

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	6	7			86
Commercial Additions	N/A	156	19	17	28	16	33	26	28	11	49	18			245
Commerical Remodels	N/A	4,179	281	247	404	281	295	339	275	293	241	245			2,901
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	36	39	28	21			279
Express Plan Review Minor Commercial (Q-Team 2)	N/A	N/A	N/A	N/A	N/A	N/A	14	8	14	15	29	26			106
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	15	10	7	6			10
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	6	3	4	4			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	1			1
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	13	11	10	12	12	11	8	16	11	11	6			11
Express Plan Review (Q-Team)	5 Days	6	1	1	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	1			1
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	3,661	87	72	72	104	92	106	95	164	186	135			1,113
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,533	174	121	115	116	105	194	133	128	158	204			1,448
Residential Additions	N/A	1,270	105	94	86	74	88	143	139	98	113	117			1,057
Residential Remodels	N/A	2,912	244	188	166	176	260	415	312	219	429	335			2,744
Average # of Days for Initial Review															
Residential New Homes/Additions	15 Days	17	23	18	9	4	11	3	2	4	6	4			8
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	7 Days	12	7	9	8	4	6	2	3	4	6	5			5
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	3,227	234	228	242	181	109	153	90	80	118	117			1,552
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	N/A	87	81	63	77	69	84	58	52	60	60			691
# of Plans Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75	18	10	89	37			229
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	1	1	3	6	2			3

Average # of Days for Prescreen Completeness Review																
New Commercial/Additions/Remodels	5 Days	24	1	1	1	1	1	1	1	1	2	2	2			1
Express Plan Review (Q-Team)	5 Days	18	1	1	1	1	1	1	1	2	2	2	1			1
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	1	1	1	1			1
Residential New Homes/Remodels/Additions	5 Days	17	6	4	1	2	1	1	1	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	N/A	219	234	250	281	295			295
# of Residential Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,232	1,329	1,390	1,448	1,470			1,470
Fire Protection Reviews - Fire Alarm																
# of Submittals - Fire Alarm	N/A	N/A	N/A	N/A	N/A	124	132	187	164	192	168	131				1,098
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	20	17	68	55	103	106	138				507
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	14	15	20	14	9				14
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	79	94	105	120	123	47				569
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	15	19				21
Fire Protection Reviews - Fire Sprinkler																
# of Submittals - Fire Sprinkler	N/A	N/A	N/A	N/A	N/A	61	69	83	81	88	98	67				547
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	6	14	15	20	37	52	55				199
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	18	12	11	11	9				12
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	13	44	42	76	54	25				255
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	40	36				36
Fire Protection Reviews - Flammable Liquids																
# of Submittals - Flammable Liquids	N/A	N/A	N/A	N/A	N/A	7	7	12	12	13	14	8				73
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	1	10	12	7	16	10	15				71
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	2	49	21	9	13	11	15				17
Water/Waste Water Engineering Team																
# of Submittals	N/A	955	81	108	91	117	132	134	97	107	108	84				1,059
# of Plans Reviewed	N/A	884	57	90	105	107	106	127	90	88	105	70				945
Average # of Days for Initial Review	15 Days	16	16	15	23	12	11	11	7	10	8	10				12
# of Prescreen Reviews by 3rd Party	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	61	72				133
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	N/A	1	1				1
Paving/Drainage Engineering Team																
# of Submittals	N/A	1,187	103	100	87	101	122	121	116	123	134	117				1,124

# of Plans Reviewed	N/A	1,108	101	90	97	100	109	100	117	103	156	136			1,109
Average # of Days for Initial Review	15 Days	32	46	49	47	53	51	33	28	36	27	18			39
# 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	95	39			160
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	2			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	25	21			63
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	5			5
Traffic Engineering Team															
# of Submittals	N/A	158**	62	54	45	34	55	86	59	56	75	60			586
Number of Plats Reviewed	N/A	134**	89	45	61	55	51	43	49	57	52	53			555
Average # of Days for Initial Review	15 Days	24**	26	32	26	32	15	21	31	45	49	38			31
Surveying Plan Review Team															
# of Submittals	N/A	953	82	74	60	67	85	80	73	71	99	62			753
Number of Plats Reviewed	N/A	1,093	89	79	78	77	87	93	101	89	116	89			898
Average # of Days for Initial Review	15 Days	11	12	8	11	15	6	12	16	14	14	12			12
Subdivision															
# Plats Received	N/A	351	26	19	10	14	35	16	24	23	41	14			222
# Plats Reviewed	N/A	351	26	19	10	14	35	16	24	23	41	14			222
# of Final Plats Recorded	N/A	127	11	11	10	7	6	12	16	11	16	9			109
% Plats Reviewed within 30 Days by State Law	100%	100%	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	1,309	2,848			24,602
# of Permit Trade Permit Transactions	N/A	1,795	224	171	182	201	157	160	158	145	146	193			1,737
# of Commercial Consultations	N/A	2,634	329	315	289	265	225	291	247	355	296	301			2,913
# of Residential Consultations	N/A	7,152	412	390	390	372	313	491	388	289	445	470			3,960
Average Wait Time for Over the Counter Permits	<=25 Minutes	27	26	26	25	27	51	40	21	11	36	13			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	6,708	5,424			56,023
% of Abandonment Rate	10%	29%	13%	16%	7%	20%	48%	37%	22%	14%	23%	28%			23%
% of Inspections Performed on Time															
Building	98%	89%	92%	89%	94%	90%	96%	99%	99%	98%	99%	99%			95%
Electrical	98%	93%	88%	86%	90%	88%	98%	99%	97%	99%	98%	99%			94%
Mechanical/Plumbing	98%	92%	90%	88%	92%	86%	98%	98%	99%	99%	99%	100%			95%
Sign	98%	75%	95%	87%	99%	94%	97%	100%	100%	100%	100%	100%			97%

Zoning	98%	87%	92%	87%	95%	90%	98%	99%	99%	99%	97%	99%			96%
Construction (Engineering Team)	98%	100%	100%	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	5,439	5,388			51,018
Electrical	N/A	55,768	4,867	5,071	5,280	5,086	4,703	5,810	5,260	5,288	5,127	4,962			51,454
Mechanical/Plumbing	N/A	87,940	7,848	7,158	7,635	7,841	6,820	9,021	7,826	8,024	8,261	7,700			78,134
Sign	N/A	3,632	818	756	766	842	885	962	835	1,031	914	887			8,696
Zoning	N/A	8,920	863	883	863	915	835	1,112	965	1,004	968	1,011			9,419
Construction (Engineering Team)	N/A	826	109	102	101	149	149	97	125	125	124	49			1,130
# of Water/Wastewater Service Applications Received															
New Residential	N/A	N/A	250	145	180	150	175	190	123	111	200	95			1,619
New Commercial	N/A	N/A	65	50	65	36	45	80	57	50	84	40			572
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	N/A	5	4	5	5	5	7	5	5	5	5			5
New Commercial	5 Days	N/A	5	4	5	5	5	7	5	5	5	5			5
Certificate of Occupancy															
COs Issued	N/A	3,688	318	257	181	186	175	262	219	107	168	237			2,110
COs Submitted	N/A	N/A	457	383	472	449	466	521	424	280	483	525			4,460
Average # of days to review	15 Days	N/A	13	10	9	13	11	10	11	15	8	22			12
Board of Adjustment															
# of Cases Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	17	24	43	29	57	13			183
# of Cases Accepted	N/A	N/A	N/A	N/A	N/A	N/A	9	7	13	14	11	42			96
# of Cases Presented at BDA	N/A	N/A	N/A	N/A	N/A	N/A	8	7	4	12	10	12			53
Average # of Days for BDA Hearing	75 Days	N/A	N/A	N/A	N/A	N/A	77	68	64	74	75	73			72
GIS Team Numbers															
Notification Cases Processed	N/A	82	66	40	66	66	36	36	39	40	20	58			467
Plats Filed and Processed	N/A	25	11	10	11	11	6	6	10	17	8	8			98
Customer Service Feedback Survey															
# of Surveys Received	N/A	N/A	41	61	46	44	26	33	20	24	53	39			387
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	N/A	36	52	38	38	25	33	19	23	50	36			350
% Satisfied	75%	N/A	88%	91%	84%	86%	96%	100%	95%	96%	94%	92%			92%
Sign Plan Review Team															
# of Minor Plan Submittals	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	242	192	255			689

# of Minor Plan Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	333	484	277			1,094
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	1	1			1

** 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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