Dallas Development Services Department Perf 2025	ormance Goa	ls FY2024-		2024		2025									
Metrics	Goal	FY23-24	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals							1	1		F				1	
Commercial New	N/A	195	5												5
Commercial Additions	N/A	191	16												16
Commerical Remodels	N/A	2,746	318												318
Express Plan Review (Q-Team)	N/A	478	100												100
Average # of Days for Initial Review				1		1					-	1			
New Commercial/Remodels	15 Days	8	3												3
Express Plan Review (Q-Team)	10 Days	4	3												3
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	8	6												6
Express Plan Review (Q-Team)	5 Days	1	1												1
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	1,567	192												192
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,051	175												175
Residential Additions	N/A	1,228	100												100
Residential Remodels	N/A	4,350	385												385
Rapid Single-Family VIP (RSVP)	N/A	529	52												52
Average # of Days for Initial Review															
Residential New Homes/Additions	10 Days	1	8												8
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	5 Days	2	4												4
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,019	121												121
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	682	53												53
# of Plans Reviewed	N/A	813	23												23
Average # of Days for Initial Review	10 Days	2	5												5
Average # of Days for Prescreen Completeness Review															

New Commercial/Additions/Remodels	5 Days	3	3								3
Express Plan Review (Q-Team)	5 Days	4	2								2
Residential New Homes/Remodels/Additions	5 Days	1	2								2
ProjectDox - No Action by Applicant for 45+ Days											
# of Commercial Projects	N/A	242	237								237
# of Residential Projects	N/A	2,317	2,448								2,448
Fire Protection Reviews - Fire Alarm											
# of Submittals - Fire Alarm	N/A	2,018	224								224
# of Plans Reviewed - In House	N/A	1,842	223								223
Average # of Days for Initial Review	15 Days	8	11								11
Fire Protection Reviews - Fire Sprinkler											
# of Submittals - Fire Sprinkler	N/A	825	110								110
# of Plans Reviewed - In House	N/A	583	81								81
Average # of Days for Initial Review	15 Days	11	15								15
# of Plans Reviewed by 3rd Party	N/A	195	27								27
Average # of Days for Initial Review by 3rd party	15 Days	11	7								7
Fire Protection Reviews - Flammable Liquids											
# of Submittals - Flammable Liquids	N/A	67	14								14
# of Plans Reviewed - In House	N/A	58	14								14
Average # of Days for Initial Review	15 Days	6	15								15
Water/Waste Water Engineering Team											
# of Submittals	N/A	1,117	75								75
# of Plans Reviewed	N/A	1,056	74								74
Average # of Days for Initial Review	15 Days	5	5								5
Paving/Drainage Engineering Team		T	-		T	T	T	T	r	T	
# of Submittals	N/A	1,553	116								116
# of Plans Reviewed	N/A	1,560	125								125
Average # of Days for Initial Review	15 Days	8	8								8
Traffic Engineering Team Transportation Department											
# of Submittals	N/A	865	80								80
Number of Plans Reviewed	N/A	907	89								89
Average # of Days for Initial Review	15 Days	15	7								7

Surveying Plan Review Team											
# of Submittals	N/A	859	79								79
Number of Plans Reviewed	N/A	982	84								84
Average # of Days for Initial Review	15 Days	8	5								5
Subdivision				 					-		
# Plats Received	N/A	224	27								27
# Plats Reviewed	N/A	224	27								27
# of Final Plats Recorded	N/A	134	18								18
% Plats Reviewed within 30 Days by State Law	100%	100%	100%								100%
Customer Advocate Group				 					-		
# of Walk in Customers	N/A	25,565	2,063								2,063
# of Permit Trade Permit Transactions	N/A	3,420	425								425
# of Commercial Consultations	N/A	2,646	188								188
# of Residential Consultations	N/A	3,385	117								117
Average Wait Time for Over the Counter Permits	<=25 Minutes	22	21								21
Call Center				 		-	1	1	-	-	
# of Calls Handled	N/A	95,706	9,137								9,137
% of Abandonment Rate	10%	4%	3%								3%
% of Inspections Performed on Time				 		-	1	1	-	-	
Building	98%	98%	98%								98%
Electrical	98%	95%	93%								93%
Mechanical/Plumbing	98%	91%	73%								73%
Sign	98%	100%	100%								100%
Zoning	98%	99%	100%								100%
Construction (Engineering Team)	98%	100%	100%								100%
Health	98%	92%	92%								92%
Arborist	98%	98%	97%								97%
# of Inspections Performed											
Building	N/A	58,201	5,612								5,612
Electrical	N/A	55,062	5,089								5,089
Mechanical/Plumbing	N/A	91,493	8,351								8,351
Sign	N/A	8,573	896								896
Zoning	N/A	15,997	1,844								1,844

	NI / A	524	50								50
Construction (Engineering Team)	N/A	534	58						 		58
Health	N/A	1,367	65						 		65
Arborist	N/A	1,197	192								192
# of Water/Wastewater Service Applications Received			-				-	 	 		
New Residential	N/A	1,670	125								125
New Commercial	N/A	597	20								20
Average # of Days to Process Water/Wastewater Service											
New Residential	5 Days	2	4								4
New Commercial	5 Days	3	4								4
Certificate of Occupancy											
COs Issued	N/A	2,501	221								221
COs Submitted	N/A	5,477	506								506
Average # of days to review	15 Days	7	3								3
Board of Adjustment			-								
# of Cases Reviewed	N/A	413	24								24
# of Cases Accepted	N/A	142	16								16
# of Cases Presented at BDA	N/A	152	12								12
Average # of Days for BDA Hearing	75 Days	60	56								56
GIS Team Numbers				·							
Notification Cases Processed	N/A	652	58								58
Plats Filed and Processed	N/A	138	9								9
Customer Service Feedback Survey		1	-	<u> </u>	<u>.</u>	<u> </u>	<u>I</u>	 			
# of Surveys Received	N/A	429	19								19
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	372	19								19
% Satisfied	75%	88%	100%								100%
Sign Plan Review											
# of Minor Plan Submittals	N/A	3,121	237								237
# of Minor Plan Reviewed	N/A	4,429	320								320
Average # of Days for Initial Review	15 Days	1	1								1
Arborist		I	·	<u> </u>		<u> </u>					
# of Landscape Submittals	N/A	532	78								78
# of Landscape Plans Reviewed	, N/A	602	78								78
# UI Lanuscape Flans neviewed	,,,,										

H of Invigation Culturittele	N/A	318	177						177
# of Irrigation Submittals									
# of Irrigation Plans Reviewed	N/A	325	177						177
Average # of Days for Initial Review	15 Days	2	2						2
Health					 	 			
# of Submittals	N/A	1,471	36						36
Number of Plans Reviewed	N/A	492	58						58
Average # of Days for Initial Review	15 Days	10	10						10
# of Plans Reviewed by 3rd Party	N/A	22	32						32
Zoning Verification Letter									
# of Submittals	N/A	711	95						95
Number of letters Issued	N/A	603	84						84
Average # of Days to Review	15 Days	2	2						2
Parking Agreements									
# of Submittals	N/A	93	6						6
Number of Reviews	N/A	92	5						5
Average # of Days to Review	15 Days	7	7						7
Letter of Determinations									
# of Submittals	N/A	221	14						14
Number of letters Issued	N/A	218	13						13
Average # of Days to Review	15 Days	3	2						2

* 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 planning and building a better Dallas for all!