

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							58
Commercial Additions	N/A	156	19	17	28	16	33	26							139
Commerical Remodels	N/A	4,179	281	247	404	281	295	339							1,847
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51							155
Express Plan Review Minor Commercial (Q-Team 2)	N/A	N/A	N/A	N/A	N/A	N/A	10	8							18
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9							10
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5							4
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	N/A	N/A	N/A	N/A	N/A	1	1							1
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	13	11	10	12	12	11	8							11
Express Plan Review (Q-Team)	5 Days	6	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
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	3,661	87	72	72	104	92	106							533
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,533	174	121	115	116	105	194							825
Residential Additions	N/A	1,270	105	94	86	74	88	143							590
Residential Remodels	N/A	2,912	244	188	166	176	260	415							1,449
Average # of Days for Initial Review															
Residential New Homes/Additions	15 Days	17	23	18	9	4	11	3							11
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	7 Days	12	7	9	8	4	6	2							6
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	3,227	234	228	242	181	109	153							1,147
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	N/A	87	81	63	77	69	84							461
# of Plans Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75							75
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	1							1

# of Cases Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	9	7							16
# of Cases Presented before the Board	N/A	N/A	N/A	N/A	N/A	N/A	8	7							15
Average # of Days for Board Hearing	75 Days	N/A	N/A	N/A	N/A	N/A	77	68							73
GIS Team Numbers															
Notification Cases Processed	N/A	82	66	40	66	66	36	36							310
Plats Filed and Processed	N/A	25	11	10	11	11	6	6							55
Customer Service Feedback Survey															
# of Surveys Received	N/A	N/A	41	61	46	44	26	33							251
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	N/A	36	52	38	38	25	33							222
% Satisfied	75%	N/A	88%	91%	84%	86%	96%	100%							91%

** 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 Building a Safe and United Dallas!