



City of Dallas



# Development Services

August 2022

## July 2022 Wrap Up!

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### Message from the Director

The month of July highlighted many of the exciting initiatives and programs the Development Services Department is diligently working on. The month's activity demonstrated our improved residential single-family permitting times decreased by more than 50%. We continue to work hard to decrease permit times even further!

Our preliminary budget discussions have resulted in the addition of key positions that will help us reduce permitting turnaround times, improve consistent permitting timelines, and enhance the customer service experience. Our team hosted its first ever Saturday Pop-Up Permit event which allowed for additional partnering opportunities with our customers. DSD also held a mass hiring event at the Downtown Library. Both events resulted in a great turnout and communicates our commitment to our community and team members.

The culmination of weeks of preparation and training helped us move forward with the transition of our plan review software platform to a cloud-based service delivery. We began offering training classes to the public at the end of July.

Finally, our team published the Department's first comprehensive Monthly Report Card and performance metrics. Please stay tuned as subsequent months will bring additional transparent permitting reporting tools. You may view the Monthly Report Card by [clicking this link](#).

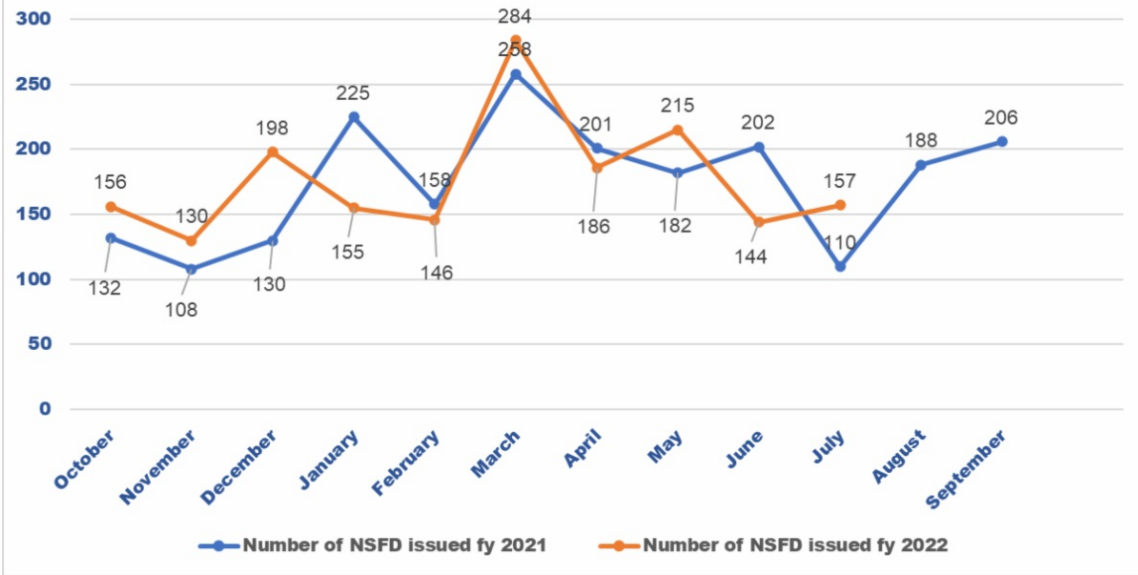
DSD is honored to serve the development community and we look forward to the continued collaborative partnerships!

~Andrew Espinoza, Director/Chief Building Official

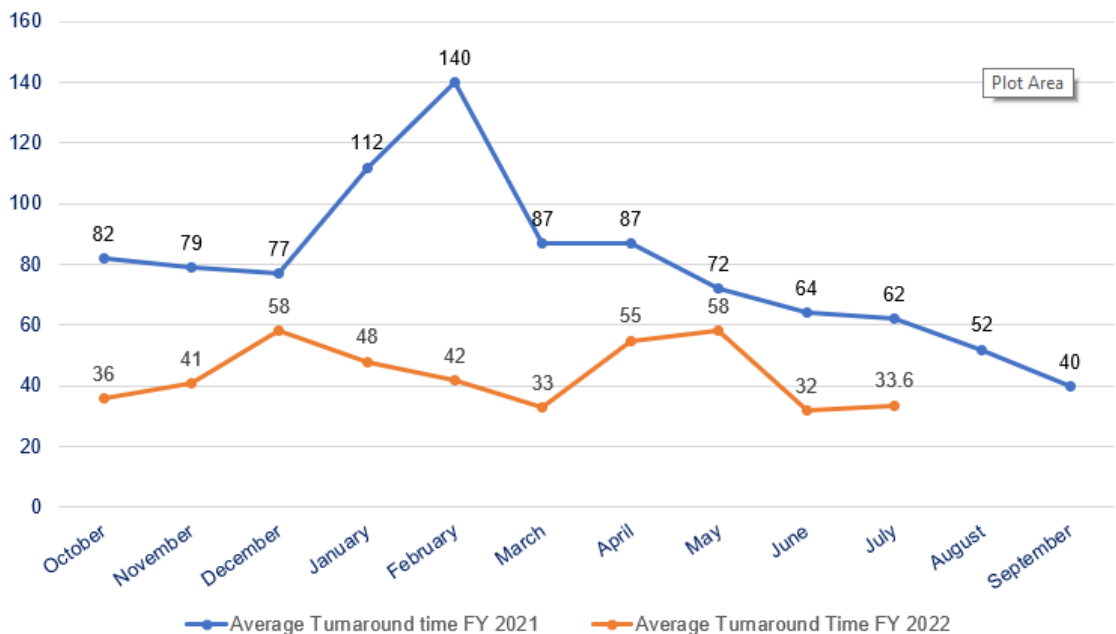
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### July 2022 Permit Activity

### New Single Family Permits Created



### Residential Permit Average Turnaround



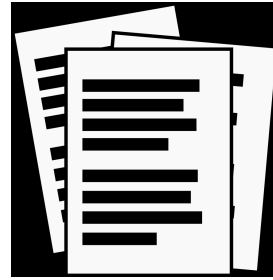
## Pop Up Permit Saturday

DSD hosted our first Pop Up Permit Saturday event on July 23, 2022, at the Oak Cliff Municipal Center. We were open from 8AM until 2PM and greeted 22 customers. We issued 9 permits and conducted several zoning and residential consultations. We'll continue to open every third Saturday of the month to make it convenient for our customers to conduct business with our department. You may check our [calendar](#) to stay up-to-date on DSD events.



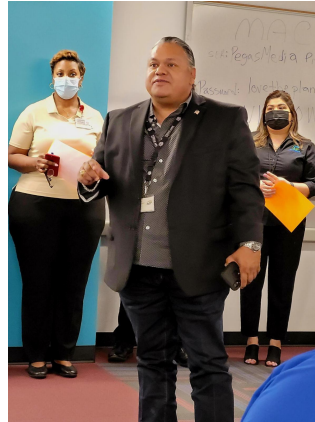
# Service First Bulletins

DSD is pleased to announce we have published our first [Service First Bulletin](#) detailing our Minor Residential Plan Review Process. These informational bulletins are written policies that outline Development Services business practices. It is critical that we provide our customers with documented procedures to manage expectations and hold ourselves accountable to an established service level. We will eventually have several series of Service First Bulletins published, and they can be found on the [DSD website](#).



## DSD Hiring Event

Tuesday, July 23, 2022, DSD held its first Hiring Event at the J. Erik Jonsson Library. By partnering with the City of Dallas Human Resources and Civil Service departments, we were able to conduct onsite interviews and extend job offers on the spot. 159 job seekers attended the event and 33 job offers were extended! We hired Senior Plans Examiners, Permit Clerks, Senior Engineers and Inspectors. We are very excited to welcome our new staff members to the Development Services Department!



## Development Advisory Committee

DSD staff resumed in-person meetings with the Development Advisory Committee (DAC) on Friday, July 29, 2022 at City Hall. The DAC plays an important role in DSD operations by providing valuable feedback on new and current department policies and business practices. Many of the suggestions presented by DAC members have resulted in changes to DSD procedures. You may view the [DAC presentation](#) on our website.



The next meeting is scheduled for Friday, September 9, 2022. Should you have any questions, please contact Carolina Yumet at [carolina.yumet@dallas.gov](mailto:carolina.yumet@dallas.gov).

Should you have any questions or want to get in contact with Development Services, please contact Robyn Gerard, Communications and Outreach, at [robyn.gerard@dallas.gov](mailto:robyn.gerard@dallas.gov)

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