

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
<b># of Commercial Plan Review Submittals</b>															
Commercial New	N/A	<b>171</b>	11	10	6	8	11	12	5	10	6				<b>79</b>
Commercial Additions	N/A	<b>156</b>	19	17	28	16	33	26	28	11	49				<b>227</b>
Commerical Remodels	N/A	<b>4,179</b>	281	247	404	281	295	339	275	293	241				<b>2,656</b>
Express Plan Review (Q-Team)	N/A	<b>842</b>	23	16	20	23	22	51	36	39	28				<b>258</b>
Express Plan Review Minor Commercial (Q-Team 2)	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	14	8	14	15	29				<b>80</b>
<b>Average # of Days for Initial Review</b>															
New Commercial/Remodels	15 Days	<b>12</b>	10	10	11	10	9	9	15	10	7				<b>10</b>
Express Plan Review (Q-Team)	10 Days	<b>7</b>	5	5	2	3	2	5	6	3	4				<b>4</b>
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	<b>N/A</b>	N/A	N/A	N/A	N/A	1	1	1	1	1				<b>1</b>
<b>Average # of Days Commercial Re-Submitted Reviews</b>															
New Commercial/Remodels	7 Days	<b>13</b>	11	10	12	12	11	8	16	11	11				<b>11</b>
Express Plan Review (Q-Team)	5 Days	<b>6</b>	1	1	1	1	1	1	1	1	1				<b>1</b>
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	<b>N/A</b>	N/A	N/A	N/A	N/A	1	1	1	1	1				<b>1</b>
<b># of Commercial Plan Review Re-Submittals</b>															
All Commercial Projects	N/A	<b>3,661</b>	87	72	72	104	92	106	95	164	186				<b>978</b>
<b># of Residential Plan Review Submittals</b>															
Residential New Homes	N/A	<b>2,533</b>	174	121	115	116	105	194	133	128	158				<b>1,244</b>
Residential Additions	N/A	<b>1,270</b>	105	94	86	74	88	143	139	98	113				<b>940</b>
Residential Remodels	N/A	<b>2,912</b>	244	188	166	176	260	415	312	219	429				<b>2,409</b>
<b>Average # of Days for Initial Review</b>															
Residential New Homes/Additions	15 Days	<b>17</b>	23	18	9	4	11	3	2	4	6				<b>9</b>
<b>Average # of Days Residential Re-Submitted Reviews</b>															
Residential New Homes	7 Days	<b>12</b>	7	9	8	4	6	2	3	4	6				<b>5</b>
<b># of Residential Plan Review Re-Submittals</b>															
All Residential Projects	N/A	<b>3,227</b>	234	228	242	181	109	153	90	80	118				<b>1,435</b>
<b>Residential Reviews in Zip Codes: 75210, 75216, 75215</b>															
# of Submittals	N/A	<b>N/A</b>	87	81	63	77	69	84	58	52	60				<b>631</b>
# of Plans Reviewed	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	75	18	10	89				<b>192</b>
Average # of Days for Initial Review	15 Days	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	1	1	3	6				<b>3</b>

Average # of Days for Prescreen Completeness Review																
New Commercial/Additions/Remodels	5 Days	24	1	1	1	1	1	1	1	1	2	2				1
Express Plan Review (Q-Team)	5 Days	18	1	1	1	1	1	1	1	2	2	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
Residential New Homes/Remodels/Additions	5 Days	17	6	4	1	2	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				281
# of Residentail 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				1,448
Fire Protection Reviews - Fire Alarm																
# of Submittals - Fire Alarm	N/A	N/A	N/A	N/A	N/A	124	132	187	164	189	160					956
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	18	16	59	51	100	111					355
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	14	15	20	14					16
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	79	94	105	116	128					523
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					21
Fire Protection Reviews - Fire Sprinkler																
# of Submittals - Fire Sprinkler	N/A	N/A	N/A	N/A	N/A	61	69	82	80	91	96					479
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	6	13	15	19	32	50					135
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	N/A	18	12	11	11					13
# of Plans Reviewed by 3rd Party	N/A	N/A	N/A	N/A	N/A	1	13	42	41	73	44					214
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
Fire Protection Reviews - Flammable Liquids																
# of Submittals - Flammable Liquids	N/A	N/A	N/A	N/A	N/A	N/A	11	12	7	9	9					48
# of Plans Reviewed - In House	N/A	N/A	N/A	N/A	N/A	N/A	9	9	7	15	9					49
Average # of Days for Initial Review	15 Days	N/A	N/A	N/A	N/A	N/A	49	21	9	13	11					21
Water/Waste Water Engineering Team																
# of Submittals	N/A	955	81	108	91	117	132	134	97	107	108					975
# of Plans Reviewed	N/A	884	57	90	105	107	106	127	90	88	105					875
Average # of Days for Initial Review	15 Days	16	16	15	23	12	11	11	7	10	8					13
# 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					N/A
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					N/A
Paving/Drainage Engineering Team																
# of Submittals	N/A	1,187	103	100	87	101	122	121	116	123	134					1,007

# of Plans Reviewed	N/A	<b>1,108</b>	101	90	97	100	109	100	117	103	156				<b>973</b>
Average # of Days for Initial Review	15 Days	<b>32</b>	46	49	47	53	51	33	28	36	27				<b>41</b>
# of Prescreen Reviews by 3rd Party	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	26	95				<b>121</b>
Average # of Days for Prescreen Review by 3rd Party	1 Day	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	1				<b>1</b>
# of Plans Reviewed by 3rd Party	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	17	25				<b>42</b>
Average # of Days for Review by 3rd Party	5 Days	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	5				<b>5</b>
<b>Traffic Engineering Team</b>															
# of Submittals	N/A	<b>158**</b>	62	54	45	34	55	86	59	56	75				<b>526</b>
Number of Plats Reviewed	N/A	<b>134**</b>	89	45	61	55	51	43	49	57	52				<b>502</b>
Average # of Days for Initial Review	15 Days	<b>24**</b>	26	32	26	32	15	21	31	45	49				<b>31</b>
<b>Surveying Plan Review Team</b>															
# of Submittals	N/A	<b>953</b>	82	74	60	67	85	80	73	71	99				<b>691</b>
Number of Plats Reviewed	N/A	<b>1,093</b>	89	79	78	77	87	93	101	89	116				<b>809</b>
Average # of Days for Initial Review	15 Days	<b>11</b>	12	8	11	15	6	12	16	14	14				<b>12</b>
<b>Subdivision</b>															
# Plats Received	N/A	<b>351</b>	26	19	10	14	35	16	24	23	41				<b>208</b>
# Plats Reviewed	N/A	<b>351</b>	26	19	10	14	35	16	24	23	41				<b>208</b>
# of Final Plats Recorded	N/A	<b>127</b>	11	11	10	7	6	12	16	11	16				<b>100</b>
% Plats Reviewed within 30 Days by State Law	100%	<b>100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%				<b>100%</b>
<b>Customer Advocate Group</b>															
# of Walk in Customers	N/A	<b>13,549</b>	2,803	2,590	2,459	2,771	2,527	3,166	2,720	1,409	1,309				<b>21,754</b>
# of Permit Trade Permit Transactions	N/A	<b>1,795</b>	224	171	182	201	157	160	158	145	146				<b>1,544</b>
# of Commercial Consultations	N/A	<b>2,634</b>	329	315	289	265	225	291	247	355	296				<b>2,612</b>
# of Residential Consultations	N/A	<b>7,152</b>	412	390	390	372	313	491	388	289	445				<b>3,490</b>
Average Wait Time for Over the Counter Permits	<=25 Minutes	<b>27</b>	26	26	25	27	51	40	21	11	36				<b>29</b>
<b>Call Center</b>															
# of Calls Handled	N/A	<b>67,244</b>	6,202	5,836	5,384	5,625	3,614	4,965	5,203	7,062	6,708				<b>50,599</b>
% of Abandonment Rate	10%	<b>29%</b>	13%	16%	7%	20%	48%	37%	22%	14%	23%				<b>22%</b>
<b>% of Inspections Performed on Time</b>															
Building	98%	<b>89%</b>	92%	89%	94%	90%	96%	99%	99%	98%	99%				<b>95%</b>
Electrical	98%	<b>93%</b>	88%	86%	90%	88%	98%	99%	97%	99%	98%				<b>94%</b>
Mechanical/Plumbing	98%	<b>92%</b>	90%	88%	92%	86%	98%	98%	99%	99%	99%				<b>94%</b>
Sign	98%	<b>75%</b>	95%	87%	99%	94%	97%	100%	100%	100%	100%				<b>97%</b>

Zoning	98%	<b>87%</b>	92%	87%	95%	90%	98%	99%	99%	99%	97%				<b>95%</b>
Construction (Engineering Team)	98%	<b>100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%				<b>100%</b>
<b># of Inspections Performed</b>															
Building	N/A	<b>56,465</b>	4,879	4,800	4,851	4,908	4,594	5,606	5,236	5,317	5,439				<b>45,630</b>
Electrical	N/A	<b>55,768</b>	4,867	5,071	5,280	5,086	4,703	5,810	5,260	5,288	5,127				<b>46,492</b>
Mechanical/Plumbing	N/A	<b>87,940</b>	7,848	7,158	7,635	7,841	6,820	9,021	7,826	8,024	8,261				<b>70,434</b>
Sign	N/A	<b>3,632</b>	818	756	766	842	885	962	835	1,031	914				<b>7,809</b>
Zoning	N/A	<b>8,920</b>	863	883	863	915	835	1,112	965	1,004	968				<b>8,408</b>
Construction (Engineering Team)	N/A	<b>826</b>	109	102	101	149	149	97	125	125	124				<b>1,081</b>
<b># of Water/Wastewater Service Applications Received</b>															
New Residential	N/A	<b>N/A</b>	250	145	180	150	175	190	123	111	200				<b>1,524</b>
New Commercial	N/A	<b>N/A</b>	65	50	65	36	45	80	57	50	84				<b>532</b>
<b>Average # of Days to Process Water/Wastewater Service</b>															
New Residential	5 Days	<b>N/A</b>	5	4	5	5	5	7	5	5	5				<b>5</b>
New Commercial	5 Days	<b>N/A</b>	5	4	5	5	5	7	5	5	5				<b>5</b>
<b>Certificate of Occupancy</b>															
COs Issued	N/A	<b>3,688</b>	318	257	181	186	175	262	219	107	168				<b>1,873</b>
COs Submitted	N/A	<b>N/A</b>	457	383	472	449	466	521	424	280	483				<b>3,935</b>
Average # of days to review	15 Days	<b>N/A</b>	13	10	9	13	11	10	11	15	8				<b>11</b>
<b>Board of Adjustment</b>															
# of Cases Reviewed	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	17	24	43	29	57				<b>170</b>
# of Cases Accepted	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	9	7	13	14	11				<b>54</b>
# of Cases Presented at BDA	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	8	7	4	12	10				<b>41</b>
Average # of Days for BDA Hearing	75 Days	<b>N/A</b>	N/A	N/A	N/A	N/A	77	68	64	74	75				<b>72</b>
<b>GIS Team Numbers</b>															
Notification Cases Processed	N/A	<b>82</b>	66	40	66	66	36	36	39	40	20				<b>409</b>
Plats Filed and Processed	N/A	<b>25</b>	11	10	11	11	6	6	10	17	8				<b>90</b>
<b>Customer Service Feedback Survey</b>															
# of Surveys Received	N/A	<b>N/A</b>	41	61	46	44	26	33	20	24	53				<b>348</b>
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	<b>N/A</b>	36	52	38	38	25	33	19	23	50				<b>314</b>
% Satisfied	75%	<b>N/A</b>	88%	91%	84%	86%	96%	100%	95%	96%	94%				<b>92%</b>
<b>Sign Plan Review Team</b>															
# of Minor Plan Submittals	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	242	192				<b>434</b>

# of Minor Plan Reviewed	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	333	484				<b>817</b>
Average # of Days for Initial Review	15 Days	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	1				<b>1</b>

*\* 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!**