

| 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 | | | | | | 63 |
| Commercial Additions | N/A | 156 | 19 | 17 | 28 | 16 | 33 | 26 | 28 | | | | | | 167 |
| Commerical Remodels | N/A | 4,179 | 281 | 247 | 404 | 281 | 295 | 339 | 275 | | | | | | 2,122 |
| Express Plan Review (Q-Team) | N/A | 842 | 23 | 16 | 20 | 23 | 22 | 51 | 36 | | | | | | 191 |
| Express Plan Review Minor Commercial (Q-Team 2) | N/A | N/A | N/A | N/A | N/A | N/A | 14 | 8 | 14 | | | | | | 36 |
| Average # of Days for Initial Review | | | | | | | | | | | | | | | |
| New Commercial/Remodels | 15 Days | 12 | 10 | 10 | 11 | 10 | 9 | 9 | 15 | | | | | | 11 |
| Express Plan Review (Q-Team) | 10 Days | 7 | 5 | 5 | 2 | 3 | 2 | 5 | 6 | | | | | | 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 |
| Average # of Days Commercial Re-Submitted Reviews | | | | | | | | | | | | | | | |
| New Commercial/Remodels | 7 Days | 13 | 11 | 10 | 12 | 12 | 11 | 8 | 16 | | | | | | 11 |
| Express Plan Review (Q-Team) | 5 Days | 6 | 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 |
| # of Commercial Plan Review Re-Submittals | | | | | | | | | | | | | | | |
| All Commercial Projects | N/A | 3,661 | 87 | 72 | 72 | 104 | 92 | 106 | 95 | | | | | | 628 |
| # of Residential Plan Review Submittals | | | | | | | | | | | | | | | |
| Residential New Homes | N/A | 2,533 | 174 | 121 | 115 | 116 | 105 | 194 | 133 | | | | | | 958 |
| Residential Additions | N/A | 1,270 | 105 | 94 | 86 | 74 | 88 | 143 | 139 | | | | | | 729 |
| Residential Remodels | N/A | 2,912 | 244 | 188 | 166 | 176 | 260 | 415 | 312 | | | | | | 1,761 |
| Average # of Days for Initial Review | | | | | | | | | | | | | | | |
| Residential New Homes/Additions | 15 Days | 17 | 23 | 18 | 9 | 4 | 11 | 3 | 2 | | | | | | 10 |
| Average # of Days Residential Re-Submitted Reviews | | | | | | | | | | | | | | | |
| Residential New Homes | 7 Days | 12 | 7 | 9 | 8 | 4 | 6 | 2 | 3 | | | | | | 6 |
| # of Residential Plan Review Re-Submittals | | | | | | | | | | | | | | | |
| All Residential Projects | N/A | 3,227 | 234 | 228 | 242 | 181 | 109 | 153 | 90 | | | | | | 1,237 |
| Residential Reviews in Zip Codes: 75210, 75216, 75215 | | | | | | | | | | | | | | | |
| # of Submittals | N/A | N/A | 87 | 81 | 63 | 77 | 69 | 84 | 58 | | | | | | 519 |
| # of Plans Reviewed | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 75 | 18 | | | | | | 93 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | N/A | N/A | 1 | 1 | | | | | | 1 |

| Third Party Residential Plan Review | | | | | | | | | | | | | | | |
|---|---------|-------|-----|-----|-----|-----|-----|-------|-------|--|--|--|--|--|-------|
| Residential New Homes/Additions/Remodels | N/A | 2,749 | 589 | 319 | 434 | 269 | 237 | 360 | 195 | | | | | | 2,403 |
| Average # of Days all Initial Reviews | 15 Days | 21 | 11 | 5 | 10 | 4 | 4 | 7 | 2 | | | | | | 6 |
| Average # of Days all Re-Submitted Reviews | 7 Days | 14 | 6 | 14 | 10 | 10 | 7 | 5 | 4 | | | | | | 8 |
| Average # of Days for Prescreen Completeness Review | | | | | | | | | | | | | | | |
| New Commercial/Additions/Remodels | 5 Days | 24 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | 1 |
| Express Plan Review (Q-Team) | 5 Days | 18 | 1 | 1 | 1 | 1 | 1 | 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 | 1 | 1 | | | | | | 1 |
| Residential New Homes/Remodels/Additions | 5 Days | 17 | 6 | 4 | 1 | 2 | 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 | 219 | 234 | | | | | | 453 |
| # of Residentail Projects | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 1,232 | 1,329 | | | | | | 2,561 |
| Fire Protection Reviews - Fire Alarm | | | | | | | | | | | | | | | |
| # of Submittals - Fire Alarm | N/A | N/A | N/A | N/A | N/A | 124 | 132 | 187 | 164 | | | | | | 607 |
| # of Plans Reviewed - In House | N/A | N/A | N/A | N/A | N/A | 18 | 16 | 59 | 51 | | | | | | 144 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | N/A | N/A | 14 | 15 | | | | | | 15 |
| # of Plans Reviewed by 3rd Party | N/A | N/A | N/A | N/A | N/A | 1 | 79 | 94 | 105 | | | | | | 279 |
| Average # of Days for Initial Review by 3rd party | 15 Days | N/A | N/A | N/A | N/A | N/A | 24 | 24 | 23 | | | | | | 24 |
| Fire Protection Reviews - Fire Sprinkler | | | | | | | | | | | | | | | |
| # of Submittals - Fire Sprinkler | N/A | N/A | N/A | N/A | N/A | 61 | 69 | 82 | 80 | | | | | | 292 |
| # of Plans Reviewed - In House | N/A | N/A | N/A | N/A | N/A | 6 | 13 | 15 | 19 | | | | | | 53 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | N/A | N/A | 18 | 12 | | | | | | 15 |
| # of Plans Reviewed by 3rd Party | N/A | N/A | N/A | N/A | N/A | 1 | 13 | 42 | 41 | | | | | | 97 |
| 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 | | | | | | 36 |
| Fire Protection Reviews - Flammable Liquids | | | | | | | | | | | | | | | |
| # of Submittals - Flammable Liquids | N/A | N/A | N/A | N/A | N/A | N/A | 11 | 12 | 7 | | | | | | 30 |
| # of Plans Reviewed - In House | N/A | N/A | N/A | N/A | N/A | N/A | 9 | 9 | 7 | | | | | | 25 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | N/A | 49 | 21 | 9 | | | | | | 26 |
| # of Plans Reviewed by 3rd Party | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | 0 |
| Average # of Days for Initial Review by 3rd party | 15 Days | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | 0 |
| Water/Waste Water Engineering Team | | | | | | | | | | | | | | | |
| # of Submittals | N/A | 955 | 81 | 108 | 91 | 117 | 132 | 134 | 97 | | | | | | 760 |

| | | | | | | | | | | | | | | | |
|--|--------------|---------------|-------|-------|-------|-------|-------|-------|-------|--|--|--|--|--|---------------|
| # of Plans Reviewed | N/A | 884 | 57 | 90 | 105 | 107 | 106 | 127 | 90 | | | | | | 682 |
| Average # of Days for Initial Review | 15 Days | 16 | 16 | 15 | 23 | 12 | 11 | 11 | 7 | | | | | | 14 |
| Paving/Drainage Engineering Team | | | | | | | | | | | | | | | |
| # of Submittals | N/A | 1,187 | 103 | 100 | 87 | 101 | 122 | 121 | 116 | | | | | | 750 |
| # of Plans Reviewed | N/A | 1,108 | 101 | 90 | 97 | 100 | 109 | 100 | 117 | | | | | | 714 |
| Average # of Days for Initial Review | 15 Days | 32 | 46 | 49 | 47 | 53 | 51 | 33 | 28 | | | | | | 44 |
| Traffic Engineering Team | | | | | | | | | | | | | | | |
| # of Submittals | N/A | 158** | 62 | 54 | 45 | 34 | 55 | 86 | 59 | | | | | | 395 |
| Number of Plats Reviewed | N/A | 134** | 89 | 45 | 61 | 55 | 51 | 43 | 49 | | | | | | 393 |
| Average # of Days for Initial Review | 15 Days | 24** | 26 | 32 | 26 | 32 | 15 | 21 | 31 | | | | | | 26 |
| Surveying Plan Review Team | | | | | | | | | | | | | | | |
| # of Submittals | N/A | 953 | 82 | 74 | 60 | 67 | 85 | 80 | 73 | | | | | | 521 |
| Number of Plats Reviewed | N/A | 1,093 | 89 | 79 | 78 | 77 | 87 | 93 | 101 | | | | | | 604 |
| Average # of Days for Initial Review | 15 Days | 11 | 12 | 8 | 11 | 15 | 6 | 12 | 16 | | | | | | 11 |
| Subdivision | | | | | | | | | | | | | | | |
| # Plats Received | N/A | 351 | 26 | 19 | 10 | 14 | 35 | 16 | 24 | | | | | | 144 |
| # Plats Reviewed | N/A | 351 | 26 | 19 | 10 | 14 | 35 | 16 | 24 | | | | | | 144 |
| # of Final Plats Recorded | N/A | 127 | 11 | 11 | 10 | 7 | 6 | 12 | 16 | | | | | | 73 |
| % Plats Reviewed within 30 Days by State Law | 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 | | | | | | 19,036 |
| # of Permit Trade Permit Transactions | N/A | 1,795 | 224 | 171 | 182 | 201 | 157 | 160 | 158 | | | | | | 1,253 |
| # of Commercial Consultations | N/A | 2,634 | 329 | 315 | 289 | 265 | 225 | 291 | 247 | | | | | | 1,961 |
| # of Residential Consultations | N/A | 7,152 | 412 | 390 | 390 | 372 | 313 | 491 | 388 | | | | | | 2,756 |
| Average Wait Time for Over the Counter Permits | <=25 Minutes | 27 | 26 | 26 | 25 | 27 | 51 | 40 | 21 | | | | | | 31 |
| Call Center | | | | | | | | | | | | | | | |
| # of Calls Handled | N/A | 67,244 | 6,202 | 5,836 | 5,384 | 5,625 | 3,614 | 4,965 | 5,203 | | | | | | 36,829 |
| % of Abandonment Rate | 10% | 29% | 13% | 16% | 7% | 20% | 48% | 37% | 22% | | | | | | 23% |
| % of Inspections Performed on Time | | | | | | | | | | | | | | | |
| Building | 98% | 89% | 92% | 89% | 94% | 90% | 96% | 99% | 99% | | | | | | 94% |
| Electrical | 98% | 93% | 88% | 86% | 90% | 88% | 98% | 99% | 97% | | | | | | 92% |
| Mechanical/Plumbing | 98% | 92% | 90% | 88% | 92% | 86% | 98% | 98% | 99% | | | | | | 93% |
| Sign | 98% | 75% | 95% | 87% | 99% | 94% | 97% | 100% | 100% | | | | | | 96% |

| | | | | | | | | | | | | | | | |
|---|---------|---------------|-------|-------|-------|-------|-------|-------|-------|--|--|--|--|--|---------------|
| Zoning | 98% | 87% | 92% | 87% | 95% | 90% | 98% | 99% | 99% | | | | | | 94% |
| Construction (Engineering Team) | 98% | 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 | | | | | | 34,874 |
| Electrical | N/A | 55,768 | 4,867 | 5,071 | 5,280 | 5,086 | 4,703 | 5,810 | 5,260 | | | | | | 36,077 |
| Mechanical/Plumbing | N/A | 87,940 | 7,848 | 7,158 | 7,635 | 7,841 | 6,820 | 9,021 | 7,826 | | | | | | 54,149 |
| Sign | N/A | 3,632 | 818 | 756 | 766 | 842 | 885 | 962 | 835 | | | | | | 5,864 |
| Zoning | N/A | 8,920 | 863 | 883 | 863 | 915 | 835 | 1,112 | 965 | | | | | | 6,436 |
| Construction (Engineering Team) | N/A | 826 | 109 | 102 | 101 | 149 | 149 | 97 | 125 | | | | | | 832 |
| # of Water/Wastewater Service Applications Received | | | | | | | | | | | | | | | |
| New Residential | N/A | N/A | 250 | 145 | 180 | 150 | 175 | 190 | 123 | | | | | | 1,213 |
| New Commercial | N/A | N/A | 65 | 50 | 65 | 36 | 45 | 80 | 57 | | | | | | 398 |
| Average # of Days to Process Water/Wastewater Service | | | | | | | | | | | | | | | |
| New Residential | 5 Days | N/A | 5 | 4 | 5 | 5 | 5 | 7 | 5 | | | | | | 5 |
| New Commercial | 5 Days | N/A | 5 | 4 | 5 | 5 | 5 | 7 | 5 | | | | | | 5 |
| Certificate of Occupancy | | | | | | | | | | | | | | | |
| COs Issued | N/A | 3,688 | 318 | 257 | 181 | 186 | 175 | 262 | 219 | | | | | | 1,598 |
| Board of Adjustment | | | | | | | | | | | | | | | |
| # of Cases Received | N/A | N/A | N/A | N/A | N/A | N/A | 17 | 24 | 43 | | | | | | 84 |
| # of Cases Reviewed | N/A | N/A | N/A | N/A | N/A | N/A | 9 | 7 | 13 | | | | | | 29 |
| # of Cases Presented before the Board | N/A | N/A | N/A | N/A | N/A | N/A | 8 | 7 | 4 | | | | | | 19 |
| Average # of Days for Board Hearing | 75 Days | N/A | N/A | N/A | N/A | N/A | 77 | 68 | 64 | | | | | | 70 |
| GIS Team Numbers | | | | | | | | | | | | | | | |
| Notification Cases Processed | N/A | 82 | 66 | 40 | 66 | 66 | 36 | 36 | 39 | | | | | | 349 |
| Plats Filed and Processed | N/A | 25 | 11 | 10 | 11 | 11 | 6 | 6 | 10 | | | | | | 65 |
| Customer Service Feedback Survey | | | | | | | | | | | | | | | |
| # of Surveys Received | N/A | N/A | 41 | 61 | 46 | 44 | 26 | 33 | 20 | | | | | | 271 |
| # of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied) | N/A | N/A | 36 | 52 | 38 | 38 | 25 | 33 | 19 | | | | | | 241 |
| % Satisfied | 75% | N/A | 88% | 91% | 84% | 86% | 96% | 100% | 95% | | | | | | 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.

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