

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	5		91
Commercial Additions	N/A	156	19	17	28	16	33	26	28	11	49	18	34		279
Commerical Remodels	N/A	4,179	281	247	404	281	295	339	275	293	241	245	283		3,184
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	36	39	28	21	32		311
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	37		143
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	15	10	7	6	10		10
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	6	3	4	4	2		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		1
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	13	11	10	12	12	11	8	16	11	11	6	8		11
Express Plan Review (Q-Team)	5 Days	6	1	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	3		1
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	3,661	87	72	72	104	92	106	95	164	186	135	165		1,278
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,533	174	121	115	116	105	194	133	128	158	204	145		1,593
Residential Additions	N/A	1,270	105	94	86	74	88	143	139	98	113	117	134		1,191
Residential Remodels	N/A	2,912	244	188	166	176	260	415	312	219	429	335	409		3,153
Average # of Days for Initial Review															
Residential New Homes/Additions	15 Days	17	23	18	9	4	11	3	2	4	6	4	2		8
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	7 Days	12	7	9	8	4	6	2	3	4	6	5	4		5
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	3,227	234	228	242	181	109	153	90	80	118	117	115		1,667
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	N/A	87	81	63	77	69	84	58	52	60	60	50		741
# of Plans Reviewed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75	18	10	89	37	77		306
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		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	2		1
Express Plan Review (Q-Team)	5 Days	18	1	1	1	1	1	1	1	2	2	2	1	2		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		1
Residential New Homes/Remodels/Additions	5 Days	17	6	4	1	2	1	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	290		290
# 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	1,612		1,612
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	144		1,242	
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	20	17	68	55	103	106	138	158		665	
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	5		13	
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	79	94	105	120	123	47	9		578	
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	15		20	
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	56		603	
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	6	14	15	20	37	52	55	60		259	
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	11		12	
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	13	44	42	76	54	25	39		294	
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	30		35	
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	6		79	
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	1	10	12	7	16	10	15	6		77	
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	2	49	21	9	13	11	15	3		15	
Water/Waste Water Engineering Team																
# of Submittals	N/A	955	81	108	91	117	132	134	97	107	108	84	99		1,158	
# of Plans Reviewed	N/A	884	57	90	105	107	106	127	90	88	105	70	89		1034	
Average # of Days for Initial Review	15 Days	16	16	15	23	12	11	11	7	10	8	10	8		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	63		196	
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		1	
Paving/Drainage Engineering Team																
# of Submittals	N/A	1,187	103	100	87	101	122	121	116	123	134	117	159		1,283	

# of Plans Reviewed	N/A	1,108	101	90	97	100	109	100	117	103	156	136	141		1,250
Average # of Days for Initial Review	15 Days	32	46	49	47	53	51	33	28	36	27	18	19		37
# 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	26	95	39	57	217
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	2	2	2
# 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	17	25	21	4	67
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	N/A	5	5	5	5	5
Traffic Engineering Team															
# of Submittals	N/A	158**	62	54	45	34	55	86	59	56	75	60	69		655
Number of Plats Reviewed	N/A	134**	89	45	61	55	51	43	49	57	52	53	82		637
Average # of Days for Initial Review	15 Days	24**	26	32	26	32	15	21	31	45	49	38	43		33
Surveying Plan Review Team															
# of Submittals	N/A	953	82	74	60	67	85	80	73	71	99	62	87		840
Number of Plats Reviewed	N/A	1,093	89	79	78	77	87	93	101	89	116	89	111		1,009
Average # of Days for Initial Review	15 Days	11	12	8	11	15	6	12	16	14	14	12	12		12
Subdivision															
# Plats Received	N/A	351	26	19	10	14	35	16	24	23	41	14	28		250
# Plats Reviewed	N/A	351	26	19	10	14	35	16	24	23	41	14	28		250
# of Final Plats Recorded	N/A	127	11	11	10	7	6	12	16	11	16	9	15		124
% Plats Reviewed within 30 Days by State Law	100%	100%	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	3,260		27,862
# of Permit Trade Permit Transactions	N/A	1,795	224	171	182	201	157	160	158	145	146	193	240		1,977
# of Commercial Consultations	N/A	2,634	329	315	289	265	225	291	247	355	296	301	414		3,327
# of Residential Consultations	N/A	7,152	412	390	390	372	313	491	388	289	445	470	476		4,436
Average Wait Time for Over the Counter Permits	<=25 Minutes	27	26	26	25	27	51	40	21	11	36	13	15		26
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	6,490		62,513
% of Abandonment Rate	10%	29%	13%	16%	7%	20%	48%	37%	22%	14%	23%	28%	16%		22%
% of Inspections Performed on Time															
Building	98%	89%	92%	89%	94%	90%	96%	99%	99%	98%	99%	99%	98%		96%
Electrical	98%	93%	88%	86%	90%	88%	98%	99%	97%	99%	98%	99%	98%		94%
Mechanical/Plumbing	98%	92%	90%	88%	92%	86%	98%	98%	99%	99%	99%	100%	100%		95%
Sign	98%	75%	95%	87%	99%	94%	97%	100%	100%	100%	100%	100%	100%		97%

Zoning	98%	87%	92%	87%	95%	90%	98%	99%	99%	99%	97%	99%	99%		96%
Construction (Engineering Team)	98%	100%	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	5,848		56,866
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	5,606		57,060
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	8,867		87,001
Sign	N/A	3,632	818	756	766	842	885	962	835	1,031	914	887	1,104		9,800
Zoning	N/A	8,920	863	883	863	915	835	1,112	965	1,004	968	1,011	996		10,415
Construction (Engineering Team)	N/A	826	109	102	101	149	149	97	125	125	124	49	39		1,169
# of Water/Wastewater Service Applications Received															
New Residential	N/A	N/A	250	145	180	150	175	190	123	111	200	95	192		1,811
New Commercial	N/A	N/A	65	50	65	36	45	80	57	50	84	40	29		601
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	N/A	5	4	5	5	5	7	5	5	5	5	2		5
New Commercial	5 Days	N/A	5	4	5	5	5	7	5	5	5	5	2		5
Certificate of Occupancy															
COs Issued	N/A	3,688	318	257	181	186	175	262	219	107	168	237	258		2,368
COs Submitted	N/A	N/A	457	383	472	449	466	521	424	280	483	525	499		4,959
Average # of days to review	15 Days	N/A	13	10	9	13	11	10	11	15	8	22	14		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	10		193
# of Cases Accepted	N/A	N/A	N/A	N/A	N/A	N/A	9	7	13	14	11	42	62		158
# of Cases Presented at BDA	N/A	N/A	N/A	N/A	N/A	N/A	8	7	4	12	10	12	14		67
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		72
GIS Team Numbers															
Notification Cases Processed	N/A	82	66	40	66	66	36	36	39	40	20	58	58		525
Plats Filed and Processed	N/A	25	11	10	11	11	6	6	10	17	8	8	8		106
Customer Service Feedback Survey															
# of Surveys Received	N/A	N/A	41	61	46	44	26	33	20	24	53	39	40		427
# 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	33		383
% Satisfied	75%	N/A	88%	91%	84%	86%	96%	100%	95%	96%	94%	92%	87%		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	305		994

# 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	551		1,645
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		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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