Dallas Development Services Department Perf 2025	ormance Goal	s FY2024-		2024		2025									
Metrics	Goal	FY23-24	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
Commercial New	N/A	195	5	5											10
Commercial Additions	N/A	191	16	5											21
Commerical Remodels	N/A	2,746	318	222											540
Express Plan Review (Q-Team)	N/A	478	100	97											197
Average # of Days for Initial Review				1			1					1			
New Commercial/Remodels	15 Days	8	3	7											5
Express Plan Review (Q-Team)	10 Days	4	3	2											3
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	8	6	5											6
Express Plan Review (Q-Team)	5 Days	1	1	1											1
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	1,567	192	199											391
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,051	175	138											313
Residential Additions	N/A	1,228	100	81											181
Residential Remodels	N/A	4,350	385	290											675
Rapid Single-Family VIP (RSVP)	N/A	529	52	34											86
Average # of Days for Initial Review															
Residential New Homes/Additions	10 Days	1	8	3											6
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	5 Days	2	4	2											3
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,019	121	123											244
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	682	53	53											106
# of Plans Reviewed	N/A	813	23	77											100
Average # of Days for Initial Review	10 Days	2	5	2											4
Average # of Days for Prescreen Completeness Review															

	5 Days	3	3	3						3
New Commercial/Additions/Remodels	5 Days	4	2	2						2
Express Plan Review (Q-Team)	5 Days	1	2	4						3
Residential New Homes/Remodels/Additions	5 Days	+	2	4		l				3
ProjectDox - No Action by Applicant for 45+ Days	NI / A	242	227	205		T	I	I		205
# of Commercial Projects	N/A	242	237	205						 205
# of Residential Projects	N/A	2,317	2,448	2,236						2,236
Fire Protection Reviews - Fire Alarm	NI / A	2.010	224	101				1		445
# of Submittals - Fire Alarm	N/A	2,018	224	191						415
# of Plans Reviewed - In House	N/A	1,842	223	191						414
Average # of Days for Initial Review	15 Days	8	11	10						11
Fire Protection Reviews - Fire Sprinkler					[I	T		
# of Submittals - Fire Sprinkler	N/A	825	110	108						218
# of Plans Reviewed - In House	N/A	583	81	84						165
Average # of Days for Initial Review	15 Days	11	15	14						15
# of Plans Reviewed by 3rd Party	N/A	195	27	24						51
Average # of Days for Initial Review by 3rd party	15 Days	11	7	7						7
Fire Protection Reviews - Flammable Liquids										
# of Submittals - Flammable Liquids	N/A	67	14	6						20
# of Plans Reviewed - In House	N/A	58	14	6						20
Average # of Days for Initial Review	15 Days	6	15	13						14
Water/Waste Water Engineering Team										
# of Submittals	N/A	1,117	75	79						154
# of Plans Reviewed	N/A	1,056	74	53						127
Average # of Days for Initial Review	15 Days	5	5	5						5
Paving/Drainage Engineering Team										
# of Submittals	N/A	1,553	116	105						221
# of Plans Reviewed	N/A	1,560	125	100						225
Average # of Days for Initial Review	15 Days	8	8	10						9
Traffic Engineering Team Transportation Department										
# of Submittals	N/A	865	80	66						146
Number of Plans Reviewed	N/A	907	89	64						153
Average # of Days for Initial Review	15 Days	15	7	7						7

Surveying Plan Review Team									
# of Submittals	N/A	859	79	74					153
Number of Plans Reviewed	N/A	982	84	75					159
Average # of Days for Initial Review	15 Days	8	5	9					7
Subdivision									
# Plats Received	N/A	224	27	27					54
# Plats Reviewed	N/A	224	27	27					54
# of Final Plats Recorded	N/A	134	18	17					35
% Plats Reviewed within 30 Days by State Law	100%	100%	100%	100%					100%
Customer Advocate Group			-						
# of Walk in Customers	N/A	25,565	2,063	1,609					3,672
# of Permit Trade Permit Transactions	N/A	3,420	425	389					814
# of Commercial Consultations	N/A	2,646	188	103					291
# of Residential Consultations	N/A	3,385	117	84					201
Average Wait Time for Over the Counter Permits	<=25 Minutes	22	21	32					27
Call Center									
# of Calls Handled	N/A	95,706	9,137	7,460					16,597
% of Abandonment Rate	10%	4%	3%	3%					3%
% of Inspections Performed on Time			-						
Building	98%	98%	98%	98%					98%
Electrical	98%	95%	93%	96%					95%
Mechanical/Plumbing	98%	91%	73%	74%					73%
Sign	98%	100%	100%	100%					100%
Zoning	98%	99%	100%	100%					100%
Construction (Engineering Team)	98%	100%	100%	100%					100%
Health	98%	92%	92%	98%					95%
Arborist	98%	98%	97%	100%					99%
# of Inspections Performed									
Building	N/A	58,201	5,612	4,550					10,162
Electrical	N/A	55,062	5,089	4,159					9,248
Mechanical/Plumbing	N/A	91,493	8,351	6,192					14,543
Sign	N/A	8,573	896	641					1,537
Zoning	N/A	15,997	1,844	1,358					3,202

Construction (Engineering Team)	N/A	534	58	34							92
Health	N/A	1,367	65	95							160
Arborist	N/A	1,197	192	102							294
# of Water/Wastewater Service Applications Received											
New Residential	N/A	1,670	125	180							305
New Commercial	N/A	597	20	25							45
Average # of Days to Process Water/Wastewater Service											
New Residential	5 Days	2	4	2							3
New Commercial	5 Days	3	4	3							4
Certificate of Occupancy											
COs Issued	N/A	2,501	221	206							427
COs Submitted	N/A	5,477	506	426							932
Average # of days to review	15 Days	7	3	3							3
Board of Adjustment							_				
# of Cases Reviewed	N/A	413	24	15							39
# of Cases Accepted	N/A	142	16	16							32
# of Cases Presented at BDA	N/A	152	12	14							26
Average # of Days for BDA Hearing	75 Days	60	56	55							56
GIS Team Numbers											
Notification Cases Processed	N/A	652	58	79							137
Plats Filed and Processed	N/A	138	9	10							19
Customer Service Feedback Survey					·				-		
# of Surveys Received	N/A	429	19	12							31
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	372	19	12							31
% Satisfied	75%	88%	100%	100%							100%
Sign Plan Review											
# of Minor Plan Submittals	N/A	3,121	237	202							439
# of Minor Plan Reviewed	N/A	4,429	320	293							613
Average # of Days for Initial Review	15 Days	1	1	1							1
Arborist											
# of Landscape Submittals	N/A	532	78	36							114
# of Landscape Plans Reviewed	N/A	602	78	36							114

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# of Irrigation Submittals	N/A	318	177	129										306
# of Irrigation Plans Reviewed	N/A	325	177	129										306
Average # of Days for Initial Review	15 Days	2	2	2										2
Health														
# of Submittals	N/A	1,471	36	31										67
Number of Plans Reviewed	N/A	492	58	28										86
Average # of Days for Initial Review	15 Days	10	10	6										8
# of Plans Reviewed by 3rd Party	N/A	22	32	13										23
Zoning Verification Letter					-			_			_			
# of Submittals	N/A	711	95	50										145
Number of letters Issued	N/A	603	84	45										129
Average # of Days to Review	15 Days	2	2	4										3
Parking Agreements							_			<u>.</u>		_	<u> </u>	
# of Submittals	N/A	93	6	9										15
Number of Reviews	N/A	92	5	9										14
Average # of Days to Review	15 Days	7	7	7										7
Letter of Determinations										<u>.</u>			<u> </u>	
# of Submittals	N/A	221	14	13										27
Number of letters Issued	N/A	218	13	13										26
Average # of Days to Review	15 Days	3	2	2										2
Average # 01 Days to Review		-												

* 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!