



**Development
Services**

DEVELOPMENT SERVICES

FY 2022-23 ANNUAL REPORT

Together we are building a safe and united Dallas!





Who We Are

A Brief Overview

The City of Dallas Development Services Department (DSD) serves the residents and stakeholders in our community by facilitating safe, sustainable development through plan review and inspection services. The department is comprised of three divisions: Plan Review & Field Service Inspections, Land Development, and Customer Advocate. Each team works together to provide seamless plan review and inspections services to our customers.



Plan Review & Field Service Inspections

Provides plan review and inspections for commercial and residential development.



Land Development

Reviews subdivision plats, engineering plans, tree preservation, signs, and zoning for compliance with City Code.



Customer Advocate

Provides resources for the development community that assists with navigating the development process.



Empathy



Ethics



Excellence



Engagement



Equity



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Dear Dallas Community,

When I joined the Development Services Department in the Summer of 2022, I took on the challenges of improving our customer service delivery, response times, consistency, and permitting software platforms. During Fiscal Year 2022-23, we

- Took monumental strides to enhance our plan review software platform;
- Launched the **DallasNow** project;
- Implemented **“Pop Up Permit Saturdays”** to assist our customers outside of regular hours;
- Recruited and filled more than **75 vacant positions**;
- Stood up **“Same Day”** permitting initiatives;
- Began renovations on a new building for our Department’s new **“One Stop Permitting Center”**;
- Adopted our new **2021 International Codes**;

and many other customer focused programs. This past year has been filled with significant service delivery improvements.

I am extremely proud of the work our team has accomplished in FY 2022-23 and am grateful for their efforts. Many of the objectives and goals we set out to accomplish were fulfilled. I am pleased with the direction and trajectory of our organization and am 100% confident we will steadily improve. This Annual Report is intended to track our outcomes, hold ourselves accountable, share and showcase some of our performance highlights, and document our results.

“Together we are building a safe and united Dallas!” and it is demonstrated in this Annual Report. As a Department, we have embraced a **“Service First”** philosophy and it is reflected in our meaningful customer outreach, stakeholder engagements, staff and customer training, implementation of performance goals and metrics, and a responsible approach to the utilization of our department budget.

As the Director of the Development Services Department, I want to take this opportunity to express my gratitude for this opportunity and thank all our customers, internal departments, professional associations, elected officials, committee members, and stakeholders for their support. Without these business partners, last year would not have been a success. We hope that you enjoy this report and recognize the commitment and dedication of our team. We look forward to all the great work we will accomplish together!



Andrew Espinoza, CBO, MCP, CFM, CCEA
Director/Chief Building Official



DSD FY 2022-23 YEAR IN REVIEW

9 **POP-UP PERMIT**
Saturday

DSD opened one **Saturday** a month from September 2022 - July 2023 for customers to conduct business!

 **34** 
Lunch & Learn Sessions

452 Customer Service **Feedback** Surveys Received

Performance Goals & Metrics Implemented in 2022

Residential Dashboard Launched in Jan. 2023


Permit Customer Queuing System Implemented


Call Center Customer Management System Implemented

97%
On-Time Inspections

27 min
Average Wait Time for Walk-Ins

91% **CUSTOMER SATISFACTION RATE**

DSD received a total of **452** positive Customer Service Feedback Surveys.

“The City of Dallas is the best because of you guys that provide the type of customer service!”
- Anonymous Customer

“This department has had a one hundred and eighty degree turn around!! Many Thanks!!”
- Tony G. on 03/30/23

Executive Leadership Team

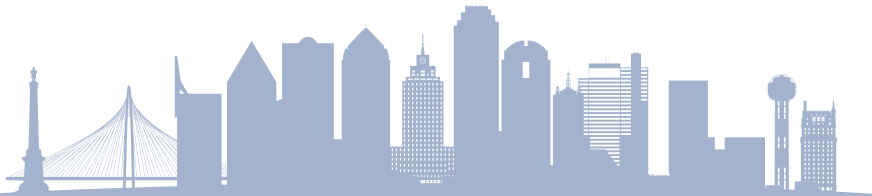


Donald Dixon,
CBO, AIA, RAS
Deputy Building
Official/Assistant
Director

Andrew Espinoza,
CBO, MCP, CFM, CCEA
Director/Chief
Building Official

Mina Eskander,
PE, CFM, LEED
AP BD+C
Assistant Director

Vernon Young
Assistant Director



Plan Review & Field Service Inspections





Plan Review & Field Service Inspections

Field Service Inspections

YEAR IN REVIEW

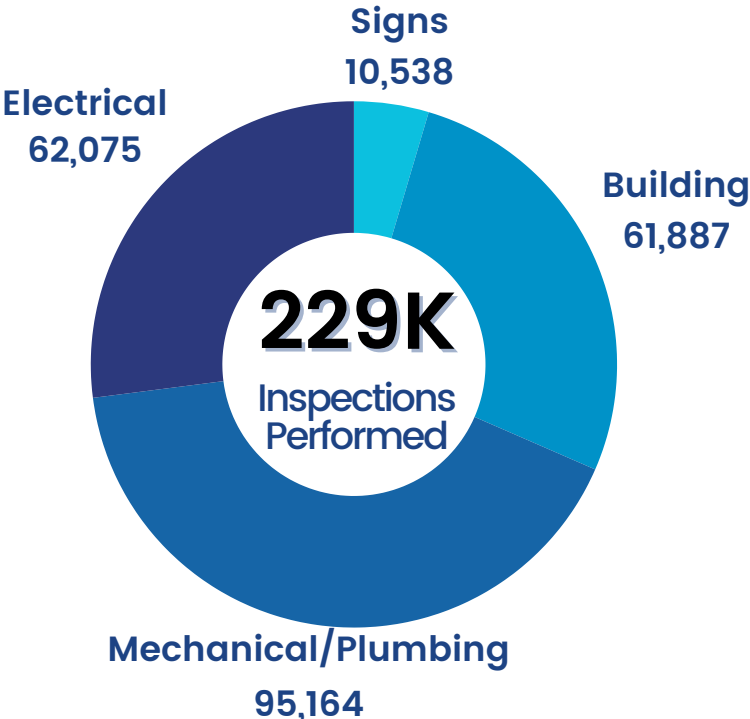
4,000+	Field Service Inspection Plan Reviews
2.7 Days Average Review Time	97% On-Time Inspection Rate

The Field Service Inspections team plays a crucial role in ensuring compliance and safety within the City of Dallas. Operating through four strategically located district offices, our dedicated inspectors conduct thorough assessments of construction sites to ensure adherence to building codes and regulations.

Their commitment to excellence and attention to detail contributed significantly to the overall success of the Development Services Department in FY 2022-23. Through their diligent efforts, the Field Service Inspections team helps create a safe and resilient environment for the residents and businesses of Dallas.



Total Number of Field Service Inspections



Plan Review & Field Service Inspections



Each year, DSD supports the State Fair of Texas by ensuring each food vendor booth and performance area has been constructed properly and meets established building, plumbing, and electrical code standards.

In FY 2022-23, our Southeast District Office issued over **500 permits** for our State Fair vendors and performed approximately **700 inspections!** The safety of the 2.3 million annual visitors and event staff at the State Fair is the number one priority for the city and our department.



Plan Review & Field Service Inspections

Fire Protection Engineering

YEAR IN REVIEW

2,800+ Projects Completed

15 Days
Average Review Time

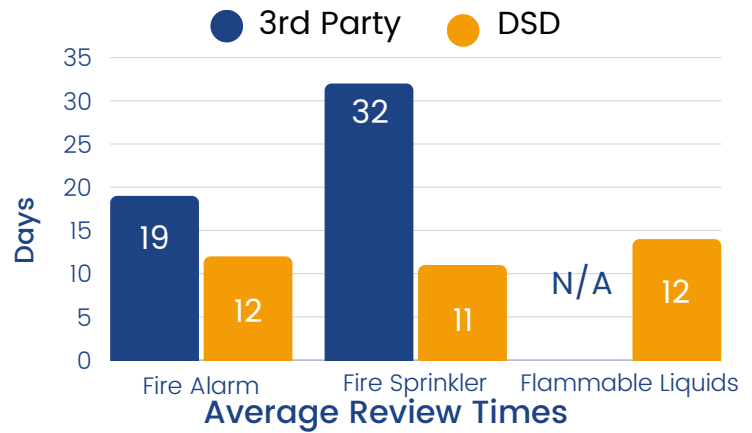
20
ICC Certifications & Texas State Licenses

In FY 2022-23, the Fire Protection Engineering team made remarkable strides in enhancing our services and efficiency. DSD has expanded the Fire Protection Engineering team by doubling its staff. This has significantly contributed to the team's ability to provide more efficient, timely plan reviews.

Moreover, we worked collaboratively with local and national organizations to stay at the forefront of industry trends, ensuring that our practices remain aligned with the latest standards and best practices and emerging as a true leader in the DFW Metroplex.

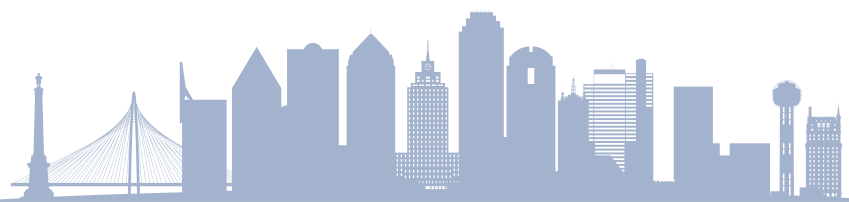
The team partnered with the National Fire Sprinkler Association (NFSA) to host open registration trainings for the first time in the City of Dallas offering a 3-day Fire Sprinkler Plan Review course.

Looking ahead, the division is planning to launch the Same-Day Fire Review (SDFR) Program for eligible projects which would be an additional, fast track option in our service delivery.



FUN FACT

Over **85%** of projects now undergo **in-house** review, a significant jump from FY 2021-22 when it was less than 45%.





Plan Review & Field Service Inspections

Green/Energy

YEAR IN REVIEW

498 Reviews Performed	2 days Average Review Time
3,799 Green Inspections Performed	5,330 Energy Code Inspections Performed

The City of Dallas is one of the first major cities in the United States to adopt comprehensive Green Building Standards for both new commercial and residential construction. The City of Dallas is committed to staying at the forefront of addressing environmental issues and therefore, since 2003, has implemented a Green Building Program to incorporate sustainable ("Green") building design and construction practices.

The Green team spearheads and organizes Green Building orientation program sessions for training professionals who aspire to be certified green building providers. To date, we have formally trained 114 professionals comprised of building developers, architects, engineers, and general contractors to become successful third-party green providers who have registered with the City of Dallas.



“The long-term vision for our team is for Dallas to be carbon neutral by 2030, and for it to be **the greenest city in the U.S.”**



- Meenal Chauk,
Manger I - Green Building Code





Plan Review & Field Service Inspections

Plan Review - Commercial & Q-Team

YEAR IN REVIEW

<h1 style="font-size: 2em; margin: 0;">\$1.1 B</h1> <p style="font-size: 1.2em; margin: 0;">Estimated New Multi-Family Economic Impact</p>	<p style="font-size: 1.5em; margin: 0;">291</p> <p style="margin: 0;">Commercial Additions</p>	<p style="font-size: 1.5em; margin: 0;">3,398</p> <p style="margin: 0;">Commercial Remodels</p>
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Standard Commercial Plan Review Team

The Standard Commercial Plan Review team reviews provisions such as occupancy requirements, construction classification, and fire protection systems. The objective of our standard plan review team is to ensure timely, consistent, and excellent customer service during the permitting process.

In FY 2022-23, the Commercial Plan Review team has reduced the Pre-Screen/Intake times from 24 days to 1 day. Also, the team is partnering with Data Business Intelligence Department to launch a Commercial Permitting Dashboard in the 2nd Quarter of FY 2023-24.

Q-Team

Large commercial development in Dallas continued to thrive throughout the year. DSD facilitated the issuance of these projects through our expedited Q-Team. Our Q-Team processed a total of 333 complex commercial projects for the year and averaged an initial review time of 4 days. In addition, this working group hosted a total of 198 pre-development meetings to assist customers with planning their upcoming development projects.



Standard Commercial Plan Review Team



Q-Team

FUN FACT

Scan me

Did you know that all Q-Team meetings are offered in person or virtually? Scan the QR code to schedule your next meeting.





Plan Review & Field Service Inspections

Plan Review - Affordable Housing

THIS YEAR IN AFFORDABLE HOUSING

115 Single-Family Permits Issued

10 days Average Review Time

In January 2023, DSD created an Affordable Housing team to partner with developers constructing affordable homes. The Affordable Housing Program has helped bridge the gap between Dallas Housing & Neighborhood Revitalization Department and Development Services. This program has helped with our overall goal of reducing permitting times, enhanced communications, and improved customer service.

Once Housing & Neighborhood Revitalization has identified single-family developments as affordable housing, the contractor/developer then works with the DSD Affordable Housing Team who will be responsible for processing the qualifying projects.

This is a free service for our Affordable Housing contractors. We take pride in the small role we play in helping Dallas residents achieve the American dream.



“We are eager to provide excellent service for our customers as we realize how vital affordable housing can be.”



- Loree Lewis, Project Coordinator
- Affordable Housing





Plan Review & Field Service Inspections

Plan Review - Residential

YEAR IN REVIEW

1,795 New Home Permits Submitted

1,277
Residential Additions

3,467
Residential Remodels



One of the top priorities for FY 2022-23 was to reduce permitting process times associated with new single-family projects by 50% from the previous fiscal year.

One of the strategies we implemented was to establish clear performance goals to ensure we held ourselves accountable and let our customers know when they could expect their project approvals. Therefore, we set our new residential prescreen performance goal at five days and our initial review time at 15 days. These goals were not only met, but exceeded as the team ended the year with an average prescreen time of two days and initial review time of eight days.

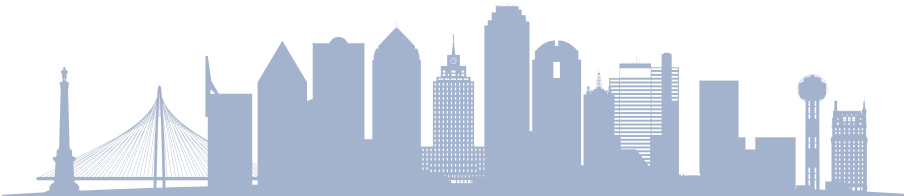
Finally, we added two project coordinators to the residential team that serve as our permitting "Concierges" ensuring that our customers receive a great "Service First" experience! We look forward to continuing to serve our residential building community and thank our customers for their continued support!

FUN FACT

DSD offers complimentary 20-min consultation services for customers seeking to build their own home in Dallas. Book your slot today!

SCAN ME 

\$833 MILLION Estimated New Residential Economic Impact



Plan Review & Field Service Inspections

Plan Review - Rapid Single-Family VIP Program

THIS YEAR IN RSVP

656 Appointments Scheduled

572
Same Day Permits Issued

6
Lunch & Learn Sessions Hosted



In September 2022, DSD implemented a Rapid Single-Family VIP Program, also known as the "RSVP" team. This team is a fast-track permitting model intended to issue new single-family construction project permits the "SAME DAY" they are submitted. This service is appointment-based and designed to partner city staff and applicants in a round table setting so their projects can be reviewed on the spot and issued the "SAME DAY".

We are proud to say the team issued 572 RSVP permits for the year! This premier service has been well received by our customers and has drastically reduced our residential permitting times. With countless, positive customer service surveys, emails of gratitude, and encouraging feedback from the public, the Team is devoted to delivering an excellent RSVP experience to all customers.

"572 Permits and counting... providing smiles one permit at a time!"



- Alex Barkume,
Development Services Manager





Plan Review & Field Service Inspections

Health Inspections Team

YEAR IN REVIEW

<h1 style="margin: 0;">469</h1>	<h2 style="margin: 0;">Plan Reviews Performed</h2>
<h2 style="margin: 0;">6 Days</h2> <p style="margin: 0;">Average Turnaround</p>	<h2 style="margin: 0;">98.5%</h2> <p style="margin: 0;">On-Time Inspection Rate</p>



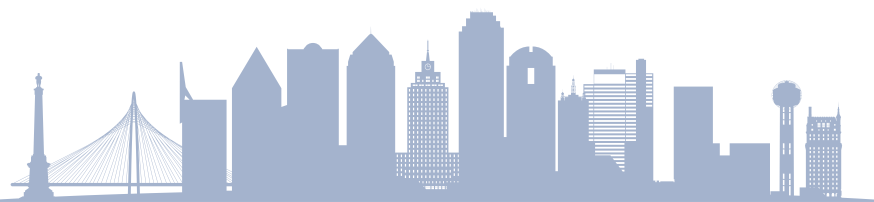
The aim of the Development Services Health Inspections Team is to promote healthy people and healthy communities through education and regulation of food service establishments which require a health permit. The food establishment permits are required for restaurants, bars, grocery stores, schools, and other retail food establishments. Therefore, a comprehensive review of the construction and cosmetic interior of the food prep/ handling and storage areas including restrooms must be evaluated prior to a health permit being issued at the site.

“Designing cleaner and well-constructed restaurants leads to a Healthier and Safer dining environment!”

-Samuel James,
Sanitarian Supervisor

FUN FACT

All team members are **licensed sanitarians** through the Texas Department of Licensing and Regulation and are required to take CEU credits.





Plan Review & Field Service Inspections

School Team

YEAR IN REVIEW

40 FY 22-23 Projects in Review

26

Projects Issued

10

Development Meetings Hosted



To strategically work with public schools, charter schools and community colleges in the community, the School team was created in July 2023. The team is comprised of several departmental subject matter experts that are fully committed to helping our public school system partners with an efficient and easy permitting process. We understand that public and private schools are unique customers and require additional attention as they work to meet very strict seasonal construction timelines.

In addition, DSD partnered with high school students in a series of collaborative senior student workshops in an effort to foster interest and awareness around the construction, architectural, trades, and engineering professions.

Last year, DSD participated and supported six student engagements. We look forward to the continued collaboration and partnership with our partners as schools continue to be remodeled, expanded, and constructed. We recognize the importance of supporting local schools and colleges.

“Knowing what we are doing for the community and the future of Dallas makes this more than a job for me.”

- Dione Rowell, Sr. Plans Examiner



Land Development





Land Development

Arborist

YEAR IN REVIEW

40

Tree Removal
Cases Resolved

210

Inspections Conducted

1,285

Reviews
Completed

1,469

Trees Planted



In FY 2022-23, the Arborist team had a productive year, achieving several noteworthy milestones that underscore our commitment to urban forestry and sustainable city planning.

The team participated in various training opportunities. The Dallas' Urban Forest Task Force and Forestry Technical Team showcased a deep commitment to urban forestry. The team's collective efforts led to a historic tree classification by City Council resolution, the planting of 45 trees in storm-affected areas with ReTREET, and participation in the Tree Equity Score Analyzer (TESA) council to champion equitable urban tree access.

The Reforestation Fund continued to support Branching Out planting projects and Cool School programs, resulting in the planting of an impressive 1,469 trees. Collaborative cross-training sessions with Code Enforcement and Dallas Water Utilities underscored the crucial role of trees in city planning.



“I am proud to bridge the gap between trees and the Dallas community. Every tree we plant is an investment in a greener, more resilient city.”

– Jessie Farris,
Project Coordinator – Arborist





Land Development

Board of Adjustment

YEAR IN REVIEW

72 days Number of Days to Hearings	69% Rate of Finding Alternatives to the Board
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In FY 2022-23, the reintroduction of the Board of Adjustment to the Development Services Department and its collaboration with the DSD team brought a dynamic dimension to our department. Balancing the responsibility of two, distinct governing bodies presented a rewarding challenge which pushed our team to adapt and excel.

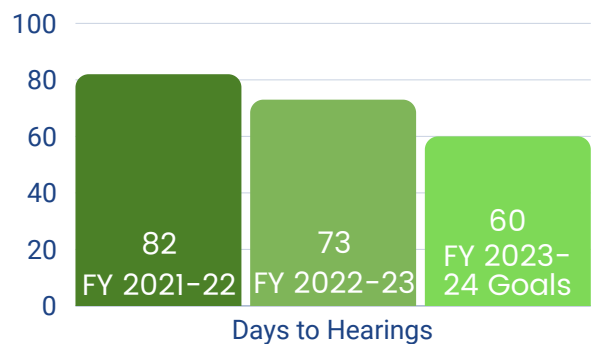
Throughout the year, the Board of Adjustment achieved numerous milestones. The team conducted a comprehensive series of Lunch & Learns, Board Trainings, and micro-trainings for interdepartmental staff which focused on board forms, policies, and procedures. The topics ranged from defining the board's role to guiding the process of submitting a case and securing a favorable decision.

Through the use of collaborative relationships and cross training with other divisions, our Board of Adjustment staff has been able to streamline internal processes and successfully provide many potential applicants with solutions to revise their proposals and comply with the Dallas Development Code - foregoing the need to submit an application to the Board!



“Don’t let zoning issues demolish your dreams, consult with the Board of Adjustment team to discuss the available options in bringing your project to life.”

– Diana Barkume,
Project Coordinator – Development



In 2022-23, the Board of Adjustment reduced the number of days to hearings from 82 to 73. Their goal for FY 2023-24 is a 60-day turnaround time.

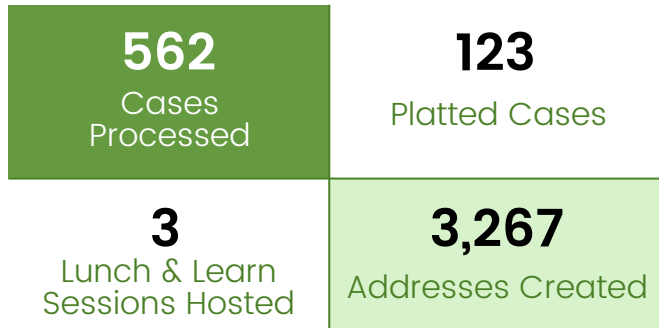


Land Development



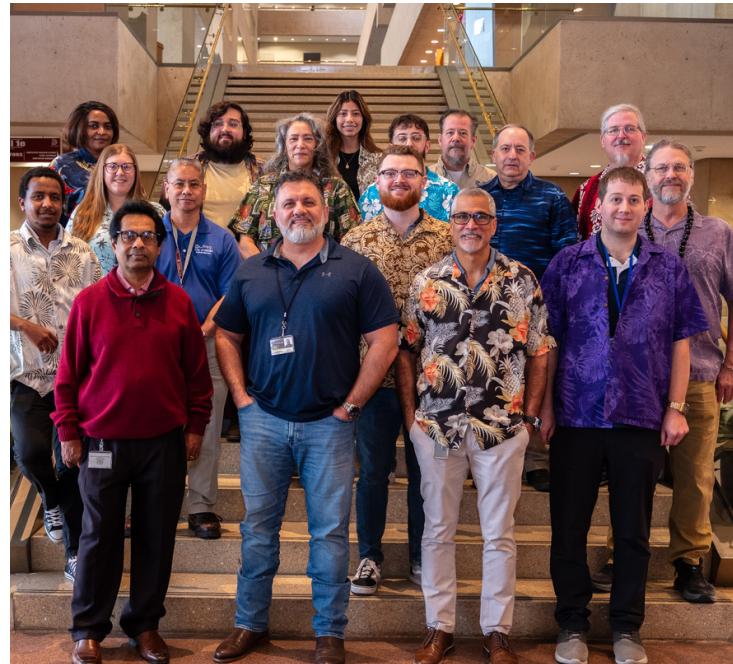
Geographic Information Systems

THIS YEAR IN GIS



Geographic Information Systems (GIS) refer to sophisticated computerized programs designed for the acquisition, storage, analysis, and management of spatial data. Our GIS team plays a pivotal role in converting raw geographic information into actionable insights for the entire city. Leveraging advanced technology, our team has designed and maintains interactive web-based maps available for internal and public use that provide an invaluable tool used to visualize, analyze, and solve complex problems.

In addition, the team is also responsible for assigning addresses within Dallas city limits. The team works closely with Zoning, Subdivision, and Current Planning to support and enhance service to our customers.



“Our GIS team stands as pioneers. Harnessing the power of the Experience Builder platform, we not only map data but redefine possibilities.”



– Ali Baqi,
GIS and Technology
Manager





Land Development

Paving and Drainage Engineering

THIS YEAR IN PAVING AND DRAINAGE

1,150+ Development Projects Reviewed

35 Days
Initial Review Time

10 Days
Subsequent Review Time



The Paving and Drainage Engineering team is comprised of 15 dedicated members, including two Texas professional engineers, eight graduate engineers, a plans examiner, a project coordinator, and two office assistants.

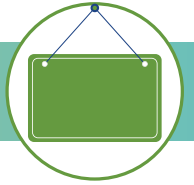
Their collective responsibilities encompass a wide range of review tasks, spanning from site development plans and preliminary plats to floodplain permits and grading-only permits. The team diligently reviews site plans for diverse projects, ranging from expansive commercial developments to single-family housing units. Additionally, select team members participate in pre-development and Q-team meetings on a weekly basis.

The Engineering Division conducts quarterly training sessions that are open to the public, general contractors, and consulting engineers. These sessions provide invaluable insights into the submission process, contact information for city personnel, and valuable lessons from past projects, including common errors and frequently asked questions.

FUN FACT

Most of the Paving & Drainage team members hold Certified Floodplain Manager (CFM) certifications with the overarching goal of achieving full certification for the entire team.





Land Development

Signs

YEAR IN REVIEW

9,500+	Reviews Completed
10,500 Inspections Conducted	85% First Reviews Completed Within One Day



In FY 2022-23, the Sign team facilitated a Planned Development (PD) amendment and successfully managed three Special Provision Sign District (SPSD) Amendments. These accomplishments exemplify the team's ability to progressively update our Sign codes to stay current with the industry standards.

In their commitment to knowledge sharing and community engagement, the team partnered with the Code Compliance Department to organize comprehensive training programs for Code Compliance Officers. In addition to their Lunch & Learn sessions, they launched the innovative "Decoding Sign Code" training program, which reinforces their dedication to educating and empowering their peers. Additionally, the team's portfolio included the successful completion of special projects such as the Digital Billboard Transportation & Infrastructure briefing.

“Permitting Progress, Inspecting Integrity, Developing Dallas!”
 – DSD Sign Team





Land Development

Subdivision

YEAR IN REVIEW

264

Preliminary Plats Processed

136

Final Plats Recorded

800+

Plat Releases Handled

126

Early Releases Issued



The Subdivision team achieved remarkable success over the past year. They processed a total of 264 preliminary plats, recorded 136 final plats, and efficiently handled over 800 releases - issuing 126 early releases. Additionally, they adeptly managed four street name changes and conducted four Lunch & Learn trainings.

The team welcomed the addition of a new Chief Planner who has seamlessly integrated into their fully staffed division. Under his guidance, they have streamlined their processes by embracing digital submission for both preliminary and final plats, thereby eliminating the need for multiple hard copies.

The team is currently spearheading the revision of their Preliminary Checklist, a project set to conclude in the next fiscal year. This initiative reflects their commitment to continuous improvement and ensuring that their services remain at the forefront of industry standards. The dynamic Subdivision team is dedicated to making processes more efficient, user-friendly, and responsive to the needs of our community.

FUN FACT

100% plats were reviewed within 30 days as State law requires that all plats must be acted on within **30 days** for their acceptance by the City.





Land Development

Survey Review Group

YEAR IN REVIEW

171

Years of Collective Experience

76 Hours

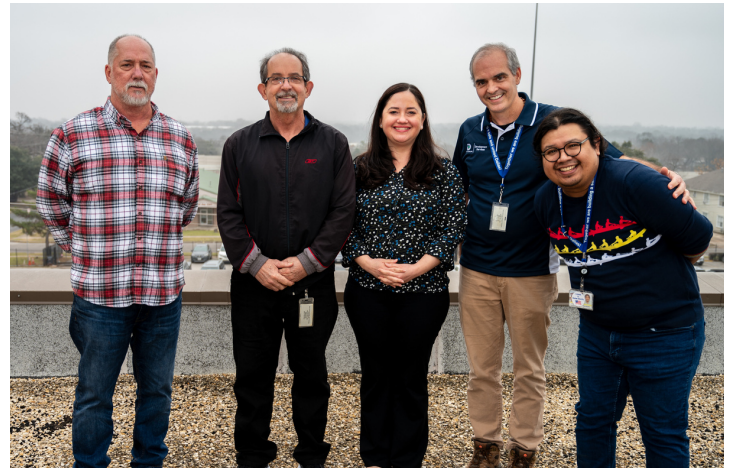
of Professional Continuing Education Received

18 Hours

of College Education Received

1,700

Project Reviews Delivered in an Average of 7-Days



The Survey Review Group appropriately falls under the Land Development division. Through teamwork they provide preliminary plat reviews, final plat reviews, field note reviews, and survey research to help build a greater City of Dallas for all residents, businesses, and visitors.

The team works tirelessly to provide four outreach training events per year. Positivity and a can-do attitude emanate from the team allowing them to work with other departments to get things done. Customer service is their number one priority!

“Every day is exciting when we get to use our expertise to support people with the land surveying aspect of their development projects!”



- John Stepp, Surveyor





Land Development

Water/Wastewater Engineering

YEAR IN REVIEW

12 Days Average Review Time

4
Lunch & Learn Sessions Hosted

1,115
Engineering Plans Reviewed



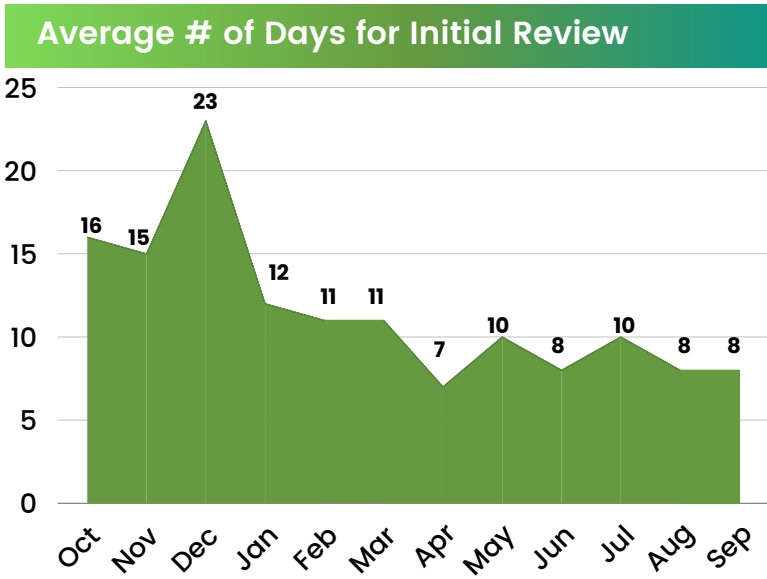
In FY 2022-23, the Water/Wastewater team offered quarterly trainings to the development community, discussing topics such as common design mistakes, available design references, and critical requirements that must be considered during the design process. They also provided cross-training to internal staff from other divisions with the objective of identifying potential issues that require engineering review before releasing the permit for construction.

The team also participated in different initiatives with the objective of improving processes and providing a better customer service experience to all residents and developers including:

- Internal partnership between Development Services, Dallas Water Utilities (DWU) and the Department of Fire and Rescue (DFR)
- Designating key staff members to represent the team in the integration of the DallasNow project (Accela).
- Dedicating one engineering reviewer to the school team to facilitate and streamline the permit review and approval of all school projects.

The team has continued to strengthen their knowledge and professional skills by attending professional events and trainings such as:

- Monthly American Society of Civil Engineers (ASCE) Meeting
- ASCE DFW Joint Branch Meeting
- Dallas ISD Building B.I.G. Construction Mixer
- Texas Instrument Biomedical Engineering and Sciences Building pre-dedication tour
- L0273 Training – Managing Floodplain Development through the National Flood Insurance Program, offered by FEMA Region 6





Land Development

Zoning

YEAR IN REVIEW

12 Days

**Average
Review Time**

3,957

**Plans
Reviewed**

Zoning Review Team

The Commercial Zoning team achieved remarkable milestones this year. They fostered collaborative partnerships with various city departments to engage with the 24Hour Dallas Nightlife group, amplifying their impact. The team journeyed to the Responsible Hospitality Institute's 40th-year Summit in New York, where they delved into the intricacies of the global nightlife industry, gaining invaluable insights from international counterparts.



Commercial Zoning Review Team



Zoning Inspection Team

Zoning Inspection Team

The team enthusiastically embraced the incorporation of the Zoning Inspection group as the department's enforcement team. They initiated a comprehensive cross-training program involving both Code Enforcement and Community Prosecution.

The team displayed their commitment to the community by volunteering at the Dallas Hispanic Contractor's Association Annual Family Day event.

“Zoning with heart: shaping our community, one project at a time!”

– Ann Hamilton,
Project Coordinator – Zoning





Customer Advocate



Customer Advocate

2nd Q-Team

YEAR IN REVIEW

194

Submissions Reviewed

1 Day

Prescreen

1 Day

Initial Review



DSD understands that small businesses were adversely impacted during the pandemic. To support our small business owners and reduce permitting times, the 2nd Q-Team was created and began accepting submittals in January 2023. Also known as our Minor Commercial Q-Team, this group expedites smaller commercial projects and partners city staff with applicants in a face-to-face setting. This appointment-based program was a success as the team was able to issue 174 number of minor commercial permits the “SAME DAY” they were submitted.

In FY 2022-23, the team participated in International Code Council (ICC) training sessions including Zoning and Permit Technician training. Our 2nd Q-Team professionals are an impressive group dedicated to providing excellent customer service!

“We work together as a team to achieve the dream!”



–Clinton Bird,
Senior Project Coordinator





Customer Advocate

Budget, Procurement & Administration

THIS YEAR IN BUDGET & PROCUREMENT

The Budget Administration team played a pivotal role during the fiscal year by contributing to the overall financial health and strategic planning of the organization. Their meticulous efforts ensured the effective allocation of resources, financial transparency, and adherence to budgetary constraints.

Throughout the year, the team successfully managed procurement processes, facilitating the acquisition of essential goods and services. Their expertise in financial planning and procurement optimization resulted in cost-effective solutions and supported various departments in meeting their operational needs.

In addition to their core responsibilities, the team actively participated in training and development initiatives to enhance their skills and contribute to the overall efficiency of the department.



**For more information
about the DSD's
budget, please scan
the QR code below.**





Customer Advocate

Call Center

THIS YEAR IN CALL CENTER

70,133 Phone Calls Answered

246

Average Number of Calls Answered Daily

21%

Call Center Abandonment Rate



DSD is one of the few City departments that hosts a Call Center focused solely on customer service. As a department, we understand our customers have questions and need timely responses to their development questions. The department added a full time Call Center supervisor to help align resources and training curriculums.

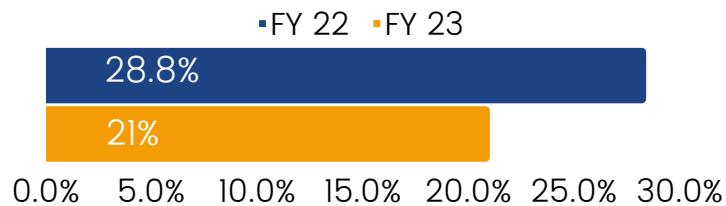
Our Call Center team consists of trained experts that respond to a wide range of inquiries and must be familiar with over 80 unique customer transactions and permitting processes.

Moreover, in FY 2022-23, the Department launched the implementation of the robust reporting software, Calabrio. This customer management resource allows DSD to accurately track hold times, abandonment rates, record phone calls, and collect other vital data. This customer service tool now allows us to audit and train our Call Center agents.

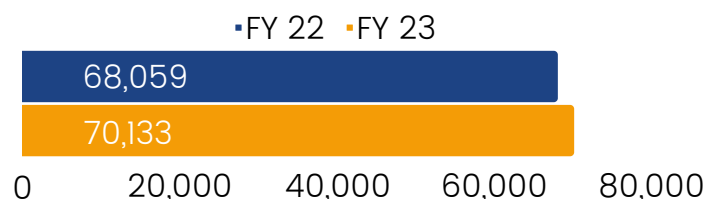
FUN FACT

Did you know that DSD along with 911 and 311 is one of the few Departments with a Call Center focused on delivering a **first class customer service experience?**

Abandonment Rate



Phone Calls Answered





Customer Advocate

Central Files/Open Records

YEAR IN REVIEW

<h1>97,935</h1>	<p>Documents Scanned</p>
<h1>2,474</h1>	<h1>4,007</h1>
<p>Open Records Requests Processed</p>	<p>Customers Assisted</p>



Central Files serves as the “library of records” for the city of Dallas Building Inspection (commercial and residential) projects.

Small Scan Group

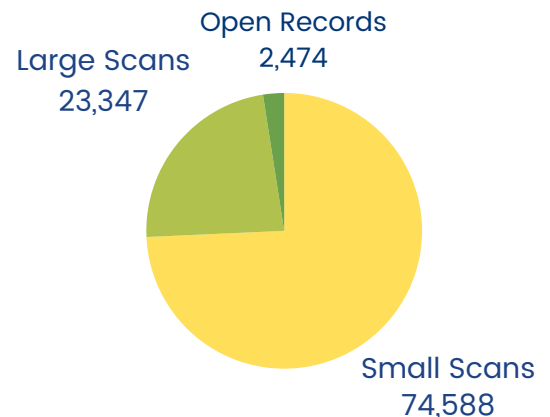
This group is the initial face of Central Files and serves as a primary point of contact for external customers. They are responsible for receiving, documenting, maintaining, scanning, and indexing building applications, Certificates of Occupancy, permits and small construction plans into our current Electronic Document Management System. Staff assists customers with research of current and historical records. They also research and provide the City Attorney’s Office with certified documents needed for litigation.

Large Scan Group

This team serves as a point of contact for internal customers in their search for large commercial, residential and fire plans . They are responsible for receiving, documenting, and maintaining the organization of these records.

Open Records

Two staff members are responsible for monitoring and responding to SDC citizen inquiries via the City’s CRMS/311 systems. They coordinate information received from various divisions within the department to respond to citizen requests within 10 days, as required by State law. This group also works closely with the City Attorney’s Office regarding departmental Legal Holds, Subpoenas, and legal opinions.





Customer Advocate



The year brought key changes to our information systems and technology. The biggest change occurred on February 22nd, 2023 when the City Council adopted and approved a 9.7-million-dollar project to replace our legacy permitting system. The DallasNow team worked very hard in FY 2022-23 leading up to the monumental approval. This puts DSD on the path of designing, testing, and implementing our DallasNow software permitting system.

The new platform is intended to improve customer communication, reduce response times, eliminate in-person/in-inline wait times, and align multiple City Departments. This means our customers and team members will save time and see substantive improved permitting efficiencies. We created a DallasNow Team that is composed of subject matter experts who are 100% dedicated to this important initiative and will be serving in this capacity until completion of the project in the Summer of 2025.

The DallasNow name was assigned by our department agents and represents our commitment to building a permitting customer service experience that provides dependable, "Access, Anywhere, Anytime". In the coming months, we will be partnering and engaging with our development community to ensure a smooth and seamless transition occurs. We look forward to utilizing this powerful tool as we consistently and quickly process our customer transactions.

\$9,700,000
**Project to be implemented
in Summer of 2025**



“We look forward to the launch of this new software that will refine our current workflow!”
-DallasNow Team





Customer Advocate

Hiring Acquisition/Equipment & Fleet

THIS YEAR IN HR/EQUIP & FLEET

197	Hire Actions Taken
77	98
Equipment Setups	GPS Installation of DSD Vehicles



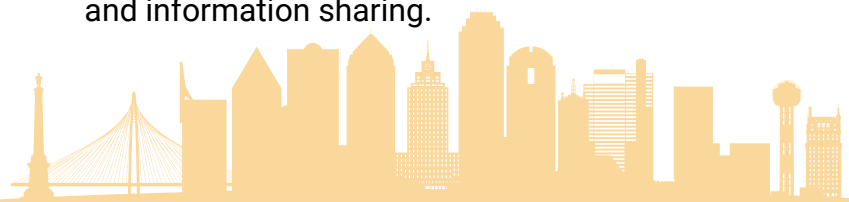
DSD values its team members and understands that it takes talented team members to get the job done. In FY 2022-23, DSD added 54 additional key positions to the Department. This was intended to help reduce permitting turnaround times and improve our service delivery.

This working group’s primary objective is to support our department by coordinating, interviewing, and processing new talent. In the past year, the team achieved significant milestones, enhancing both operational efficiency and staff support. In addition to the GPS Installation of 98 DSD vehicles, they replaced decals on 99 vehicles.

The commitment to staff well-being was evident through the deployment of 169 uniform polo shirts for office staff and 70 uniforms, including jackets, belts, pants, and shirts, for field inspectors. Technological advancements were implemented with the replacement and deployment of 19 new laptops for Permit/Call Centers and the purchase and deployment of 25 tough books for Land Development & NWDO. The establishment of the Equipment/Fleet & HR SharePoint provided a streamlined platform for improved collaboration and information sharing.

“Acquiring talent is the most important part of a successful team. Providing the tools they need creates and enhances customer service experience.”

– Pedro Magana Zamudio, Supervisor-Business





Customer Advocate



Permit Center

“It is a privilege to assist in the constant growth of the City of Dallas, while witnessing it firsthand. We have the best seats in the house.”

- Lee Hembrador, Permit Clerk



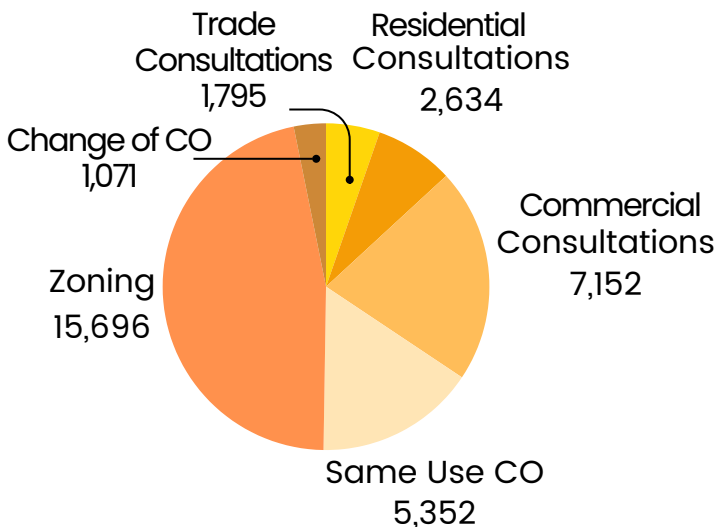
THIS YEAR IN PERMIT CENTER

30,623 Total Number of Walk-In Customers

27 min Average Wait Time

The DSD’s commitment to customer service is evident in our Permit Counter’s activity. Following the pandemic, our frontline subject matter experts consistently delivered excellent customer service in FY 2022-23 as all staff members returned to the office full time. Our DSD permitting agents supported our nine Pop-Up Saturday Permitting events, facilitated small business start-ups, displayed permitting agility during the 2023 Ransomware Attack, and all the while providing a great service experience.

The team added Meet and Greet hosts to the working group to quickly chaperone first time customers and welcome our regular developers. This partnership demonstrates our ongoing dedication to the City’s Service First philosophy. Our Permit Counter team understands that our customers are the greatest resource in Dallas!





Customer Advocate

Training and Development



YEAR IN REVIEW

135

In-Person
Training
Participants

7

Training Documents
Created

5

Monthly Average
Trainings

In July 2023, recognizing the pivotal role of employee empowerment, continued growth, and career development, the department established a dynamic Training & Development team. This initiative aims to establish and uphold new service standards, fostering a culture of continuous improvement and professional advancement for all DSD staff.

The team's goals include:

- Ensuring DSD staff is provided with access to professional development to elevate job performance
- Reinforcing quality customer service standards
- Assisting employees with obtaining the required certifications and licenses for increased job performance
- Enhancing the department's values and accreditations

In addition, during FY 2022-23, DSD hosted multiple week-long trainings with the International Code Council to discuss the 2021 Code Changes in Fire, Building, Residential, Plumbing/Mechanical, Fuel and Gas.

“We’re excited to empower DSD team members to reach their highest potential, which will then help elevate how we serve the Dallas community!”

-DSD Training Team



Public Information





Public Information

Communications & Outreach

YEAR IN REVIEW

391 New Followers	105K Profile Impressions	72K Post Reach
531 New Subscribers	28.9K Email Sends	16 Outreach Engagements



The department established a Communications and Outreach Team to provide consistent and transparent communication with Dallas residents and stakeholders. The team has significantly increased engagement across all the department’s social media channels, developed an external monthly newsletter to keep customers informed of Development Services news and updates, and spearheaded outreach opportunities that allow the department to work more closely with our customers and the development community.



“I am proud of the positive impact the Communications team has had on the way DSD engages with our customers.”



– Robyn Gerard,
Manager – Public Information



\$5.1 Total Estimated Construction Valuation BILLION Economic Impact

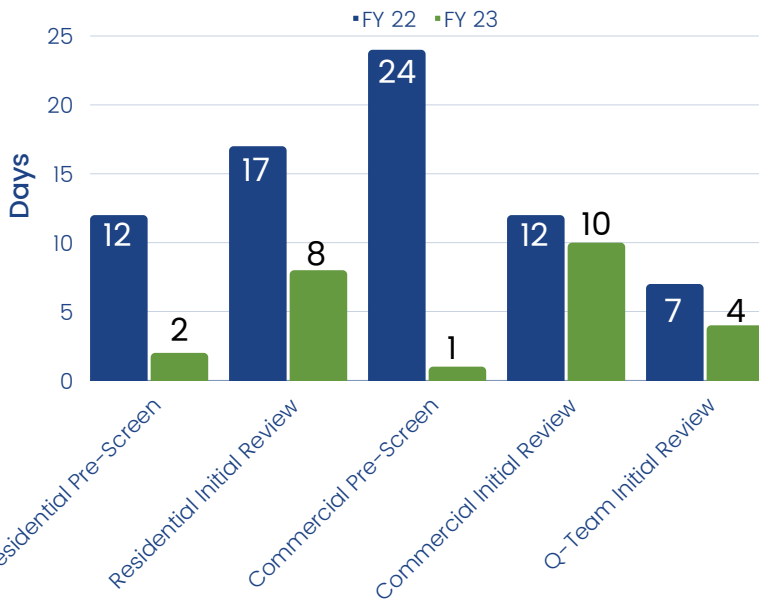
Residential

- Approx. 1,800 New Single-Family projects
 - Approx. \$833M Estimated Economic Impact in project valuation
- Approx. 1,300 Residential Additions
 - Approx. \$120M Estimated Economic Impact in project valuation

Commercial

- Approx. 400 New Commercial projects
 - Approx. \$887M Estimated Economic Impact in project valuation
- Approx. 1,300 Commercial Additions
 - Approx. \$85M Estimated Economic Impact in project valuation

Average Permitting Times



21 Economic Development Committee Meetings



23

Contractor Meetings

6 Development Advisory Committee Meetings



Community Engagement Meetings **65**

FY 2022-23 New Initiatives



Residential Dashboard



Fee Study



Implementing the 2021 ICC Codes



Economic Impact Report

46
New Hires
54 new positions added in FY 22-23

70,133
Phone Calls Answered





ONE STOP PERMITTING CENTER



**7800 N. STEMMONS FWY
DALLAS, TX 75247**



NEW HOME OF DSD



FIRST PHASE
December 2023

SECOND PHASE
January 2024





City of Dallas
Development Services
FY 2022-23 Annual Report

dallascityhall.com

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