

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							71
Commercial Additions	N/A	291	24	14	13	6	17	23							97
Commerical Remodels	N/A	3,398	231	222	205	200	216	233							1,307
Express Plan Review (Q-Team)	N/A	333	26	11	12	23	32	37							141
Express Plan Review Minor Commercial (Q-Team 2)	N/A	174	30	53	27	20	24	23							177
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	10	9	11	13	10	8	11							10
Express Plan Review (Q-Team)	10 Days	4	7	4	3	2	2	3							4
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	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							11
Express Plan Review (Q-Team)	5 Days	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
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	1,427	119	95	124	86	107	88							619
# of Residential Plan Review Submittals															
Residential New Homes	N/A	1,795	182	138	185	146	136	207							994
Residential Additions	N/A	1,277	126	82	62	84	114	121							589
Residential Remodels	N/A	3,467	409	334	307	283	362	367							2,062
Rapid Single-Family VIP (RSVP)	N/A	N/A	34	63	39	37	50	43							266
Average # of Days for Initial Review															
Residential New Homes/Additions	10 Days	8	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							2
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,774	94	82	61	98	87	70							492
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	800	58	50	49	62	58	49							326

# of Plans Reviewed	N/A	1,391	142	125	123	114	145	145							794
Average # of Days for Initial Review	15 Days	35	10	10	10	11	7	6							9
Traffic Engineering Team Transportation Department															
# of Submittals	N/A	726	54	78	62	62	82	65							403
Number of Plans Reviewed	N/A	710	69	68	73	67	94	83							454
Average # of Days for Initial Review	15 Days	32	40	21	19	21	19	12							22
Surveying Plan Review Team															
# of Submittals	N/A	902	69	63	65	61	75	62							395
Number of Plans Reviewed	N/A	1,087	73	87	92	76	79	71							478
Average # of Days for Initial Review	15 Days	12	6	11	14	6	8	8							9
Subdivision															
# Plats Received	N/A	264	6	16	14	11	28	8							83
# Plats Reviewed	N/A	264	6	16	14	11	28	8							83
# of Final Plats Recorded	N/A	136	0	11	7	14	15	11							58
% Plats Reviewed within 30 Days by State Law	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							13,700
# of Permit Trade Permit Transactions	N/A	2,165	176	235	173	185	239	269							1,277
# of Commercial Consultations	N/A	3,626	296	269	205	287	332	270							1,659
# of Residential Consultations	N/A	4,879	382	331	320	367	496	334							2,230
Average Wait Time for Over the Counter Permits	<=25 Minutes	27	21	14	14	20	23	15							18
Call Center															
# of Calls Handled	N/A	68,477	6,785	6,608	6,373	7,256	8,804	8,266							44,092
% of Abandonment Rate	10%	21%	5%	3%	5%	3%	5%	3%							4%
% of Inspections Performed on Time															
Building	98%	96%	97%	98%	98%	97%	98%	98%							98%
Electrical	98%	94%	95%	96%	96%	95%	96%	94%							95%
Mechanical/Plumbing	98%	96%	99%	99%	97%	92%	90%	97%							96%
Sign	98%	98%	100%	100%	100%	100%	100%	100%							100%
Zoning	98%	96%	99%	99%	100%	99%	100%	100%							99%
Construction (Engineering Team)	98%	100%	100%	100%	100%	100%	100%	100%							100%
Health	98%	N/A	93%	95%	95%	95%	91%	97%							94%
Arborist	98%	N/A	96%	100%	98%	100%	97%	98%							98%

# of Inspections Performed															
Building	N/A	61,887	5,424	4,869	5,057	4,153	4,893	4,622							29,018
Electrical	N/A	62,075	4,583	4,454	4,173	4,193	4,567	4,370							26,340
Mechanical/Plumbing	N/A	95,164	8,457	8,111	7,768	7,040	7,828	7,371							46,575
Sign	N/A	10,538	807	710	727	792	838	758							4,632
Zoning	N/A	11,341	1,000	1,023	1,013	996	1,354	1,271							6,657
Construction (Engineering Team)	N/A	1,226	40	65	54	34	31	50							274
Health	N/A	N/A	169	126	117	93	94	138							737
Arborist	N/A	N/A	80	56	98	40	139	91							504
# of Water/Wastewater Service Applications Received															
New Residential	N/A	1,985	144	150	107	165	125	145							836
New Commercial	N/A	631	125	56	56	60	55	55							407
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	5	1	3	1	3	3	2							2
New Commercial	5 Days	5	3	3	2	3	3	3							3
Certificate of Occupancy															
COs Issued	N/A	2,553	217	181	188	184	198	202							1,170
COs Submitted	N/A	5,352	483	402	405	410	445	496							2,641
Average # of days to review	15 Days	13	13	7	16	7	5	4							9
Board of Adjustment															
# of Cases Reviewed	N/A	247	51	42	44	35	43	34							249
# of Cases Accepted	N/A	165	12	12	13	14	12	17							80
# of Cases Presented at BDA	N/A	73	6	19	12	14	15	16							82
Average # of Days for BDA Hearing	75 Days	72	64	65	69	58	67	68							65
GIS Team Numbers															
Notification Cases Processed	N/A	562	66	97	42	60	49	52							366
Plats Filed and Processed	N/A	116	11	2	5	16	15	12							61
Customer Service Feedback Survey															
# of Surveys Received	N/A	452	21	46	41	29	47	65							249
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	405	19	46	35	23	44	49							216
% Satisfied	75%	91%	90%	100%	83%	88%	94%	78%							89%
Sign Plan Review Team															

# of Minor Plan Submittals	N/A	1,285	233	223	236	254	336	201							1,483
# of Minor Plan Reviewed	N/A	2,033	448	410	283	380	444	256							2,221
Average # of Days for Initial Review	10 Days	1	1	1	1	1	1	1							1
Arborist Team															
# of Submittals	N/A	N/A	34	36	41	36	50	23							220
Number of Plans Reviewed	N/A	N/A	38	36	41	49	53	50							267
Average # of Days for Initial Review	15 Days	N/A	2	1	1	2	2	3							2
Health Team															
# of Submittals	N/A	N/A	112	102	134	127	107	185							767
Number of Plans Reviewed	N/A	N/A	40	43	64	44	44	65							300
Average # of Days for Initial Review	15 Days	N/A	8	13	12	11	4	5							9
Zoning Verification Letter Team															
# of Submittals	N/A	N/A	47	37	28	47	99	48							306
Number of letters Issued	N/A	N/A	45	35	28	46	99	43							296
Average # of Days to Review	15 Days	N/A	2	1	1	1	1	1							1
Parking Agreements Team															
# of Submittals	N/A	N/A	7	12	3	3	11	3							39
Number of Reviews	N/A	N/A	7	12	3	2	12	5							41
Average # of Days to Review	15 Days	N/A	5	15	7	5	7	7							8
Letter of Determinations Team															
# of Submittals	N/A	N/A	6	9	19	29	34	25							122
Number of letters Issued	N/A	N/A	6	9	19	30	31	24							119
Average # of Days to Review	15 Days	N/A	5	5	4	3	4	2							4

* 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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