

May
2017

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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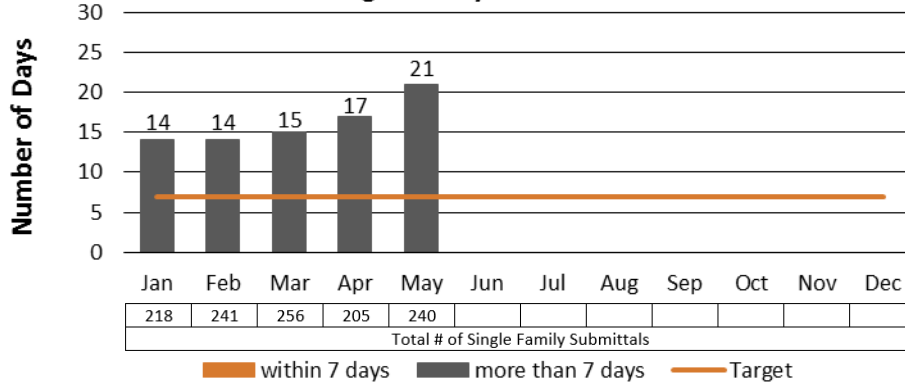


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Residential Building Permits

Average # of Business Days to Review
Single Family Permit Submittals



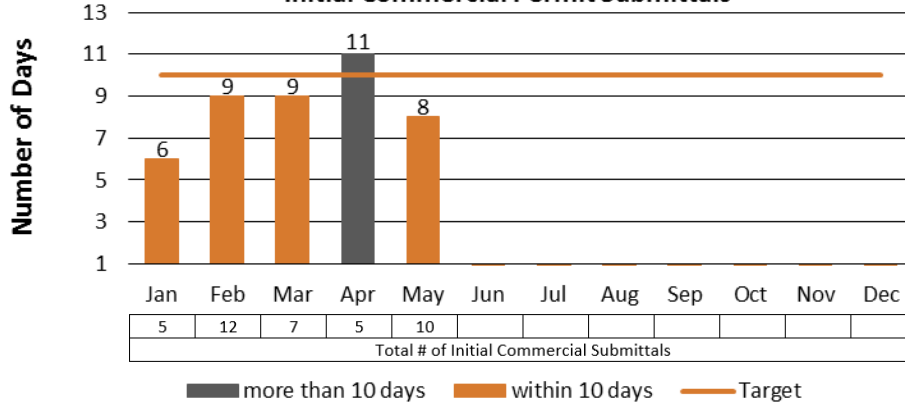
YTD AVERAGE

16

target: 7 days

Commercial Building Permits

Average # of Business Days to Review
Initial Commercial Permit Submittals

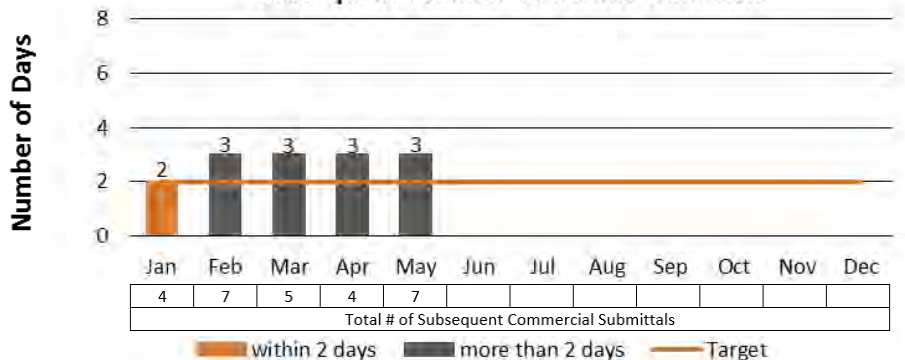


YTD AVERAGE

9

target: 10 days

Average # of Business Days to Review
Subsequent Commercial Permit Submittals



YTD AVERAGE

3

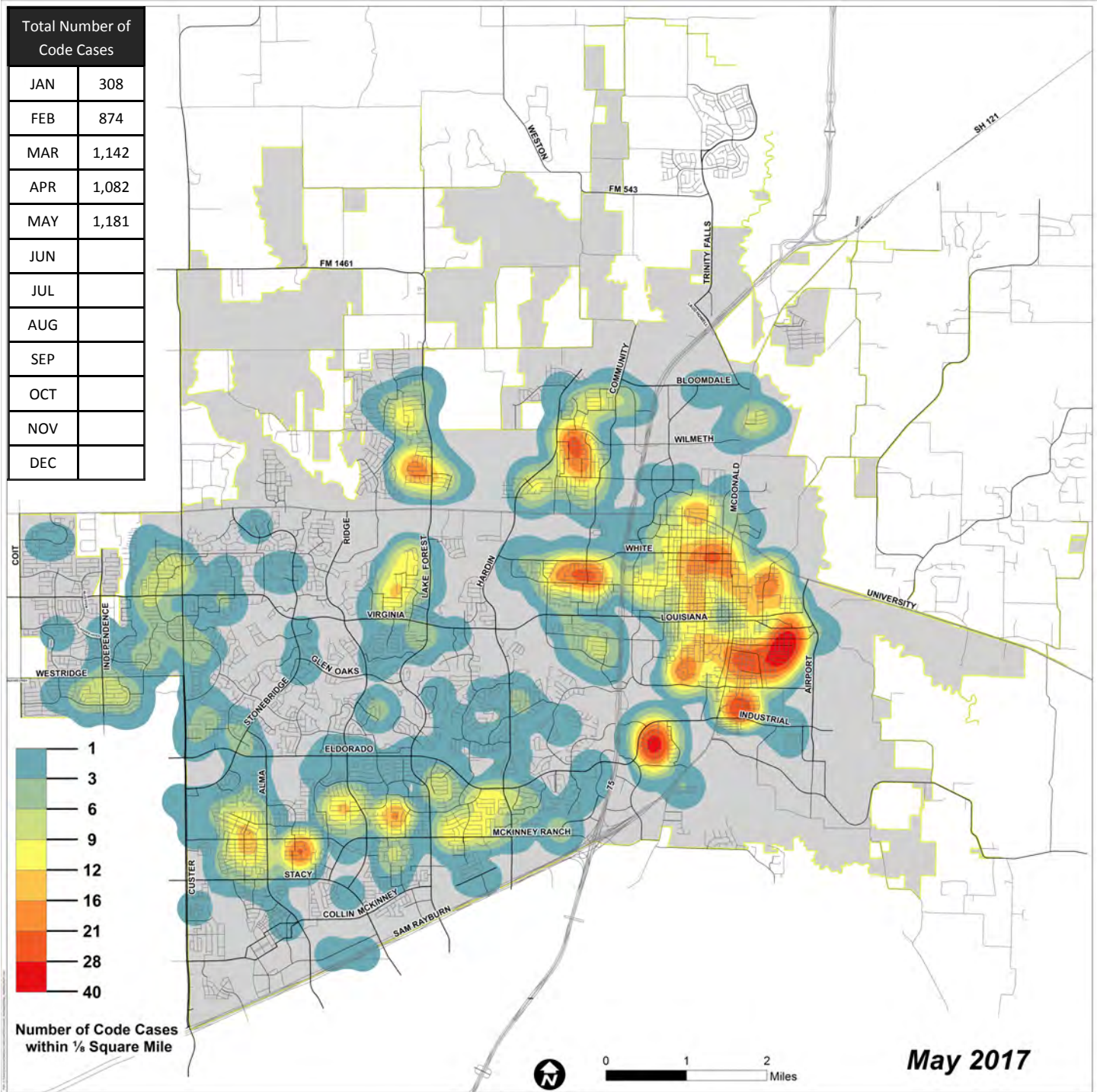
target: 2 days

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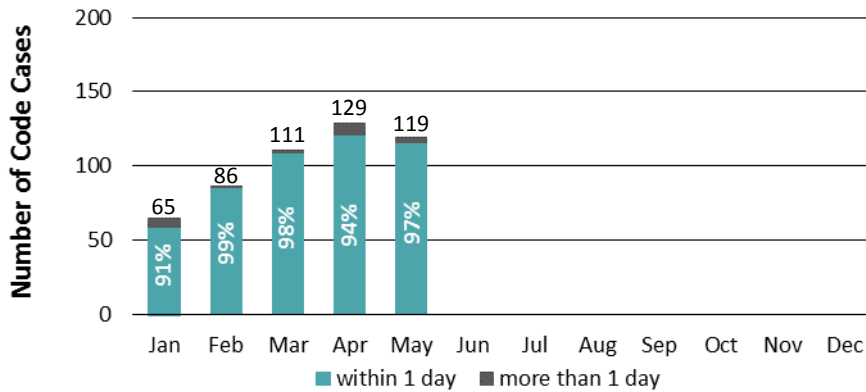
Code Cases Map





Complaint Responsiveness

% of Code Complaints Investigated in 1 Business Day



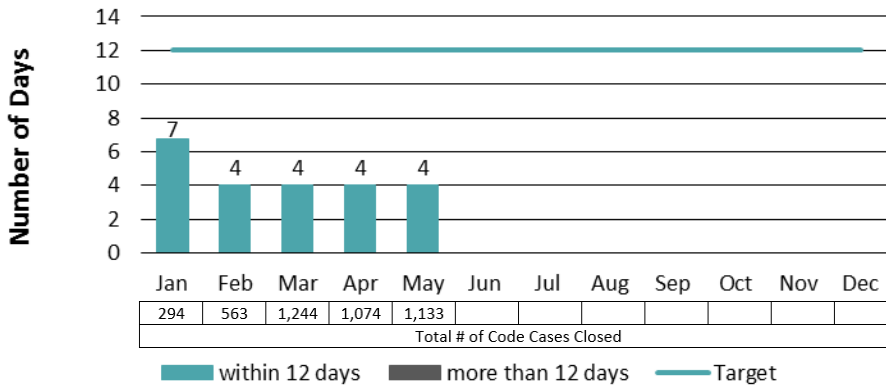
YTD

96%

target: 100%

Code Case Summaries

Average # of Calendar Days to Close Code Cases*



YTD AVERAGE

4

target: 12 days

* Excluding substandard housing



Civil Plan Review

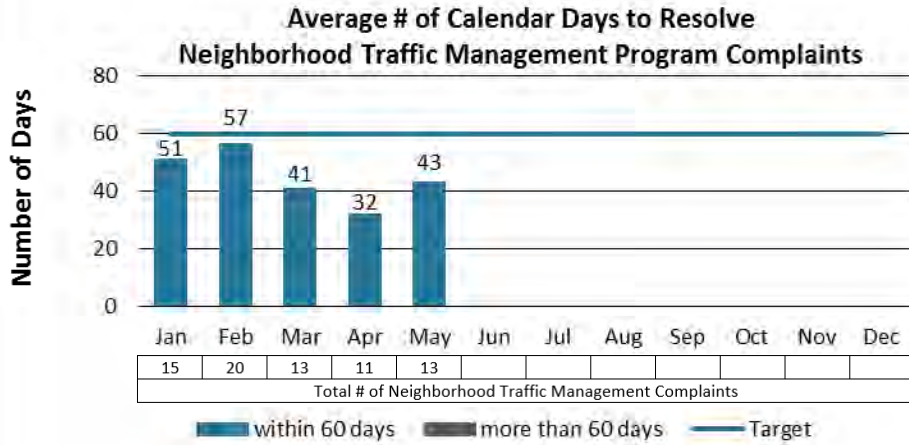


YTD AVERAGE

9

target: 10 days

Neighborhood Traffic



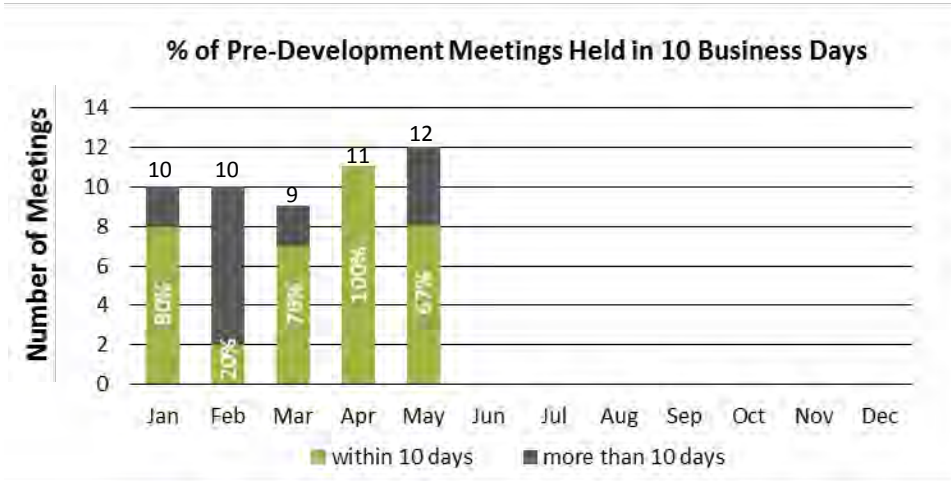
YTD AVERAGE

46

target: 60 days



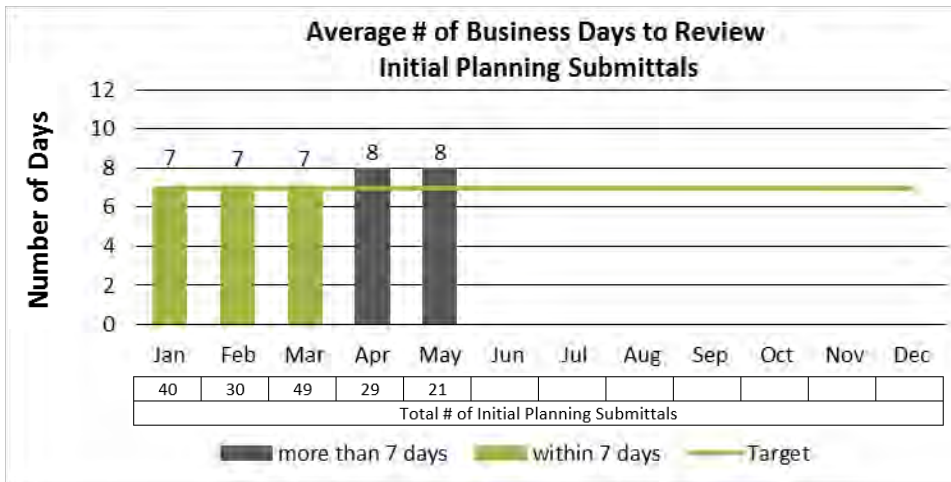
Pre-Development Meetings



YTD
69%

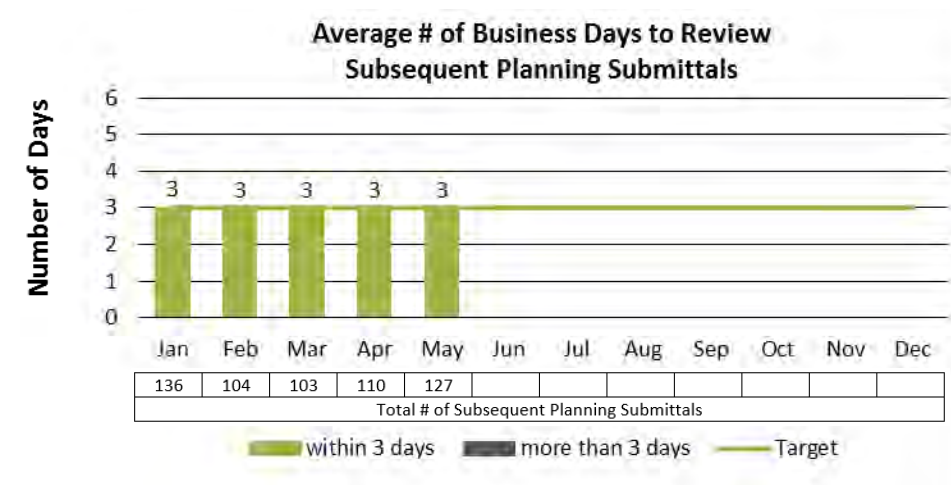
target: 100%

Plan Review Responsiveness



YTD AVERAGE
7

target: 7 days

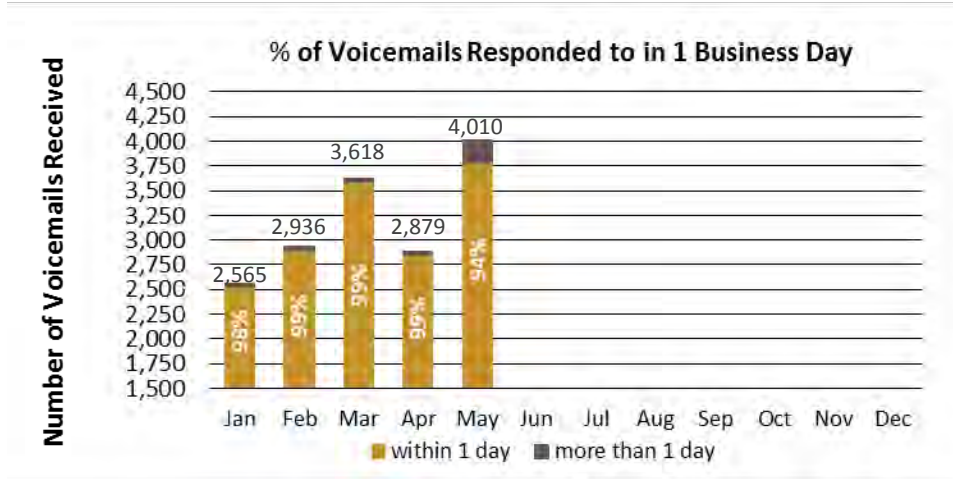


YTD AVERAGE
3

target: 3 days



Voicemail Responsiveness



YTD
98%

target: 100%

Development Services Feedback

- "I wanted to send you a quick email thanking you and the inspectors...Oscar Mejia took the time to explain what options were available that might help us and was very professional...Gerry Magnuson helped by approving two of the items from the previous inspection we were able to correct in between the two..." ~ Scot Albert, Ashton Woods Homes
- "Karen McCutcheon did an outstanding job addressing my needs to get a plat recorded that was very important to a closing that our company had....She has always worked well with our company and should be commended on the job she is doing for the City." ~ Miles Prestemon, Craig Ranch
- "Karen McCutcheon responded in a timely manner and also provided an email update as the question was being reviewed." ~ Planning Submittal Applicant
- "Thank you, Blake Sills...I appreciate the email updates about the Virginia Parkway street widening as I travel a lot on that street." ~ City of McKinney Resident
- "The ladies at counter at the Development Services Division are always friendly & helpful." ~ Reno Marsh, Commercial Development Applicant
- "Everyone in the Building Inspections Department is always very helpful." ~ Development Services Customer

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. Please allow at least 48 hours for your request to be processed.