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	7	8	9	7							41
Commercial Additions	N/A	191	16	5	13	11	10	17							72
Commerical Remodels	N/A	2,746	318	222	309	214	221	268							1,552
Express Plan Review (Q-Team)	N/A	478	100	97	75	78	140	106							596
Average # of Days for Initial Review				-	-							1			
New Commercial/Remodels	15 Days	8	3	7	8	6	8	8							7
Express Plan Review (Q-Team)	10 Days	4	3	2	1	1	3	2							2
Average # of Days Commercial Re-Submitted Reviews															
New Commercial/Remodels	7 Days	8	6	5	6	7	8	8							7
Express Plan Review (Q-Team)	5 Days	1	1	1	1	1	2	1							1
# of Commercial Plan Review Re-Submittals															
All Commercial Projects	N/A	1,567	192	199	187	166	253	221							1,218
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,051	175	138	146	174	158	162							953
Residential Additions	N/A	1,228	100	81	91	84	93	97							546
Residential Remodels	N/A	4,350	385	290	270	299	320	323							1,887
Rapid Single-Family VIP (RSVP)	N/A	529	52	34	39	49	46	50							270
Average # of Days for Initial Review															
Residential New Homes/Additions	10 Days	1	8	3	6	5	4	7							6
Average # of Days Residential Re-Submitted Reviews															
Residential New Homes	5 Days	2	4	2	5	4	5	5							4
# of Residential Plan Review Re-Submittals															
All Residential Projects	N/A	1,019	121	123	122	147	103	114							730
Residential Reviews in Zip Codes: 75210, 75216, 75215															
# of Submittals	N/A	682	53	53	48	50	53	58							315
# of Plans Reviewed	N/A	813	23	77	57	88	64	43							352
Average # of Days for Initial Review	10 Days	2	5	2	2	1	2	1							2
Average # of Days for Prescreen Completeness Review															

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		I		1	<u> </u>	<u> </u>		1		· · · · ·	<u>I</u>	
# 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					T	1	1	T	1	1		
# 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 <i>,</i> 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			3
Health	N/A	1,367	65	95	101	85	157	158			6
Arborist	N/A	1,197	192	102	74	128	94	69			6
# of Water/Wastewater Service Applications Received											
New Residential	N/A	1,670	125	180	125	136	155	145			8
New Commercial	N/A	597	20	25	20	25	30	25			1
Average # of Days to Process Water/Wastewater Service											
New Residential	5 Days	2	4	2	3	3	3	3			
New Commercial	5 Days	3	4	3	3	3	3	3			
Certificate of Occupancy											
COs Issued	N/A	2,501	221	206	175	196	210	227			1,2
COs Submitted	N/A	5,477	506	426	404	487	585	611			3,0
Average # of days to review	15 Days	7	3	3	5	2	2	4			
Board of Adjustment			-								
# of Cases Reviewed	N/A	413	24	15	17	21	21	19			1
# of Cases Accepted	N/A	142	16	16	16	12	14	12			
# of Cases Presented at BDA	N/A	152	12	14	14	16	16	14			
Average # of Days for BDA Hearing	75 Days	60	56	55	50	57	57	50			
GIS Team Numbers											
Notification Cases Processed	N/A	652	58	79	53	68	72	75			4
Plats Filed and Processed	N/A	138	9	10	9	7	19	16			
Customer Service Feedback Survey								· · · ·			
# of Surveys Received	N/A	429	19	12	10	19	16	8			
# of Positive Surveys Received (Respondents Strongly Agree or Agree They Are Satisfied)	N/A	372	19	12	9	16	15	7			
% Satisfied	75%	88%	100%	100%	90%	85%	94%	88%			9
Sign Plan Review											
# of Minor Plan Submittals	N/A	3,121	237	202	192	349	401	344			1,7
# of Minor Plan Reviewed	N/A	4,429	320	293	256	377	346	472			2,0
Average # of Days for Initial Review	15 Days	1	1	1	1	1	1	1			
Arborist											
# of Landscape Submittals	N/A	532	78	36	42	33	24	39			2
# of Landscape Plans Reviewed	N/A	602	78	36	42	33	24	39			2

				1			1			1			
N/A	318	177	129	130	110	125	102						773
N/A	325	177	129	117	91	125	84						723
15 Days	2	2	2	3	3	2	3						3
N/A	1,471	36	31	20	18	12	73						190
N/A	492	58	28	52	52	31	36						257
15 Days	10	10	6	12	11	6	6						9
N/A	22	32	13	25	10	16	14						18
N/A	711	95	50	68	68	56	79						416
N/A	603	84	45	54	57	48	58						346
15 Days	2	2	4	4	4	1	5						3
							-						
N/A	221	14	13	8	3	6	13						57
N/A	218	13	13	7	1	6	9						49
15 Days	3	2	2	3	9	1	2						3
	N/A 15 Days N/A N/A 15 Days N/A N/A N/A 15 Days N/A 15 Days	N/A 325 15 Days 2 N/A 1,471 N/A 492 15 Days 10 N/A 22 N/A 22 N/A 603 15 Days 2 N/A 603 N/A 221 N/A 221 N/A 218	N/A 325 177 15 Days 2 2 N/A 1,471 36 N/A 492 58 15 Days 10 10 N/A 22 32 N/A 22 32 N/A 711 95 N/A 603 84 15 Days 2 2 N/A 603 84 15 Days 2 2 N/A 21 14 N/A 218 13	N/A32517712915 Days222N/A1,4713631N/A492582815 Days10106N/A223213N/A7119550N/A603844515 Days224N/A2181313	N/A 325 177 129 117 15 Days 2 2 3 N/A 1,471 36 31 20 N/A 492 58 28 52 15 Days 10 10 6 12 N/A 492 32 13 25 15 Days 10 10 6 12 N/A 22 32 13 25 N/A 603 84 45 54 15 Days 2 2 4 4 N/A 603 84 45 54 15 Days 2 2 4 4 N/A 218 13 13 7	N/A 325 177 129 117 91 15 Days 2 2 3 3 N/A 1,471 36 31 20 18 N/A 1,471 36 31 20 18 N/A 492 58 28 52 52 15 Days 10 10 6 12 11 N/A 22 32 13 25 10 N/A 22 32 13 25 10 N/A 22 32 13 25 10 N/A 711 95 50 68 68 N/A 603 84 45 54 57 15 Days 2 2 4 4 4 N/A 218 13 13 7 1	N/A 325 177 129 117 91 125 15 Days 2 2 3 3 2 N/A 1,471 36 31 20 18 12 N/A 1,471 36 31 20 18 12 N/A 492 58 28 52 52 31 15 Days 10 10 6 12 11 6 N/A 22 32 13 25 10 16 N/A 22 32 13 25 10 16 N/A 711 95 50 68 68 56 N/A 603 84 45 54 57 48 15 Days 2 2 4 4 1 N/A 221 14 13 8 3 6 N/A 218 13 13 7 1 6	N/A 325 177 129 117 91 125 84 15 Days 2 2 3 3 2 3 N/A 1,471 36 31 20 18 12 73 N/A 492 58 28 52 52 31 36 15 Days 10 10 6 12 11 6 6 N/A 492 58 28 52 52 31 36 15 Days 10 10 6 12 11 6 6 N/A 22 32 13 25 10 16 14 N/A 711 95 50 68 68 56 79 N/A 603 84 45 54 57 48 58 15 Days 2 2 4 4 1 5 N/A 221 14 13	N/A 325 177 129 117 91 125 84 15 Days 2 2 3 3 2 3 N/A 1,471 36 31 20 18 12 73 N/A 1,471 36 31 20 18 12 73 N/A 492 58 28 52 52 31 36 15 Days 10 10 6 12 11 6 6 N/A 22 32 13 25 100 16 14 N/A 22 32 13 25 10 16 14 N/A 711 95 50 68 68 56 79 N/A 603 84 45 54 57 48 58 15 Days 2 2 4 4 4 1 5 N/A 218 13	N/A 325 177 129 117 91 125 84 15 Days 2 2 2 3 3 2 3 N/A 1,471 36 31 20 18 12 73 N/A 1,471 36 31 20 18 12 73 N/A 492 58 28 52 52 31 36 15 Days 10 10 6 12 11 6 6 N/A 22 32 13 25 10 16 14 N/A 711 95 50 68 68 56 79 N/A 603 84 45 54 57 48 58 15 Days 2 2 4 4 </td <td>N/A 325 177 129 117 91 125 84 Image: Constraint of the stress of th</td> <td>N/A 325 177 129 117 91 125 84 Image: Constraint of the stress of th</td> <td>N/A 325 177 129 117 91 125 84 Image: Constraint of the stress of th</td>	N/A 325 177 129 117 91 125 84 Image: Constraint of the stress of th	N/A 325 177 129 117 91 125 84 Image: Constraint of the stress of th	N/A 325 177 129 117 91 125 84 Image: Constraint of the stress of th

* 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!