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								**46**
Commercial Additions	N/A	**156**	19	17	28	16	33								**113**
Commerical Remodels	N/A	**4,179**	281	247	404	281	295								**1,508**
Express Plan Review (Q-Team)	N/A	**842**	23	16	20	23	22								**104**
Express Plan Review Minor Commercial (Q-Team 2)	N/A	**N/A**	N/A	N/A	N/A	N/A	14								**14**
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	**12**	10	10	11	10	9								**10**
Express Plan Review (Q-Team)	15 Days	**7**	5	5	2	3	2								**3**
Express Plan Review Minor Commercial (Q-Team 2)	15 Days	**N/A**	N/A	N/A	N/A	N/A	1								**1**
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	**13**	11	10	12	12	11								**11**
Express Plan Review (Q-Team)	7 Days	**6**	1	1	1	1	1								**1**
Express Plan Review Minor Commercial (Q-Team 2)	7 Days	**N/A**	N/A	N/A	N/A	N/A	1								**1**
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	**3,661**	87	72	72	104	92								**427**
# of Residential Plan Review Submittals															
Residential New Homes	N/A	**2,533**	174	121	115	116	105								**631**
Residential Additions	N/A	**496**	105	94	86	74	88								**447**
Residential Remodels	N/A	**198**	244	188	166	176	260								**1,034**
Average # of Days for Initial Review															
Residential New Homes/Additions	15 Days	**17**	23	18	9	4	11								**13**
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	7 Days	**12**	7	9	8	4	6								**7**
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	**3,227**	234	228	242	181	109								**994**
Third Party Residential Plan Review															
Residential New Homes/Additions/Remodels	N/A	**2,749**	589	319	434	269	237								**1,848**
Average # of Days all Initial Reviews	15 Days	**21**	11	5	10	4	4								**7**
Average # of Days all Re-Submitted Reviews	7 Days	**14**	6	14	10	10	7								**9**

Average # of Days for Prescreen Completeness Review															
New Commercial/Additions/Remodels	5 Days	**24**	1	1	1	1	1								**1**
Express Plan Review (Q-Team)	5 Days	**18**	1	1	1	1	1								**1**
Residential New Homes/Remodels/Additions	5 Days	**17**	6	4	1	2	1								**3**
Water/Waste Water Engineering Team															
# of Submittals	N/A	**955**	81	108	91	117	132								**529**
# of Plans Reviewed	N/A	**884**	57	90	105	107	106								**465**
Average # of Days for Initial Review	15 Days	**16**	17	15	21	33	11								**19**
Paving/Drainage Engineering Team															
# of Submittals	N/A	**1,187**	103	100	87	101	122								**513**
# of Plans Reviewed	N/A	**1,108**	101	90	97	100	109								**497**
Average # of Days for Initial Review	15 Days	**32**	46	49	47	53	51								**49**
Traffic Engineering Team															
# of Submittals	N/A	**158****	62	54	45	34	55								**250**
Number of Plats Reviewed	N/A	**134****	89	45	61	55	51								**301**
Average # of Days for Initial Review	15 Days	**24****	26	32	26	32	15								**26**
Surveying Plan Review Team															
# of Submittals	N/A	**953**	82	74	60	67	85								**368**
Number of Plats Reviewed	N/A	**1,093**	89	79	78	77	87								**410**
Average # of Days for Initial Review	15 Days	**11**	12	8	11	15	6								**10**
Subdivision															
# Plats Received	N/A	**351**	26	19	10	8	35								**98**
# Plats Reviewed	N/A	**351**	26	19	10	8	35								**98**
# of Final Plats Recorded	N/A	**127**	11	11	10	7	6								**45**
% Plats Reviewed within 30 Days by State Law	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								**13,150**
# of Permit Trade Permit Transactions	N/A	**1,795**	224	171	182	201	157								**935**
# of Commercial Consultations	N/A	**2,634**	329	315	289	265	225								**1,423**
# of Residential Consultations	N/A	**7,152**	412	390	390	372	313								**1,877**
Average Wait Time for Over the Counter Permits	<=25 Minutes	**27**	26	26	25	27	51								**31**
Call Center															
# of Calls Handled	N/A	**67,244**	6,202	5,836	5,384	5,625	3,614								**26,661**

% of Abandonment Rate	10%	**29%**	13%	16%	7%	20%	48%								**21%**
% of Inspections Performed on Time															
Building	98%	**89%**	92%	89%	94%	90%	96%								**92%**
Electrical	98%	**93%**	88%	86%	90%	88%	98%								**90%**
Mechanical/Plumbing	98%	**92%**	90%	88%	92%	86%	98%								**91%**
Sign	98%	**75%**	95%	87%	99%	94%	97%								**94%**
Zoning	98%	**87%**	92%	87%	95%	90%	98%								**92%**
Construction (Engineering Team)	98%	**100%**	10%	100%	100%	100%	100%								**82%**
# of Inspections Performed															
Building	N/A	**56,465**	4,879	4,800	4,851	4,908	4,594								**24,032**
Electrical	N/A	**55,768**	4,867	5,071	5,280	5,086	4,703								**25,007**
Mechanical/Plumbing	N/A	**87,940**	7,848	7,158	7,635	7,841	6,820								**37,302**
Sign	N/A	**3,632**	818	756	766	842	885								**4,067**
Zoning	N/A	**8,920**	863	883	863	915	835								**4,359**
Construction (Engineering Team)	N/A	**826**	109	102	101	149	149								**610**
# of Water/Wastewater Service Applications Received															
New Residential	N/A	**N/A**	250	145	180	150	175								**900**
New Commercial	N/A	**N/A**	65	50	65	36	45								**261**
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	**N/A**	5	4	5	5	5								**24**
New Commercial	5 Days	**N/A**	5	4	5	5	5								**24**
Certificate of Occupancy															
COs Issued	N/A	**3,688**	318	257	181	186	175								**1,117**
GIS Team Numbers															
Notification Cases Processed	N/A	**82**	66	40	66	66	36								**274**
Plats Filed and Processed	N/A	**25**	11	10	11	11	6								**49**
Customer Service Feedback Survey															
# of Surveys Received	N/A	**0**	41	61	46	44	26								**218**
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	**0**	36	52	38	38	25								**189**
% Satisfied	75%	**0**	88%	91%	84%	86%	96%								**89%**

**** 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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