



City of Dallas

Development Services Monthly Technology and Metrics Review

**Economic Development
Committee
January 9, 2024**

Andrew Espinoza, Director/Chief Building Official
Development Services
City of Dallas

Presentation Overview



- Technology
- Metrics
- Commercial Permit Dashboard
- Hiring and Recruitment
- Fee Study Updates
- Next Steps
- Appendix



Technology



- The Dallas Now Project permit replacement system is in its 7th month of progress and is on schedule.
 - As of December 18, 2023, DSD continues to meet established milestones and scheduling timelines.
- Partnering with ITS to strategize on the programming of new and updated fees in POSSE.
 - Logistics are being vetted with current software vendor to assist with programming of the proposed changes.



Metrics



- November 2023
- Residential New Single-Family permit submittals decreased from **191** to **142**.
 - A **35%** decrease from previous month.
 - **186** New Single-Family permits were issued.
 - A total of **54** RSVP permits issued the SAME DAY.
 - The Department issued permits within **4** days for the month of November. A **91%** decrease from the previous year (**43** days).
- **10** New Commercial, **14** Commercial Additions, **222** Commercial Remodels, **11** Complex Commercial Q-Team projects.
 - **53** Minor Commercial Q-Team permits issued SAME DAY.
 - All new commercial/remodels initial reviews were performed within **11** days.



Commercial Dashboard Update



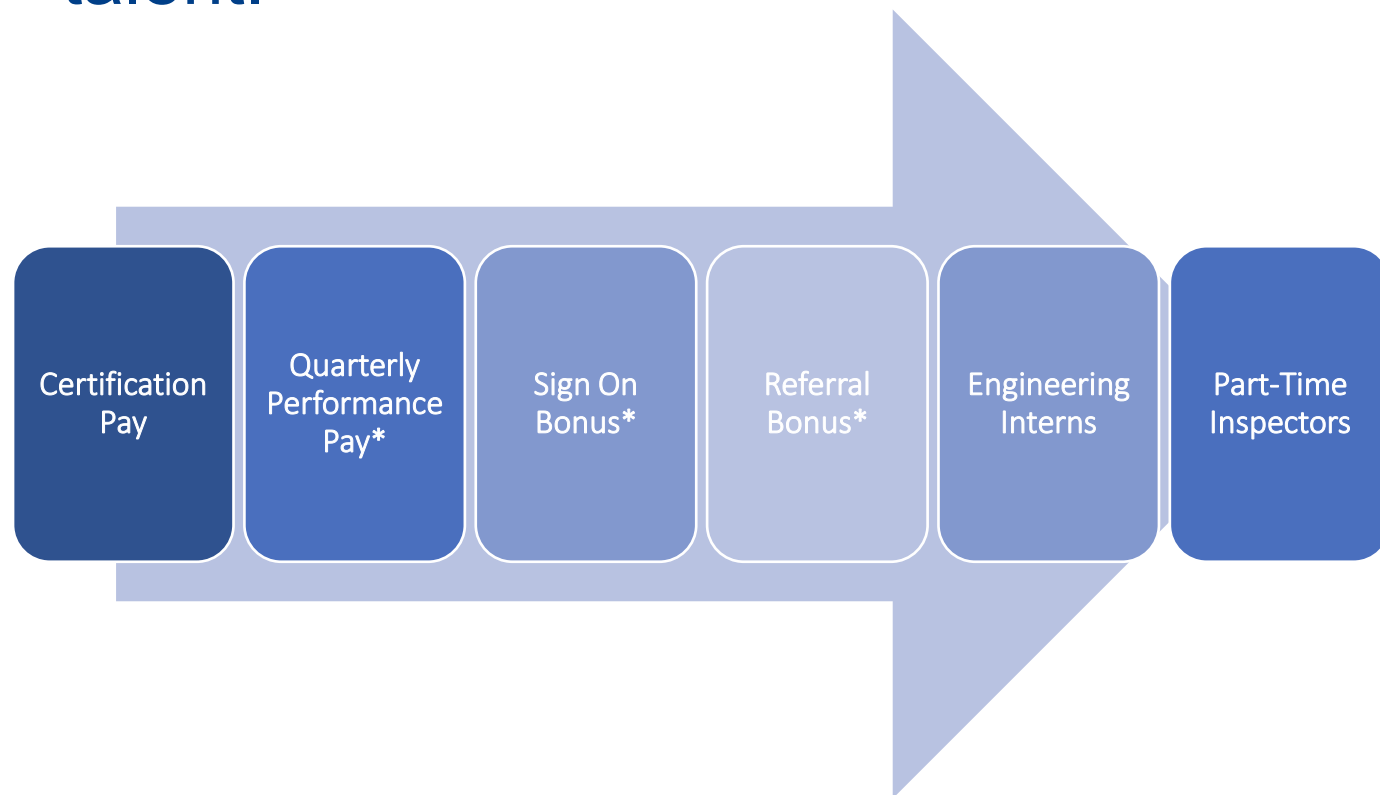
- Data cleansing on stale permits continues.
- Commercial applications include processes such as platting, engineering and/or zoning change request which affects their permitting timeline when presented concurrently and often requires staff to allow additional time for the applicant.
- Partnering with DBI to schedule stakeholder demos on new Commercial Dashboard.
- Extending one on one meetings invites with individual council members on new Commercial Dashboard demo.
- Launch of the dashboard by end of January 2024.





Hiring and Recruitment

- DSD in coordination with applicable City Departments is working to implement strategies to recruit and retain new talent.



*RECRUITMENT INCENTIVES

Qualifying positions were identified with the following criteria:

- Hiring difficulty
- Vacancy rates
- Critical to the organization
- Current market shortages
- "Hard-to-fill"



Hiring and Recruitment



- **Certification Pay**

- Technical positions will be offered certification pay for additional professional Code Certifications to promote professional development/organizational efficiencies. January 2024

- **Performance Pay**

- Quarterly review of team member rewards based on exceptional performance outcomes, time in current role, metrics, permit turnaround times, customer service, and individual performance outcomes. Spring 2024

- **Sign On Pay**

- Provide incentive pay for hard to recruit identified positions. (Examples: Engineers, Senior Architect, Lead Inspectors, etc.) Spring 2024



Hiring and Recruitment



- **Referral Pay**

- Provide incentive for hard to recruit identified positions at time of the recruit completes the six month "probationary period". (Examples: Engineers, Senior Architect, Lead Inspectors, etc.) Spring 2024

- **Engineering Interns**

- Added five (5) part-time engineering positions to recruit students and recently graduated Engineering Majors. October 2023

- **Part-time Inspectors**

- Added fifteen (15) part-time positions to promote acquisition of hard-to-fill positions, increase flexibility, attract retired trade professionals, and improve inspection turnaround times. October 2023



Hiring and Recruitment



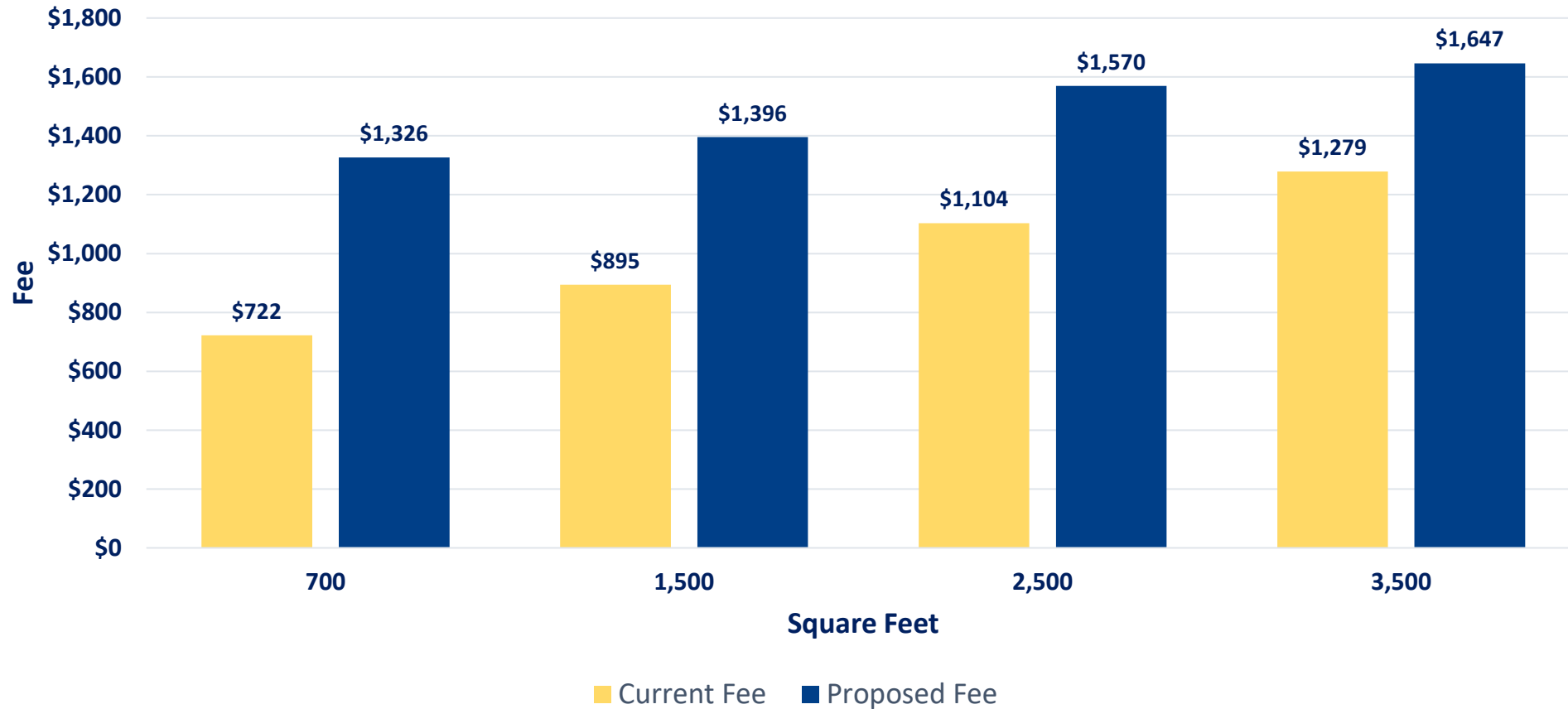
Position Title	Vacancies	Position Title	Vacancies
Administrative Specialist I	2	Project Coordinator I	1
Administrative Specialist II	2	Records Technician I - Development Services	1
Chief Planner	2	Sanitarian	1
Engineer Assistant I	1	Senior Accounting Technician	1
Engineer Assistant II	1	Senior Departmental Budget Analyst	1
Executive Secretary	1	Senior Engineer	1
Inspector III - Building Inspection	2	Senior Geographic Information System Support Technician	1
Inspector III - Electrical	2	Senior Inspector - Building Inspection	1
Inspector III - Plumbing	5	Senior Inspector - Electrical	2
Inspector III - Zoning	2	Senior Inspector - Plumbing	1
Intern - Development Services Engineering	4	Senior Inspector - Zoning	1
Manager - Development	1	Senior Plans Examiner	8
Part-Time Flex-Inspector (HVAC)	7	Senior Plans Examiner - Building Inspection	1
Part-Time Flex-Inspector (Plumbing)	7	Senior Plans Examiner - Plumbing	2
Permit Clerk	7	Supervisor - Building Inspections Development Services	1
Project Coordinator - Development	2	Supervisor - Survey	1
		Grand Total	73



Example Fee Comparisons



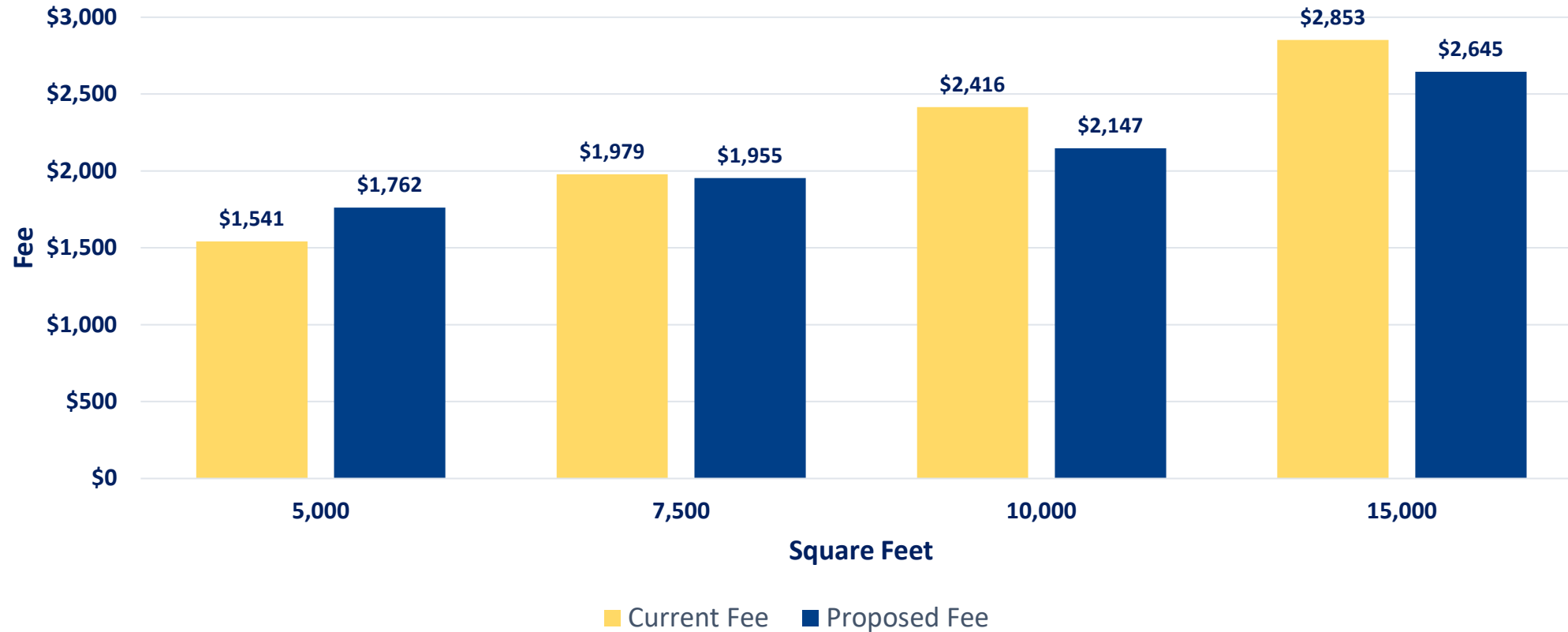
New Single-Family Construction Project Fee by Square Feet
(One & Two Family)



Example Fee Comparisons



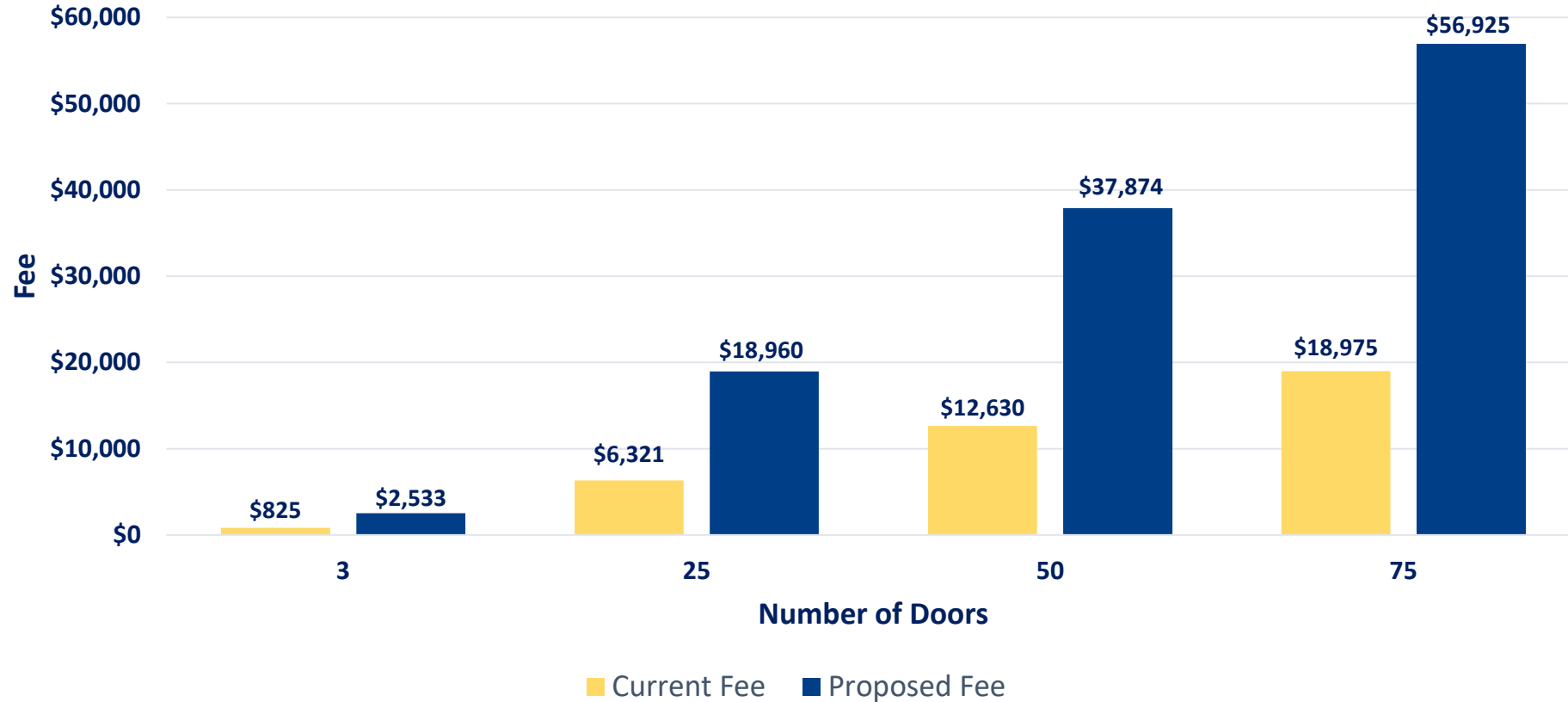
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Example Fee Comparisons



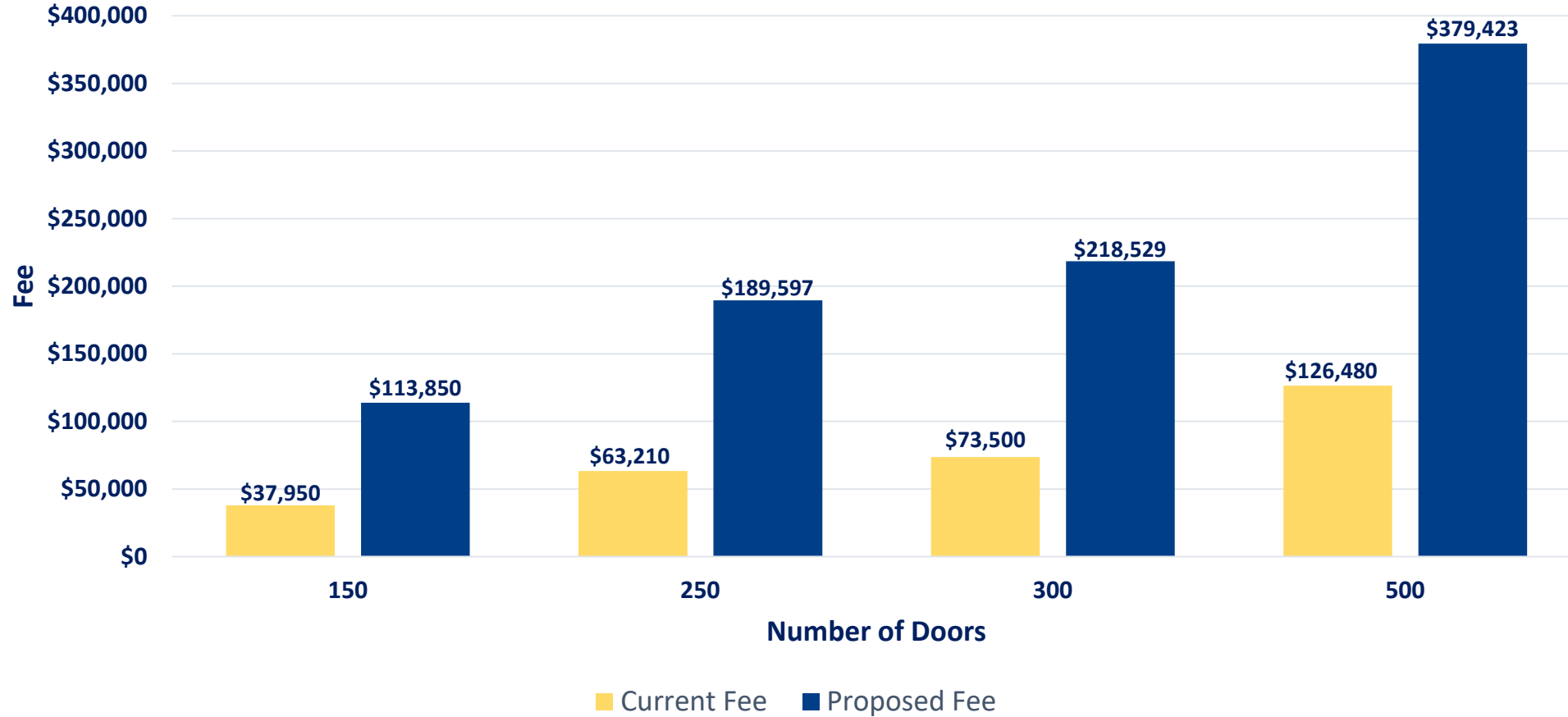
New Multi-Family Construction Project Fee



Example Fee Comparisons



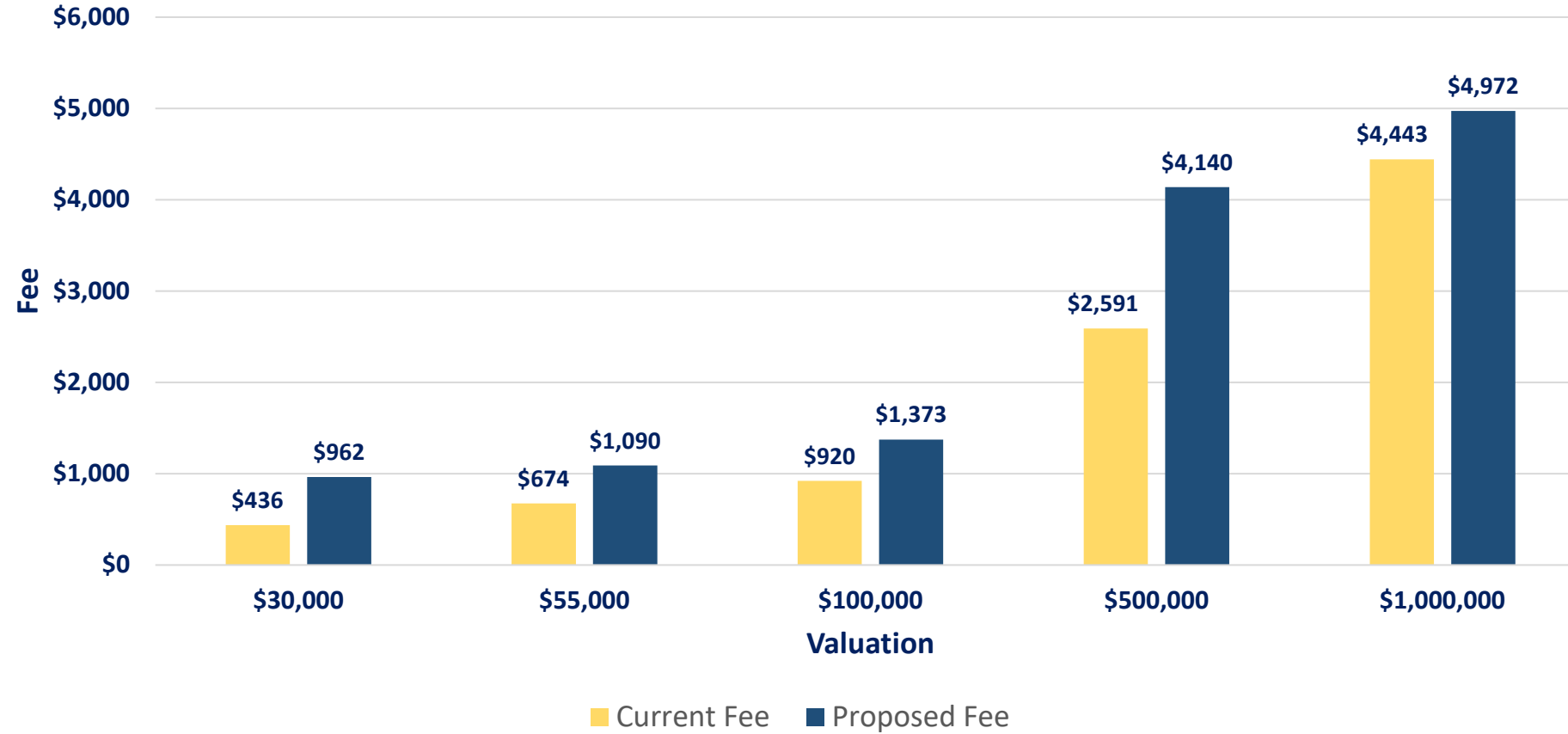
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Example Fee Comparisons



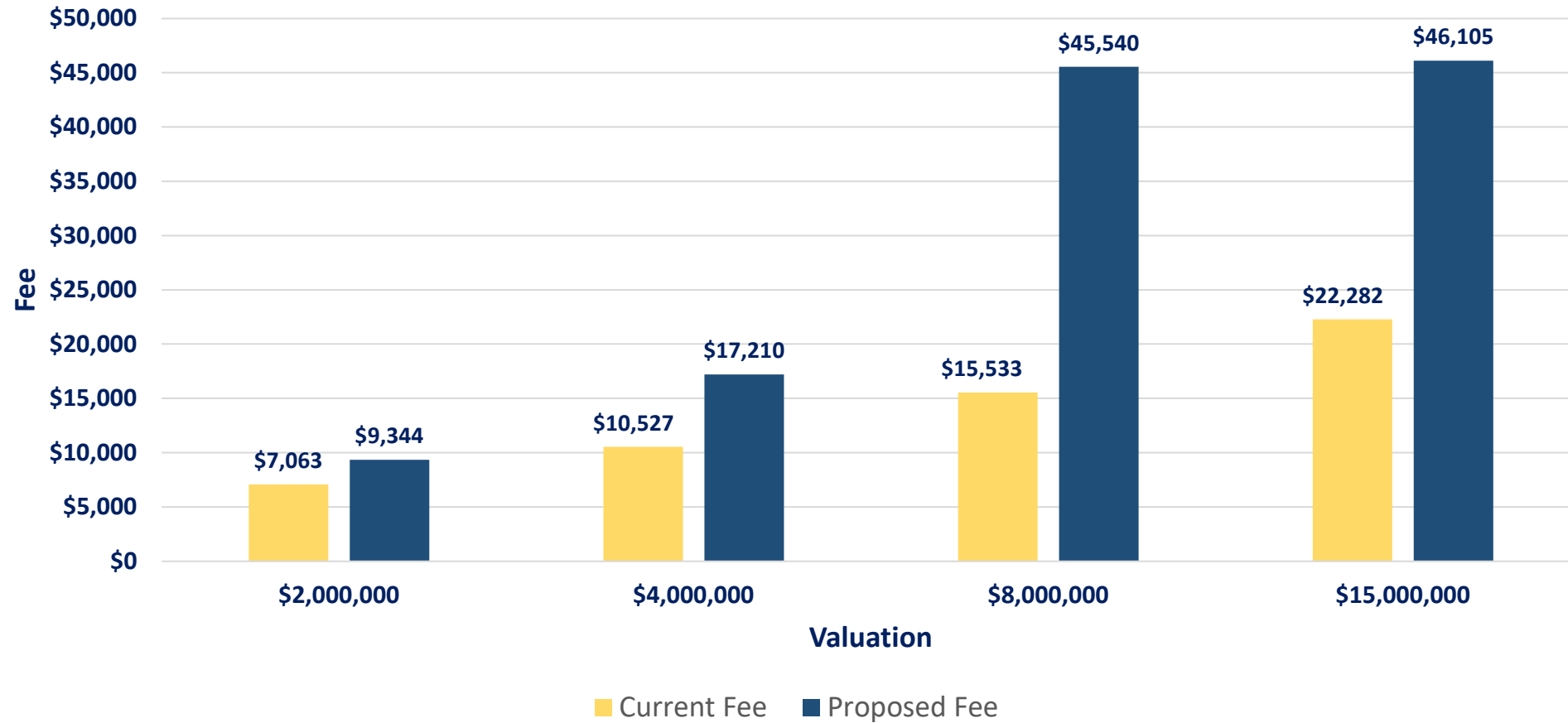
New Commercial Construction Project Fee



Example Fee Comparisons



New Commercial Construction Project Fee



Fee Study Recommendations



Division	Cost	Current Revenue	Potential Revenue Recovery*
Inspections & Plan Review	\$41,623,673	\$24,227,138 (58%)	\$17,396,535 (42%)
Engineering	\$5,823,111	\$2,268,294 (61%)	\$3,554,818 (61%)
GIS	\$784,100	\$22,150 (3%)	\$763,950 (97%)
Subdivision	\$1,873,983	1,271,517 (68%)	\$602,466 (32%)
Total	\$50,106,867	\$27,789,098 (55%)	\$22,317,769 (45%)

*Note: Figures based on full fiscal year.



Next Steps



- Continue Fee Study stakeholder outreach and engagement – Ongoing
- Demo Commercial Permitting Dashboard and Launch – January 2024
- Phase II move to 7800 N Stemmons – January 2024
- DSD Recruitment Day – February 2024
- Progressive transition to online commercial permits – March 2024





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Appendix A Fee Study Outreach



- Dallas Home Builders Association-August 3rd, 2023
- Development Advisory Committee-August 15th, 2023
- Economic Development Committee-September 5th, 2023 & November 6th, 2023
- Texas Real Estate Council-October 5th, 2023
- Dallas Home Builders Association-October 17th, 2023
- Development Advisory Committee, October 20th, 2023
- City Council Memo, October 27th, 2023
- Dallas Independent School District, November 1st, 2023
- Rescom Fire Contractors, November 3rd, 2023
- Economic Development Committee, November 6th, 2023
- Building Owners and Managers Association, November 9th, 2023
- Fire Contractors Association, November 13th, 2023
- Professional Engineering Community, November 16th, 2023
- Professional Surveying Community, November 16th, 2023
- National Fire Sprinkler Association, November 28th, 2023
- Construction Contractors Association - December 28, 2023
- Regional Black Contractors Association – January 5, 2024
- Texas Real Estate Council – January 8, 2024
- American Institute of Architects, Dallas – January 9, 2024
- Regional Hispanic Contractors Association – January 11, 2024
- Dallas Home Builders Association – January 18th, 2024
- ***NOTE: DSD has reextended multiple engagement opportunities to all stakeholders.***

