Dallas Development Services Department Perf		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

Third Party Residential Plan Review														
Residential New Homes/Additions/Remodels	N/A	2,749	589	319	434	269	237	360						2,208
Average # of Days all Initial Reviews	15 Days	21	11	5	10	4	4	7						7
Average # of Days all Re-Submitted Reviews	7 Days	14	6	14	10	10	7	5						9
Average # of Days for Prescreen Completeness Review												_		
New Commercial/Additions/Remodels	5 Days	24	1	1	1	1	1	1						1
Express Plan Review (Q-Team)	5 Days	18	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	N/A	1						1
Residential New Homes/Remodels/Additions	5 Days	17	6	4	1	2	1	1						3
ProjectDox - No Action by Applicant for 45+ Days							Ī		Ī	Ī	<u> </u>	<u> </u>	Ţ	
# of Commercial Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	219						219
# of Residentail Projects	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,232						1,232
Water/Waste Water Engineering Team				_							_		_	
# of Submittals	N/A	955	81	108	91	117	132	134						663
# of Plans Reviewed	N/A	884	57	90	105	107	106	127						592
Average # of Days for Initial Review	15 Days	16	16	15	23	12	11	11						15
Paving/Drainage Engineering Team														
# of Submittals	N/A	1,187	103	100	87	101	122	121						634
# of Plans Reviewed	N/A	1,108	101	90	97	100	109	100						597
Average # of Days for Initial Review	15 Days	32	46	49	47	53	51	33						47
Traffic Engineering Team														
# of Submittals	N/A	158**	62	54	45	34	55	86						336
Number of Plats Reviewed	N/A	134**	89	45	61	55	51	43						344
Average # of Days for Initial Review	15 Days	24**	26	32	26	32	15	21						25
Surveying Plan Review Team														
# of Submittals	N/A	953	82	74	60	67	85	80						448
Number of Plats Reviewed	N/A	1,093	89	79	78	77	87	93						503
Average # of Days for Initial Review	15 Days	11	12	8	11	15	6	12						11
Subdivision														
# Plats Received	N/A	351	26	19	10	14	35	16						120
# Plats Reviewed	N/A	351	26	19	10	14	35	16						120
# of Final Plats Recorded	N/A	127	11	11	10	7	6	12						57
% Plats Reviewed within 30 Days by State Law	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				16,316
# of Permit Trade Permit Transactions	N/A	1,795	224	171	182	201	157	160				1,095
# of Commercial Consultations	N/A	2,634	329	315	289	265	225	291				1,714
# of Residential Consultations	N/A	7,152	412	390	390	372	313	491				2,368
Average Wait Time for Over the Counter Permits	<=25 Minutes	27	26	26	25	27	51	40				33
Call Center												
# of Calls Handled	N/A	67,244	6,202	5,836	5,384	5,625	3,614	4,965				31,626
% of Abandonment Rate	10%	29%	13%	16%	7%	20%	48%	37%				23%
% of Inspections Performed on Time												
Building	98%	89%	92%	89%	94%	90%	96%	99%				93%
Electrical	98%	93%	88%	86%	90%	88%	98%	99%				91%
Mechanical/Plumbing	98%	92%	90%	88%	92%	86%	98%	98%				92%
Sign	98%	75%	95%	87%	99%	94%	97%	100%				95%
Zoning	98%	87%	92%	87%	95%	90%	98%	99%				93%
Construction (Engineering Team)	98%	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				29,638
Electrical	N/A	55,768	4,867	5,071	5,280	5,086	4,703	5,810				30,817
Mechanical/Plumbing	N/A	87,940	7,848	7,158	7,635	7,841	6,820	9,021				46,323
Sign	N/A	3,632	818	756	766	842	885	996				5,063
Zoning	N/A	8,920	863	883	863	915	835	1,112				5,471
Construction (Engineering Team)	N/A	826	109	102	101	149	149	97				707
# of Water/Wastewater Service Applications Received												
New Residential	N/A	N/A	250	145	180	150	175	190				1,090
New Commercial	N/A	N/A	65	50	65	36	45	80				341
Average # of Days to Process Water/Wastewater Service												
New Residential	5 Days	N/A	5	4	5	5	5	7				5
New Commercial	5 Days	N/A	5	4	5	5	5	7				5
Certificate of Occupancy												
COs Issued	N/A	3,688	318	257	181	186	175	262				1,379
Board of Adjustment												
# of Cases Received	N/A	N/A	N/A	N/A	N/A	N/A	17	24				41

# 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.

Together We Are Building a Safe and United Dallas!

^{**} Note: Numbers reported were not tracked for the whole fiscal year.