

Dallas Planning & Development Department Performance Goals FY2025-2026			2025			2026									
Metrics	Goal	FY25-26	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
Commercial New	N/A	171	15	14	26	12	10	19	23	17	20	17	12		185
Commercial Additions	N/A	191	204	133	159	154	172	226	221	171	175	209	190		2,014
Commerical Remodels	N/A	2,820													
Express Plan Review (Q-Team)	N/A	980	65	53	72	71	75	72	77	86	116	87	82		856
Average # of Business Days for Initial Review															
New Commercial	15 Days	7	14	14	9	12	9	6	4	6	6	4	5		8
Commercial Alteration/Addition	15 Days	N/A	5	5	6	7	5	6	4	6	5	4	6		5
Express Plan Review (Q-Team)	10 Days	3	3	3	3	3	3	3	3	3	3	3	3		3
Average # of Business Days Commercial Re-Submitted Reviews															
New Commercial	7 Days	5	13	6	11	10	5	6	5	4	6	8	3		7
Commercial Alteration/Addition	7 Days	N/A	5	7	6	7	5	5	4	4	3	3	4		5
Express Plan Review (Q-Team)	5 Days	2	5	5	5	5	5	5	5	5	5	5	5		5
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	2,296	98	88	86	169	114	153	156	143	106	118	106		1,337
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,045	186	143	161	122	218	205	173	250	224	163	198		2,043
Residential Additions	N/A	1,061	74	60	57	62	67	76	74	89	75	55	57		746
Residential Remodels	N/A	2,619	56	54	72	68	84	111	88	109	103	96	90		931
Rapid Single-Family VIP (RSVP)	N/A	496	64	48	53	44	55	68	60	49	67	47	50		605
Average # of Business Days for Initial Review															
Residential New Homes/Additions	10 Days	6	2	2	2	2	1	2	1	1	4	5	1		2
Average # of Business Days Residential Re-Submitted Reviews															
Residential New Homes	5 Days	4	2	2	2	1	1	2	1	1	1	1	1		1
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,297	316	113	93	106	116	174	178	159	180	184	218		1,837
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	1,625	285	254	279	248	251	319	300	220	310	249	252		2,967
# of Plans Reviewed	N/A	474	74	67	67	51	62	76	81	59	58	72	69		736
Average # of Business Days for Initial Review	10 Days	4	4	3	4	3	4	3	3	4	2	3	2		3
ProjectDox - No Action by Applicant for 45+ Business Days															

# of Commercial Projects ((Includes all type of commercial (new, alt-add, pool, roof, demo, etc))	N/A	11	N/A	N/A	85	105	87	75	85	98	103	85	101		11
# of Residential Projects (Includes all type of residential (new, alt-add, pool, roof, demo, etc))	N/A	29	N/A	N/A	183	208	359	204	251	145	193	310	199		29
Fire Protection Reviews - Fire Alarm															
# of Submittals - Fire Alarm	N/A	2,662	215	132	202	160	169	222	183	195	167	252	163		2,060
# of Plans Reviewed - In House	N/A	2,271	210	166	238	173	153	155	168	193	184	196	201		2,037
Average # of Business Days for Initial Review	15 Days	8	11	12	9	5	5	7	15	11	11	11	12		10
Fire Protection Reviews - Fire Sprinkler															
# of Submittals - Fire Sprinkler	N/A	1,241	146	83	101	110	119	134	112	115	128	118	67		1,233
# of Plans Reviewed - In House	N/A	1,051	130	77	131	146	121	114	103	87	94	153	93		1,249
Average # of Business Days for Initial Review	15 Days	14	23	25	25	26	17	14	17	22	22	21	18		21
# of Plans Reviewed by 3rd Party	N/A	80	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
Average # of Business Days for Initial Review by 3rd party	15 Days	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
Fire Protection Reviews - Flammable Liquids															
# of Submittals - Flammable Liquids	N/A	214	113	68	104	117	51	23	75	50	58	74	109		842
# of Plans Reviewed - In House	N/A	205	103	66	93	98	67	23	85	45	62	67	96		805
Average # of Business Days for Initial Review	15 Days	7	3	4	4	6	6	16	11	12	15	5	1		8
Water/Waste Water Engineering Team															
# of Submittals	N/A	997	87	76	81	55	79	98	95	96	72	89	111		939
# of Plans Reviewed	N/A	906	77	66	87	48	64	95	96	89	71	92	95		880
Average # of Business Days for Initial Review	15 Days	5	6	6	8	6	8	4	5	4	4	5	5		6
Paving/Drainage Engineering Team															
# of Submittals	N/A	1,239	105	71	102	73	114	110	110	103	103	113	116		1,120
# of Plans Reviewed	N/A	1,247	107	101	117	79	101	116	115	107	104	111	113		1,171
Average # of Business Days for Initial Review	15 Days	10	12	12	10	7	8	9	9	8	7	8	7		9
Traffic Engineering Team Transportation Department															
# of Submittals	N/A	854	83	56	80	46	67	67	68	70	61	64	74		736
Number of Plans Reviewed	N/A	842	85	61	74	54	55	72	66	70	55	53	88		733
Average # of Business Days for Initial Review	15 Days	6	9	8	7	7	5	6	5	5	4	9	11		7
Surveying Plan Review Team															
# of Submittals	N/A	863	78	54	84	62	53	72	63	60	81	61	76		744
Number of Plans Reviewed	N/A	883	84	52	91	63	66	91	75	61	89	71	94		837
Average # of Business Days for Initial Review	15 Days	6	3	2	3	3	3	4	3	2	3	4	3		3
Subdivision															

# Plats Received	N/A	266	20	11	27	23	24	26	16	25	17	14	31		234
# Plats Reviewed	N/A	266	20	11	27	23	24	26	16	25	17	14	31		234
# of Final Plats Recorded	N/A	164	20	14	13	7	11	20	12	8	21	9	15		150
% Plats Reviewed within 30 Business Days by State Law	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
Customer Advocate Group															
# of Walk in Customers	N/A	14,278	970	316	1,008	1,099	1,149	1,026	1,115	940	1,245	1,558	1,289		11,715
# of Stand-Alone Trade Permit Reviews	N/A	N/A	986	1,097	1,426	939	1,038	1,374	1,098	1,028	937	1,011	1,536		12,470
# of CO Reviews	N/A	N/A	1,128	984	1,140	1,150	1,133	1,304	1,442	1,184	1,297	1,183	950		12,895
# of Speciality Permit Reviews (COM & RES RO, DEM, FO, DSW & ACC)	N/A	N/A	1,495	1,302	1,391	1,185	1,274	1,808	1,686	1,381	1,797	1,802	1,544		16,665
# of Contractor Registrations and Renewals	N/A	N/A	887	735	1,327	1,265	1,413	1,760	1,708	1,585	1,692	1,530	1,510		15,412
Call Center															
# of Calls Handled	N/A	104,141	7,988	5,472	6,662	7,018	6,057	7,540	7,617	6,531	7,216	7,597	7,070		76,768
% of Abandonment Rate	10%	18%	34%	35%	28%	18%	26%	18%	14%	13%	13%	9%	13%		20%
% of Inspections Performed on Time															
Building	98%	97%	98%	98%	98%	96%	99%	98%	99%	98%	98%	98%	99%		98%
Electrical	98%	94%	98%	99%	99%	97%	98%	99%	99%	99%	99%	99%	99%		99%
Mechanical/Plumbing	98%	77%	98%	97%	96%	95%	98%	98%	99%	99%	98%	97%	98%		98%
Sign	98%	100%	97%	99%	100%	98%	97%	96%	100%	98%	100%	97%	98%		98%
Zoning	98%	99%	99%	99%	99%	97%	100%	100%	100%	99%	99%	99%	100%		99%
Construction (Engineering Team)	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
Health	98%	95%	97%	95%	97%	100%	100%	100%	100%	100%	100%	100%	100%		99%
Arborist	98%	93%	100%	95%	97%	92%	97%	98%	89%	97%	92%	99%	96%		96%
# of Inspections Performed															
Building	N/A	52,124	4,427	3,428	3,987	3,119	3,782	4,019	4,139	3,463	3,958	4,063	4,029		42,414
Electrical	N/A	47,801	4,102	3,105	3,440	3,025	3,379	3,574	3,506	3,163	3,558	3,636	3,618		38,106
Mechanical/Plumbing	N/A	75,131	6,339	5,232	6,243	4,913	5,208	5,759	5,471	4,887	5,456	5,867	5,886		61,261
Sign	N/A	7,990	815	613	742	782	749	760	730	537	679	708	763		7,878
Zoning	N/A	16,386	1,509	1,160	1,316	1,080	1,264	1,388	1,273	1,017	1,252	1,235	1,155		13,649
Construction (Engineering Team)	N/A	656	50	47	57	40	33	64	43	52	38	63	59		546
Health	N/A	1,412	173	178	195	157	183	115	143	114	125	96	104		1,583
Arborist	N/A	1,058	67	64	60	63	79	84	49	58	41	95	42		702
# of Water/Wastewater Service Applications Received															
New Residential	N/A	2,056	241	136	163	163	201	201	357	364	1115	359	184		3,484
New Commercial	N/A	324	25	27	30	23	24	43	60	57	134	74	44		541

Average # of Business Days to Process Water/Wastewater Service															
New Residential	5 Days	4	5	5	5	5	5	5	5	5	5	5	5		5
New Commercial	5 Days	4	5	5	5	5	5	5	5	5	5	5	5		5
Certificate of Occupancy															
COs Issued	N/A	2,555	426	337	385	457	431	440	564	412	496	497	410		4,855
COs Submitted	N/A	6,070	547	468	480	449	534	639	603	568	613	562	643		6,106
Average # of Business Days to review	15 Days	6	10	10	10	7	8	10	10	9	9	7	7		9
Board of Adjustment															
# of Cases Reviewed	N/A	206	13	16	17	23	19	22	16	14	23	17	34		214
# of Cases Accepted	N/A	156	15	14	10	15	13	14	8	10	12	11	15		137
# of Cases Presented at BDA	N/A	157	12	12	5	13	14	16	10	16	10	12	10		130
Average # of Business Days for BDA Hearing	75 Days	54	53	58	47	51	41	43	42	45	44	47	46		47
GIS Team Numbers															
Notification Cases Processed	N/A	654	46	57	72	49	43	47	58	44	35	57	23		531
Plats Filed and Processed	N/A	132	8	26	12	7	9	4	20	43	57	39	64		289
Customer Service Feedback Survey															
# of Surveys Received	N/A	229	37	9	29	46	99	79	31	18	26	9	9		392
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	208	35	9	28	45	98	75	28	16	22	8	8		372
% Satisfied	75%	87%	91%	100%	96%	97%	99%	95%	91%	88%	84%	89%	89%		93%
Sign Plan Review															
# of Minor Plan Submittals	N/A	3,373	388	242	202	181	219	243	285	279	248	254	262		2,803
# of Minor Plan Reviewed	N/A	4,066	334	229	202	181	386	268	317	329	468	500	471		3,685
Average # of Business Days for Initial Review	15 Days	2	8	5	9	3	3	2	2	1	1	3	1		3
Arborist															
# of Landscape Submittals	N/A	650	106	65	102	86	84	137	125	114	97	117	138		1,171
# of Landscape Plans Reviewed	N/A	650	106	65	102	86	84	137	125	114	97	117	138		1,171
# of Irrigation Submittals	N/A	1,658	106	124	126	99	132	116	179	162	124	133	145		1,446
# of Irrigation Plans Reviewed	N/A	1,538	106	124	70	99	132	116	179	162	124	133	145		1,390
Average # of Business Days for Initial Review	15 Days	4	5	3	2	3	3	3	3	3	3	2	3		3
Health															
# of Submittals	N/A	408	26	20	34	17	26	34	39	27	34	15	48		320
Number of Plans Reviewed	N/A	651	57	44	74	33	55	68	77	65	73	33	87		666
Average # of Business Days for Initial Review	15 Days	6	2	2	1	0.5	0	1	2	2	2	1	1		1
Zoning Verification Letter															

# of Submittals	N/A	930	102	60	126	62	72	72	59	72	76	76	97		874
Number of letters Issued	N/A	868	100	60	133	62	75	71	58	70	76	76	97		878
Average # of Business Days to Review	15 Days	3	4	3	1	1	1	3	1	1	1	1	3		2
Letter of Determinations															
# of Submittals	N/A	139	9	6	13	16	18	20	22	23	14	12	24		177
Number of letters Issued	N/A	119	8	17	8	12	17	14	13	25	6	9	7		136
Average # of Business Days to Review	15 Days	3	16	24	13	17	11	18	14	18	8	16	19		16

** 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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