

Dallas Development Services Department Performance Goals FY2023-2024			2023			2024									
Metrics	Goal	FY22-23	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
Commercial New	N/A	95	11	10	13	11	11	15	21	39	16				147
Commercial Additions	N/A	291	24	14	13	6	17	23	23	11	16				147
Commerical Remodels	N/A	3,398	231	222	205	200	216	233	232	241	173				1,953
Express Plan Review (Q-Team)	N/A	333	26	11	12	23	32	37	22	23	22				208
Express Plan Review Minor Commercial (Q-Team 2)	N/A	174	30	53	27	20	24	23	28	34	31				270
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	10	9	11	13	10	8	11	8	5	5				9
Express Plan Review (Q-Team)	10 Days	4	7	4	3	2	2	3	3	7	6				4
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	1	1	1	1	1	1	1	1	1	1				1
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	11	10	10	13	11	8	12	9	6	5				9
Express Plan Review (Q-Team)	5 Days	1	1	1	1	1	1	1	1	1	1				1
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	1	1	1	1	1	1	1	1	1	1				1
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	1,427	119	95	124	86	107	88	109	108	172				1,008
# of Residential Plan Review Submittals															
Residential New Homes	N/A	1,795	182	138	185	146	136	207	161	128	184				1,467
Residential Additions	N/A	1,277	126	82	62	84	114	121	133	117	103				942
Residential Remodels	N/A	3,467	409	334	307	283	362	367	355	419	322				3,158
Rapid Single-Family VIP (RSVP)	N/A	N/A	34	63	39	37	50	43	42	27	39				374
Average # of Days for Initial Review															
Residential New Homes/Additions	10 Days	8	1	1	1	1	1	1	1	1	1				1
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	5 Days	5	2	2	2	3	1	1	1	1	2				2
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,774	94	82	61	98	87	70	103	77	75				747
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	800	58	50	49	62	58	49	58	63	66				513

# of Plans Reviewed	N/A	349	96	52	60	111	80	40	80	53	66				638
Average # of Days for Initial Review	10 Days	3	1	3	3	1	1	1	1	4	1				2
Average # of Days for Prescreen Completeness Review															
New Commercial/Additions/Remodels	5 Days	1	2	2	1	2	2	2	3	3	2				2
Express Plan Review (Q-Team)	5 Days	1	1	2	3	6	4	10	4	3	3				4
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	1	1	1	1	1	1	1	1	1	1				1
Residential New Homes/Remodels/Additions	5 Days	2	1	1	1	1	1	1	1	1	1				1
ProjectDox - No Action by Applicant for 45+ Days															
# of Commercial Projects	N/A	298	298	316	257	262	258	273	280	296	297				297
# of Residential Projects	N/A	1,728	1,802	1,868	1,828	1,860	1,902	1,947	2,034	2,133	2,261				2,261
Fire Protection Reviews - Fire Alarm															
# of Submittals - Fire Alarm	N/A	1,365	161	155	128	181	173	156	145	163	140				1,402
# of Plans Reviewed - In House	N/A	790	141	132	122	204	134	157	169	142	121				1,322
Average # of Days for Initial Review	15 Days	12	5	4	7	8	6	8	8	7	7				7
# of Plans Reviewed by 3rd Party	N/A	583	2	0	0	0	0	0	0	0	0				2
Average # of Days for Initial Review by 3rd party	15 Days	19	9	0	0	0	0	0	0	0	0				1
Fire Protection Reviews - Fire Sprinkler															
# of Submittals - Fire Sprinkler	N/A	682	55	48	50	73	64	82	73	82	60				587
# of Plans Reviewed - In House	N/A	312	46	35	37	52	39	68	45	50	32				404
Average # of Days for Initial Review	15 Days	11	10	9	10	10	10	11	10	13	9				10
# of Plans Reviewed by 3rd Party	N/A	299	24	8	3	23	2	17	16	32	27				152
Average # of Days for Initial Review by 3rd party	15 Days	32	10	10	9	13	13	10	10	11	13				11
Fire Protection Reviews - Flammable Liquids															
# of Submittals - Flammable Liquids	N/A	87	6	4	3	5	8	3	6	3	6				44
# of Plans Reviewed - In House	N/A	84	6	5	3	5	7	4	6	3	6				45
Average # of Days for Initial Review	15 Days	14	8	10	4	10	4	3	2	2	4				5
Water/Waste Water Engineering Team															
# of Submittals	N/A	1,249	99	114	70	105	96	82	97	114	87				864
# of Plans Reviewed	N/A	1,115	94	110	74	88	89	96	95	98	83				827
Average # of Days for Initial Review	15 Days	12	6	6	4	4	4	5	3	5	3				4
Paving/Drainage Engineering Team															
# of Submittals	N/A	1,409	131	122	116	138	136	134	135	119	120				1,151

# of Plans Reviewed	N/A	1,391	142	125	123	114	145	145	130	126	109				1,159
Average # of Days for Initial Review	15 Days	35	10	10	10	11	7	6	7	8	7				8
Traffic Engineering Team Transportation Department															
# of Submittals	N/A	726	54	78	62	62	82	65	78	77	69				627
Number of Plans Reviewed	N/A	710	69	68	73	67	94	83	68	82	68				672
Average # of Days for Initial Review	15 Days	32	40	21	19	21	19	12	9	10	8				18
Surveying Plan Review Team															
# of Submittals	N/A	902	69	63	65	61	75	62	76	68	70				609
Number of Plans Reviewed	N/A	1,087	73	87	92	76	79	71	94	75	79				726
Average # of Days for Initial Review	15 Days	12	6	11	14	6	8	8	10	8	5				8
Subdivision															
# Plats Received	N/A	264	6	16	14	11	28	8	33	19	19				154
# Plats Reviewed	N/A	264	6	16	14	11	28	8	33	19	19				154
# of Final Plats Recorded	N/A	136	0	11	7	14	15	11	12	18	10				98
% Plats Reviewed within 30 Days by State Law	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%
Customer Advocate Group															
# of Walk in Customers	N/A	30,623	2,750	2,487	1,769	2,027	2,444	2,223	2,247	2,123	1,850				19,920
# of Permit Trade Permit Transactions	N/A	2,165	176	235	173	185	239	269	317	306	354				2,254
# of Commercial Consultations	N/A	3,626	296	269	205	287	332	270	263	191	119				2,232
# of Residential Consultations	N/A	4,879	382	331	320	367	496	334	340	309	143				3,022
Average Wait Time for Over the Counter Permits	<=25 Minutes	27	21	14	14	20	23	15	22	19	30				20
Call Center															
# of Calls Handled	N/A	68,477	6,785	6,608	6,373	7,256	8,804	8,266	8,740	8,161	7,892				68,885
% of Abandonment Rate	10%	21%	5%	3%	5%	3%	5%	3%	3%	4%	4%				4%
% of Inspections Performed on Time															
Building	98%	96%	97%	98%	98%	97%	98%	98%	98%	97%	98%				98%
Electrical	98%	94%	95%	96%	96%	95%	96%	94%	94%	92%	94%				95%
Mechanical/Plumbing	98%	96%	99%	99%	97%	92%	90%	97%	97%	90%	83%				94%
Sign	98%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%
Zoning	98%	96%	99%	99%	100%	99%	100%	100%	100%	100%	100%				100%
Construction (Engineering Team)	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%
Health	98%	N/A	93%	95%	95%	95%	91%	97%	94%	98%	69%				92%
Arborist	98%	N/A	96%	100%	98%	100%	97%	98%	100%	97%	100%				98%

# of Inspections Performed															
Building	N/A	61,887	5,424	4,869	5,057	4,153	4,893	4,622	4,854	4,365	4,240				42,477
Electrical	N/A	62,075	4,583	4,454	4,173	4,193	4,567	4,370	4,803	4,433	4,577				40,153
Mechanical/Plumbing	N/A	95,164	8,457	8,111	7,768	7,040	7,828	7,371	7,701	7,294	6,956				68,526
Sign	N/A	10,538	807	710	727	792	838	758	520	629	603				6,384
Zoning	N/A	11,341	1,000	1,023	1,013	996	1,354	1,271	1,399	1,368	1,405				10,829
Construction (Engineering Team)	N/A	1,226	40	65	54	34	31	50	25	49	51				399
Health	N/A	N/A	169	126	117	93	94	138	107	95	97				1,036
Arborist	N/A	N/A	80	56	98	40	139	91	110	130	103				847
# of Water/Wastewater Service Applications Received															
New Residential	N/A	1,985	144	150	107	165	125	145	169	131	165				1,301
New Commercial	N/A	631	125	56	56	60	55	55	45	35	40				527
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	5	1	3	1	3	3	2	2	2	2				2
New Commercial	5 Days	5	3	3	2	3	3	3	3	2	2				3
Certificate of Occupancy															
COs Issued	N/A	2,553	217	181	188	184	198	202	209	221	215				1,815
COs Submitted	N/A	5,352	483	402	405	410	445	496	496	538	430				4,105
Average # of days to review	15 Days	13	13	7	16	7	5	4	4	5	6				7
Board of Adjustment															
# of Cases Reviewed	N/A	247	51	42	44	35	43	34	43	31	19				342
# of Cases Accepted	N/A	165	12	12	13	14	12	17	10	11	10				111
# of Cases Presented at BDA	N/A	73	6	19	12	14	15	16	12	18	11				123
Average # of Days for BDA Hearing	75 Days	72	64	65	69	58	67	68	53	56	55				62
GIS Team Numbers															
Notification Cases Processed	N/A	562	66	97	42	60	49	52	57	38	43				504
Plats Filed and Processed	N/A	116	11	2	5	16	15	12	9	20	9				99
Customer Service Feedback Survey															
# of Surveys Received	N/A	452	21	46	41	29	47	63	40	38	45				370
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	405	19	46	35	23	44	49	36	34	40				326
% Satisfied	75%	91%	90%	100%	83%	88%	94%	78%	92%	89%	93%				90%
Sign Plan Review															

# of Minor Plan Submittals	N/A	1,285	233	223	236	254	336	201	217	279	239				2,218
# of Minor Plan Reviewed	N/A	2,033	448	410	283	380	444	256	331	323	361				3,236
Average # of Days for Initial Review	15 Days	1	1	1	1	1	1	1	1	1	1				1
Arborist															
# of Submittals	N/A	N/A	34	36	41	36	50	23	36	61	56				373
Number of Plans Reviewed	N/A	N/A	38	36	41	49	53	50	46	74	180				567
Average # of Days for Initial Review	15 Days	N/A	2	1	1	2	2	3	1	1	1				2
Health															
# of Submittals	N/A	N/A	112	102	134	127	107	185	120	146	131				1,164
Number of Plans Reviewed	N/A	N/A	40	43	64	44	44	65	31	24	14				369
Average # of Days for Initial Review	15 Days	N/A	8	13	12	11	4	5	5	9	18				9
Zoning Verification Letter															
# of Submittals	N/A	N/A	47	37	28	47	99	48	74	53	70				503
Number of letters Issued	N/A	N/A	45	35	28	46	99	43	63	33	40				432
Average # of Days to Review	15 Days	N/A	2	1	1	1	1	1	1	4	4				2
Parking Agreements															
# of Submittals	N/A	N/A	7	12	3	3	11	3	2	4	12				57
Number of Reviews	N/A	N/A	7	12	3	2	12	5	2	4	10				57
Average # of Days to Review	15 Days	N/A	5	15	7	5	7	7	7	7	7				7
Letter of Determinations															
# of Submittals	N/A	N/A	6	9	19	29	34	25	29	26	14				191
Number of letters Issued	N/A	N/A	6	9	19	30	31	24	29	26	14				188
Average # of Days to Review	15 Days	N/A	5	5	4	3	4	2	2	1	2				3

* 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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