247	404	281	295	339	275	293					2,415
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	36	39					230
Express Plan Review Minor Commercial (Q-Team 2)	N/A	N/A	N/A	N/A	N/A	N/A	14	8	14	15					51
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	15	10					11
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	6	3					4
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	N/A	N/A	N/A	N/A	N/A	1	1	1	1					1
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	13	11	10	12	12	11	8	16	11					11
Express Plan Review (Q-Team)	5 Days	6	1	1	1	1	1	1	1	1					1
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	N/A	N/A	N/A	N/A	N/A	1	1	1	1					1
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	3,661	87	72	72	104	92	106	95	164					792
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,533	174	121	115	116	105	194	133	128					1,086
Residential Additions	N/A	1,270	105	94	86	74	88	143	139	98					827
Residential Remodels	N/A	2,912	244	188	166	176	260	415	312	219					1,980
Average # of Days for Initial Review															
Residential New Homes/Additions	15 Days	17	23	18	9	4	11	3	2	4					9
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	7 Days	12	7	9	8	4	6	2	3	4					5
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	3,227	234	228	242	181	109	153	90	80					1,317
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	N/A	87	81	63	77	69	84	58	52					571
# of Plans Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75	18	10					103
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	1	1	3					2

Third Party Residential Plan Review															
Residential New Homes/Additions/Remodels	N/A	2,749	589	319	434	269	237	360	195	160					2,563
Average # of Days all Initial Reviews	15 Days	21	11	5	10	4	4	7	2	2					6
Average # of Days all Re-Submitted Reviews	7 Days	14	6	14	10	10	7	5	4	4					8
Average # of Days for Prescreen Completeness Review															
New Commercial/Additions/Remodels	5 Days	24	1	1	1	1	1	1	1	2					1
Express Plan Review (Q-Team)	5 Days	18	1	1	1	1	1	1	2	2					1
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	N/A	N/A	N/A	N/A	N/A	N/A	1	1	1					1
Residential New Homes/Remodels/Additions	5 Days	17	6	4	1	2	1	1	1	1					2
ProjectDox - No Action by Applicant for 45+ Days															
# of Commercial Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	219	234	250					703
# of Residentail Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,232	1,329	1,390					3,951
Fire Protection Reviews - Fire Alarm															
# of Submittals - Fire Alarm	N/A	N/A	N/A	N/A	N/A	124	132	187	164	189					796
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	18	16	59	51	100					244
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	14	15	20					16
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	79	94	105	116					395
Average # of Days for Initial Review by 3rd party	15 Days	N/A	N/A	N/A	N/A	N/A	24	24	23	18					22
Fire Protection Reviews - Fire Sprinkler															
# of Submittals - Fire Sprinkler	N/A	N/A	N/A	N/A	N/A	61	69	82	80	91					383
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	6	13	15	19	32					85
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	18	12	11					14
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	13	42	41	73					170
Average # of Days for Initial Review by 3rd party	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	36	36	32					35
Fire Protection Reviews - Flammable Liquids															
# of Submittals - Flammable Liquids	N/A	N/A	N/A	N/A	N/A	N/A	11	12	7	9					39
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	N/A	9	9	7	15					40
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	49	21	9	13					23
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					0
Average # of Days for Initial Review by 3rd party	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					N/A
Water/Waste Water Engineering Team															
# of Submittals	N/A	955	81	108	91	117	132	134	97	107					867

# of Plans Reviewed	N/A	884	57	90	105	107	106	127	90	88					770
Average # of Days for Initial Review	15 Days	16	16	15	23	12	11	11	7	10					13
Paving/Drainage Engineering Team															
# of Submittals	N/A	1,187	103	100	87	101	122	121	116	123					873
# of Plans Reviewed	N/A	1,108	101	90	97	100	109	100	117	103					817
Average # of Days for Initial Review	15 Days	32	46	49	47	53	51	33	28	36					43
# of Prescreen Reviews by 3rd Party	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	26					26
Average # of Days for Prescreen Review by 3rd Party	1 Day	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1					1
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	17					17
Average # of Days for Review by 3rd Party	5 Days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5					5
Traffic Engineering Team															
# of Submittals	N/A	158**	62	54	45	34	55	86	59	56					451
Number of Plats Reviewed	N/A	134**	89	45	61	55	51	43	49	57					450
Average # of Days for Initial Review	15 Days	24**	26	32	26	32	15	21	31	45					28
Surveying Plan Review Team															
# of Submittals	N/A	953	82	74	60	67	85	80	73	71					592
Number of Plats Reviewed	N/A	1,093	89	79	78	77	87	93	101	89					693
Average # of Days for Initial Review	15 Days	11	12	8	11	15	6	12	16	14					12
Subdivision															
# Plats Received	N/A	351	26	19	10	14	35	16	24	23					167
# Plats Reviewed	N/A	351	26	19	10	14	35	16	24	23					167
# of Final Plats Recorded	N/A	127	11	11	10	7	6	12	16	11					84
% Plats Reviewed within 30 Days by State Law	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%
Customer Advocate Group															
# of Walk in Customers	N/A	13,549	2,803	2,590	2,459	2,771	2,527	3,166	2,720	1,409					20,445
# of Permit Trade Permit Transactions	N/A	1,795	224	171	182	201	157	160	158	145					1,398
# of Commercial Consultations	N/A	2,634	329	315	289	265	225	291	247	355					2,316
# of Residential Consultations	N/A	7,152	412	390	390	372	313	491	388	289					3,045
Average Wait Time for Over the Counter Permits	<=25 Minutes	27	26	26	25	27	51	40	21	11					28
Call Center															
# of Calls Handled	N/A	67,244	6,202	5,836	5,384	5,625	3,614	4,965	5,203	7,062					43,891
% of Abandonment Rate	10%	29%	13%	16%	7%	20%	48%	37%	22%	14%					22%
% of Inspections Performed on Time															

Building	98%	89%	92%	89%	94%	90%	96%	99%	99%	98%					95%
Electrical	98%	93%	88%	86%	90%	88%	98%	99%	97%	99%					93%
Mechanical/Plumbing	98%	92%	90%	88%	92%	86%	98%	98%	99%	99%					94%
Sign	98%	75%	95%	87%	99%	94%	97%	100%	100%	100%					96%
Zoning	98%	87%	92%	87%	95%	90%	98%	99%	99%	99%					95%
Construction (Engineering Team)	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%
# of Inspections Performed															
Building	N/A	56,465	4,879	4,800	4,851	4,908	4,594	5,606	5,236	5,317					40,191
Electrical	N/A	55,768	4,867	5,071	5,280	5,086	4,703	5,810	5,260	5,288					41,365
Mechanical/Plumbing	N/A	87,940	7,848	7,158	7,635	7,841	6,820	9,021	7,826	8,024					62,173
Sign	N/A	3,632	818	756	766	842	885	962	835	1,031					6,895
Zoning	N/A	8,920	863	883	863	915	835	1,112	965	1,004					7,440
Construction (Engineering Team)	N/A	826	109	102	101	149	149	97	125	125					957
# of Water/Wastewater Service Applications Received															
New Residential	N/A	N/A	250	145	180	150	175	190	123	111					1,324
New Commercial	N/A	N/A	65	50	65	36	45	80	57	50					448
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	N/A	5	4	5	5	5	7	5	5					5
New Commercial	5 Days	N/A	5	4	5	5	5	7	5	5					5
Certificate of Occupancy															
COs Issued	N/A	3,688	318	257	181	186	175	262	219	107					1,705
Board of Adjustment															
# of Cases Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	17	24	43	29					113
# of Cases Accepted	N/A	N/A	N/A	N/A	N/A	N/A	9	7	13	14					43
# of Cases Presented at BDA	N/A	N/A	N/A	N/A	N/A	N/A	8	7	4	12					31
Average # of Days for BDA Hearing	75 Days	N/A	N/A	N/A	N/A	N/A	77	68	64	74					71
GIS Team Numbers															
Notification Cases Processed	N/A	82	66	40	66	66	36	36	39	40					389
Plats Filed and Processed	N/A	25	11	10	11	11	6	6	10	17					82
Customer Service Feedback Survey															
# of Surveys Received	N/A	N/A	41	61	46	44	26	33	20	24					295
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	N/A	36	52	38	38	25	33	19	23					264
% Satisfied	75%	N/A	88%	91%	84%	86%	96%	100%	95%	96%					92%

** 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.*

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