

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
<b># of Commercial Plan Review Submittals</b>															
Commercial New	N/A	<b>95</b>	11	10	13	11	11	15	21	39	16	8	35	5	<b>195</b>
Commercial Additions	N/A	<b>291</b>	24	14	13	6	17	23	23	11	16	11	17	16	<b>191</b>
Commerical Remodels	N/A	<b>3,398</b>	231	222	205	200	216	233	232	241	173	251	271	271	<b>2,746</b>
Express Plan Review (Q-Team)	N/A	<b>333</b>	26	11	12	23	32	37	22	23	22	32	147	91	<b>478</b>
Express Plan Review Minor Commercial (Q-Team 2)	N/A	<b>174</b>	30	53	27	20	24	23	28	34	31	47	N/A	N/A	<b>317</b>
<b>Average # of Days for Initial Review</b>															
New Commercial/Remodels	15 Days	<b>10</b>	9	11	13	10	8	11	8	5	5	3	3	5	<b>8</b>
Express Plan Review (Q-Team)	10 Days	<b>4</b>	7	4	3	2	2	3	3	7	6	5	2	3	<b>4</b>
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	<b>1</b>	1	1	1	1	1	1	1	1	1	1	N/A	N/A	<b>1</b>
<b>Average # of Days Commercial Re-Submitted Reviews</b>															
New Commercial/Remodels	7 Days	<b>11</b>	10	10	13	11	8	12	9	6	5	5	4	4	<b>8</b>
Express Plan Review (Q-Team)	5 Days	<b>1</b>	1	1	1	1	1	1	1	1	1	3	1	1	<b>1</b>
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	<b>1</b>	1	1	1	1	1	1	1	1	1	1	N/A	N/A	<b>1</b>
<b># of Commercial Plan Review Re-Submittals</b>															
All Commercial Projects	N/A	<b>1,427</b>	119	95	124	86	107	88	109	108	172	141	248	170	<b>1,567</b>
<b># of Residential Plan Review Submittals</b>															
Residential New Homes	N/A	<b>1,795</b>	182	138	185	146	136	207	161	128	184	207	201	176	<b>2,051</b>
Residential Additions	N/A	<b>1,277</b>	126	82	62	84	114	121	133	117	103	105	102	79	<b>1,228</b>
Residential Remodels	N/A	<b>3,467</b>	409	334	307	283	362	367	355	419	322	389	419	384	<b>4,350</b>
Rapid Single-Family VIP (RSVP)	N/A	<b>N/A</b>	34	63	39	37	50	43	42	27	39	52	56	47	<b>529</b>
<b>Average # of Days for Initial Review</b>															
Residential New Homes/Additions	10 Days	<b>8</b>	1	1	1	1	1	1	1	1	1	3	1	4	<b>1</b>
<b>Average # of Days Residential Re-Submitted Reviews</b>															
Residential New Homes	5 Days	<b>5</b>	2	2	2	3	1	1	1	1	2	2	2	4	<b>2</b>
<b># of Residential Plan Review Re-Submittals</b>															
All Residential Projects	N/A	<b>1,774</b>	94	82	61	98	87	70	103	77	75	91	103	78	<b>1,019</b>
<b>Residential Reviews in Zip Codes: 75210, 75216, 75215</b>															
# of Submittals	N/A	<b>800</b>	58	50	49	62	58	49	58	63	66	65	66	38	<b>682</b>

# of Plans Reviewed	N/A	<b>349</b>	96	52	60	111	80	40	80	53	66	52	86	37	<b>813</b>
Average # of Days for Initial Review	10 Days	<b>3</b>	1	3	3	1	1	1	1	4	1	3	2	3	<b>2</b>
<b>Average # of Days for Prescreen Completeness Review</b>															
New Commercial/Additions/Remodels	5 Days	<b>1</b>	2	2	1	2	2	2	3	3	2	4	4	3	<b>3</b>
Express Plan Review (Q-Team)	5 Days	<b>1</b>	1	2	3	6	4	10	4	3	3	2	3	2	<b>4</b>
Express Plan Review Minor Commercial (Q-Team 2)	5 Days	<b>1</b>	1	1	1	1	1	1	1	1	1	1	N/A	N/A	<b>1</b>
Residential New Homes/Remodels/Additions	5 Days	<b>2</b>	1	1	1	1	1	1	1	1	1	2	2	2	<b>1</b>
<b>ProjectDox - No Action by Applicant for 45+ Days</b>															
# of Commercial Projects	N/A	<b>298</b>	298	316	257	262	258	273	280	296	297	309	310	242	<b>242</b>
# of Residential Projects	N/A	<b>1,728</b>	1,802	1,868	1,828	1,860	1,902	1,947	2,034	2,133	2,261	2,430	2,531	2,317	<b>2,317</b>
<b>Fire Protection Reviews - Fire Alarm</b>															
# of Submittals - Fire Alarm	N/A	<b>1,365</b>	161	155	128	181	173	156	145	163	140	186	206	224	<b>2,018</b>
# of Plans Reviewed - In House	N/A	<b>790</b>	141	132	122	204	134	157	169	142	121	167	158	195	<b>1,842</b>
Average # of Days for Initial Review	15 Days	<b>12</b>	5	4	7	8	6	8	8	7	7	9	11	11	<b>8</b>
# of Plans Reviewed by 3rd Party	N/A	<b>583</b>	2	0	0	0	0	0	0	0	0	0	0	0	<b>2</b>
Average # of Days for Initial Review by 3rd party	15 Days	<b>19</b>	9	0	0	0	0	0	0	0	0	0	0	0	<b>1</b>
<b>Fire Protection Reviews - Fire Sprinkler</b>															
# of Submittals - Fire Sprinkler	N/A	<b>682</b>	55	48	50	73	64	82	73	82	60	72	91	75	<b>825</b>
# of Plans Reviewed - In House	N/A	<b>312</b>	46	35	37	52	39	68	45	50	32	50	74	55	<b>583</b>
Average # of Days for Initial Review	15 Days	<b>11</b>	10	9	10	10	10	11	10	13	9	13	15	14	<b>11</b>
# of Plans Reviewed by 3rd Party	N/A	<b>299</b>	24	8	3	23	2	17	16	32	27	18	10	15	<b>195</b>
Average # of Days for Initial Review by 3rd party	15 Days	<b>32</b>	10	10	9	13	13	10	10	11	13	9	9	12	<b>11</b>
<b>Fire Protection Reviews - Flammable Liquids</b>															
# of Submittals - Flammable Liquids	N/A	<b>87</b>	6	4	3	5	8	3	6	3	6	6	6	11	<b>67</b>
# of Plans Reviewed - In House	N/A	<b>84</b>	6	5	3	5	7	4	6	3	6	3	3	7	<b>58</b>
Average # of Days for Initial Review	15 Days	<b>14</b>	8	10	4	10	4	3	2	2	4	9	5	6	<b>6</b>
<b>Water/Waste Water Engineering Team</b>															
# of Submittals	N/A	<b>1,249</b>	99	114	70	105	96	82	97	114	87	67	99	87	<b>1,117</b>
# of Plans Reviewed	N/A	<b>1,115</b>	94	110	74	88	89	96	95	98	83	71	81	77	<b>1,056</b>
Average # of Days for Initial Review	15 Days	<b>12</b>	6	6	4	4	4	5	3	5	3	3	4	7	<b>5</b>
<b>Paving/Drainage Engineering Team</b>															
# of Submittals	N/A	<b>1,409</b>	131	122	116	138	136	134	135	119	120	131	132	139	<b>1,553</b>

# of Plans Reviewed	N/A	<b>1,391</b>	142	125	123	114	145	145	130	126	109	132	135	134	<b>1,560</b>
Average # of Days for Initial Review	15 Days	<b>35</b>	10	10	10	11	7	6	7	8	7	7	5	8	<b>8</b>
<b>Traffic Engineering Team Transportation Department</b>															
# of Submittals	N/A	<b>726</b>	54	78	62	62	82	65	78	77	69	74	88	76	<b>865</b>
Number of Plans Reviewed	N/A	<b>710</b>	69	68	73	67	94	83	68	82	68	85	83	67	<b>907</b>
Average # of Days for Initial Review	15 Days	<b>32</b>	40	21	19	21	19	12	9	10	8	7	5	10	<b>15</b>
<b>Surveying Plan Review Team</b>															
# of Submittals	N/A	<b>902</b>	69	63	65	61	75	62	76	68	70	80	86	84	<b>859</b>
Number of Plans Reviewed	N/A	<b>1,087</b>	73	87	92	76	79	71	94	75	79	92	87	77	<b>982</b>
Average # of Days for Initial Review	15 Days	<b>12</b>	6	11	14	6	8	8	10	8	5	8	5	4	<b>8</b>
<b>Subdivision</b>															
# Plats Received	N/A	<b>264</b>	6	16	14	11	28	8	33	19	19	23	17	30	<b>224</b>
# Plats Reviewed	N/A	<b>264</b>	6	16	14	11	28	8	33	19	19	23	17	30	<b>224</b>
# of Final Plats Recorded	N/A	<b>136</b>	0	11	7	14	15	11	12	18	10	13	14	9	<b>134</b>
% Plats Reviewed within 30 Days by State Law	100%	<b>100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
<b>Customer Advocate Group</b>															
# of Walk in Customers	N/A	<b>30,623</b>	2,750	2,487	1,769	2,027	2,444	2,223	2,247	2,123	1,850	2,000	1,986	1,659	<b>25,565</b>
# of Permit Trade Permit Transactions	N/A	<b>2,165</b>	176	235	173	185	239	269	317	306	354	410	404	352	<b>3,420</b>
# of Commercial Consultations	N/A	<b>3,626</b>	296	269	205	287	332	270	263	191	119	146	155	113	<b>2,646</b>
# of Residential Consultations	N/A	<b>4,879</b>	382	331	320	367	496	334	340	309	143	155	115	93	<b>3,385</b>
Average Wait Time for Over the Counter Permits	<=25 Minutes	<b>27</b>	21	14	14	20	23	15	22	19	30	21	34	34	<b>22</b>
<b>Call Center</b>															
# of Calls Handled	N/A	<b>68,477</b>	6,785	6,608	6,373	7,256	8,804	8,266	8,740	8,161	7,892	8,818	9,226	8,777	<b>95,706</b>
% of Abandonment Rate	10%	<b>21%</b>	5%	3%	5%	3%	5%	3%	3%	4%	4%	3%	4%	3%	<b>4%</b>
<b>% of Inspections Performed on Time</b>															
Building	98%	<b>96%</b>	97%	98%	98%	97%	98%	98%	98%	97%	98%	98%	98%	98%	<b>98%</b>
Electrical	98%	<b>94%</b>	95%	96%	96%	95%	96%	94%	94%	92%	94%	92%	96%	98%	<b>95%</b>
Mechanical/Plumbing	98%	<b>96%</b>	99%	99%	97%	92%	90%	97%	97%	90%	83%	90%	77%	75%	<b>91%</b>
Sign	98%	<b>98%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
Zoning	98%	<b>96%</b>	99%	99%	100%	99%	100%	100%	100%	100%	100%	99%	99%	100%	<b>99%</b>
Construction (Engineering Team)	98%	<b>100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
Health	98%	<b>N/A</b>	93%	95%	95%	95%	91%	97%	94%	98%	69%	91%	83%	99%	<b>92%</b>
Arborist	98%	<b>N/A</b>	96%	100%	98%	100%	97%	98%	100%	97%	100%	100%	95%	96%	<b>98%</b>

# of Inspections Performed															
Building	N/A	<b>61,887</b>	5,424	4,869	5,057	4,153	4,893	4,622	4,854	4,365	4,240	5,295	5,455	4,974	<b>58,201</b>
Electrical	N/A	<b>62,075</b>	4,583	4,454	4,173	4,193	4,567	4,370	4,803	4,433	4,577	4,974	5,075	4,860	<b>55,062</b>
Mechanical/Plumbing	N/A	<b>95,164</b>	8,457	8,111	7,768	7,040	7,828	7,371	7,701	7,294	6,956	7,715	8,198	7,054	<b>91,493</b>
Sign	N/A	<b>10,538</b>	807	710	727	792	838	758	520	629	603	700	775	714	<b>8,573</b>
Zoning	N/A	<b>11,341</b>	1,000	1,023	1,013	996	1,354	1,271	1,399	1,368	1,405	1,824	1,789	1,555	<b>15,997</b>
Construction (Engineering Team)	N/A	<b>1,226</b>	40	65	54	34	31	50	25	49	51	49	42	44	<b>534</b>
Health	N/A	<b>N/A</b>	169	126	117	93	94	138	107	95	97	128	114	89	<b>1,367</b>
Arborist	N/A	<b>N/A</b>	80	56	98	40	139	91	110	130	103	121	102	127	<b>1,197</b>
# of Water/Wastewater Service Applications Received															
New Residential	N/A	<b>1,985</b>	144	150	107	165	125	145	169	131	165	146	108	115	<b>1,670</b>
New Commercial	N/A	<b>631</b>	125	56	56	60	55	55	45	35	40	20	30	20	<b>597</b>
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	<b>5</b>	1	3	1	3	3	2	2	2	2	2	3	3	<b>2</b>
New Commercial	5 Days	<b>5</b>	3	3	2	3	3	3	3	2	2	2	3	3	<b>3</b>
Certificate of Occupancy															
COs Issued	N/A	<b>2,553</b>	217	181	188	184	198	202	209	221	215	250	222	214	<b>2,501</b>
COs Submitted	N/A	<b>5,352</b>	483	402	405	410	445	496	496	538	430	463	467	442	<b>5,477</b>
Average # of days to review	15 Days	<b>13</b>	13	7	16	7	5	4	4	5	6	6	6	3	<b>7</b>
Board of Adjustment															
# of Cases Reviewed	N/A	<b>247</b>	51	42	44	35	43	34	43	31	19	24	21	26	<b>413</b>
# of Cases Accepted	N/A	<b>165</b>	12	12	13	14	12	17	10	11	10	9	10	12	<b>142</b>
# of Cases Presented at BDA	N/A	<b>73</b>	6	19	12	14	15	16	12	18	11	7	13	9	<b>152</b>
Average # of Days for BDA Hearing	75 Days	<b>72</b>	64	65	69	58	67	68	53	56	55	55	57	52	<b>60</b>
GIS Team Numbers															
Notification Cases Processed	N/A	<b>562</b>	66	97	42	60	49	52	57	38	43	65	47	36	<b>652</b>
Plats Filed and Processed	N/A	<b>116</b>	11	2	5	16	15	12	9	20	9	14	15	10	<b>138</b>
Customer Service Feedback Survey															
# of Surveys Received	N/A	<b>452</b>	21	46	41	29	47	63	40	38	45	19	28	12	<b>429</b>
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	<b>405</b>	19	46	35	23	44	49	36	34	40	17	21	8	<b>372</b>
% Satisfied	75%	<b>91%</b>	90%	100%	83%	88%	94%	78%	92%	89%	93%	89%	77%	80%	<b>88%</b>
Sign Plan Review															

# of Minor Plan Submittals	N/A	<b>1,285</b>	233	223	236	254	336	201	217	279	239	251	431	221	<b>3,121</b>
# of Minor Plan Reviewed	N/A	<b>2,033</b>	448	410	283	380	444	256	331	323	361	353	514	326	<b>4,429</b>
Average # of Days for Initial Review	15 Days	<b>1</b>	1	1	1	1	1	1	1	1	1	1	1	1	<b>1</b>
<b>Arborist</b>															
# of Landscape Submittals	N/A	<b>N/A</b>	34	36	41	36	50	23	36	61	56	63	48	48	<b>532</b>
# of Landscape Plans Reviewed	N/A	<b>N/A</b>	38	36	41	49	53	50	46	74	56	63	48	48	<b>602</b>
# of Irrigation Submittals	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	177	141	<b>318</b>
# of Irrigation Plans Reviewed	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	184	141	<b>325</b>
Average # of Days for Initial Review	N/A	<b>N/A</b>	2	1	1	2	2	3	1	1	1	1	2	2	<b>2</b>
<b>Health</b>															
# of Submittals	N/A	<b>N/A</b>	112	102	134	127	107	185	120	146	131	129	138	40	<b>1,471</b>
Number of Plans Reviewed	N/A	<b>N/A</b>	40	43	64	44	44	65	31	24	14	65	40	18	<b>492</b>
Average # of Days for Initial Review	15 Days	<b>N/A</b>	8	13	12	11	4	5	5	9	18	7	5	18	<b>10</b>
# of Plans Reviewed by 3rd Party	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	21	22	<b>22</b>
<b>Zoning Verification Letter</b>															
# of Submittals	N/A	<b>N/A</b>	47	37	28	47	99	48	74	53	70	68	72	68	<b>711</b>
Number of letters Issued	N/A	<b>N/A</b>	45	35	28	46	99	43	63	33	40	56	62	53	<b>603</b>
Average # of Days to Review	15 Days	<b>N/A</b>	2	1	1	1	1	1	1	4	4	4	4	3	<b>2</b>
<b>Parking Agreements</b>															
# of Submittals	N/A	<b>N/A</b>	7	12	3	3	11	3	2	4	12	12	13	11	<b>93</b>
Number of Reviews	N/A	<b>N/A</b>	7	12	3	2	12	5	2	4	10	12	13	10	<b>92</b>
Average # of Days to Review	15 Days	<b>N/A</b>	5	15	7	5	7	7	7	7	7	8	7	7	<b>7</b>
<b>Letter of Determinations</b>															
# of Submittals	N/A	<b>N/A</b>	6	9	19	29	34	25	29	26	14	9	9	12	<b>221</b>
Number of letters Issued	N/A	<b>N/A</b>	6	9	19	30	31	24	29	26	14	9	9	12	<b>218</b>
Average # of Days to Review	15 Days	<b>N/A</b>	5	5	4	3	4	2	2	1	2	2	2	2	<b>3</b>

\* 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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