| Dallas Development Services Department Per 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 | 12 | 5 | 10 | 6 | 7 | 5 | 4 | 95 |
| Commercial Additions | N/A | 156 | 19 | 17 | 28 | 16 | 33 | 26 | 28 | 11 | 49 | 18 | 34 | 12 | 291 |
| Commerical Remodels | N/A | 4,179 | 281 | 247 | 404 | 281 | 295 | 339 | 275 | 293 | 241 | 245 | 283 | 214 | 3,398 |
| Express Plan Review (Q-Team) | N/A | 842 | 23 | 16 | 20 | 23 | 22 | 51 | 36 | 39 | 28 | 21 | 32 | 22 | 333 |
| Express Plan Review Minor Commercial (Q-Team 2) | N/A | N/A | N/A | N/A | N/A | N/A | 14 | 8 | 14 | 15 | 29 | 26 | 37 | 31 | 174 |
| Average # of Days for Initial Review | | | | | | | | | | | | | | | |
| New Commercial/Remodels | 15 Days | 12 | 10 | 10 | 11 | 10 | 9 | 9 | 15 | 10 | 7 | 6 | 10 | 11 | 10 |
| Express Plan Review (Q-Team) | 10 Days | 7 | 5 | 5 | 2 | 3 | 2 | 5 | 6 | 3 | 4 | 4 | 2 | 5 | 4 |
| Express Plan Review Minor Commercial (Q-Team 2) | 1 Day | N/A | N/A | N/A | N/A | N/A | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Average # of Days Commercial Re-Submitted Reviews | | | | | | | | | | | | | | | |
| New Commercial/Remodels | 7 Days | 13 | 11 | 10 | 12 | 12 | 11 | 8 | 16 | 11 | 11 | 6 | 8 | 12 | 11 |
| Express Plan Review (Q-Team) | 5 Days | 6 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Express Plan Review Minor Commercial (Q-Team 2) | 5 Days | N/A | N/A | N/A | N/A | N/A | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 1 |
| # of Commercial Plan Review Re-Submittals | | | | | | | | | | | | | | | |
| All Commercial Projects | N/A | 3,661 | 87 | 72 | 72 | 104 | 92 | 106 | 95 | 164 | 186 | 135 | 165 | 149 | 1,427 |
| # of Residential Plan Review Submittals | | | | | | | | | | | | | | | |
| Residential New Homes | N/A | 2,533 | 174 | 121 | 115 | 116 | 105 | 194 | 133 | 128 | 158 | 204 | 145 | 202 | 1,795 |
| Residential Additions | N/A | 1,270 | 105 | 94 | 86 | 74 | 88 | 143 | 139 | 98 | 113 | 117 | 134 | 86 | 1,277 |
| Residential Remodels | N/A | 2,912 | 244 | 188 | 166 | 176 | 260 | 415 | 312 | 219 | 429 | 335 | 409 | 314 | 3,467 |
| Average # of Days for Initial Review | | | | | | | | | | | | | | | |
| Residential New Homes/Additions | 15 Days | 17 | 23 | 18 | 9 | 4 | 11 | 3 | 2 | 4 | 6 | 4 | 2 | 4 | 8 |
| Average # of Days Residential Re-Submitted Reviews | | | | | | | | | | | | | | | |
| Residential New Homes | 7 Days | 12 | 7 | 9 | 8 | 4 | 6 | 2 | 3 | 4 | 6 | 5 | 4 | 3 | 5 |
| # of Residential Plan Review Re-Submittals | | | | | | | | | | | | | | | |
| All Residential Projects | N/A | 3,227 | 234 | 228 | 242 | 181 | 109 | 153 | 90 | 80 | 118 | 117 | 115 | 107 | 1,774 |
| Residential Reviews in Zip Codes: 75210, 75216, 75215 | | | | | | | | | | | | | | | |
| # of Submittals | N/A | N/A | 87 | 81 | 63 | 77 | 69 | 84 | 58 | 52 | 60 | 60 | 50 | 59 | 800 |
| # of Plans Reviewed | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 75 | 18 | 10 | 89 | 37 | 77 | 43 | 349 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | N/A | N/A | 1 | 1 | 3 | 6 | 2 | 3 | 2 | 3 |

| Average # of Days for Prescreen Completeness Review | | | | | | | | | | | | | | | |
|---|---------|-------|-----|-----|-----|-----|-----|-------|-------|-------|-------|-------|-------|-------|-------|
| New Commercial/Additions/Remodels | 5 Days | 24 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 1 |
| Express Plan Review (Q-Team) | 5 Days | 18 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 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 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Residential New Homes/Remodels/Additions | 5 Days | 17 | 6 | 4 | 1 | 2 | 1 | 1 | 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 | 219 | 234 | 250 | 281 | 295 | 290 | 298 | 298 |
| # of Residential Projects | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 1,232 | 1,329 | 1,390 | 1,448 | 1,470 | 1,612 | 1,728 | 1,728 |
| Fire Protection Reviews - Fire Alarm | | | | | | | | | | | | | | | |
| # of Submittals - Fire Alarm | N/A | N/A | N/A | N/A | N/A | 124 | 132 | 187 | 164 | 192 | 168 | 131 | 144 | 123 | 1,365 |
| # of Plans Reviewed - In House | N/A | N/A | N/A | N/A | N/A | 20 | 17 | 68 | 55 | 103 | 106 | 138 | 158 | 125 | 790 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | N/A | N/A | 14 | 15 | 20 | 14 | 9 | 5 | 4 | 12 |
| # of Plans Reviewed by 3rd Party | N/A | N/A | N/A | N/A | N/A | 1 | 79 | 94 | 105 | 120 | 123 | 47 | 9 | 5 | 583 |
| 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 | 19 | 15 | 12 | 19 |
| Fire Protection Reviews - Fire Sprinkler | | | | | | | | | | | | | | | |
| # of Submittals - Fire Sprinkler | N/A | N/A | N/A | N/A | N/A | 61 | 69 | 83 | 81 | 88 | 98 | 67 | 56 | 79 | 682 |
| # of Plans Reviewed - In House | N/A | N/A | N/A | N/A | N/A | 6 | 14 | 15 | 20 | 37 | 52 | 55 | 60 | 53 | 312 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | N/A | N/A | 18 | 12 | 11 | 11 | 9 | 11 | 7 | 11 |
| # of Plans Reviewed by 3rd Party | N/A | N/A | N/A | N/A | N/A | 1 | 13 | 44 | 42 | 76 | 54 | 25 | 39 | 5 | 299 |
| 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 | 30 | 13 | 32 |
| Fire Protection Reviews - Flammable Liquids | | | | | | | | | | | | | | | |
| # of Submittals - Flammable Liquids | N/A | N/A | N/A | N/A | N/A | 7 | 7 | 12 | 12 | 13 | 14 | 8 | 6 | 8 | 87 |
| # of Plans Reviewed - In House | N/A | N/A | N/A | N/A | N/A | 1 | 10 | 12 | 7 | 16 | 10 | 15 | 6 | 7 | 84 |
| Average # of Days for Initial Review | 15 Days | N/A | N/A | N/A | N/A | 2 | 49 | 21 | 9 | 13 | 11 | 15 | 3 | 4 | 14 |
| Water/Waste Water Engineering Team | | | | | | | | | | | | | | | |
| # of Submittals | N/A | 955 | 81 | 108 | 91 | 117 | 132 | 134 | 97 | 107 | 108 | 84 | 99 | 91 | 1,249 |
| # of Plans Reviewed | N/A | 884 | 57 | 90 | 105 | 107 | 106 | 127 | 90 | 88 | 105 | 70 | 89 | 81 | 1115 |
| Average # of Days for Initial Review | 15 Days | 16 | 16 | 15 | 23 | 12 | 11 | 11 | 7 | 10 | 8 | 10 | 8 | 8 | 12 |
| # 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 | 72 | 63 | 0 | 196 |
| 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 | 1 | 1 | 0 | 1 |
| Paving/Drainage Engineering Team | | | | | | | | | | | | | | | |
| # of Submittals | N/A | 1,187 | 103 | 100 | 87 | 101 | 122 | 121 | 116 | 123 | 134 | 117 | 159 | 126 | 1,409 |

| # of Plans Reviewed | N/A | 1,108 | 101 | 90 | 97 | 100 | 109 | 100 | 117 | 103 | 156 | 136 | 141 | 141 | 1,391 |
|---|--------------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Average # of Days for Initial Review | 15 Days | 32 | 46 | 49 | 47 | 53 | 51 | 33 | 28 | 36 | 27 | 18 | 19 | 17 | 35 |
| # of Prescreen Reviews by 3rd Party | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 26 | 95 | 39 | 57 | 0 | 217 |
| 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 | 1 | 1 | 2 | 2 | 0 | 1 |
| # of Plans Reviewed by 3rd Party | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 17 | 25 | 21 | 4 | 0 | 67 |
| Average # of Days for Review by 3rd Party | 5 Days | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 5 | 5 | 5 | 5 | 0 | 4 |
| Traffic Engineering Team | | | | | | | | | | | | | | | |
| # of Submittals | N/A | 158** | 62 | 54 | 45 | 34 | 55 | 86 | 59 | 56 | 75 | 60 | 69 | 71 | 726 |
| Number of Plats Reviewed | N/A | 134** | 89 | 45 | 61 | 55 | 51 | 43 | 49 | 57 | 52 | 53 | 82 | 73 | 710 |
| Average # of Days for Initial Review | 15 Days | 24** | 26 | 32 | 26 | 32 | 15 | 21 | 31 | 45 | 49 | 38 | 43 | 28 | 32 |
| Surveying Plan Review Team | | | | _ | | _ | | | | | | | | | |
| # of Submittals | N/A | 953 | 82 | 74 | 60 | 67 | 85 | 80 | 73 | 71 | 99 | 62 | 87 | 62 | 902 |
| Number of Plats Reviewed | N/A | 1,093 | 89 | 79 | 78 | 77 | 87 | 93 | 101 | 89 | 116 | 89 | 111 | 78 | 1,087 |
| Average # of Days for Initial Review | 15 Days | 11 | 12 | 8 | 11 | 15 | 6 | 12 | 16 | 14 | 14 | 12 | 12 | 10 | 12 |
| Subdivision | | | | | | Ī | T | T | | | T | | | Ī | |
| # Plats Received | N/A | 351 | 26 | 19 | 10 | 14 | 35 | 16 | 24 | 23 | 41 | 14 | 28 | 14 | 264 |
| # Plats Reviewed | N/A | 351 | 26 | 19 | 10 | 14 | 35 | 16 | 24 | 23 | 41 | 14 | 28 | 14 | 264 |
| # of Final Plats Recorded | N/A | 127 | 11 | 11 | 10 | 7 | 6 | 12 | 16 | 11 | 16 | 9 | 15 | 12 | 136 |
| % Plats Reviewed within 30 Days by State Law | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Customer Advocate Group | | | | | | ī | Ī | Ī | | | Ī | | | ī | |
| # of Walk in Customers | N/A | 13,549 | 2,803 | 2,590 | 2,459 | 2,771 | 2,527 | 3,166 | 2,720 | 1,409 | 1,309 | 2,848 | 3,260 | 2,761 | 30,623 |
| # of Permit Trade Permit Transactions | N/A | 1,795 | 224 | 171 | 182 | 201 | 157 | 160 | 158 | 145 | 146 | 193 | 240 | 188 | 2,165 |
| # of Commercial Consultations | N/A | 2,634 | 329 | 315 | 289 | 265 | 225 | 291 | 247 | 355 | 296 | 301 | 414 | 299 | 3,626 |
| # of Residential Consultations | N/A | 7,152 | 412 | 390 | 390 | 372 | 313 | 491 | 388 | 289 | 445 | 470 | 476 | 443 | 4,879 |
| Average Wait Time for Over the Counter Permits | <=25 Minutes | 27 | 26 | 26 | 25 | 27 | 51 | 40 | 21 | 11 | 36 | 13 | 15 | 27 | 27 |
| Call Center | | | | | | ī | Ī | Ī | | | Ī | | | ī | |
| # of Calls Handled | N/A | 67,244 | 6,202 | 5,836 | 5,384 | 5,625 | 3,614 | 4,965 | 5,203 | 7,062 | 6,708 | 5,424 | 6,490 | 5,964 | 68,477 |
| % of Abandonment Rate | 10% | 29% | 13% | 16% | 7% | 20% | 48% | 37% | 22% | 14% | 23% | 28% | 16% | 8% | 21% |
| % of Inspections Performed on Time | | | | | | Ī | T | T | | | T | | | Ī | |
| Building | 98% | 89% | 92% | 89% | 94% | 90% | 96% | 99% | 99% | 98% | 99% | 99% | 98% | 97% | 96% |
| Electrical | 98% | 93% | 88% | 86% | 90% | 88% | 98% | 99% | 97% | 99% | 98% | 99% | 98% | 93% | 94% |
| Mechanical/Plumbing | 98% | 92% | 90% | 88% | 92% | 86% | 98% | 98% | 99% | 99% | 99% | 100% | 100% | 98% | 96% |
| Sign | 98% | 75% | 95% | 87% | 99% | 94% | 97% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% |

| Zoning | 98% | 87% | 92% | 87% | 95% | 90% | 98% | 99% | 99% | 99% | 97% | 99% | 99% | 98% | 96% |
|--|---------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Construction (Engineering Team) | 98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| # of Inspections Performed | | | | | | | | | | | | | | | |
| Building | N/A | 56,465 | 4,879 | 4,800 | 4,851 | 4,908 | 4,594 | 5,606 | 5,236 | 5,317 | 5,439 | 5,388 | 5,848 | 5,021 | 61,887 |
| Electrical | N/A | 55,768 | 4,867 | 5,071 | 5,280 | 5,086 | 4,703 | 5,810 | 5,260 | 5,288 | 5,127 | 4,962 | 5,606 | 5,015 | 62,075 |
| Mechanical/Plumbing | N/A | 87,940 | 7,848 | 7,158 | 7,635 | 7,841 | 6,820 | 9,021 | 7,826 | 8,024 | 8,261 | 7,700 | 8,867 | 8,163 | 95,164 |
| Sign | N/A | 3,632 | 818 | 756 | 766 | 842 | 885 | 962 | 835 | 1,031 | 914 | 887 | 1,104 | 738 | 10,538 |
| Zoning | N/A | 8,920 | 863 | 883 | 863 | 915 | 835 | 1,112 | 965 | 1,004 | 968 | 1,011 | 996 | 926 | 11,341 |
| Construction (Engineering Team) | N/A | 826 | 109 | 102 | 101 | 149 | 149 | 97 | 125 | 125 | 124 | 49 | 39 | 57 | 1,226 |
| # of Water/Wastewater Service Applications Received | | | | | | | | | | | | | | | |
| New Residential | N/A | N/A | 250 | 145 | 180 | 150 | 175 | 190 | 123 | 111 | 200 | 95 | 192 | 174 | 1,985 |
| New Commercial | N/A | N/A | 65 | 50 | 65 | 36 | 45 | 80 | 57 | 50 | 84 | 40 | 29 | 30 | 631 |
| Average # of Days to Process Water/Wastewater Service | | | | | | | | | | | | | | | |
| New Residential | 5 Days | N/A | 5 | 4 | 5 | 5 | 5 | 7 | 5 | 5 | 5 | 5 | 2 | 1 | 5 |
| New Commercial | 5 Days | N/A | 5 | 4 | 5 | 5 | 5 | 7 | 5 | 5 | 5 | 5 | 2 | 1 | 5 |
| Certificate of Occupancy | | | | | | | | | | | | | | | |
| COs Issued | N/A | 3,688 | 318 | 257 | 181 | 186 | 175 | 262 | 219 | 107 | 168 | 237 | 258 | 185 | 2,553 |
| COs Submitted | N/A | N/A | 457 | 383 | 472 | 449 | 466 | 521 | 424 | 280 | 483 | 525 | 499 | 393 | 5,352 |
| Average # of days to review | 15 Days | N/A | 13 | 10 | 9 | 13 | 11 | 10 | 11 | 15 | 8 | 22 | 14 | 16 | 13 |
| Board of Adjustment | | | | | | | | | | | | | | | |
| # of Cases Reviewed | N/A | N/A | N/A | N/A | N/A | N/A | 17 | 24 | 43 | 29 | 57 | 13 | 10 | 54 | 247 |
| # of Cases Accepted | N/A | N/A | N/A | N/A | N/A | N/A | 9 | 7 | 13 | 14 | 11 | 42 | 62 | 7 | 165 |
| # of Cases Presented at BDA | N/A | N/A | N/A | N/A | N/A | N/A | 8 | 7 | 4 | 12 | 10 | 12 | 14 | 6 | 73 |
| Average # of Days for BDA Hearing | 75 Days | N/A | N/A | N/A | N/A | N/A | 77 | 68 | 64 | 74 | 75 | 73 | 72 | 76 | 72 |
| GIS Team Numbers | | | | | | | | | | | | | | | |
| Notification Cases Processed | N/A | 82 | 66 | 40 | 66 | 66 | 36 | 36 | 39 | 40 | 20 | 58 | 58 | 37 | 562 |
| Plats Filed and Processed | N/A | 25 | 11 | 10 | 11 | 11 | 6 | 6 | 10 | 17 | 8 | 8 | 8 | 10 | 116 |
| Customer Service Feedback Survey | | | | _ | | _ | | | | | | | | | |
| # of Surveys Received | N/A | N/A | 41 | 61 | 46 | 44 | 26 | 33 | 20 | 24 | 53 | 39 | 40 | 25 | 452 |
| # of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied) | N/A | N/A | 36 | 52 | 38 | 38 | 25 | 33 | 19 | 23 | 50 | 36 | 33 | 22 | 405 |
| % Satisfied | 75% | N/A | 88% | 91% | 84% | 86% | 96% | 100% | 95% | 96% | 94% | 92% | 87% | 88% | 91% |
| Sign Plan Review Team | | | | | | | | | | | | | | | |
| # of Minor Plan Submittals | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 242 | 192 | 255 | 305 | 291 | 1,285 |

| # of Minor Plan Reviewed | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 333 | 484 | 277 | 551 | 388 | 2,033 |
|--------------------------------------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Average # of Days for Initial Review | 15 Days | N/A | 1 | 1 | 1 | 1 | 1 | 1 |

^{*} Note: Development Services utilizes multiple permitting software platforms and publishes the most accurate information when sharing its performance goals.

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^{**} Note: Numbers reported were not tracked for the whole fiscal year.