



City of Dallas

Development Services Residential Update

**Dallas Builders Association
December 12, 2023**

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

Overview



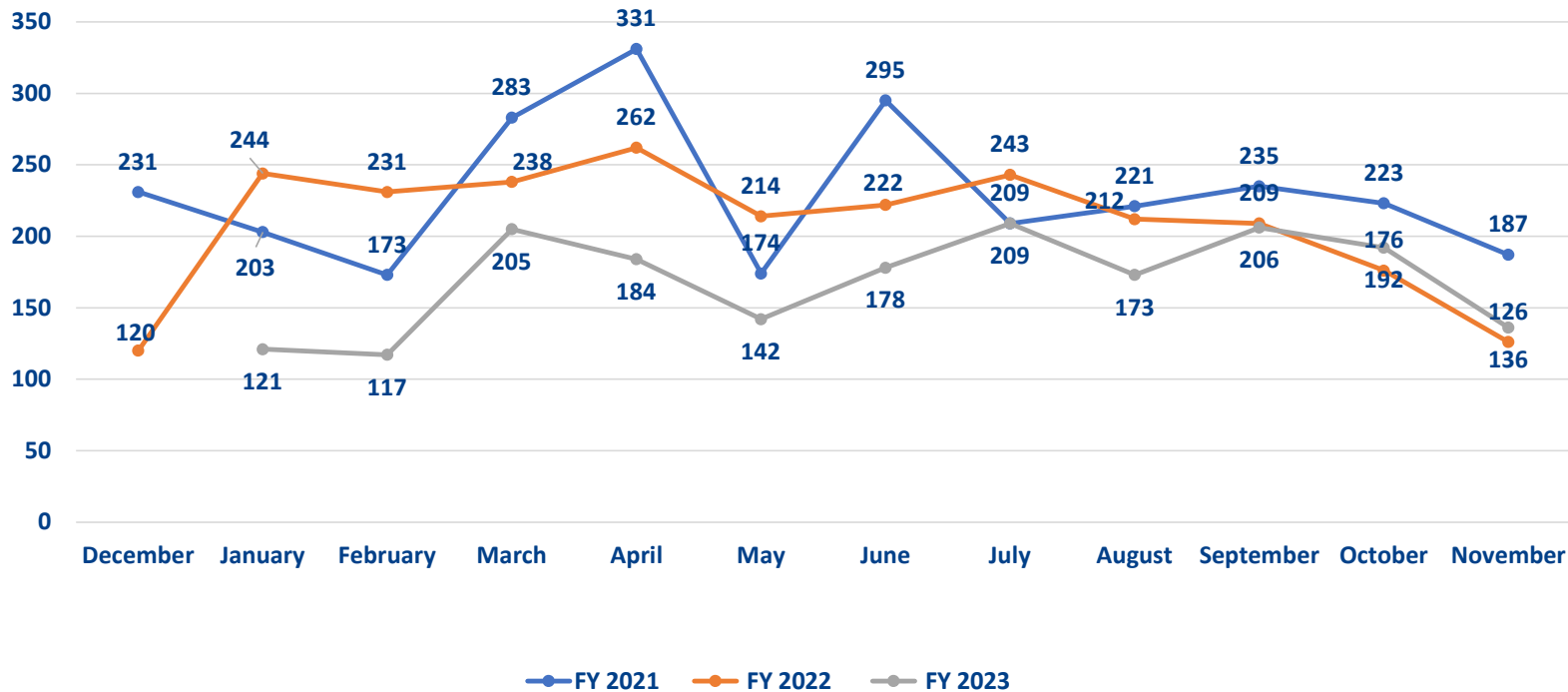
- Residential Metrics
- Performance Goals
- Fee Study Background
- Divisions
- New Single-Family Construction Fees



Residential Permit Metrics



New Single Family Permits Created



A total of 136 permits were received and 187 permits were issued for the month.

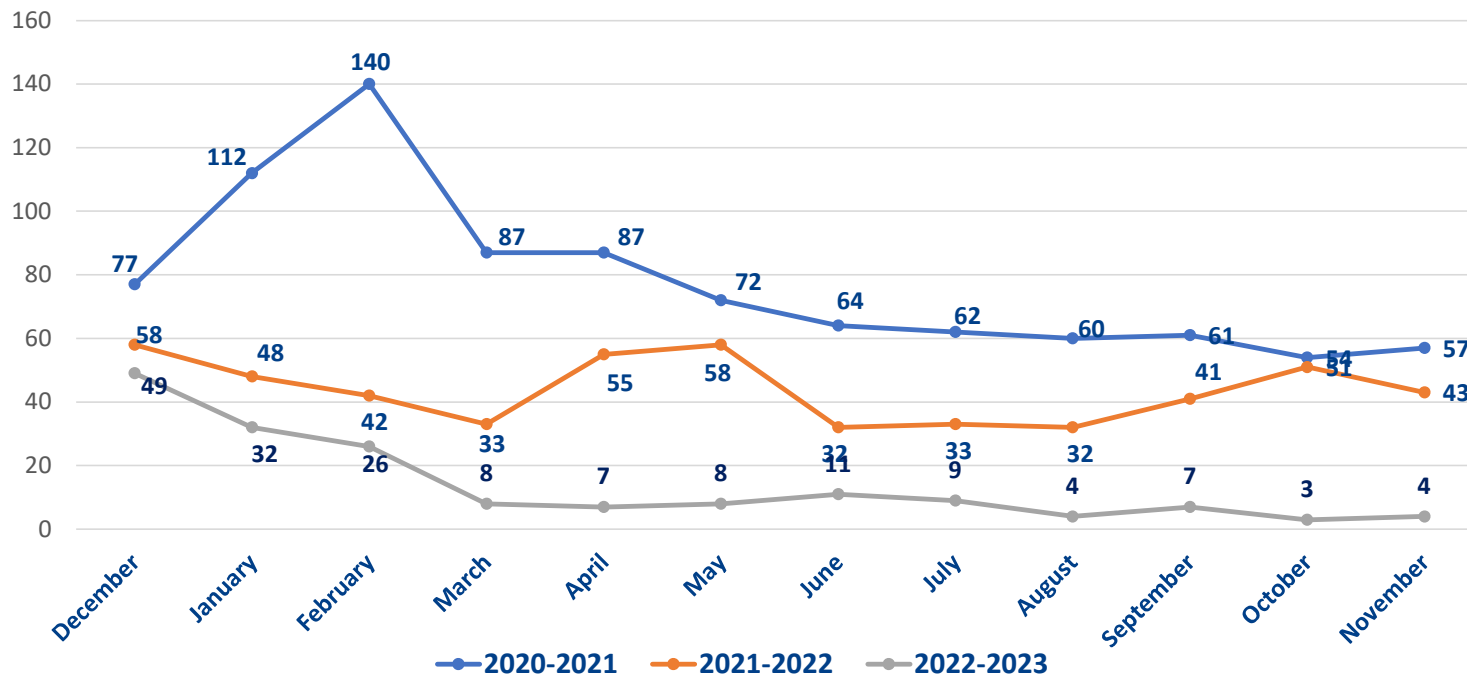
54 NSF permits were issued the "SAME DAY" for November with the RSVP team.



Residential Permit Metrics



Residential New Single Family Permits-Staff Time Median Days
(calendar days) to Issue YTD Comparison



100% of building and zoning reviews submitted met Department Performance Goal of 10 business days.

Department Goal was reduced from 15 days (FY2023) to 10 days (FY24) for initial review times



Performance Goals



- **Goal 1:** Improve departmental customer satisfaction and engagement by 75% by FY 2022/2023.
 - **Outcome:** 452 Customer Service Surveys received with a positive satisfaction rating 91% for FY 2022/2023
- **Goal 2:** Respond to all customer correspondence within one business in FY 2022/2023.
 - **Outcome:** Department implemented training, acknowledgment forms, standard operating procedures, and Secret Caller Program in FY 2022/2023



Performance Goals



- **Goal 3:** Reduce new construction/remodel residential permitting turnaround times by 50% in FY 2022/2023.
 - **Outcome:** Prescreen Time reduced by 17 days to 2 days (88% reduction) in FY2022/2023.
 - Residential initial time to review 17 days to 8 days (53% reduction).
 - RSVP Team new single-family “SAME DAY” permit issuance to date is a total of 572 projects.
- **Goal 5:** Finalize Statement of Work (SOW) and launch Dallas Now Project in FY 2025/2026.
 - **Outcome:** DallasNow Team Launched FY2022/2023 and meeting current milestones.



Fee Study Background



- DSD has not adjusted permitting fees since 2015
- Currently fees are in various Chapters of Building and Development Codes
- Contracted with MGT Consultants to perform DSD Fee Study
 - Completed in October of 2023
 - Building Inspections, Engineering, GIS, and Subdivision



DIVISIONS



Division	Cost	Current Revenue	Current Subsidy
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%)*

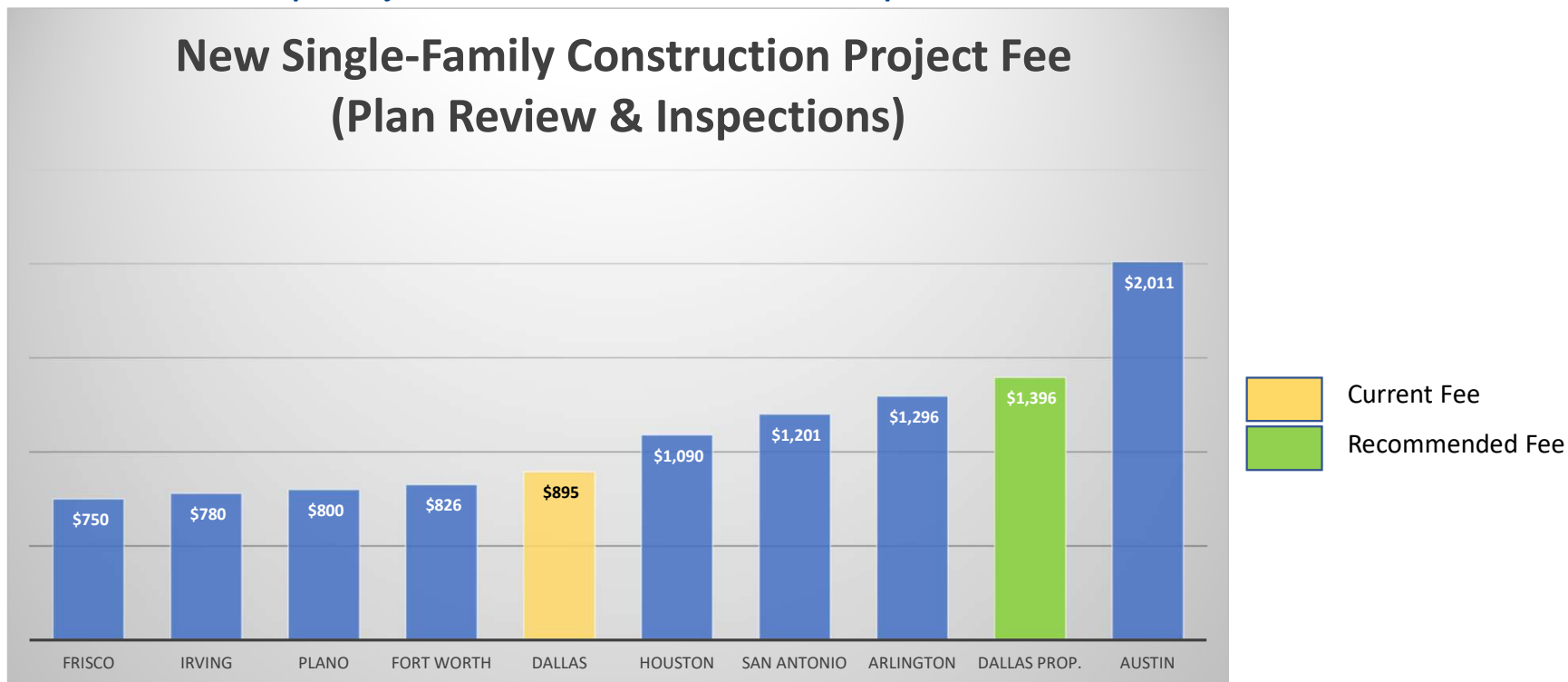
**Note: Subsidies have been compensated through the Development Enterprise Fund Reserves.*



NEW SINGLE-FAMILY CONSTRUCTION



**Graph 1: Fee Comparison:
SINGLE-FAMILY CONSTRUCTION PROJECT**
Example Project Size: \$175,000 Valuation; 1,500 Square Feet



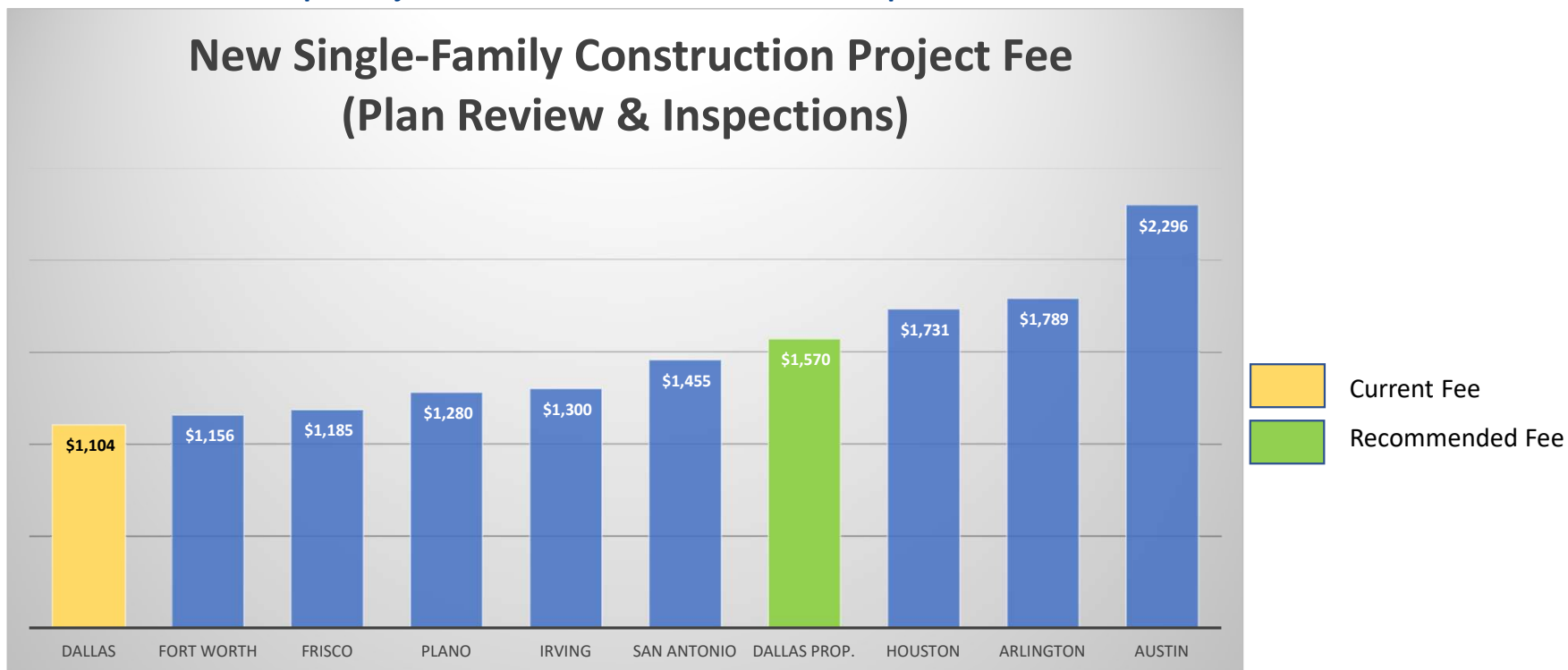
Note: Fees in graph are strictly for permitting, plan review, and inspection services. They City of Dallas does not charge utility impact fees as other Cities do.



NEW SINGLE-FAMILY CONSTRUCTION



Graph 2: Fee Comparison:
SINGLE-FAMILY CONSTRUCTION PROJECT
Example Project Size: \$225,000 Valuation; 2,500 Square Feet



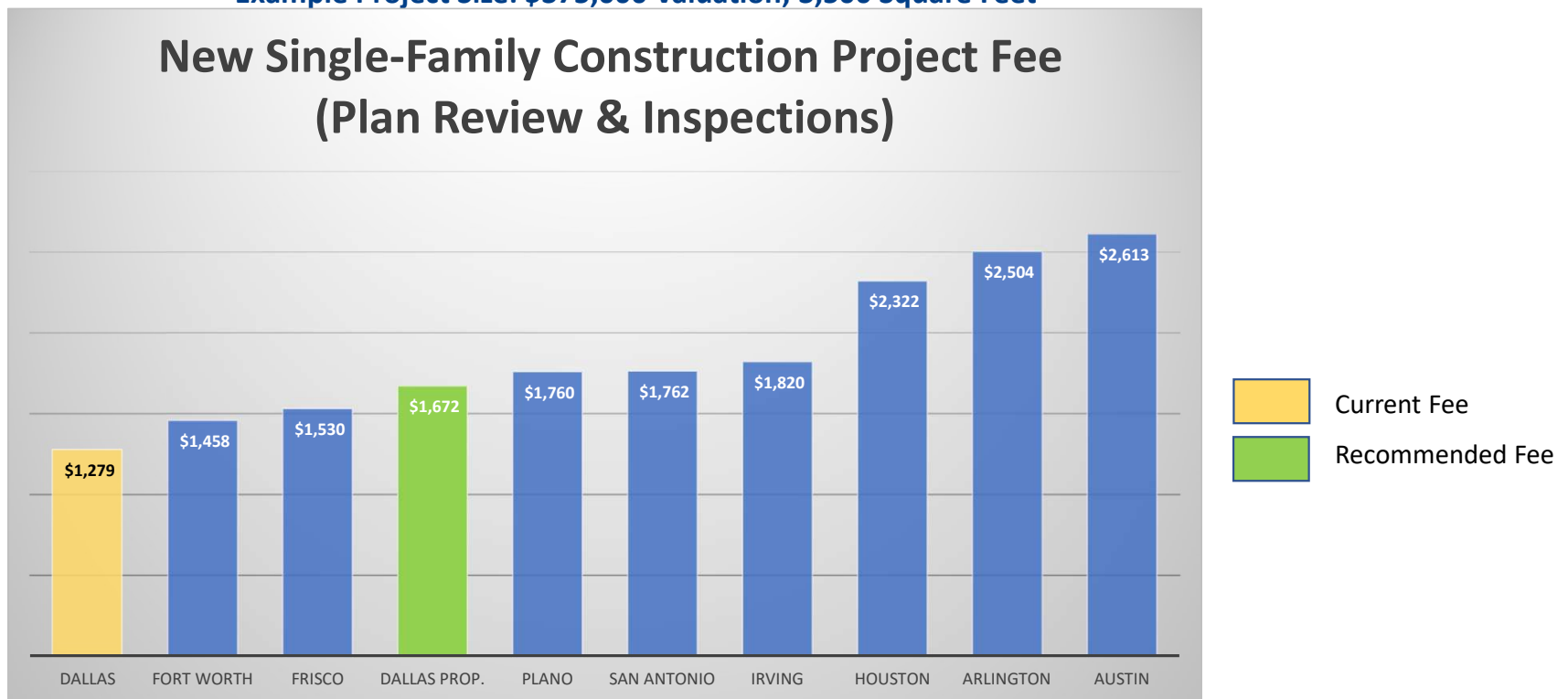
Note: Fees in graph are strictly for permitting, plan review, and inspection services. They City of Dallas does not charge utility impact fees as other Cities do.



NEW SINGLE-FAMILY CONSTRUCTION



Graph 3: Fee Comparison:
SINGLE-FAMILY CONSTRUCTION PROJECT
Example Project Size: \$375,000 Valuation; 3,500 Square Feet



Note: Fees in graph are strictly for permitting, plan review, and inspection services. The City of Dallas does not charge utility impact fees as other Cities do.





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