

February
2016

Development Services Division Performance Report

McKinney's Development Services Division, including the Building Inspections, Code Compliance, Engineering and Planning Departments, strives to provide excellent services and customer experiences. Our progress in achieving these goals is consistently monitored internally and publicly reported monthly via this document.

City of McKinney
Development Services

221 N. Tennessee St.
McKinney, TX 75069

Phone: 972.547.7400
Fax: 972.547.2604

Hours:
8 am - 5 pm
Mon-Fri

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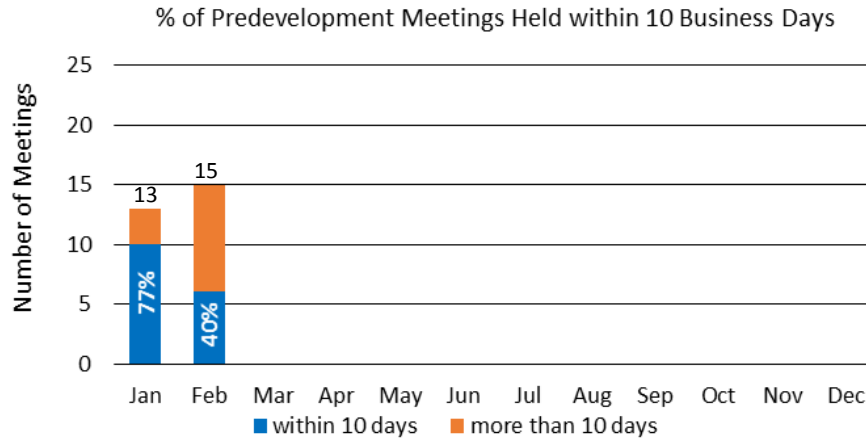
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Pre-Development Meetings

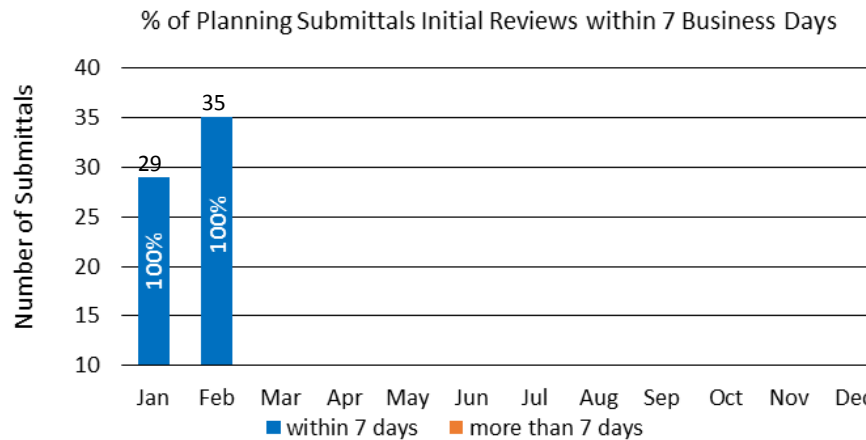


YTD

57%

target: 100%

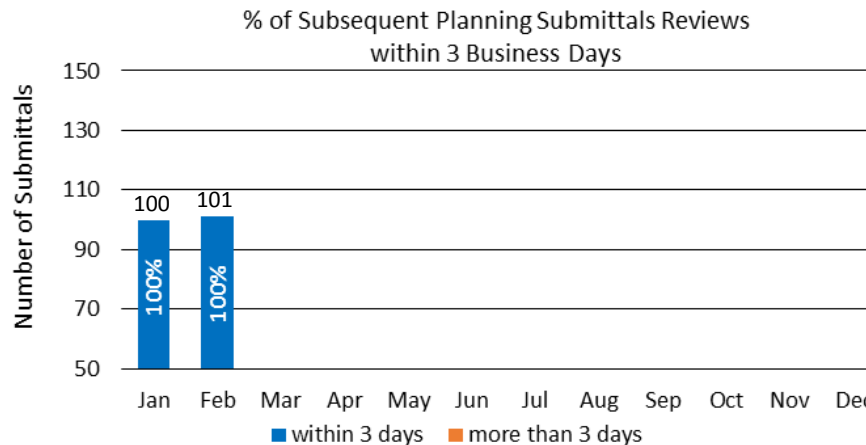
Plan Review Responsiveness



YTD

100%

target: 100%

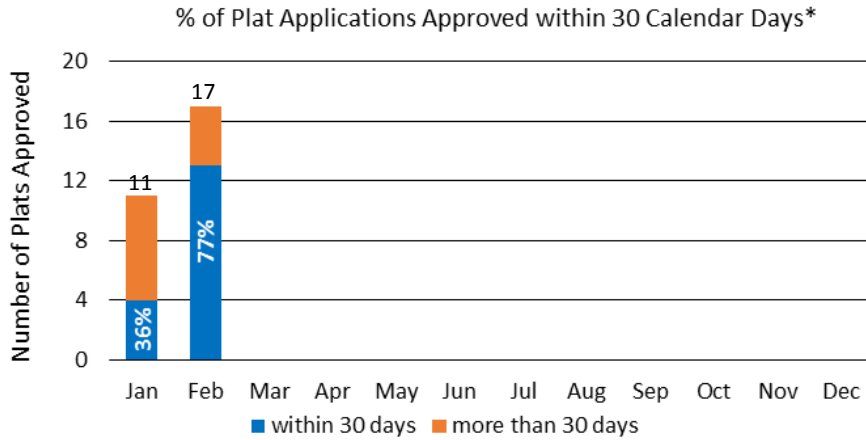


YTD

100%

target: 100%

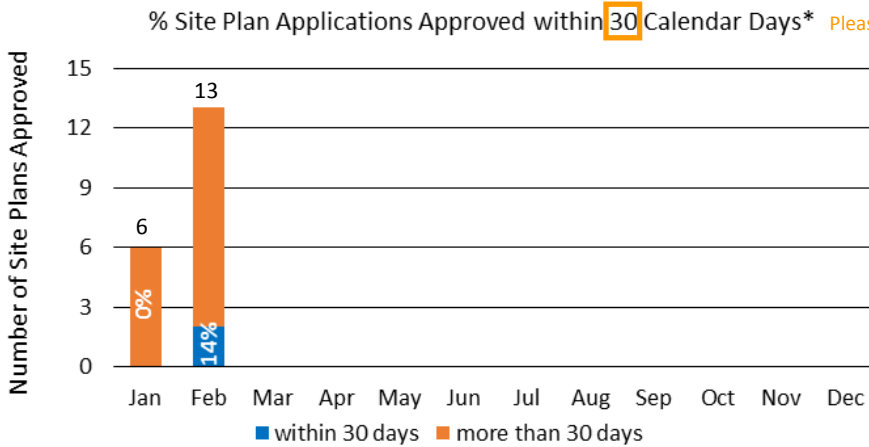
Plats



YTD
61%

target: 100%

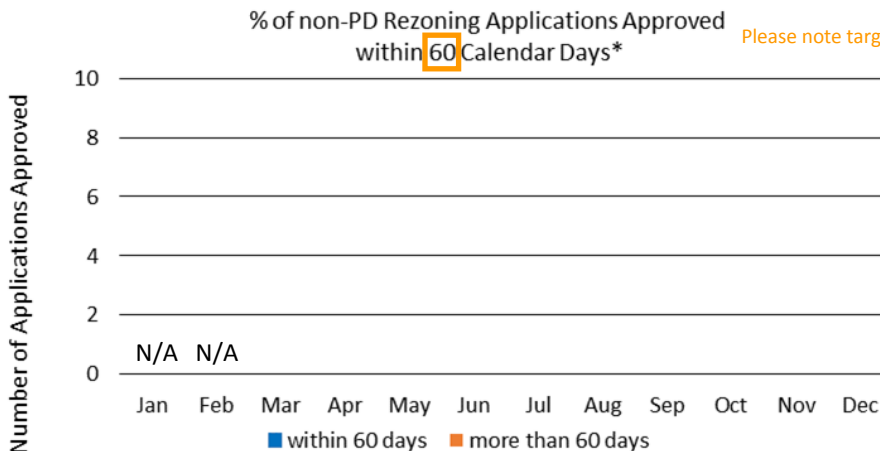
Site Plans



YTD
10%

target: 100%

Rezoning Requests (non-PD)

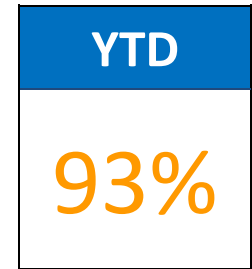
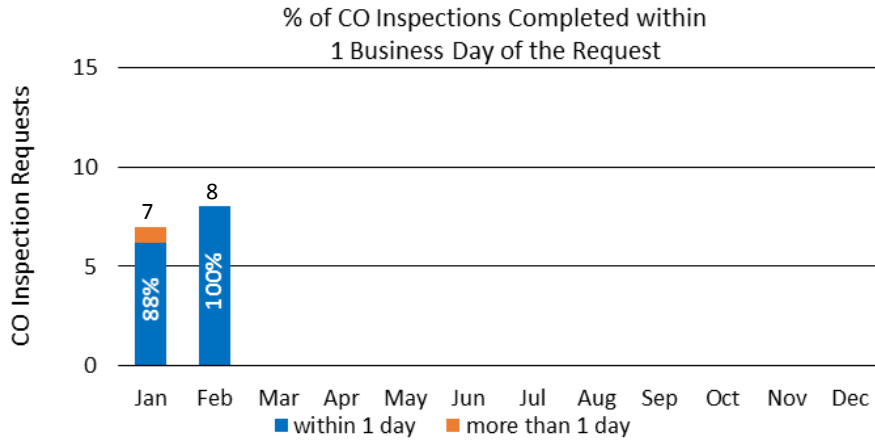


YTD
N/A

target: 100%

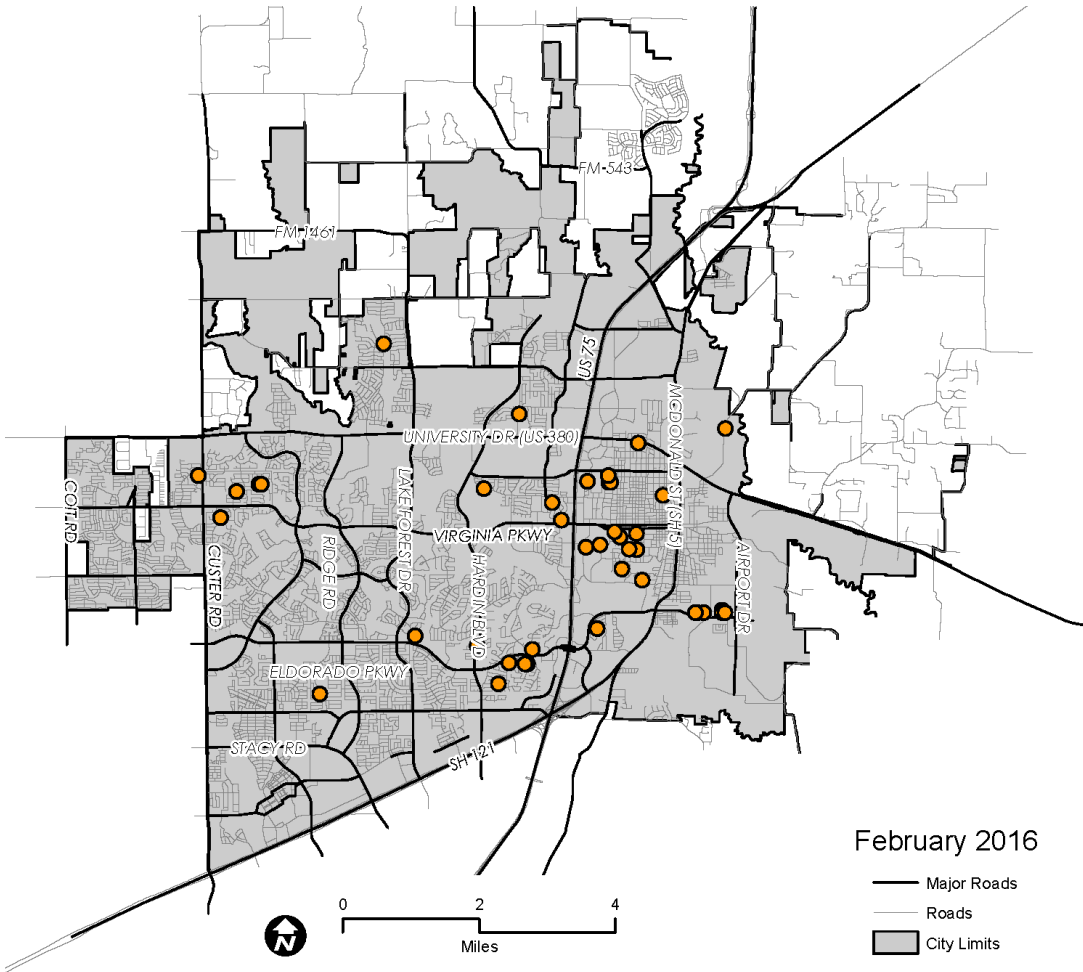
* Approval timelines include time with both Staff and the Applicant

Certificates of Occupancy



target: 100%

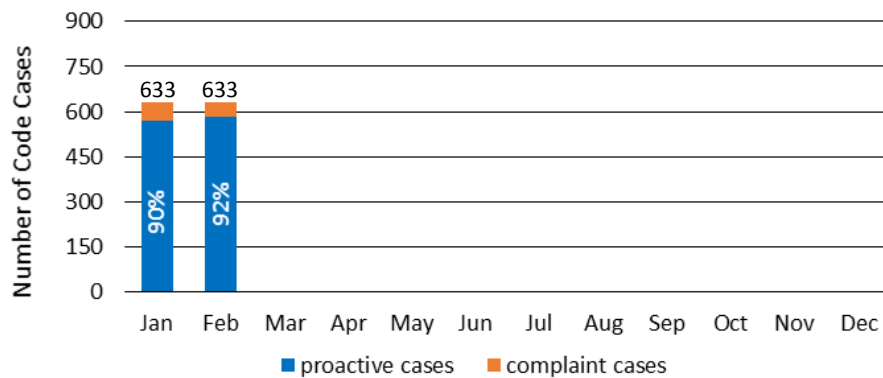
Code Complaints Map



Total Number of Code Complaints	
JAN	58
FEB	47
MAR	
APR	
MAY	
JUN	
JUL	
AUG	
SEP	
OCT	
NOV	
DEC	

Code Case Summaries

% of Code Cases Proactively Initiated



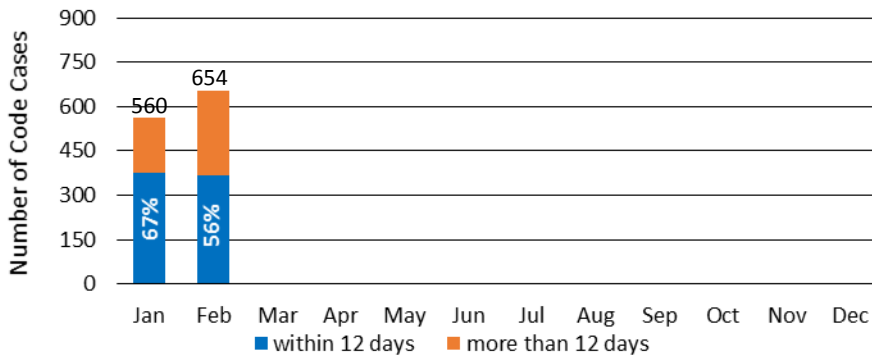
YTD

91%

target: 85%

Code Case Summaries

% of Code Cases Closed within **12** Business Days *Please note target timeframe changed from 9 to 12 days*



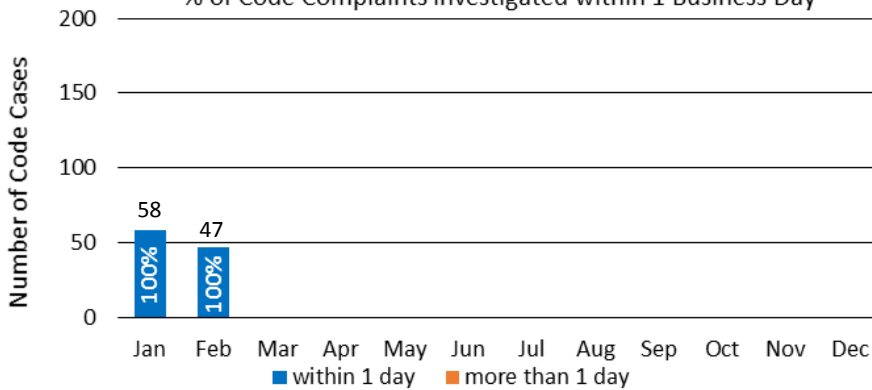
YTD

61%

target: 100%

Complaint Responsiveness

% of Code Complaints Investigated within 1 Business Day



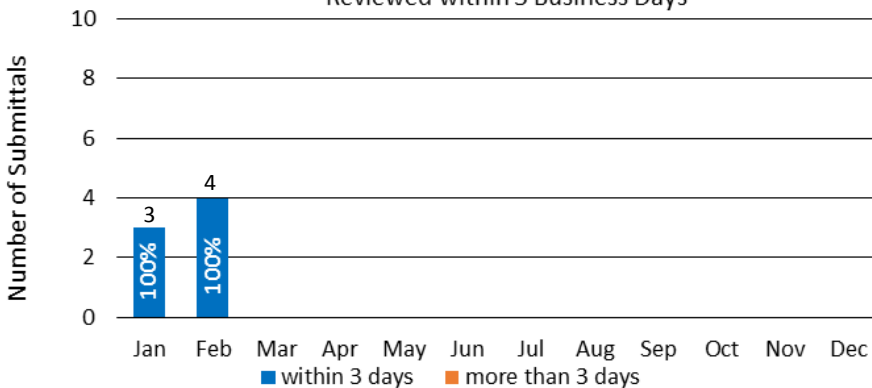
YTD

100%

target: 100%

Food Establishment Plan Reviews

% of Initial Food Establishment Plans Reviewed within 3 Business Days

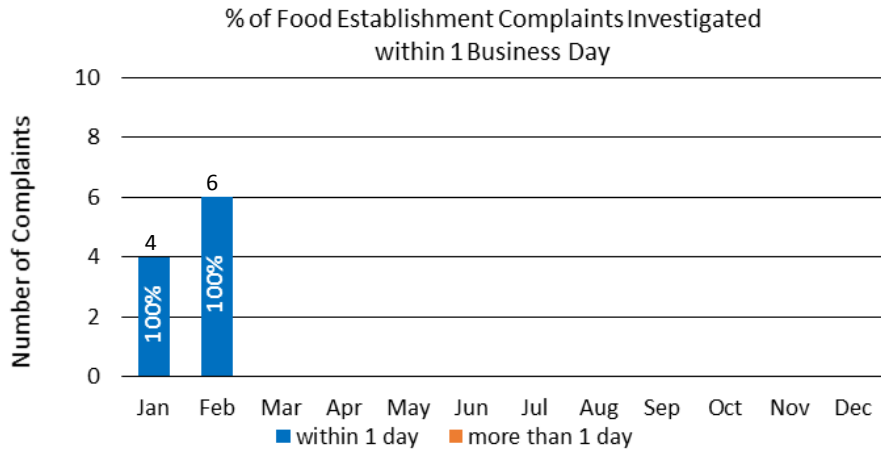


YTD

100%

target: 100%

Food Establishment Complaints

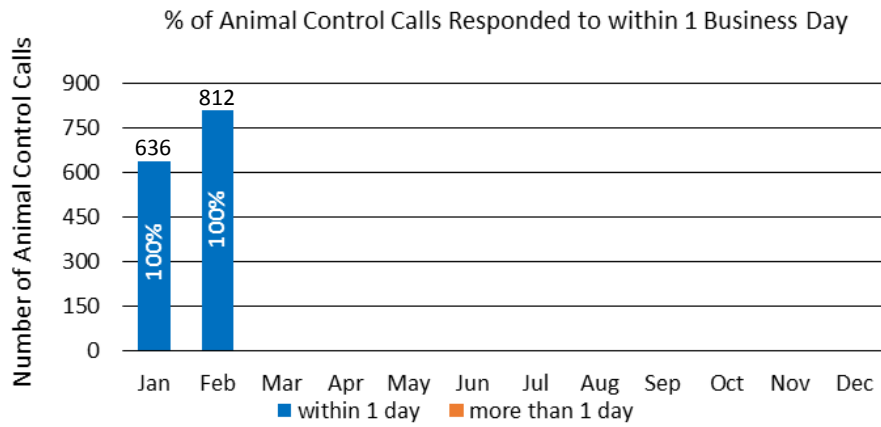


YTD

100%

target: 100%

Animal Control Calls

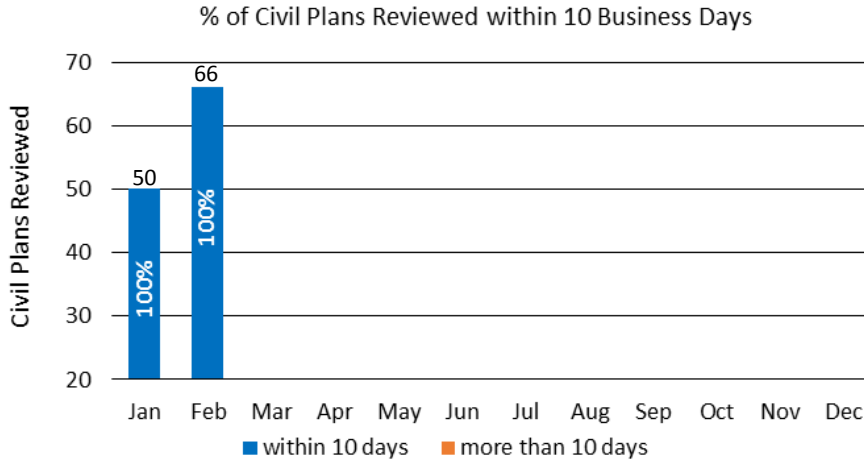


YTD

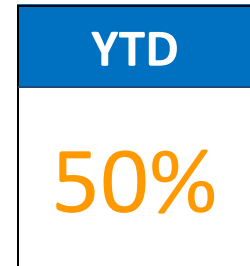
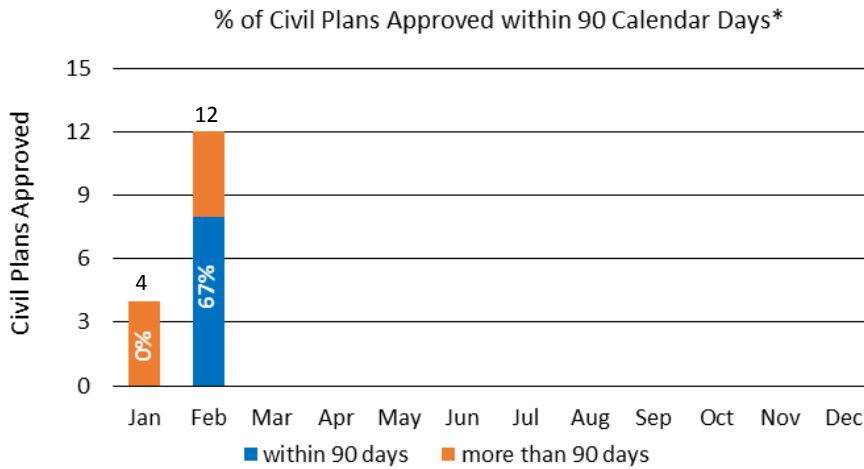
100%

target: 100%

Civil Plan Review

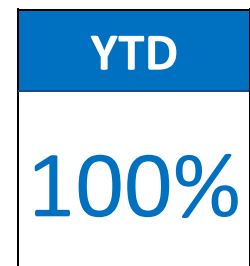
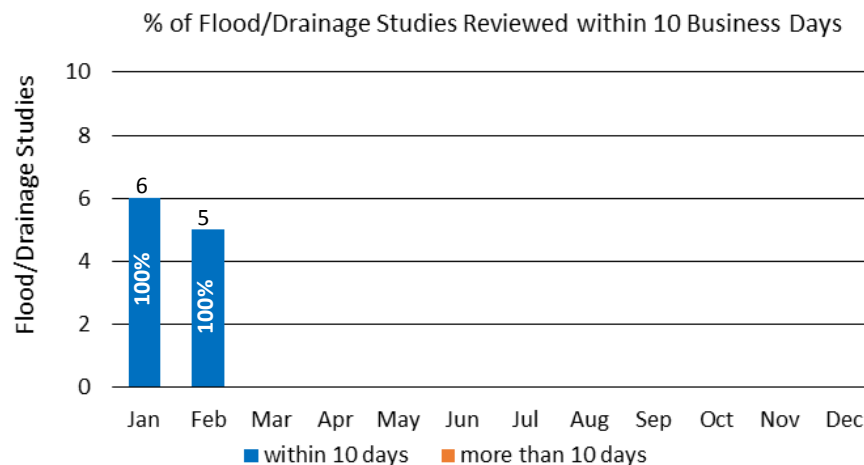


target: 100%



target: 100%

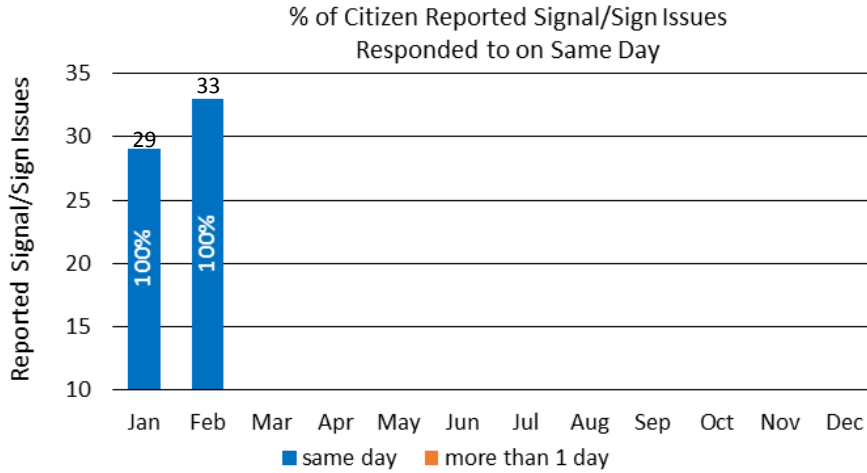
Flood/Drainage Studies



target: 100%

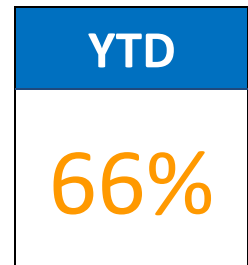
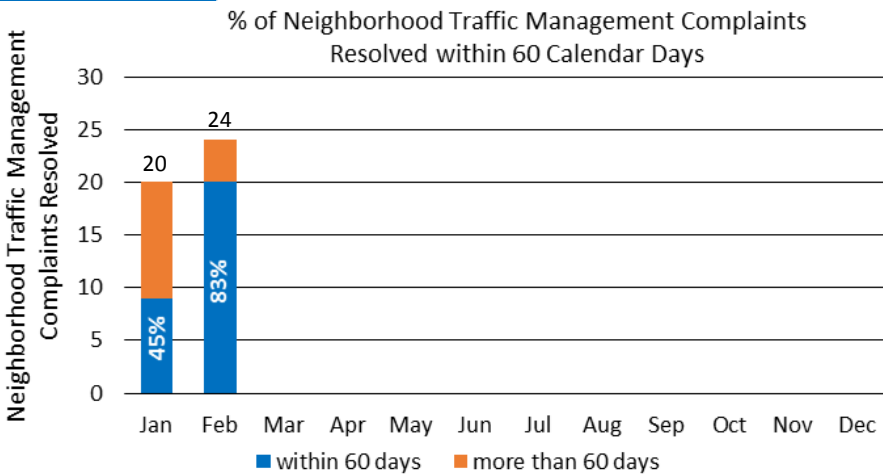
* Approval timelines include time with both Staff and the Applicant

Signals and Signs



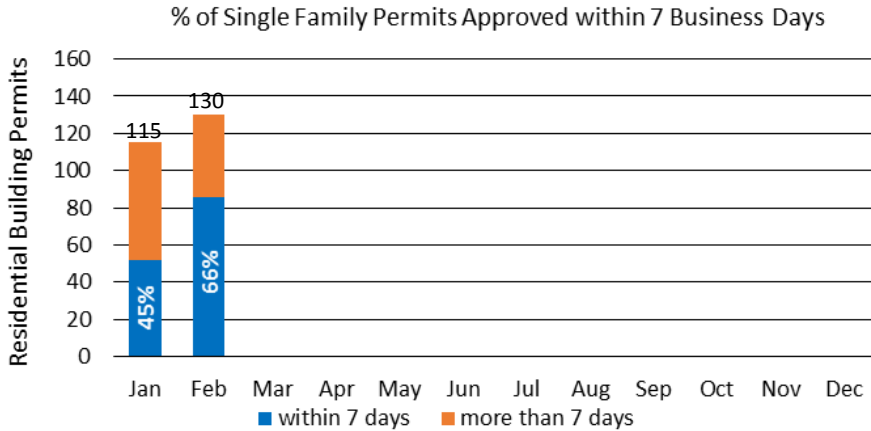
target: 100%

Neighborhood Traffic



target: 100%

Residential Building Permits

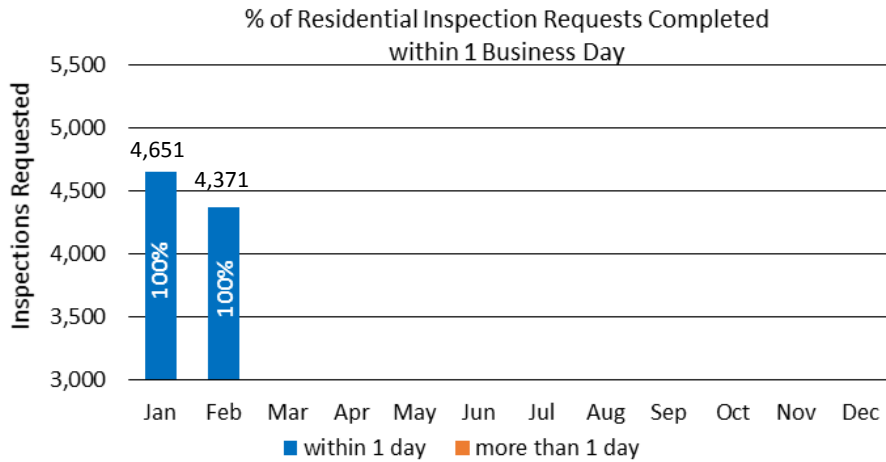


YTD

56%

target: 100%

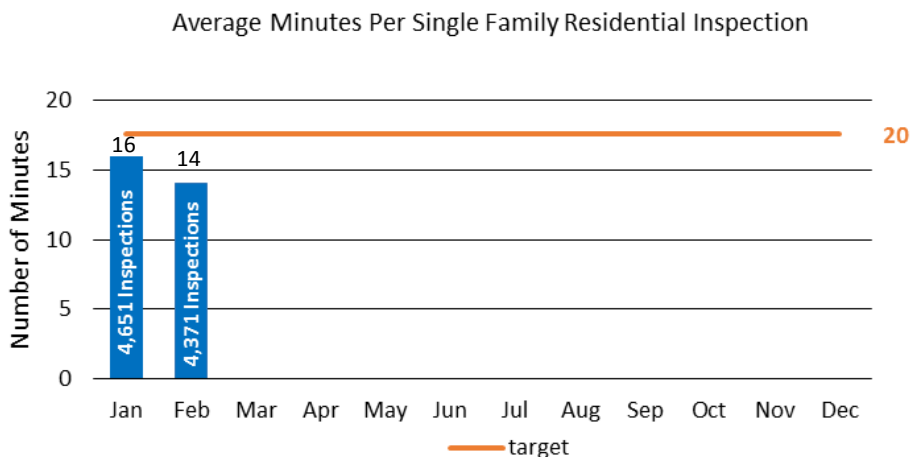
Residential Inspections



YTD

100%

target: 100%



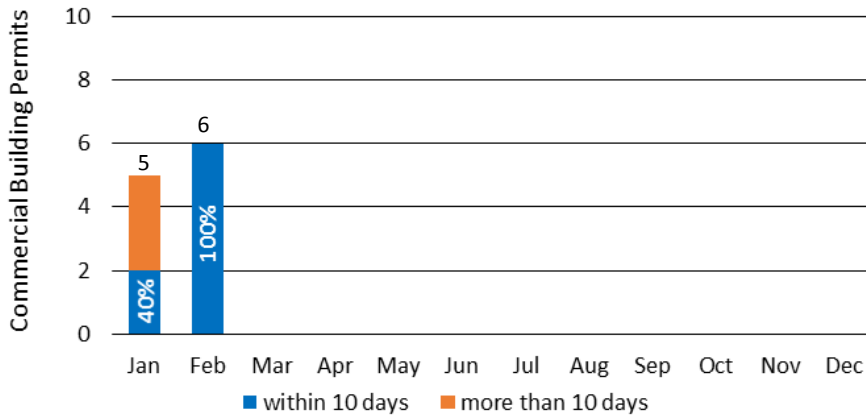
YTD

15 mins

target: 20 mins

Commercial Building Permits

% of 1st Review of Commercial Permits within 10 Business Days

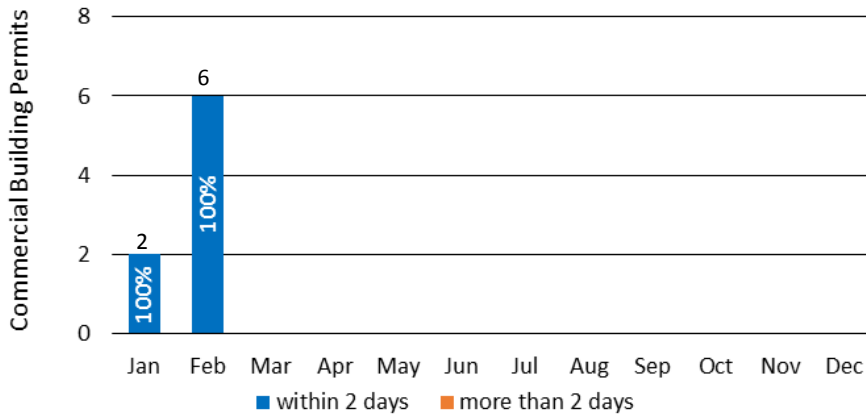


YTD

73%

target: 100%

% of Subsequent Commercial Permit Reviews within 2 Business Days

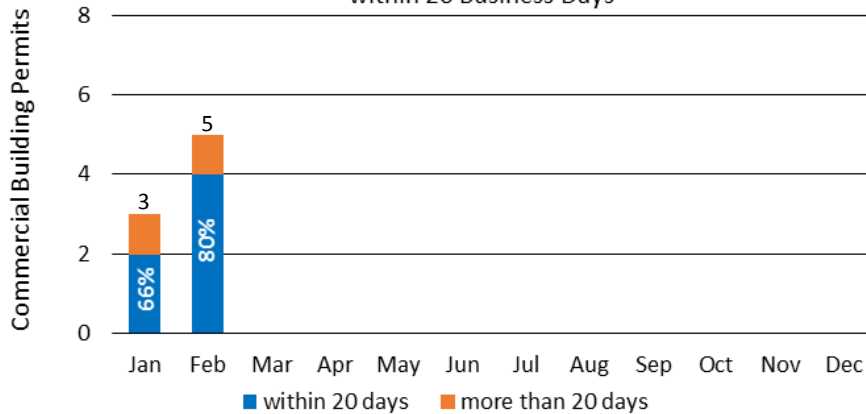


YTD

100%

target: 100%

% of Commercial Building Permits Approved within 20 Business Days*



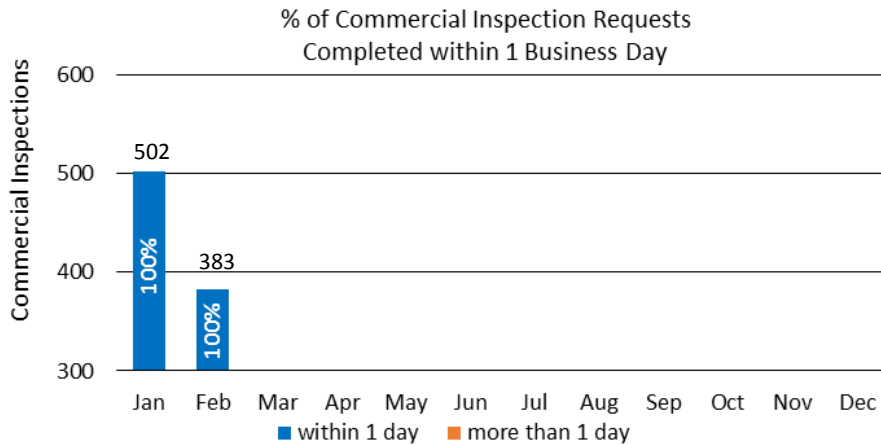
YTD

75%

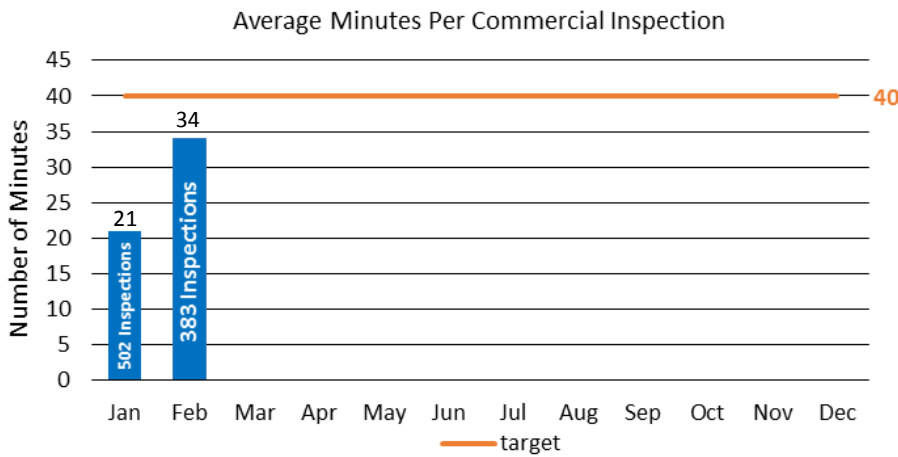
target: 100%

* Approval timelines include time with both Staff and the Applicant

Commercial Inspections

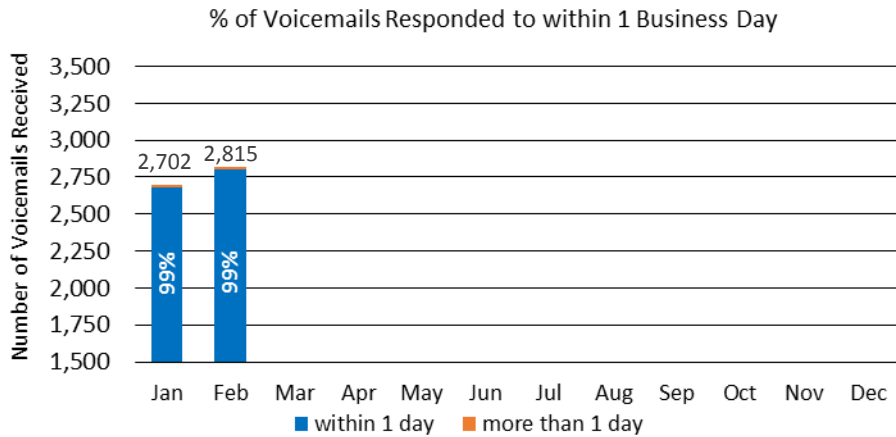


target: 100%



target: 40 mins

Voicemail Responsiveness



YTD

99%

target: 100%

Development Services Feedback

"Julia Xia, thank you for all of you and your staff's help. We have multiple projects going in Frisco and Prosper and I can honestly say that McKinney has been a pleasure to work with. You certainly have your system and process streamlined and as efficient as any I have seen. You and your staff have been extremely helpful throughout the process and communication is fantastic." - Phillip Carter, North Forty Development

"Due to some issues we were having with our contractors, our project was running behind schedule. Dana Stillwell, Project Expediter, truly helped us. She expedited the permit process and allowed us to make up for some lost time. This is the type of smiling, pleasant person, who everyone wishes to work with!" - Jack Harvard, NASH Group Real Estate, Inc.

"Matt Robinson, thank you so much for all your help in preparing and presenting our proposal. We sincerely appreciate all your efforts AND everything was successful." - Jay Collier

"Danny Still and Joshua Cotton, You are amazing people! Thank you so much for your assistance! I seriously can't thank you enough for guiding me in the correct direction." - Sterrett Coleman

"Danielle Quintanilla, thank you for quickly responding and following up with me. You were extremely patient and knowledgeable. Neil Rose, you went above and beyond with the list of scheduled and permitted uses and THE MAP!!!" - Devin Huffines, CBRE / UCR

"McKinney is sure taking it to another level lately!" - Zach Schneider, Darling Homes

"Quick note to let you know how much I appreciate the help I received from Kathy Wright. She proved to be 'on my team' as far as wanting to help me achieve my objectives." - Brian Ballard

"I was able to get all the necessary information and directions and Teresa Renshaw could not have been more helpful and informative." - Luigi Manzi

This publication can be made available upon request in alternative formats, such as Braille, large print, audiotope or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email at contact-adacompliance@mckinneytexas.org. Please allow at least 48 hours for your request to be processed.