

December  
2016

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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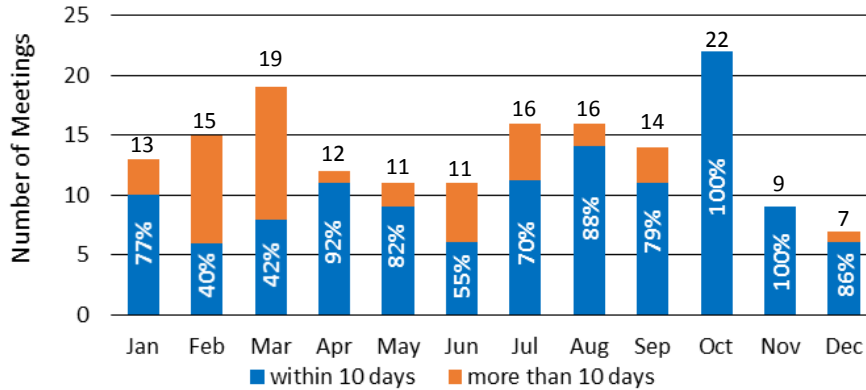


# Development Services Division Performance Report

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.

## Pre-Development Meetings

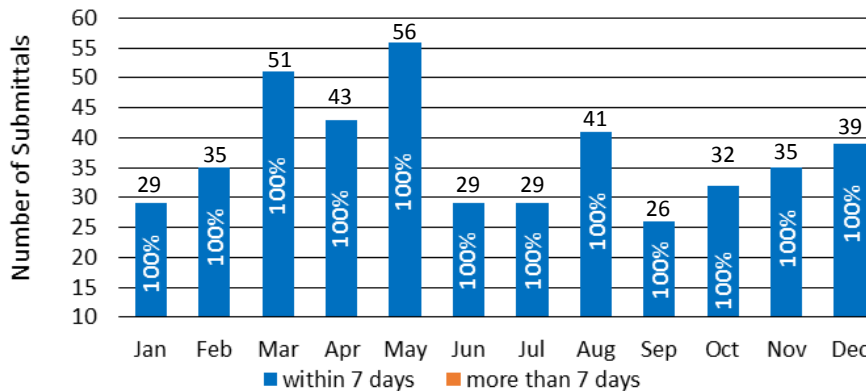
% of Predevelopment Meetings Held within 10 Business Days\*



**YTD**  
**75%**

## Plan Review Responsiveness

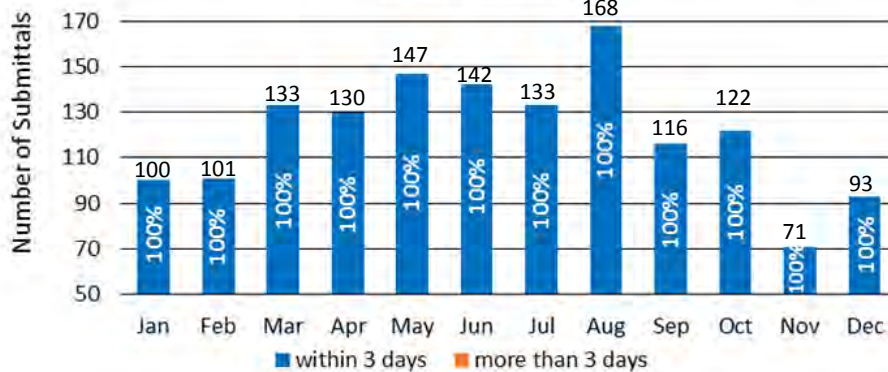
% of Initial Planning Submittals Reviewed within 7 Business Days



**YTD**  
**100%**

target: 100%

% of Subsequent Planning Submittals Reviewed within 3 Business Days

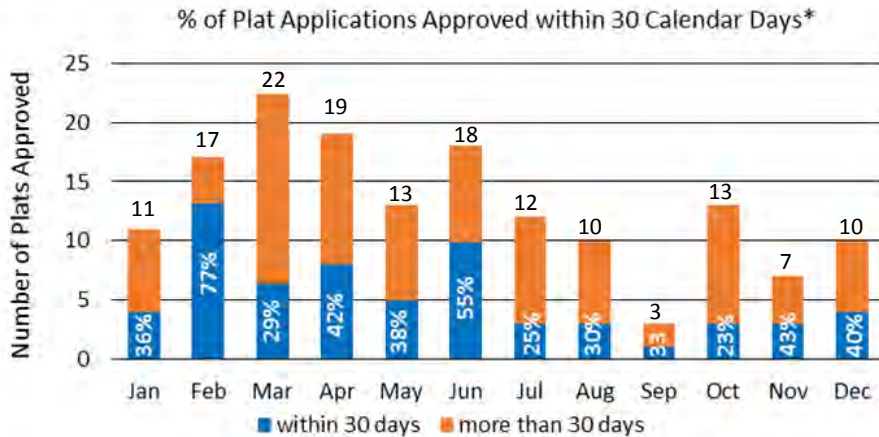


**YTD**  
**100%**

target: 100%

\* Per the applicant, some meetings are scheduled more than 10 days from the initial request

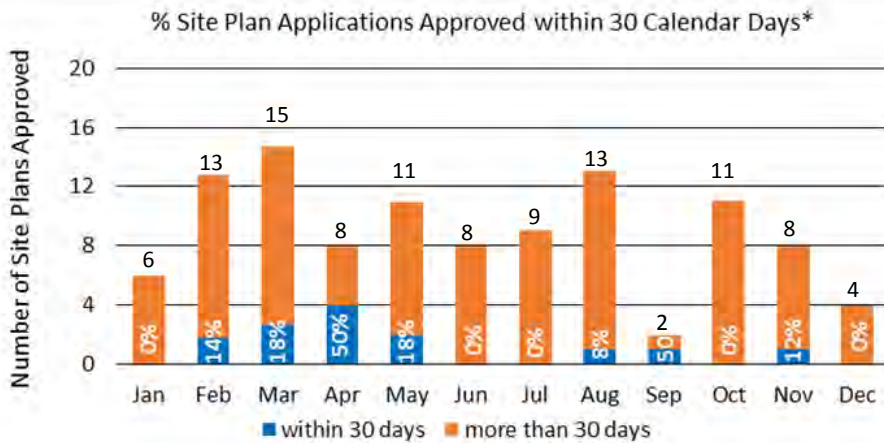
Plats



YTD

41%

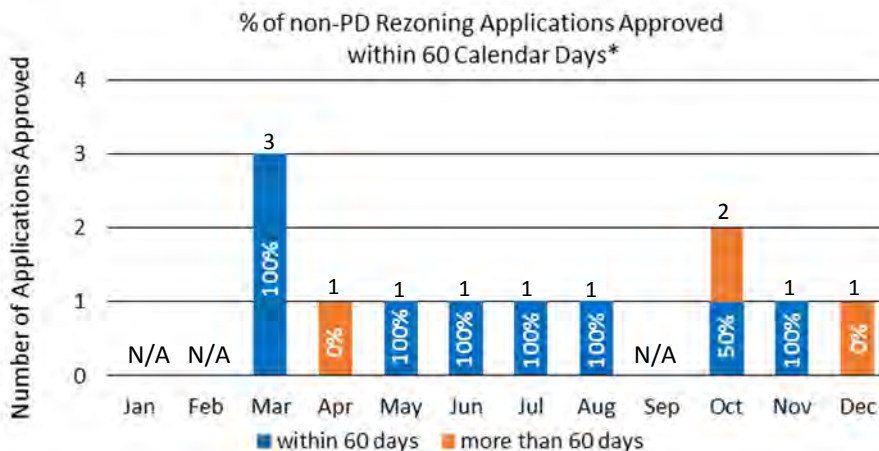
Site Plans



YTD

13%

Rezoning Requests (non-PD)

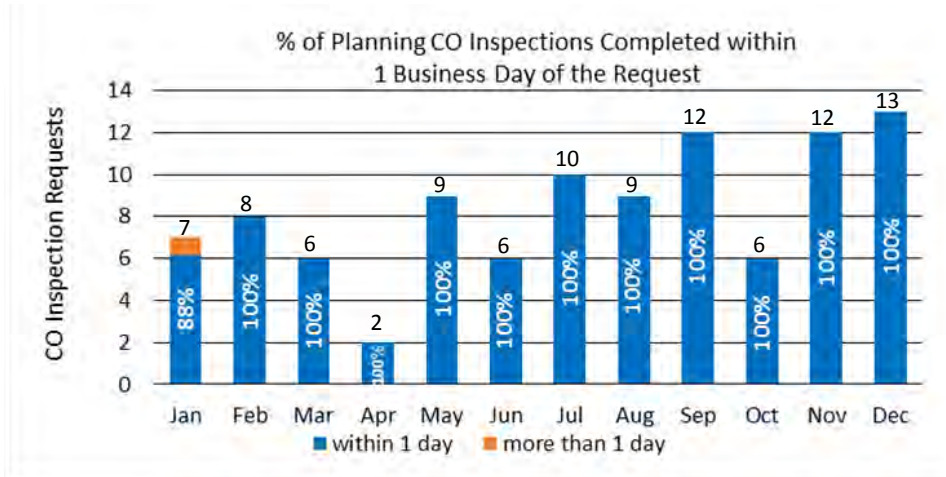


YTD

75%

\* Approval timelines include time with both Staff and the Applicant

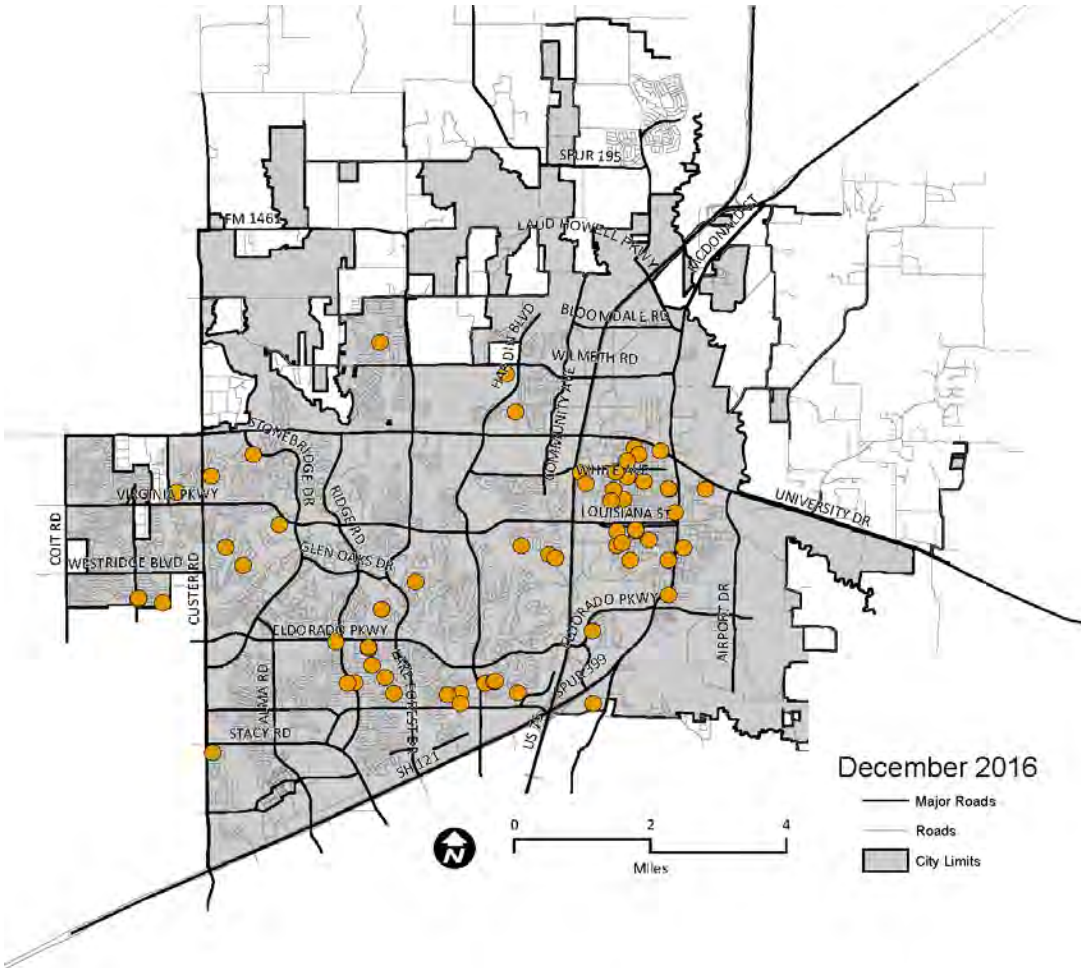
Certificates of Occupancy



**YTD**  
**99%**

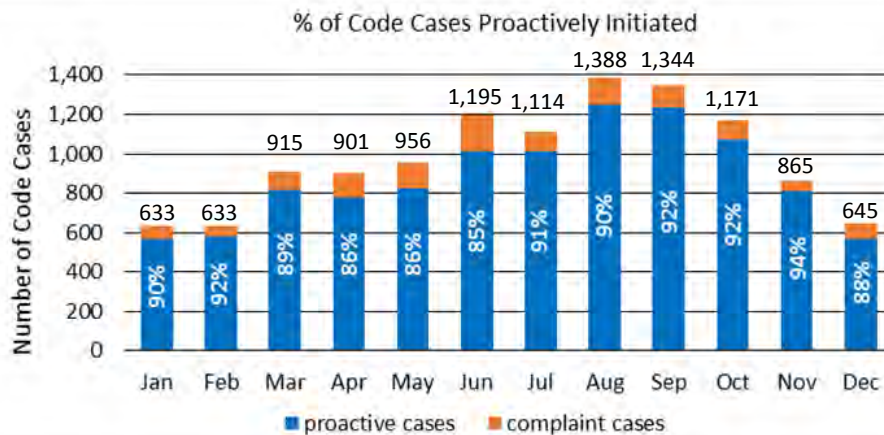
target: 100%

Code Complaints Map



Total Number of Code Complaints	
JAN	58
FEB	47
MAR	96
APR	124
MAY	130
JUN	178
JUL	97
AUG	121
SEP	106
OCT	94
NOV	52
DEC	67

Code Case Summaries



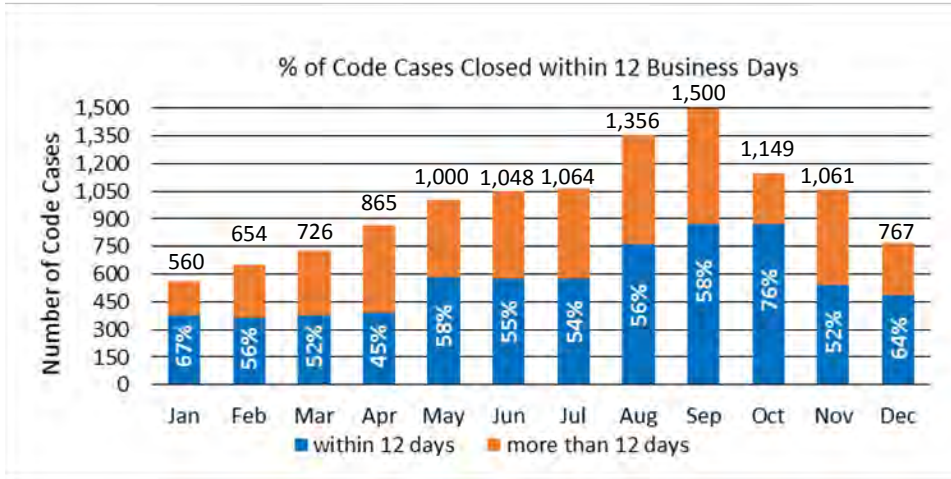
**YTD**

**90%**

target: 85%



Code Case Summaries

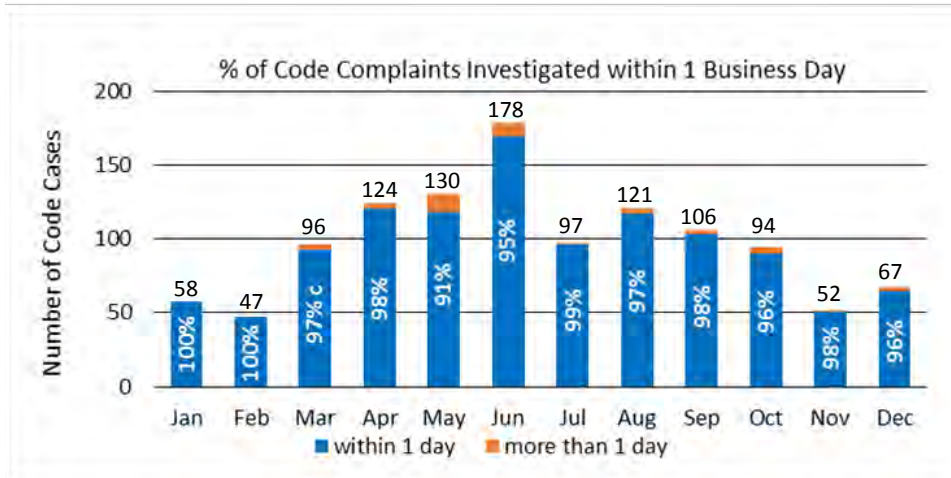


**YTD**

**58%**

target: 100%

Complaint Responsiveness

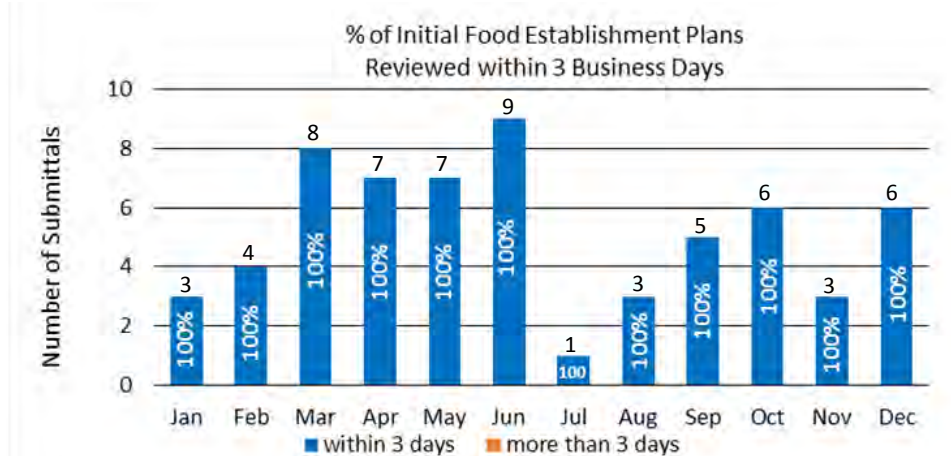


**YTD**

**96%**

target: 100%

Food Establishment Plan Reviews

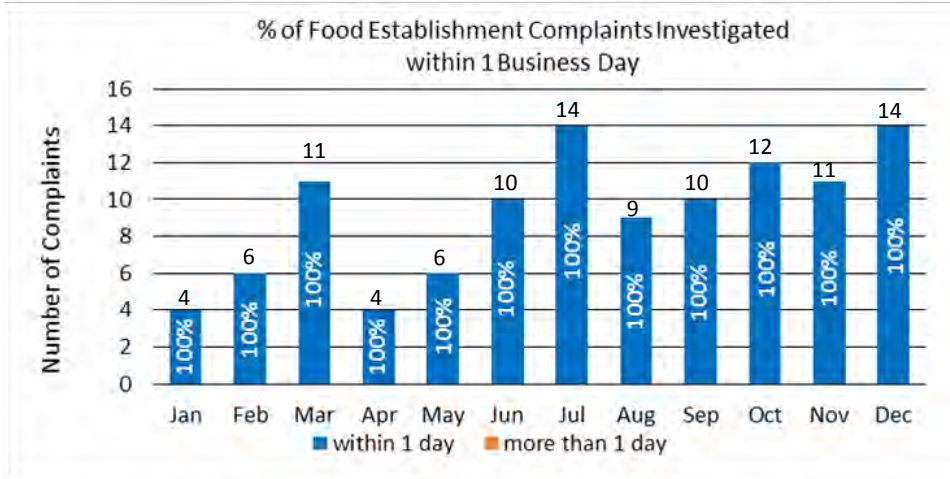


**YTD**

**100%**

target: 100%

Food Establishment Complaints

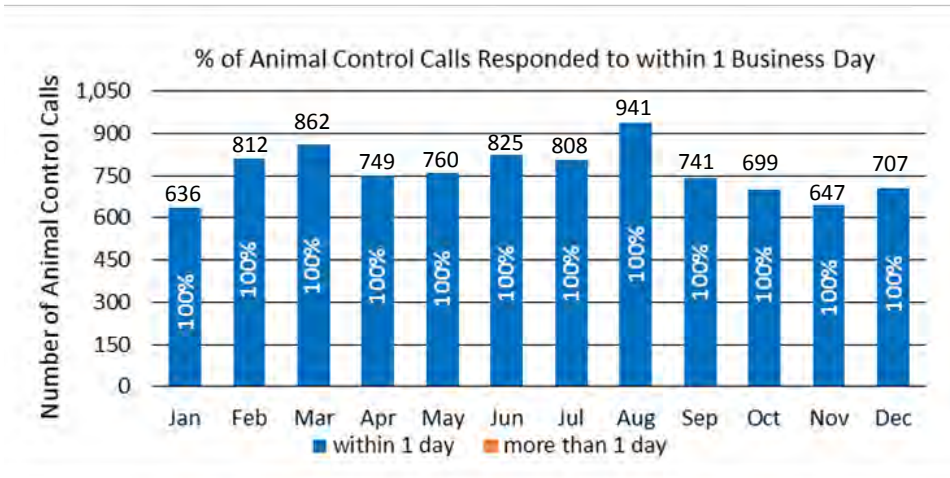


**YTD**

**100%**

target: 100%

Animal Control Calls

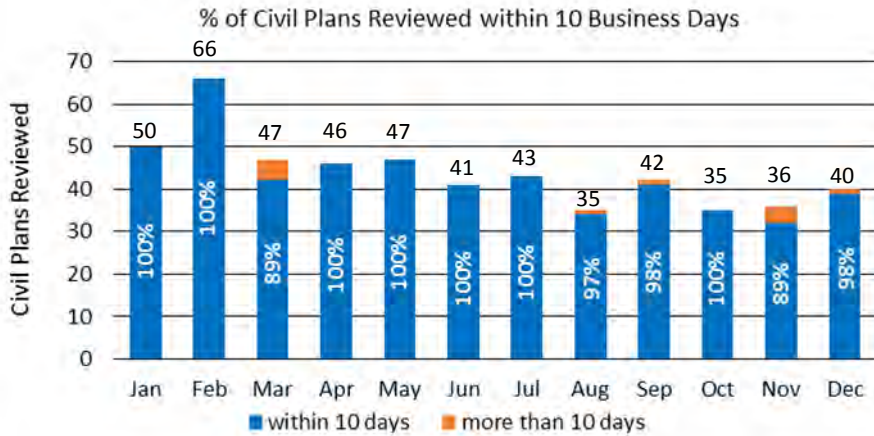


**YTD**

**100%**

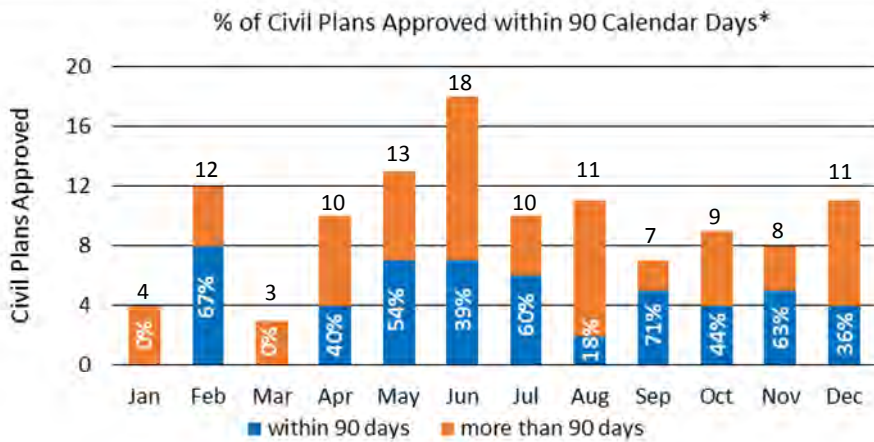
target: 100%

Civil Plan Review



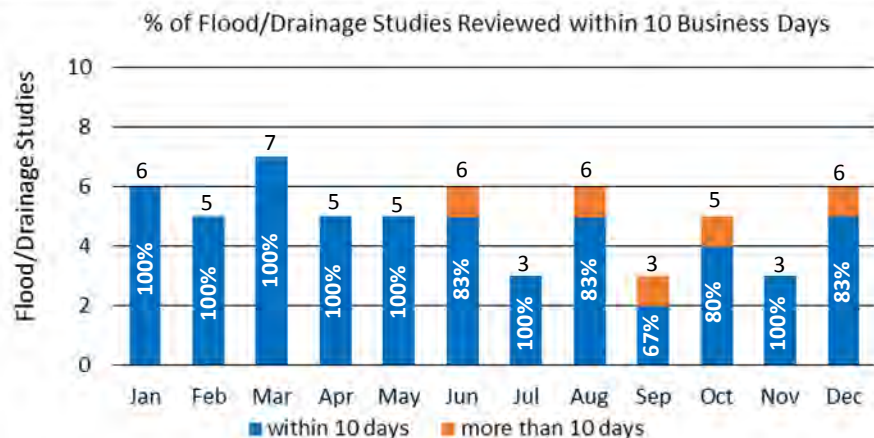
**YTD**  
**98%**

target: 100%



**YTD**  
**45%**

Flood/Drainage Studies

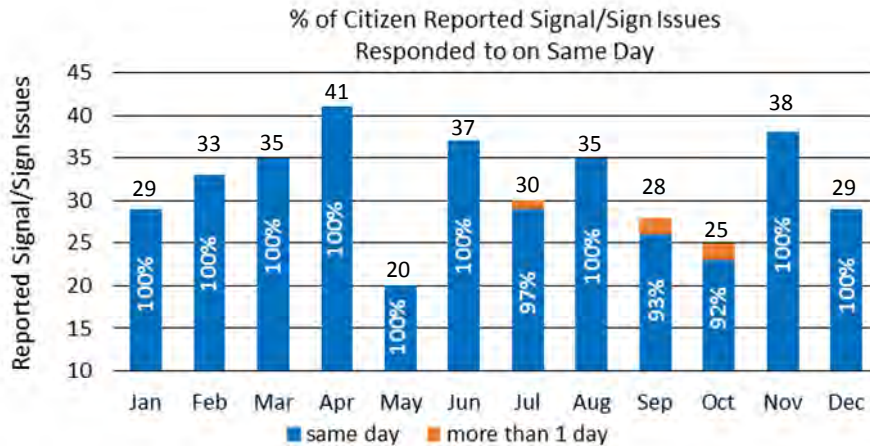


**YTD**  
**92%**

target: 100%

\* Approval timelines include time with both Staff and the Applicant

Signals and Signs

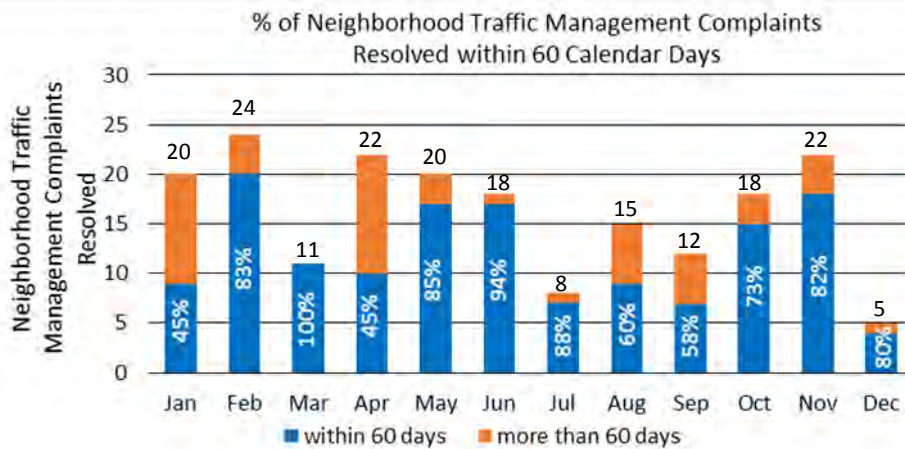


**YTD**

**99%**

target: 100%

Neighborhood Traffic



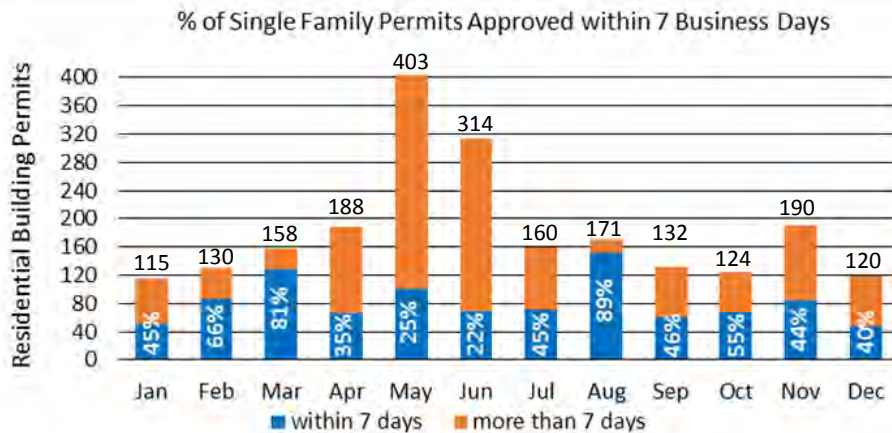
**YTD**

**74%**

target: 100%



Residential Building Permits

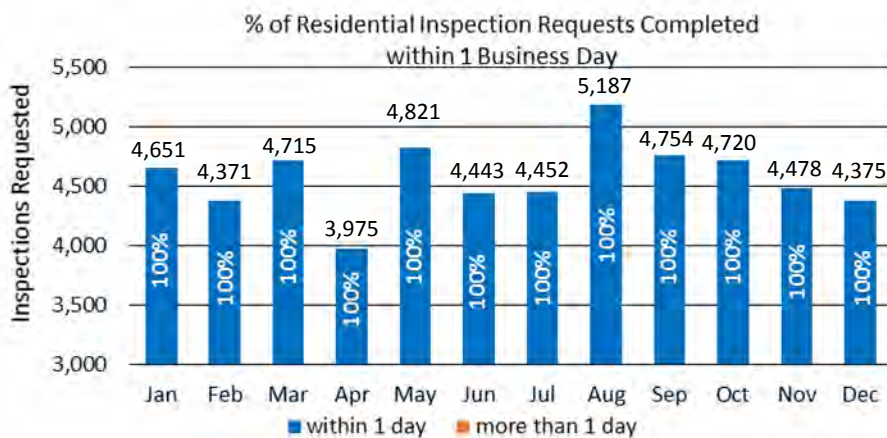


**YTD**

**45%**

target: 100%

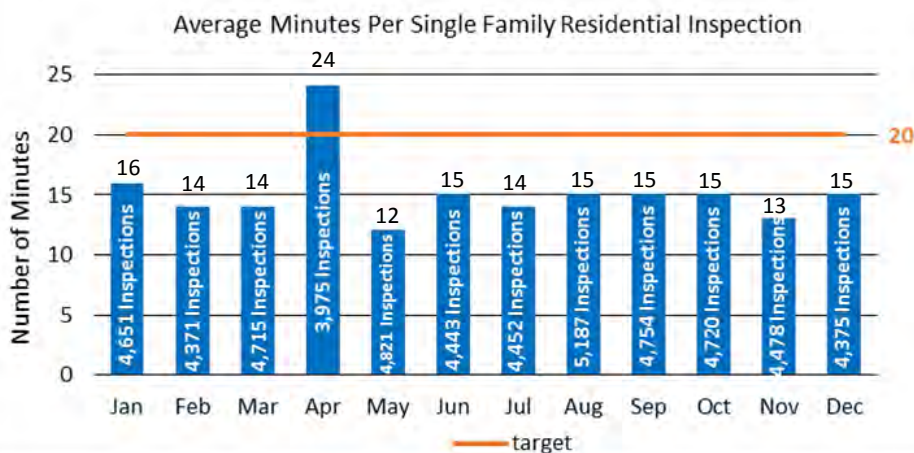
Residential Inspections



**YTD**

**100%**

target: 100%

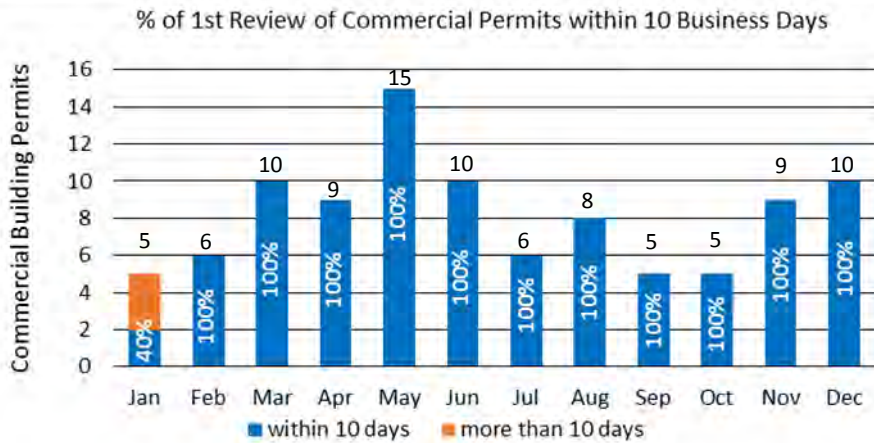


**YTD**

**15 mins**

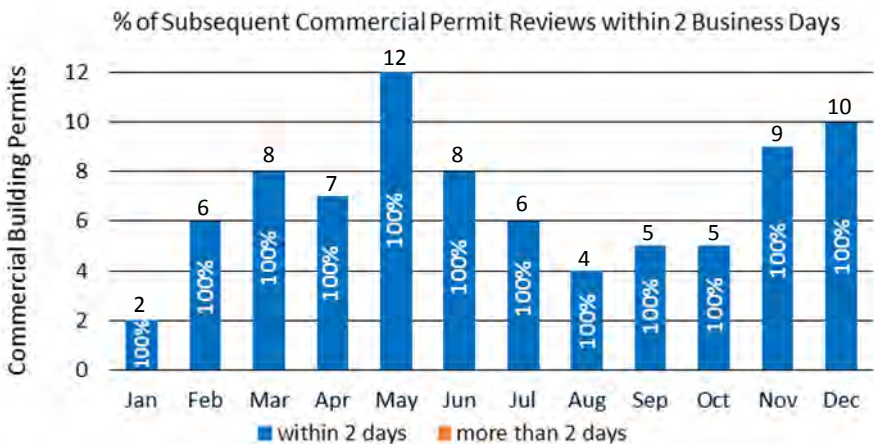
target: 20 mins

Commercial Building Permits



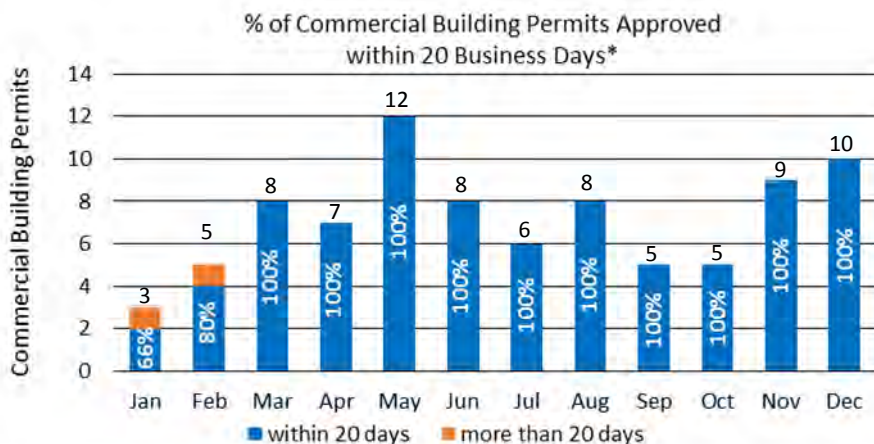
**YTD**  
**97%**

target: 100%



**YTD**  
**100%**

target: 100%

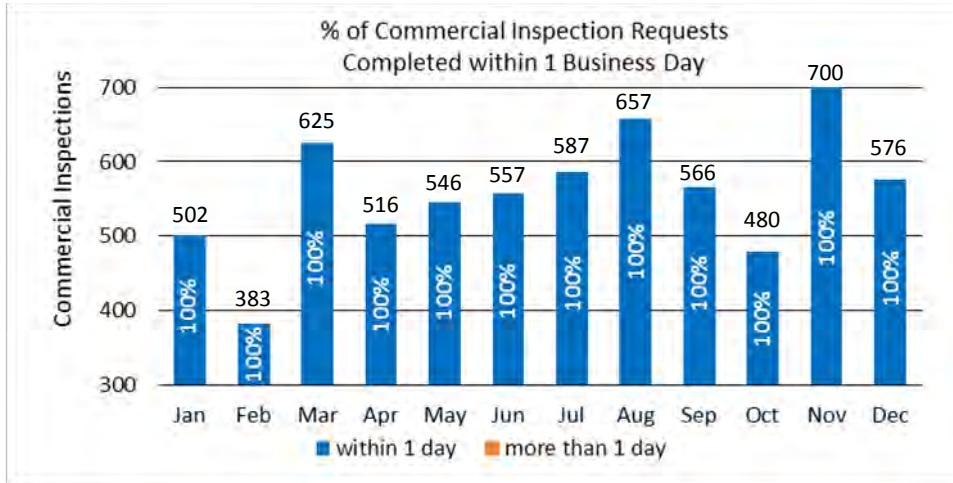


**YTD**  
**98%**

target: 100%

\* Approval timelines include time with both Staff and the Applicant

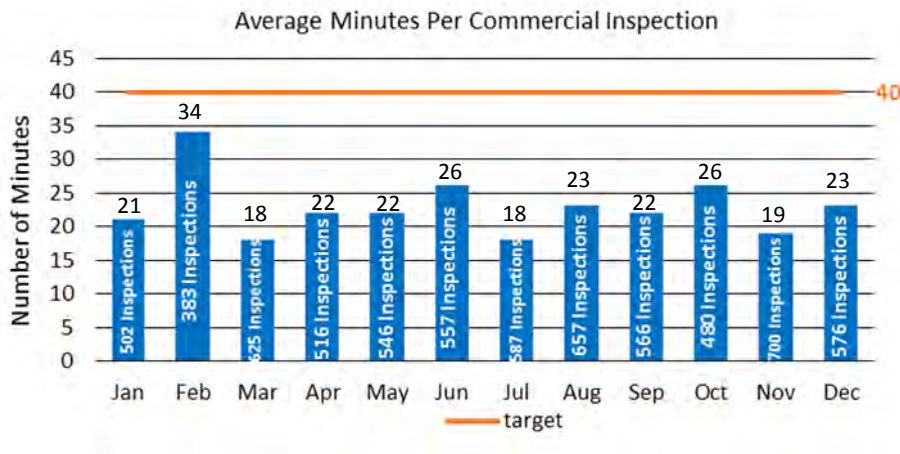
Commercial Inspections



**YTD**

**100%**

target: 100%

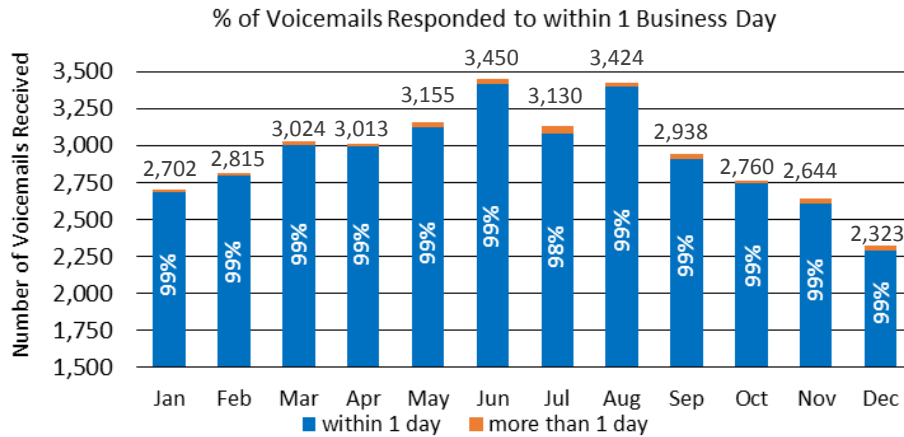


**YTD**

**22 mins**

target: 40 mins

Voicemail Responsiveness



YTD

99%

target: 100%

## Development Services Feedback

"Melissa Spriegel and the rest of the City of McKinney team have been the greatest to work with! Melissa and her team came to the pre-submittal meeting well prepared with typed comments, questions, and suggestions... I have been doing this for nearly 22 years working in at least 100 different towns, cities, and communities throughout the United States, and I would have to rank my experiences with Melissa and the McKinney team thus far as one of the top 2-3. Even after our pre-submittal meeting we have had to reach out to Melissa with questions, and she has been extremely responsive and readily available to help." - Rusty Glover, Half Associates

"Shane Salley was very professional and direct during the course of the inspection." - City of McKinney Business Owner

"Doug Lichnovsky is a man of integrity and always finds a positive resolution." - Scott South

"Best City to do business with in North Texas. Dee Boardman, Marcus Ramos, and Curtis Dunn are the best" – Gray Harrison, Huffman Builders

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