

# Development Services



**City of Dallas**

**Development Advisory Committee  
May 31, 2024**

Andrew Espinoza, CBO, MCP, CFM, CCEA  
Director/Chief Building Official  
Development Services Department  
City of Dallas

# Presentation Overview



- Technology
- Metrics
- Q-Team Updates
- Engineering Q-Team Updates
- Hiring and Recruitment
- Fire Updates
- Commerical Dashboard



# Technology Updates



- **Online commercial plan review submittals on March 1, 2024 and residential plan review submittals on June 1, 2024.**
  - DSD is no longer accepting paper plans for building projects (plan review).
  - Customers are being directed to ProjectDox portal.
  - Improve efficient permit review tracking mechanism.
  - Facilitate accurate Commercial Dashboard data (June launch date)
  - DSD will continue to partner with homeowners and small business owners to guide them through the online submittal process.
  - Lunch and Learn Sessions (December 2023-March 2024)



# Technology Updates



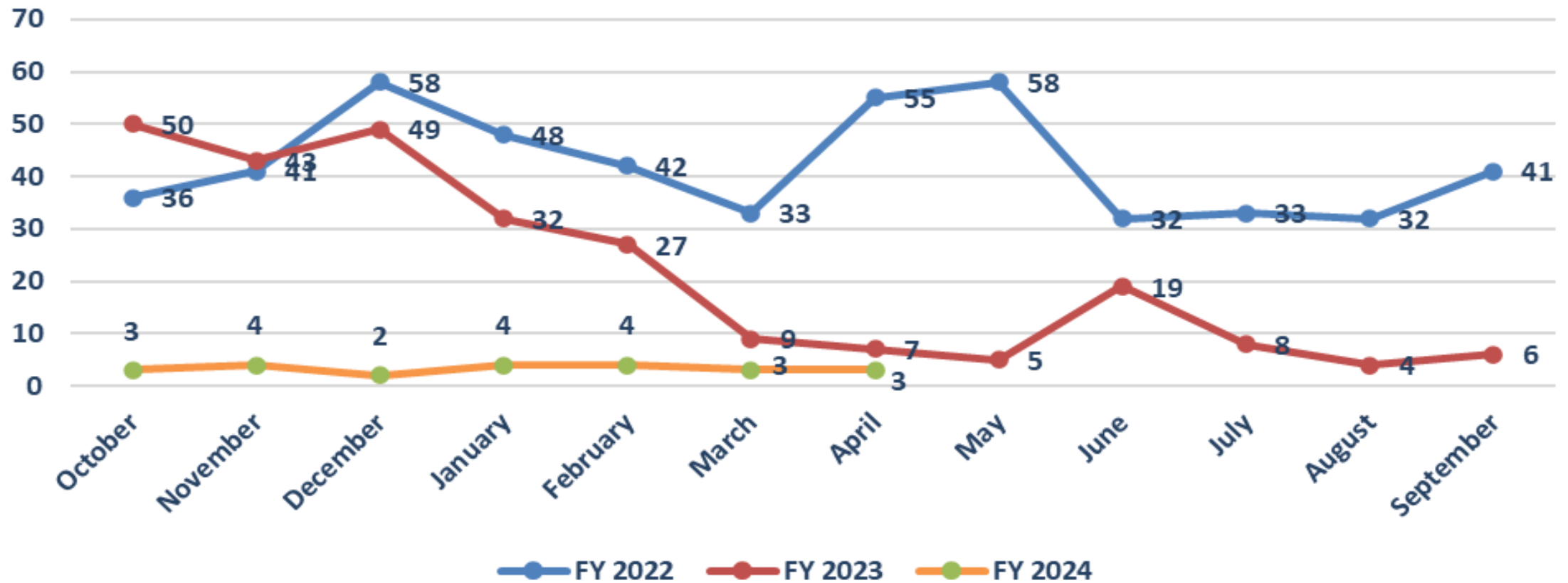
- DallasNow Project is in its 11th month.
- DSD continues to meet established implementation milestones and scheduling timelines.
  - ✓ Approaching halfway mark on Go Live Date.
- DSD has partnered with ITS to begin discussing Artificial Intelligence (AI) topics including:
  - ✓ Call Center Assistant
  - ✓ Zoning Consultations
  - ✓ Building Permitting Consultations



# Residential Metrics Updates



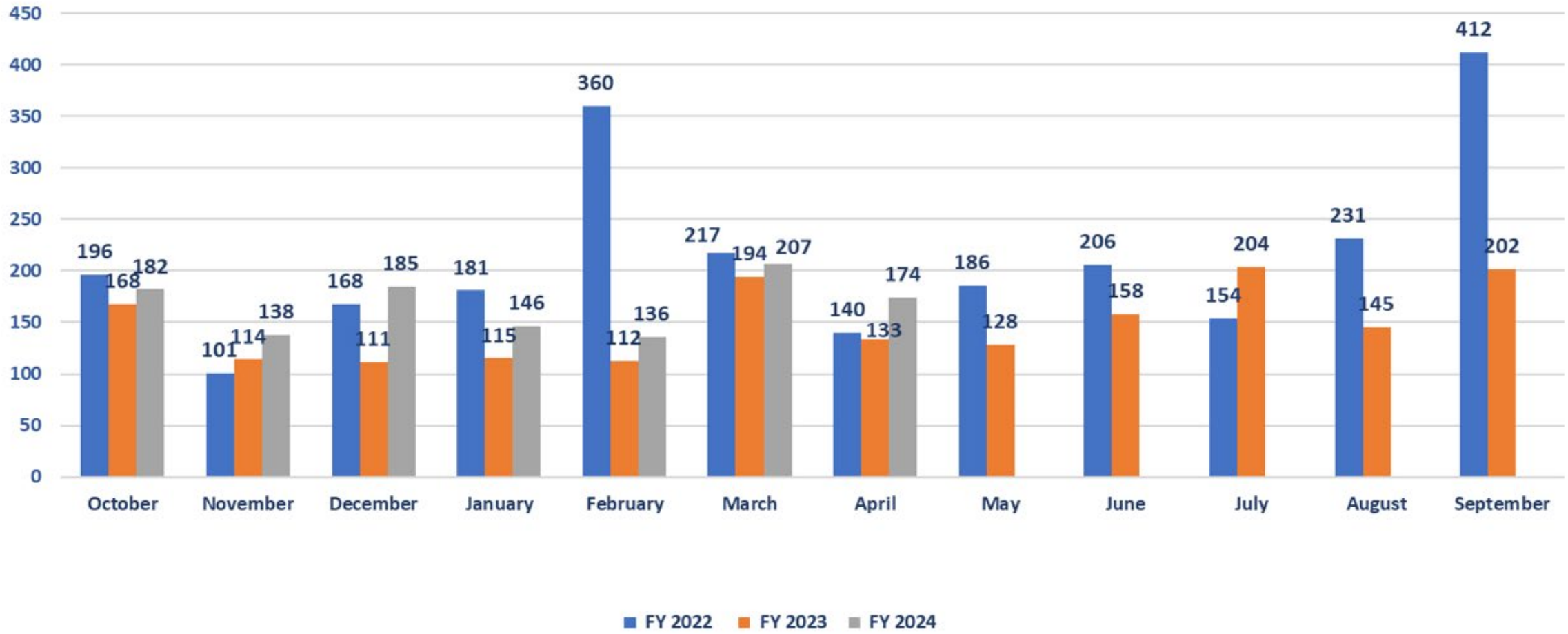
## Residential New Single Family Permits-Staff Median Days to Issue



# Residential Permit Volume



## New Single Permits Family Created

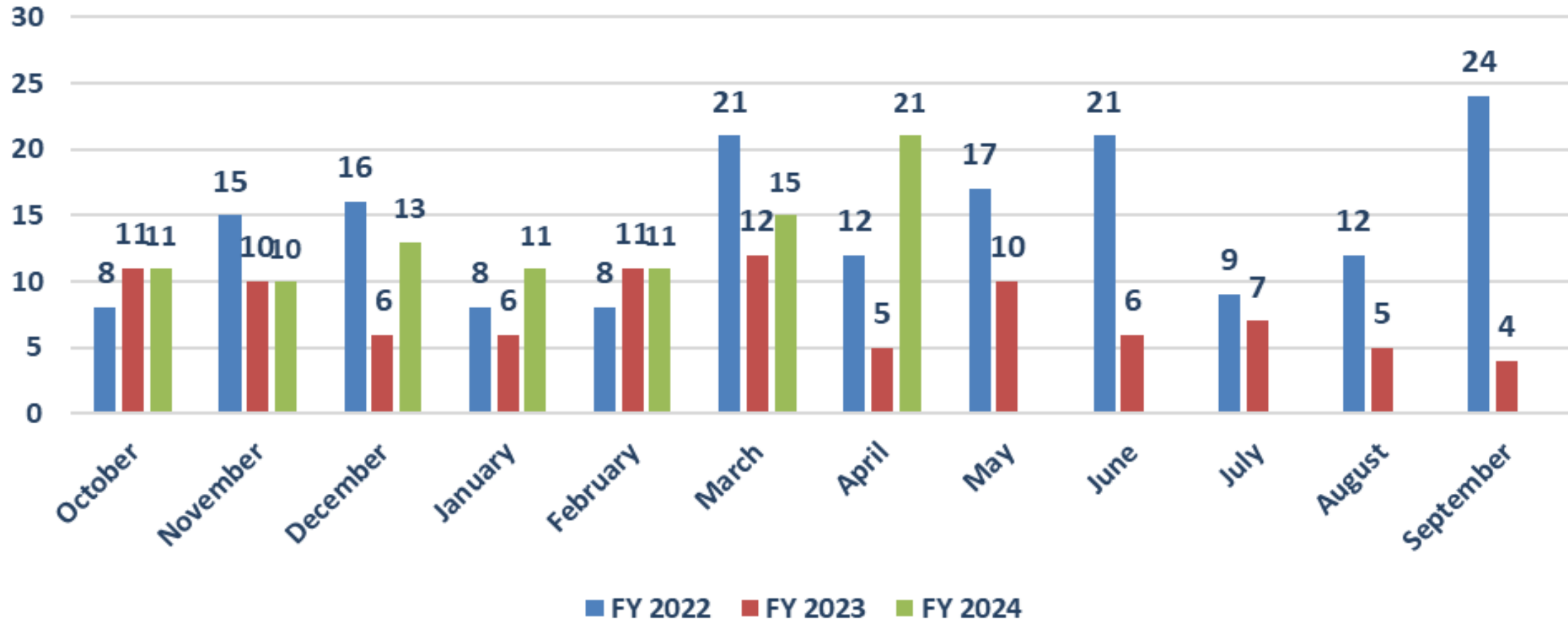




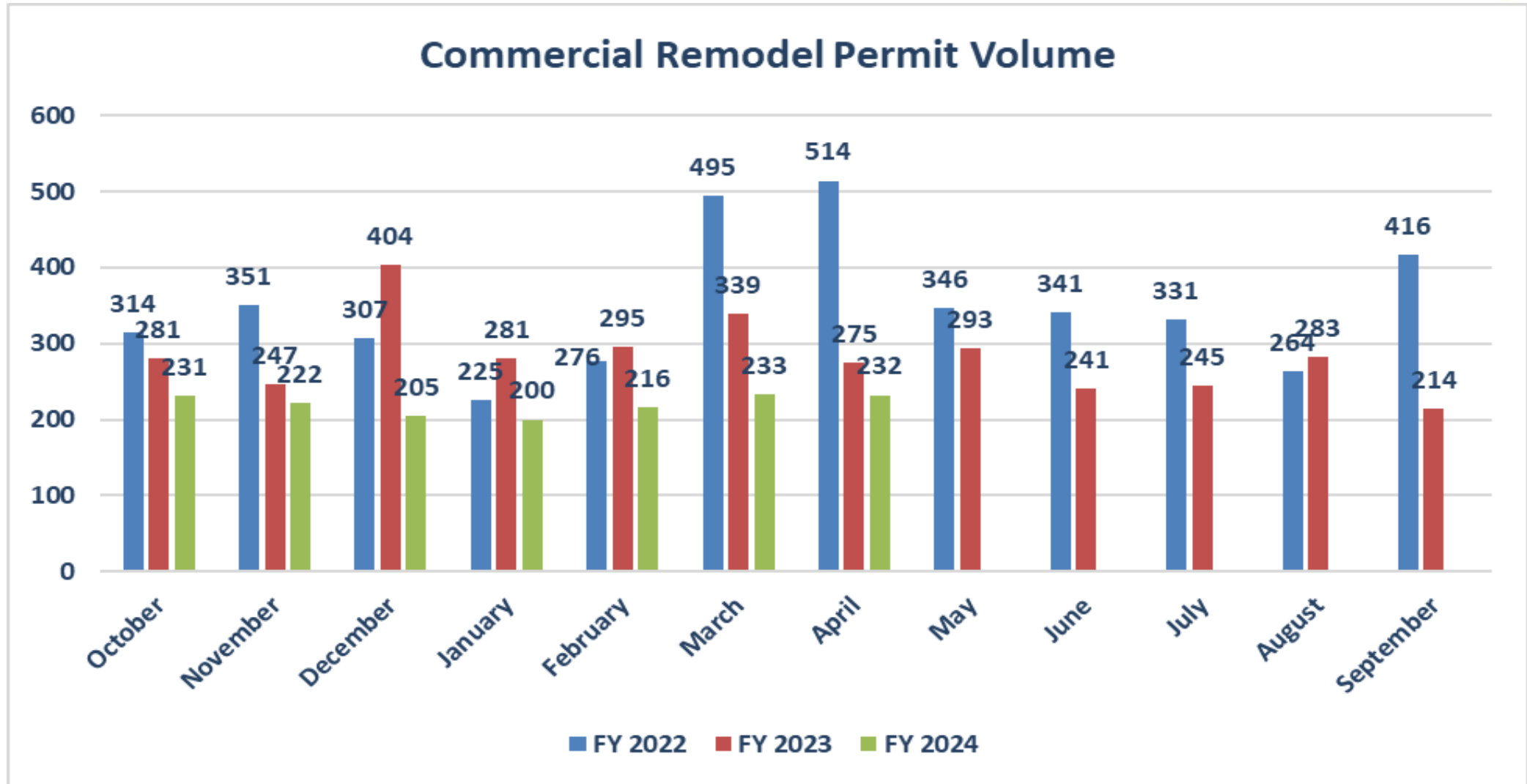
# Commerical Permit Volume



## New Commerical Permit Project Volume



# Commerical Remodel Permit Volume





# Metrics

## April 2024



- Residential Permit submittals decreased from **207** to **174**.
  - A **16%** decrease from previous month.
  - **203 New Single-Family permits were issued.**
  - A total of **42** RSVP permits issued the SAME DAY.
  - The Department issued permits within **3** days for the month.  
**21** New Commercial, **23** Commercial Additions, **232** Commercial Remodels
- **22** Complex Commercial Q-Team projects.
- **28** Minor Commercial Q-Team permits issued SAME DAY.



# Q-Team Updates



- **New Q-Team Positions**

- ✓ New staff positions being advertised for additional support
  - ✓ Landscape Architect Assistant, Engineer Assistant I, Project Coordinator

- **Updated Q-Team & Pre-Development Website**

- ✓ Latest and greatest information including permit applications, checklists and other documents required for submittal
  - ✓ Please start using new forms (dated 2024) for your submittals

- **Q-Team Survey**

- ✓ New survey will be sent to applicants after permit is issued for critical feedback

- **Q-Team Lunch & Learn**

- ✓ Q-Team Pre-Screen Must-Have's – July 1, 2024



# Minor Q-Team and Engineering Q-Team



- **Minor Q-Team Project Intake FY 23-24 (October 2023 – April 2024)**

- ✓ October 2023: 30 projects
- ✓ November 2023: 53 projects
- ✓ December 2023: 27 projects
- ✓ January 2024: 20 projects
- ✓ February 2024: 24 projects
- ✓ March 2024: 23 projects
- ✓ April 2024: 28 projects

- **Engineering Q-Team Project Intake FY 23-24**

- ✓ April 2024: 2 projects



# FASST Update



- Fire Alarm & Sprinkler Same-Day Team (FASST) is an expedited review service to provide same day initial review.
- FASST is in effect starting April 1st, 2024 for qualified projects.
- Offered on an appointment basis only.
- Booking made on an Online Webpage and more than one project can be submitted on the day of the review.
- \$200 per hour, with a non-refundable min charge of \$500.
- For more details, refer to the Service First Bulletin (SFB #400).

<https://dallascityhall.com/departments/sustainabledevelopment/Pages/documents-and-forms.aspx>



# Online Booking System – Fire Protection



- Online Webpage to book appointments for FASST, Consultations, and Fire Contractor Registrations
- Available on Wednesdays for FASST – Alarm
- Available on Thursdays for FASST – Sprinkler
- Available on Mondays/Wednesdays/Thursdays for Fire Contractor Registrations.

Development Services

## FASST Program

FASST (Fire Alarm) Appointment

FASST (Fire Alarm) Appointment 4 hours Call for price	Fire Contractor Registrations 30 minutes Call for price
FASST (Fire Sprinkler) Appointment 4 hours Call for price	Consultation 20 minutes Call for price

April 10

< > April 2024

S	M	T	W	T	F	S	9:00 AM	11:00 AM	12:00 PM
	1	2	3	4	5	6			
7	8	9	10	11	12	13			
14	15	16	17	18	19	20			
21	22	23	24	25	26	27			
28	29	30							

Booking Link:

<https://outlook.office365.com/book/FASSTProgram@dallastxgov.onmicrosoft.com/>



# Fire Alarm and Fire Sprinkler Updates



## • Fire Alarm and Fire Sprinkler Projects Update

The table below shows the number of projects received from Oct 1st, 2023 to June 1st, 2024

Project Type	# of Submittals	Completed	Av. Turnaround time	% of in-house reviews*
Fire Sprinklers	792 (+224)	718(+199)	12 days (+3)	70% (-3%)
Fire Alarm	1500 (+386)	1413 (+367)	8 days (2)	100%

\* In-house reviews are submittals reviewed by the City Staff.

## • Transition to 100% Online Submittals/Services

- Fire Protection team is accepting PDOX projects only for Standalone Permits starting April 1st, 2024. We continue to accept paper submittals for validations.
- Fire Contractor Registrations are available now on Teams starting April 1st, 2024.
- ERRCS Fire Contractors are being registered with their FCC number.





# Hiring and Recruitment



- Currently 54 vacancies
- Hosting DSD Hiring Fair
- Friday, April 12th, 2024 at Erik Johnson Central Library
  - 171 total walk-ins
  - 124 total applications received
  - 71 total interviews
  - 29 offer letters made on the spot
  - 42 of City team staff participation
  - Library, Civil Service, HR Onboarding, Development Services Participation



# Commerical Permitting Dashboard




**City of Dallas Permits | Commercial Building**  
 Permisos de Construcción Comerciales de la Ciudad de Dallas

Go To [Single Family Residential](#)

Selections do not filter in queue data

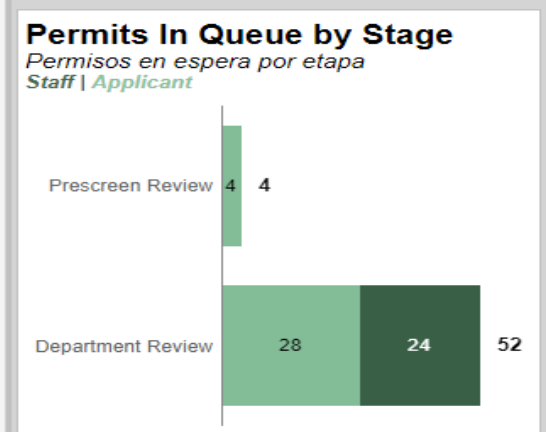
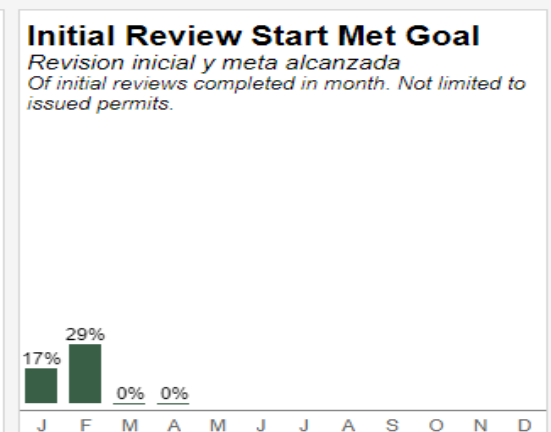
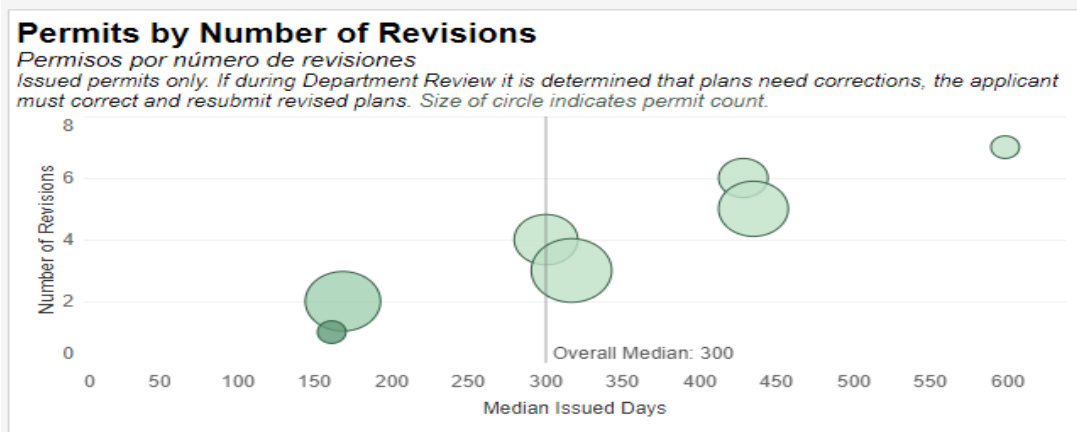
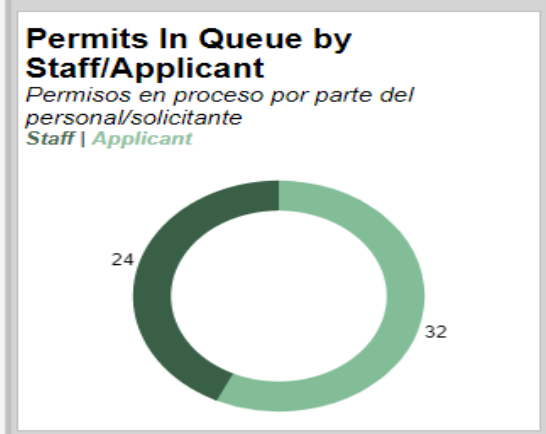
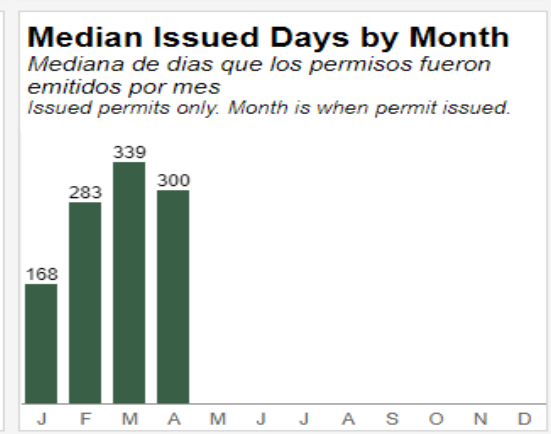
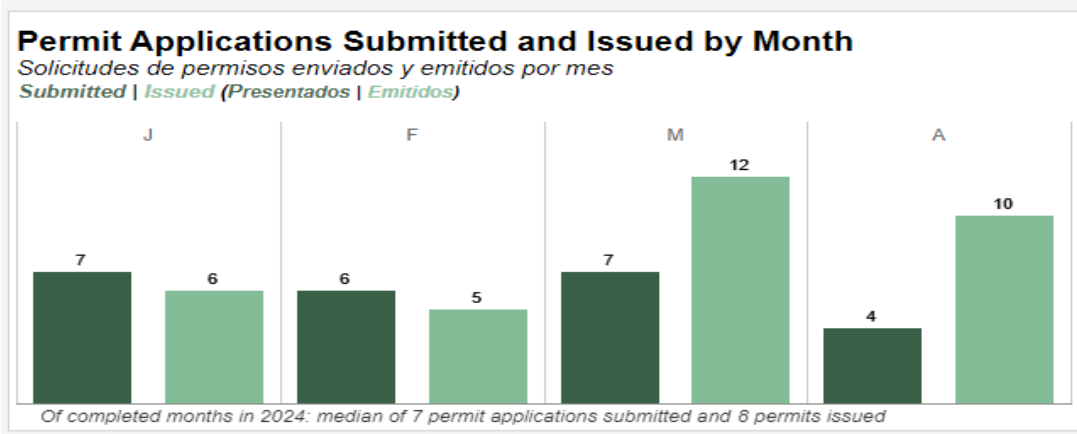
Select Work Type: [New Construction](#)

Select Month: [All](#)

Select Year: [2024](#)

[Click ? for Help](#)

<b>New Constructions in All of 2024</b> Current Selected View Vista Actual Seleccionada	<b>24</b> Permit Applications Submitted Solicitudes de permisos presentados	<b>33</b> Permits Issued Permisos emitidos	<b>300</b> Median Issued Days Mediana de días emitidos	<b>In Queue</b> <b>105</b> Permits In Queue Permisos en proceso
---	---	--	--	--



# Development Services



**City of Dallas**

**Development Advisory Committee  
May 31, 2024**

Andrew Espinoza, CBO, MCP, CFM, CCEA  
Director/Chief Building Official  
Development Services Department  
City of Dallas