

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
# 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	1	2	2	2	2	2	1
Express Plan Review (Q-Team)	5 Days	18	1	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	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	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	295	290	298	298
# of Residential 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	1,470	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	

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	N/A	N/A	N/A	N/A	N/A	N/A	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.*

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

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