

New Commercial/Additions/Remodels	5 Days	3	3	3	2	2	3	3							3
Express Plan Review (Q-Team)	5 Days	4	2	2	2	1	2	1							2
Residential New Homes/Remodels/Additions	5 Days	1	2	4	3	3	3	5							3
ProjectDox - No Action by Applicant for 45+ Days															
# of Commercial Projects	N/A	242	237	205	75	30	35	31							31
# of Residential Projects	N/A	2,317	2,448	2,236	1,095	492	543	612							612
Fire Protection Reviews - Fire Alarm															
# of Submittals - Fire Alarm	N/A	2,018	224	191	211	256	239	195							1,316
# of Plans Reviewed - In House	N/A	1,842	223	191	81	128	204	171							998
Average # of Days for Initial Review	15 Days	8	11	10	7	6	4	8							8
Fire Protection Reviews - Fire Sprinkler															
# of Submittals - Fire Sprinkler	N/A	825	110	108	82	48	87	96							531
# of Plans Reviewed - In House	N/A	583	81	84	67	81	73	49							435
Average # of Days for Initial Review	15 Days	11	15	14	10	14	15	12							13
# of Plans Reviewed by 3rd Party	N/A	195	27	24	15	14	NA	NA							80
Average # of Days for Initial Review by 3rd party	15 Days	11	7	7	10	5	NA	NA							7
Fire Protection Reviews - Flammable Liquids															
# of Submittals - Flammable Liquids	N/A	67	14	6	18	7	11	7							63
# of Plans Reviewed - In House	N/A	58	14	6	18	8	11	7							64
Average # of Days for Initial Review	15 Days	6	15	13	12	7	10	5							10
Water/Waste Water Engineering Team															
# of Submittals	N/A	1,117	75	79	68	90	95	97							504
# of Plans Reviewed	N/A	1,056	74	53	72	82	87	79							447
Average # of Days for Initial Review	15 Days	5	5	5	7	3	5	6							5
Paving/Drainage Engineering Team															
# of Submittals	N/A	1,553	116	105	91	102	99	117							630
# of Plans Reviewed	N/A	1,560	125	100	109	89	92	108							623
Average # of Days for Initial Review	15 Days	8	8	10	9	8	7	9							9
Traffic Engineering Team Transportation Department															
# of Submittals	N/A	865	80	66	63	58	65	72							404
Number of Plans Reviewed	N/A	907	89	64	55	60	68	71							407
Average # of Days for Initial Review	15 Days	15	7	7	7	8	7	7							7

Surveying Plan Review Team															
# of Submittals	N/A	859	79	74	54	65	84	84							440
Number of Plans Reviewed	N/A	982	84	75	57	64	79	89							448
Average # of Days for Initial Review	15 Days	8	5	9	7	4	5	5							6
Subdivision															
# Plats Received	N/A	224	27	27	19	23	27	25							148
# Plats Reviewed	N/A	224	27	27	19	23	27	25							148
# of Final Plats Recorded	N/A	134	18	17	9	12	13	14							83
% Plats Reviewed within 30 Days by State Law	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							10,174
# of Permit Trade Permit Transactions	N/A	3,420	425	389	256	328	368	369							2,135
# of Commercial Consultations	N/A	2,646	188	103	93	104	105	63							656
# of Residential Consultations	N/A	3,385	117	84	86	85	107	86							565
Average Wait Time for Over the Counter Permits	<=25 Minutes	22	21	32	24	29	18	29							26
Call Center															
# of Calls Handled	N/A	95,706	9,137	7,460	7,490	9,134	9,153	9,843							52,217
% of Abandonment Rate	10%	4%	3%	3%	3%	6%	3%	6%							4%
% of Inspections Performed on Time															
Building	98%	98%	98%	98%	97%	97%	98%	97%							98%
Electrical	98%	95%	93%	96%	97%	95%	95%	91%							94%
Mechanical/Plumbing	98%	91%	73%	74%	64%	65%	74%	78%							71%
Sign	98%	100%	100%	100%	100%	100%	99%	100%							100%
Zoning	98%	99%	100%	100%	100%	99%	100%	99%							100%
Construction (Engineering Team)	98%	100%	100%	100%	100%	100%	100%	100%							100%
Health	98%	92%	92%	98%	98%	95%	98%	95%							96%
Arborist	98%	98%	97%	100%	100%	100%	97%	90%							97%
# of Inspections Performed															
Building	N/A	58,201	5,612	4,550	4,207	4,087	4,565	4,990							28,011
Electrical	N/A	55,062	5,089	4,159	3,952	3,895	3,814	4,334							25,243
Mechanical/Plumbing	N/A	91,493	8,351	6,192	6,823	6,990	6,610	7,102							42,068
Sign	N/A	8,573	896	641	615	493	636	779							4,060
Zoning	N/A	15,997	1,844	1,358	1,278	1,412	1,509	1,612							9,013

Construction (Engineering Team)	N/A	534	58	34	44	51	78	65							330
Health	N/A	1,367	65	95	101	85	157	158							661
Arborist	N/A	1,197	192	102	74	128	94	69							659
# of Water/Wastewater Service Applications Received															
New Residential	N/A	1,670	125	180	125	136	155	145							866
New Commercial	N/A	597	20	25	20	25	30	25							145
Average # of Days to Process Water/Wastewater Service															
New Residential	5 Days	2	4	2	3	3	3	3							3
New Commercial	5 Days	3	4	3	3	3	3	3							3
Certificate of Occupancy															
COs Issued	N/A	2,501	221	206	175	196	210	227							1,235
COs Submitted	N/A	5,477	506	426	404	487	585	611							3,019
Average # of days to review	15 Days	7	3	3	5	2	2	4							3
Board of Adjustment															
# of Cases Reviewed	N/A	413	24	15	17	21	21	19							117
# of Cases Accepted	N/A	142	16	16	16	12	14	12							86
# of Cases Presented at BDA	N/A	152	12	14	14	16	16	14							86
Average # of Days for BDA Hearing	75 Days	60	56	55	50	57	57	50							54
GIS Team Numbers															
Notification Cases Processed	N/A	652	58	79	53	68	72	75							405
Plats Filed and Processed	N/A	138	9	10	9	7	19	16							70
Customer Service Feedback Survey															
# of Surveys Received	N/A	429	19	12	10	19	16	8							84
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	372	19	12	9	16	15	7							78
% Satisfied	75%	88%	100%	100%	90%	85%	94%	88%							93%
Sign Plan Review															
# of Minor Plan Submittals	N/A	3,121	237	202	192	349	401	344							1,725
# of Minor Plan Reviewed	N/A	4,429	320	293	256	377	346	472							2,064
Average # of Days for Initial Review	15 Days	1	1	1	1	1	1	1							1
Arborist															
# of Landscape Submittals	N/A	532	78	36	42	33	24	39							252
# of Landscape Plans Reviewed	N/A	602	78	36	42	33	24	39							252

# of Irrigation Submittals	N/A	318	177	129	130	110	125	102							773
# of Irrigation Plans Reviewed	N/A	325	177	129	117	91	125	84							723
Average # of Days for Initial Review	15 Days	2	2	2	3	3	2	3							3
Health															
# of Submittals	N/A	1,471	36	31	20	18	12	73							190
Number of Plans Reviewed	N/A	492	58	28	52	52	31	36							257
Average # of Days for Initial Review	15 Days	10	10	6	12	11	6	6							9
# of Plans Reviewed by 3rd Party	N/A	22	32	13	25	10	16	14							18
Zoning Verification Letter															
# of Submittals	N/A	711	95	50	68	68	56	79							416
Number of letters Issued	N/A	603	84	45	54	57	48	58							346
Average # of Days to Review	15 Days	2	2	4	4	4	1	5							3
Letter of Determinations															
# of Submittals	N/A	221	14	13	8	3	6	13							57
Number of letters Issued	N/A	218	13	13	7	1	6	9							49
Average # of Days to Review	15 Days	3	2	2	3	9	1	2							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!