

Dallas Planning & Development Department Performance Goals FY2024-2025			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	7	8	9	7	5	45	21	23	13	23	171
Commercial Additions	N/A	191	16	5	13	11	10	17	14	20	17	23	24	21	191
Commerical Remodels	N/A	2,746	318	222	309	214	221	268	276	242	179	198	155	218	2,820
Express Plan Review (Q-Team)	N/A	478	100	97	75	78	140	106	80	20	83	74	62	65	980
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	8	3	7	8	6	8	8	8	2	8	11	5	4	7
Express Plan Review (Q-Team)	10 Days	4	3	2	1	1	3	2	1	2	7	3	6	5	3
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	8	6	5	6	7	8	8	7	1	3	5	5	5	5
Express Plan Review (Q-Team)	5 Days	1	1	1	1	1	2	1	1	1	2	1	3	5	2
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	1,567	192	199	187	166	253	221	162	26	133	188	103	152	1,982
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,051	175	138	146	174	158	162	69	185	200	242	214	182	2,045
Residential Additions	N/A	1,228	100	81	91	84	93	97	93	89	88	70	85	90	1,061
Residential Remodels	N/A	4,350	385	290	270	299	320	323	339	91	75	71	67	89	2,619
Rapid Single-Family VIP (RSVP)	N/A	529	52	34	39	49	46	50	NA	NA	N/A	85	77	64	496
Average # of Days for Initial Review															
Residential New Homes/Additions	10 Days	1	8	3	6	5	4	7	9	5	12	9	5	2	6
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	5 Days	2	4	2	5	4	5	5	3	1	3	6	5	3	4
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,019	121	123	122	147	103	114	116	4	44	104	162	137	1,297
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	682	53	53	48	50	53	58	16	241	199	273	246	335	1,625
# of Plans Reviewed	N/A	813	23	77	57	88	64	43	21	2	2	12	5	80	474
Average # of Days for Initial Review	10 Days	2	5	2	2	1	2	1	3	1	13	9	3	2	4
Average # of Days for Prescreen Completeness Review															

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New Commercial/Additions/Remodels	5 Days	3	3	3	2	2	3	3	2	8	19	12	8	3	6
Express Plan Review (Q-Team)	5 Days	4	2	2	2	1	2	1	4	9	15	6	5	2	4
Residential New Homes/Remodels/Additions	5 Days	1	2	4	3	3	3	5	4	19	39	18	15	2	10
ProjectDox - No Action by Applicant for 45+ Days															
# of Commercial Projects	N/A	242	237	205	75	30	35	31	30	0	3	5	11	65	11
# of Residential Projects	N/A	2,317	2,448	2,236	1,095	492	543	612	769	0	8	10	29	39	29
Fire Protection Reviews - Fire Alarm															
# of Submittals - Fire Alarm	N/A	2,018	224	191	211	256	239	195	253	80	236	267	294	216	2,662
# of Plans Reviewed - In House	N/A	1,842	223	191	81	128	204	171	255	124	150	256	238	250	2,271
Average # of Days for Initial Review	15 Days	8	11	10	7	6	4	8	7	5	4	7	11	13	8
Fire Protection Reviews - Fire Sprinkler															
# of Submittals - Fire Sprinkler	N/A	825	110	108	82	48	87	96	110	36	145	144	175	100	1,241
# of Plans Reviewed - In House	N/A	583	81	84	67	81	73	49	117	70	70	118	139	102	1,051
Average # of Days for Initial Review	15 Days	11	15	14	10	14	15	12	12	16	8	11	23	22	14
# of Plans Reviewed by 3rd Party	N/A	195	27	24	15	14	NA	N/A	80						
Average # of Days for Initial Review by 3rd party	15 Days	11	7	7	10	5	NA	N/A	7						
Fire Protection Reviews - Flammable Liquids															
# of Submittals - Flammable Liquids	N/A	67	14	6	18	7	11	7	8	4	11	60	58	10	214
# of Plans Reviewed - In House	N/A	58	14	6	18	8	11	7	8	4	9	52	62	6	205
Average # of Days for Initial Review	15 Days	6	15	13	12	7	10	5	4	1	1	2	5	6	7
Water/Waste Water Engineering Team															
# of Submittals	N/A	1,117	75	79	68	90	95	97	96	71	94	74	76	82	997
# of Plans Reviewed	N/A	1,056	74	53	72	82	87	79	93	48	93	78	63	84	906
Average # of Days for Initial Review	15 Days	5	5	5	7	3	5	6	6	4	6	8	4	6	5
Paving/Drainage Engineering Team															
# of Submittals	N/A	1,553	116	105	91	102	99	117	137	60	96	115	106	95	1,239
# of Plans Reviewed	N/A	1,560	125	100	109	89	92	108	138	63	87	129	105	102	1,247
Average # of Days for Initial Review	15 Days	8	8	10	9	8	7	9	8	13	10	13	12	10	10
Traffic Engineering Team Transportation Department															
# of Submittals	N/A	865	80	66	63	58	65	72	86	86	68	80	62	68	854

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Number of Plans Reviewed	N/A	907	89	64	55	60	68	71	88	88	57	83	62	57	842
Average # of Days for Initial Review	15 Days	15	7	7	7	8	7	7	6	6	3	6	5	7	6
Surveying Plan Review Team															
# of Submittals	N/A	859	79	74	54	65	84	84	86	47	67	73	75	75	863
Number of Plans Reviewed	N/A	982	84	75	57	64	79	89	88	49	62	73	82	81	883
Average # of Days for Initial Review	15 Days	8	5	9	7	4	5	5	7	3	9	8	8	3	6
Subdivision															
# Plats Received	N/A	224	27	27	19	23	27	25	25	30	19	11	16	17	266
# Plats Reviewed	N/A	224	27	27	19	23	27	25	25	30	19	11	16	17	266
# of Final Plats Recorded	N/A	134	18	17	9	12	13	14	14	9	14	9	13	22	164
% 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															
# of Walk in Customers	N/A	25,565	2,063	1,609	1,458	1,615	1,664	1,765	1,672	NA	837	902	NA	688	14,273
# of Permit Trade Permit Transactions	N/A	3,420	425	389	256	328	368	369	364	NA	NA	NA	NA	NA	2,499
# of Commercial Consultations	N/A	2,646	188	103	93	104	105	63	61	NA	NA	NA	NA	NA	717
# of Residential Consultations	N/A	3,385	117	84	86	85	107	86	86	NA	NA	NA	NA	NA	651
Average Wait Time for Over the Counter Permits	<=25 Minutes	22	21	32	24	29	18	29	42	NA	NA	NA	NA	NA	28
Call Center															
# of Calls Handled	N/A	95,706	9,137	7,460	7,490	9,134	9,153	9,843	9,885	6,398	6,808	8,553	8,335	11,945	104,141
% of Abandonment Rate	10%	4%	3%	3%	3%	6%	3%	6%	2%	63%	47%	32%	29%	23%	18%
% of Inspections Performed on Time															
Building	98%	98%	98%	98%	97%	97%	98%	97%	98%	94%	97%	97%	97%	97%	97%
Electrical	98%	95%	93%	96%	97%	95%	95%	91%	94%	84%	91%	94%	95%	99%	94%
Mechanical/Plumbing	98%	91%	73%	74%	64%	65%	74%	78%	83%	67%	78%	81%	92%	94%	77%
Sign	98%	100%	100%	100%	100%	100%	99%	100%	100%	98%	100%	100%	100%	98%	100%
Zoning	98%	99%	100%	100%	100%	99%	100%	99%	100%	97%	98%	98%	99%	99%	99%
Construction (Engineering Team)	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Health	98%	92%	92%	98%	98%	95%	98%	95%	95%	97%	95%	95%	92%	95%	95%
Arborist	98%	98%	97%	100%	100%	100%	97%	90%	95%	91%	56%	96%	94%	99%	93%
# of Inspections Performed															
Building	N/A	58,201	5,612	4,550	4,207	4,087	4,565	4,990	4,770	3,182	3,914	4,158	4,049	4,040	52,124

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Electrical	N/A	55,062	5,089	4,159	3,952	3,895	3,814	4,334	3,958	3,263	3,654	3,833	3,755	4,095	47,801
Mechanical/Plumbing	N/A	91,493	8,351	6,192	6,823	6,990	6,610	7,102	6,611	4,275	5,315	5,310	5,425	6,127	75,131
Sign	N/A	8,573	896	641	615	493	636	779	772	546	520	680	799	613	7,990
Zoning	N/A	15,997	1,844	1,358	1,278	1,412	1,509	1,612	1,426	664	1,167	1,434	1,323	1,359	16,386
Construction (Engineering Team)	N/A	534	58	34	44	51	78	65	59	55	51	60	39	62	656
Health	N/A	1,367	65	95	101	85	157	158	191	62	116	111	139	132	1,412
Arborist	N/A	1,197	192	102	74	128	94	69	101	37	18	102	33	108	1,058
# of Water/Wastewater Service Applications Received															
New Residential	N/A	1,670	125	180	125	136	155	145	137	86	210	301	221	235	2,056
New Commercial	N/A	597	20	25	20	25	30	25	30	22	42	34	21	30	324
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	2	4	2	3	3	3	3	3	5	5	5	5	5	4
New Commercial	5 Days	3	4	3	3	3	3	3	3	4	5	5	3	3	4
Certificate of Occupancy															
COs Issued	N/A	2,501	221	206	175	196	210	227	234	161	258	285	212	170	2,555
COs Submitted	N/A	5,477	506	426	404	487	585	611	518	486	458	553	513	523	6,070
Average # of days to review	15 Days	7	3	3	5	2	2	4	3	1	11	9	12	17	6
Board of Adjustment															
# of Cases Reviewed	N/A	413	24	15	17	21	21	19	13	13	20	20	13	10	206
# of Cases Accepted	N/A	142	16	16	16	12	14	12	10	17	6	15	11	11	156
# of Cases Presented at BDA	N/A	152	12	14	14	16	16	14	14	19	6	8	15	9	157
Average # of Days for BDA Hearing	75 Days	60	56	55	50	57	57	50	51	55	53	55	54	52	54
GIS Team Numbers															
Notification Cases Processed	N/A	652	58	79	53	68	72	75	57	46	13	51	41	41	654
Plats Filed and Processed	N/A	138	9	10	9	7	19	16	8	10	15	6	10	13	132
Customer Service Feedback Survey															
# of Surveys Received	N/A	429	19	12	10	19	16	8	6	5	7	13	39	75	229
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	372	19	12	9	16	15	7	6	4	6	9	32	73	208
% Satisfied	75%	88%	100%	100%	90%	85%	94%	88%	100%	80%	57%	69%	84%	96%	87%
Sign Plan Review															

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# of Minor Plan Submittals	N/A	3,121	237	202	192	349	401	344	212	291	205	223	309	408	3,373
# of Minor Plan Reviewed	N/A	4,429	320	293	256	377	346	472	448	362	234	229	269	460	4,066
Average # of Days for Initial Review	15 Days	1	1	1	1	1	1	1	1	6	4	2	2	2	2
Arborist															
# of Landscape Submittals	N/A	532	78	36	42	33	24	39	40	43	68	87	68	92	650
# of Landscape Plans Reviewed	N/A	602	78	36	42	33	24	39	40	43	68	87	68	92	650
# of Irrigation Submittals	N/A	318	177	129	130	110	125	102	162	86	164	200	157	116	1,658
# of Irrigation Plans Reviewed	N/A	325	177	129	117	91	125	84	162	16	164	200	157	116	1,538
Average # of Days for Initial Review	15 Days	2	2	2	3	3	2	3	4	5	7	5	7	8	4
Health															
# of Submittals (Including out of the loop)	N/A	1,471	36	31	20	18	12	73	48	34	41	39	22	34	408
Number of Plans Reviewed	N/A	492	58	28	52	52	31	36	71	18	76	80	65	84	651
Average # of Days for Initial Review	15 Days	10	10	6	12	11	6	6	5	1	5	7	1	2	6
Zoning Verification Letter															
# of Submittals	N/A	711	95	50	68	68	56	79	104	48	50	76	136	100	930
Number of letters Issued	N/A	603	84	45	54	57	48	58	104	47	50	79	142	100	868
Average # of Days to Review	15 Days	2	2	4	4	4	1	5	5	2	4	2	3	1	3
Letter of Determinations															
# of Submittals	N/A	221	14	13	8	3	6	13	12	3	10	11	29	17	139
Number of letters Issued	N/A	218	13	13	7	1	6	9	12	2	10	11	27	8	119
Average # of Days to Review	15 Days	3	2	2	3	9	1	2	2	6	2	2	1	7	3

* 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!