

Dallas Development Services Department Performance Goals FY2021-2022			2021			2022									
Metrics	Goal	FY20-21	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
New Commercial/Additions	N/A	N/A	10	15	20	10	15	31	20	25	13	4			163
Commerical Remodels	N/A	N/A	176	191	133	131	142	167	148	151	120	103			1,462
Express Plan Review (Q-Team)	N/A	N/A	22	25	18	35	20	31	25	21	12	10			219
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	15 Days	11	14	13	14	14	14	13	15	15	11			13
Express Plan Review (Q-Team)	15 Days	15 Days	7	9	5	7	11	10	9	9	7	7			8
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	7 Days	12	11	15	16	15	13	14	15	15	13			14
Express Plan Review (Q-Team)	15 Days	15 Days	7	10	7	8	6	7	8	8	7	1			7
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	N/A	259	284	276	288	321	432	401	346	328	206			3,141
# of Third Party Commercial Plan Review															
New Commercial/Remodels	0	0	0	0	0	0	0	0	0	0	0	0			0
Average # of Days all Initial Reviews	0	0	0	0	0	0	0	0	0	0	0	0			0
Average # of Days all Re-Submitted Reviews	0	0	0	0	0	0	0	0	0	0	0	0			0
# of Residential Plan Review Submittals															
Residential New Homes	N/A	N/A	202	101	186	204	371	235	148	189	216	198			2,050
Residential Additions	N/A	N/A	86	63	77	74	158	149	59	85	109	118			978
Residential Remodels	N/A	N/A	537	413	487	389	433	641	565	535	588	516			5,104
Average # of Days for Initial Review															
Residential New Homes/Additions	N/A	15 Days	24	22	22	17	11	13	22	27	23	9			19
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	N/A	5 Days	15	15	13	16	9	13	13	15	18	5			13
# of Residential Plan Review Submittals															
All Residential Projects	N/A	N/A	825	577	750	667	962	1,025	772	809	913	832			8,132
Third Party Residential Plan Review															
Residential New Homes/Additions/Remodels	N/A	N/A	228	172	261	174	154	371	233	247	172	270			2,282
Average # of Days all Initial Reviews	N/A	N/A	27	21	23	16	12	16	27	34	32	21			23
Average # of Days all Re-Submitted Reviews	N/A	N/A	16	16	14	19	10	14	12	16	20	17			15
Average # of Days for Prescreen Completeness Review															
New Commercial/Additions/Remodels	5 Days	5 Days	53	52	50	42	35	23	11	7	3	3			28
Express Plan Review (Q-Team)	5 Days	5 Days	45	48	21	27	17	23	10	5	1	5			20
Residential New Homes/Remodels/Additions	5 Days	5 Days	35	36	29	25	20	15	13	11	3	10			20

Water/Waste Water Engineering Team															
# of Submittals	N/A	924	59	58	68	73	50	75	70	92	76	128			749
# of Plans Reviewed	N/A	916	82	56	65	64	64	89	78	83	55	82			718
Average # of Days for Initial Review	15 Days	15 Days	19	12	13	13	17	17	10	13	17	16			15
Paving/Drainage Engineering Team															
# of Submittals	N/A	953	76	84	90	90	74	125	110	87	101	121			958
# of Plans Reviewed	N/A	919	93	74	90	69	99	98	91	100	79	96			889
Average # of Days for Initial Review	15 Days	24 Days	24	25	23	28	31	24	27	33	35	42			29
Surveying Plan Review Team															
# of Submittals	N/A	946	86	65	80	43	82	102	77	80	76	89			780
Number of Plans Reviewed	N/A	1070	95	69	94	66	78	121	96	83	76	96			874
Average # of Days for Initial Review	15 Days	14 Days	11	10	11	14	12	9	14	9	11	9			11
Customer Advocate Group															
# of Walk in Customers	N/A	N/A	600	658	562	545	653	856	2,381	2,369	2,346	2,193			13,163
# of Permit Trade Permit Transactions	N/A	N/A	68	82	76	61	70	150	134	145	154	158			1,098
# of Commercial Consultations	N/A	N/A	161	153	125	142	133	169	213	211	317	248			1,872
# of Residential Consultations	N/A	N/A	71	65	37	107	86	98	98	221	208	212			1,203
Average Wait Time for Over the Counter Permits	<=25 Minutes	<=25 Minutes	21	18	12	18	19	24	51	40	35	41			28
Call Center															
# of Calls Handled	N/A	N/A	6,288	6,021	5,904	4,554	3,784	4,685	5,252	5,378	5,592	5,452			52,910
% of Abandonment Rate	N/A	10%	17%	19%	18%	46%	48%	48%	35%	28%	36%	21%			32%
% of Inspections Performed on Time															
Building	98%	98%	89%	88%	87%	86%	85%	90%	90%	98%	90%	89.1%			89%
Electrical	98%	98%	94%	93%	93%	91%	90%	94%	94%	99%	94%	92.4%			94%
Mechanical/Plumbing	98%	98%	89%	91%	88%	88%	89%	93%	93%	99%	93%	92.2%			92%
Sign	98%	98%	94%	88%	85%	86%	78%	85%	43%	85%	37%	89.5%			77%
Zoning	98%	98%	88%	86%	90%	85%	85%	87%	87%	89%	88%	88.3%			88%
Construction (Engineering Team)	98%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%			100%
# of Inspections Performed															
Building	N/A	N/A	4,561	4,539	4,546	4,128	3,481	5,241	5,301	4,747	5,120	4,653			46,317
Electrical	N/A	N/A	4,519	4,022	4,009	3,857	3,639	5,206	5,156	4,911	5,141	4,681			45,141
Mechanical/Plumbing	N/A	N/A	7,382	6,749	6,750	6,796	5,509	8,360	8,023	7,047	7,872	7,394			71,882
Sign	N/A	N/A	326	246	255	284	279	238	352	237	511	210			2,938
Zoning	N/A	N/A	682	636	742	621	592	881	881	800	692	733			7,260
Construction (Engineering Team)	N/A	N/A	72	60	66	57	78	81	68	82	43	48			655