



**City of Dallas**

# **Development Services**

**Development Advisory Committee  
October 20, 2023**

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



# Topics

- Introductions
- Technology - DallasNow Update
- Commercial Dashboard
- Self-Certification Update
- Fee Study
- Metrics and Report Cards
- Q-Team Enhancement
- Open Discussion



# Technology

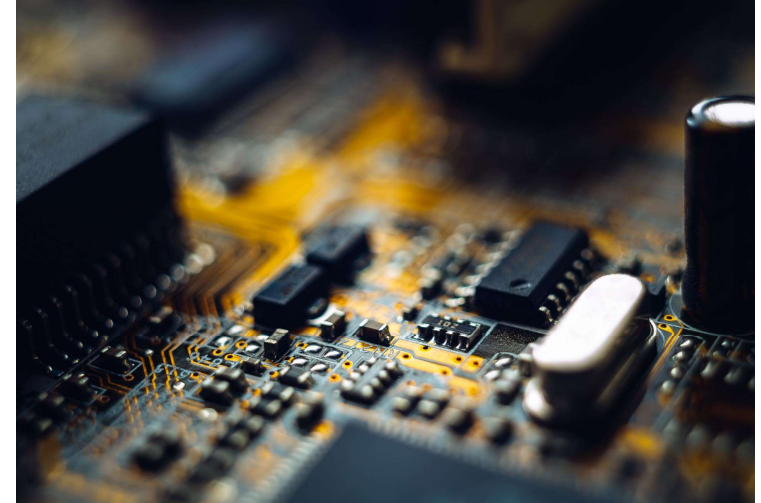


- **DallasNow Team**

- Completed its 4th month of progress and implementation
- October 13th, 2023, tailoring sessions and data validation/conversion continue.

- **Zoning Consultation Team**

- Online virtual option
  - Basic Consultation (20 min. - Free)
  - Enhanced Consultation (up to 1-hr - \$50 fee)



# Commercial Dashboard



- Commercial Dashboard has been soft launched internally and is being evaluated.
- Stagnant or stale submittals are impacting the accuracy.
- Commercial projects are being submitted via paper and PDOX creating additional reporting hurdles.
- DSD will continue to focus specifically on assisting customers with completion or cancellation.
- DSD process improvements deemed necessary to prevent future occurrences.



# Commercial Dashboard



- DSD is committed to our commercial stakeholders by providing open communication, clarity, and transparent performance metrics.
- Department will Host Open House December 2023 /January 2024 with Council and our stakeholders to give a peek preview and answer any questions related to the dashboard.
- The public dashboard is scheduled to go-live in January 2024.

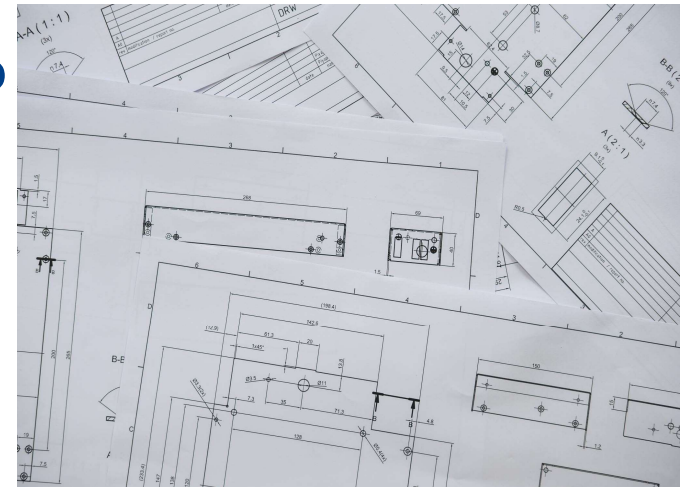




# Self-Certification Update



- Final Draft was submitted to City Attorney's Office for final review/approval.
- Go Live Date Spring 2024.
- Finalizing staff identification, forms, applications, work processes, and Bulletins.
- Outline in this program may be used to help develop Third-Party Program as outlined in HB14 Legislation.
  - HB14 Service First Bulletin is scheduled to be released October 2023.



# Fee Study

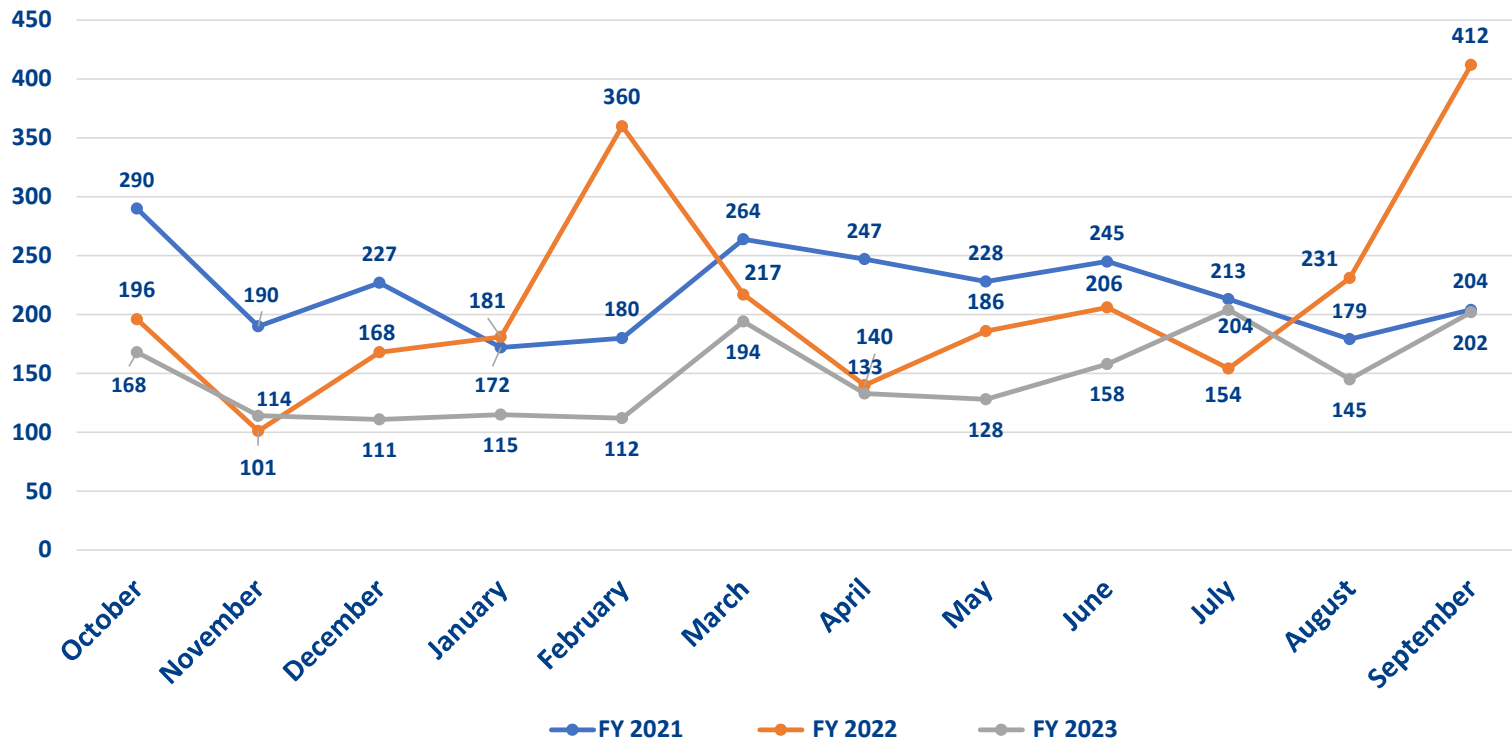
- DSD initiated a Fee Study mid-year FY2019 implemented or finalized and last fee update FY 2015
- Enterprise fund must recover 100% service costs
  - Preliminary findings indicate that DSD is only recovering **55%** service costs.
- Recommendations and Final Fee Schedule finalized in 1 Quarter of FY2023-2024
- Stakeholder outreach and communications is ongoing and Final DRAFT will be posted October 2023 on DSD website.



# Metrics & Report Card



New Single Family Permits Created



**New Single-Family permits increased from 145 to 202 from the previous month (39% increase). 180 New Single-Family permits issued. Median number of days to issue increased from 4 to 6 days. A total of 56 RSVP permits were issued the same day.**

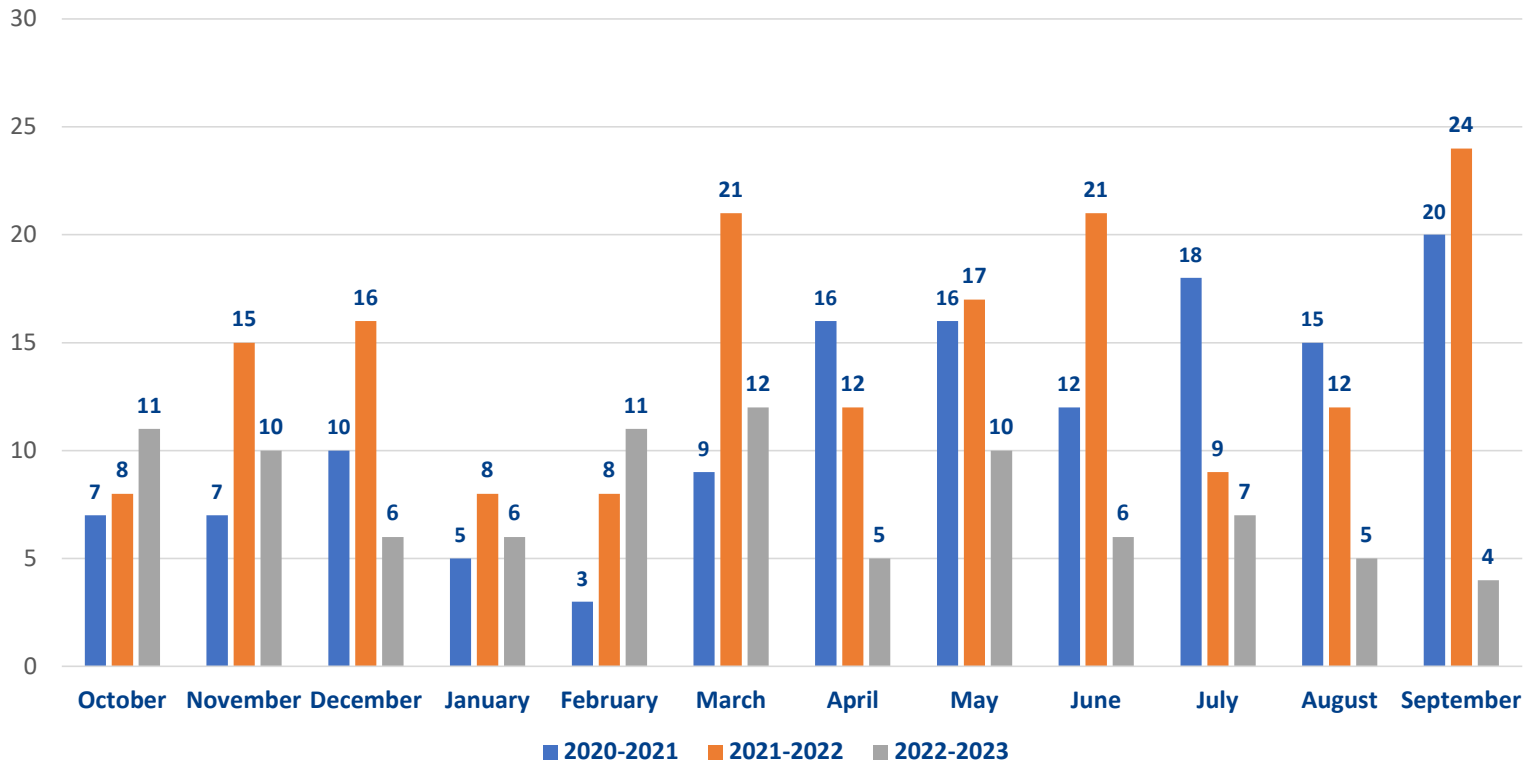




# Metrics & Report Card



New Commercial Project Permit Volume



4 new commercial, 12 commercial additions, 214 commercial remodels, 22 complex commercial Q-Team, and 31 minor commercial Q-Team project permits. All new commercial/remodels initial reviews were performed within 11 days and all Q-Team initial reviews were performed within 1 days.



# Metrics & Report Card



| Dallas Development Services Department Performance Goals FY2022-2023 |         |         | 2022 |     |     | 2023 |     |     |     |     |     |     |     |     |       |
|--|---------|---------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Metrics  | Goal    | FY21-22 | Oct  | Nov | Dec | Jan  | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | YTD   |
| <b># of Commercial Plan Review Submittals</b>                        |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| Commercial New   | N/A     | 171     | 11   | 10  | 6   | 8    | 11  | 12  | 5   | 10  | 6   | 7   | 5   | 4   | 95    |
| Commercial Additions   | N/A     | 156     | 19   | 17  | 28  | 16   | 33  | 26  | 28  | 11  | 49  | 18  | 34  | 12  | 291   |
| Commercial Remodels  | N/A     | 4,179   | 281  | 247 | 404 | 281  | 295 | 339 | 275 | 293 | 241 | 245 | 283 | 214 | 3,398 |
| Express Plan Review (Q-Team)   | N/A     | 842     | 23   | 16  | 20  | 23   | 22  | 51  | 36  | 39  | 28  | 21  | 32  | 22  | 333   |
| Express Plan Review Minor Commercial (Q-Team 2)                      | N/A     | N/A     | N/A  | N/A | N/A | N/A  | 14  | 8   | 14  | 15  | 29  | 26  | 37  | 31  | 174   |
| <b>Average # of Days for Initial Review</b>                          |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| New Commercial/Remodels  | 15 Days | 12      | 10   | 10  | 11  | 10   | 9   | 9   | 15  | 10  | 7   | 6   | 10  | 11  | 10    |
| Express Plan Review (Q-Team)   | 10 Days | 7       | 5    | 5   | 2   | 3    | 2   | 5   | 6   | 3   | 4   | 4   | 2   | 5   | 4     |
| Express Plan Review Minor Commercial (Q-Team 2)                      | 1 Day   | N/A     | N/A  | N/A | N/A | N/A  | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1     |
| <b>Average # of Days Commercial Re-Submitted Reviews</b>             |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| New Commercial/Remodels  | 7 Days  | 13      | 11   | 10  | 12  | 12   | 11  | 8   | 16  | 11  | 11  | 6   | 8   | 12  | 11    |
| Express Plan Review (Q-Team)   | 5 Days  | 6       | 1    | 1   | 1   | 1    | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1     |
| Express Plan Review Minor Commercial (Q-Team 2)                      | 5 Days  | N/A     | N/A  | N/A | N/A | N/A  | 1   | 1   | 1   | 1   | 1   | 1   | 3   | 1   | 1     |
| <b># of Commercial Plan Review Re-Submittals</b>                     |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| All Commercial Projects  | N/A     | 3,661   | 87   | 72  | 72  | 104  | 92  | 106 | 95  | 164 | 186 | 135 | 165 | 149 | 1,427 |
| <b># of Residential Plan Review Submittals</b>                       |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| Residential New Homes  | N/A     | 2,533   | 174  | 121 | 115 | 116  | 105 | 194 | 133 | 128 | 158 | 204 | 145 | 202 | 1,795 |
| Residential Additions  | N/A     | 1,270   | 105  | 94  | 86  | 74   | 88  | 143 | 139 | 98  | 113 | 117 | 134 | 86  | 1,277 |
| Residential Remodels   | N/A     | 2,912   | 244  | 188 | 166 | 176  | 260 | 415 | 312 | 219 | 429 | 335 | 409 | 314 | 3,467 |
| <b>Average # of Days for Initial Review</b>                          |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| Residential New Homes/Additions                                      | 15 Days | 17      | 23   | 18  | 9   | 4    | 11  | 3   | 2   | 4   | 6   | 4   | 2   | 4   | 8     |
| <b>Average # of Days Residential Re-Submitted Reviews</b>            |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| Residential New Homes  | 7 Days  | 12      | 7    | 9   | 8   | 4    | 6   | 2   | 3   | 4   | 6   | 5   | 4   | 3   | 5     |
| <b># of Residential Plan Review Re-Submittals</b>                    |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| All Residential Projects   | N/A     | 3,227   | 234  | 228 | 242 | 181  | 109 | 153 | 90  | 80  | 118 | 117 | 115 | 107 | 1,774 |
| <b>Residential Reviews in Zip Codes: 75210, 75216, 75215</b>         |         |         |      |     |     |      |     |     |     |     |     |     |     |     |       |
| # of Submittals  | N/A     | N/A     | 87   | 81  | 63  | 77   | 69  | 84  | 58  | 52  | 60  | 60  | 50  | 59  | 800   |
| # of Plans Reviewed  | N/A     | N/A     | N/A  | N/A | N/A | N/A  | N/A | 75  | 18  | 10  | 89  | 37  | 77  | 43  | 349   |
| Average # of Days for Initial Review                                 | 15 Days | N/A     | N/A  | N/A | N/A | N/A  | N/A | 1   | 1   | 3   | 6   | 2   | 3   | 2   | 3     |

Dallas Development Services Department Performance Report Card

["Click Here"](#)



# Metrics & Report Card FY2022/2023 Totals



**New Commercial  
Permits/Additions**  
386

**Commercial  
Remodel Permits**  
3,398

**Q-Team  
Commercial  
Permits**  
333

**Minor Q-Team  
Commercial  
Permits**  
174

**New Residential  
Homes 1,795**

**Residential  
Addition/Remodel  
Homes 4,744**



**Estimated Construction  
Valuation Economic Impact**  
**\$5.1 Billion**



# Metrics & Report Card FY2022/2023 Totals



## FY2022/2023

- Commercial Prescreen (1 Day)
- Commercial Initial Review (10 Days)
- Q Team Initial Review (4 Days)
- Residential Prescreen (2 Days)
- Residential Initial Review (8 Days)
- Engineering Prescreen (1 Day)
- Engineering Initial Review (12 Days WW, 35 Days P/D, 32 Days TRN)

## FY 2021/2022

- Commercial Prescreen (24 Days)
- Commercial Initial Review (12 Days)
- Q Team Initial Review (7 Days)
- Residential Prescreen (17 Days)
- Residential Initial Review (17 Days)
- Engineering Prescreen (NA)
- Engineering Initial Review (16 Days WW, 32 Days P/D, 24 Days TRN)



# Q-Team Enhancement



- Return to our expedited appointment and “Same Day” permit issuance business model.
- Challenges with platting, engineering, zoning, and site plans has impacted the original business mode.
- DSD has created a Service Bulletin outlining the process for submittals and must meet:
  - All projects greater than 10,000 square feet.
  - All occupancy uses and classifications
  - Interior finish outs, renovations, or expansions within existing building footprint
  - Properly zoned for intended use
  - Platted or can validate a legal build site
  - Appropriate approvals from other Departments in advance (Planning, Conservation, Historic, Floodplain, etc.)



# Q-Team Enhancement



- Exploring an engineering team dedicated for fast tracking Q-Team
- Appointment based
- **Same Day** approvals
- Team members 100% dedicated to enhancing commercial permitting processes
  - Water/Waste-Water Engineer
  - Paving/Drainage Engineer
  - Zoning Support Staff
  - Project Coordinators







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# **Development Services**

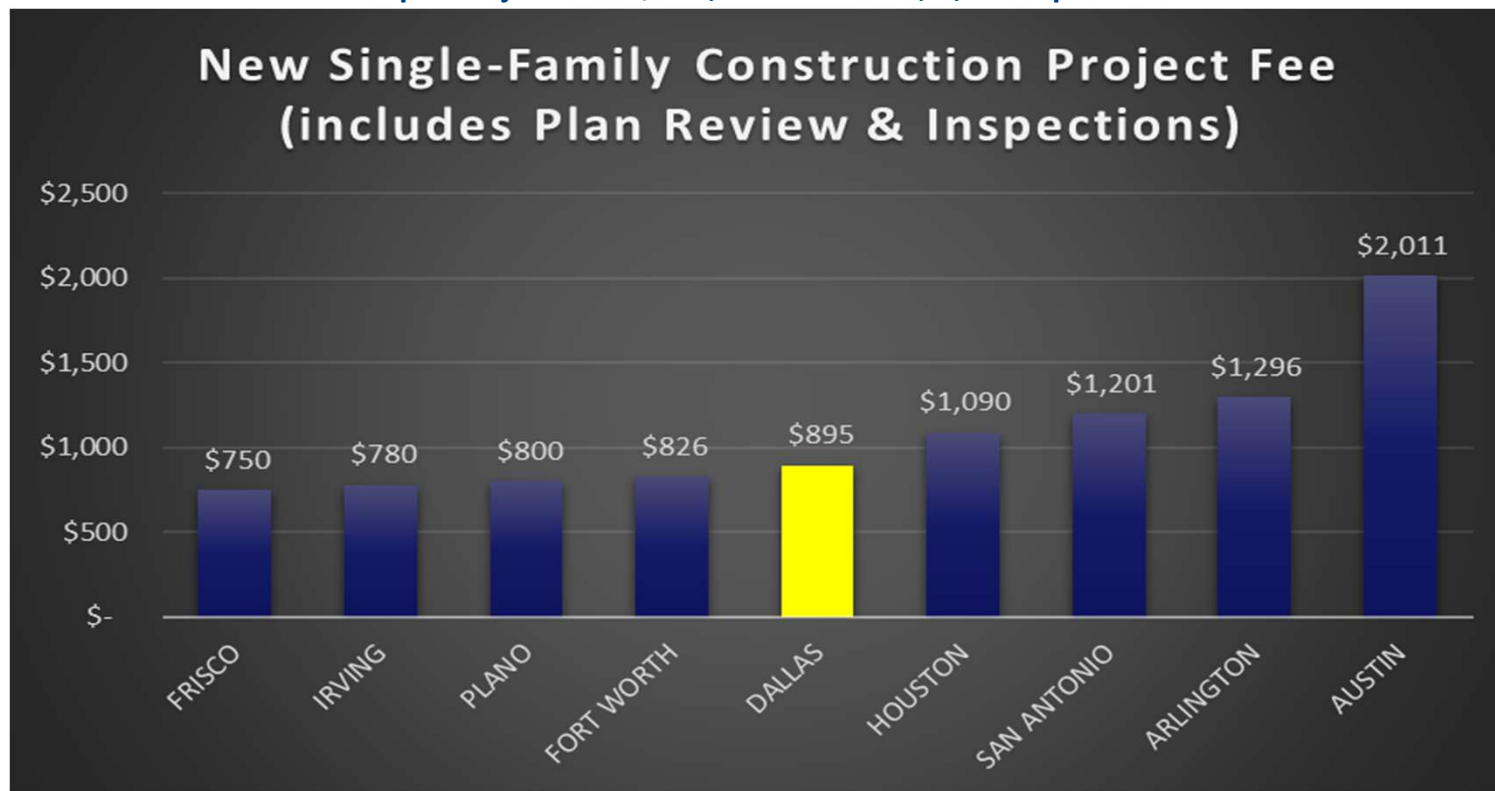
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# Appendix A



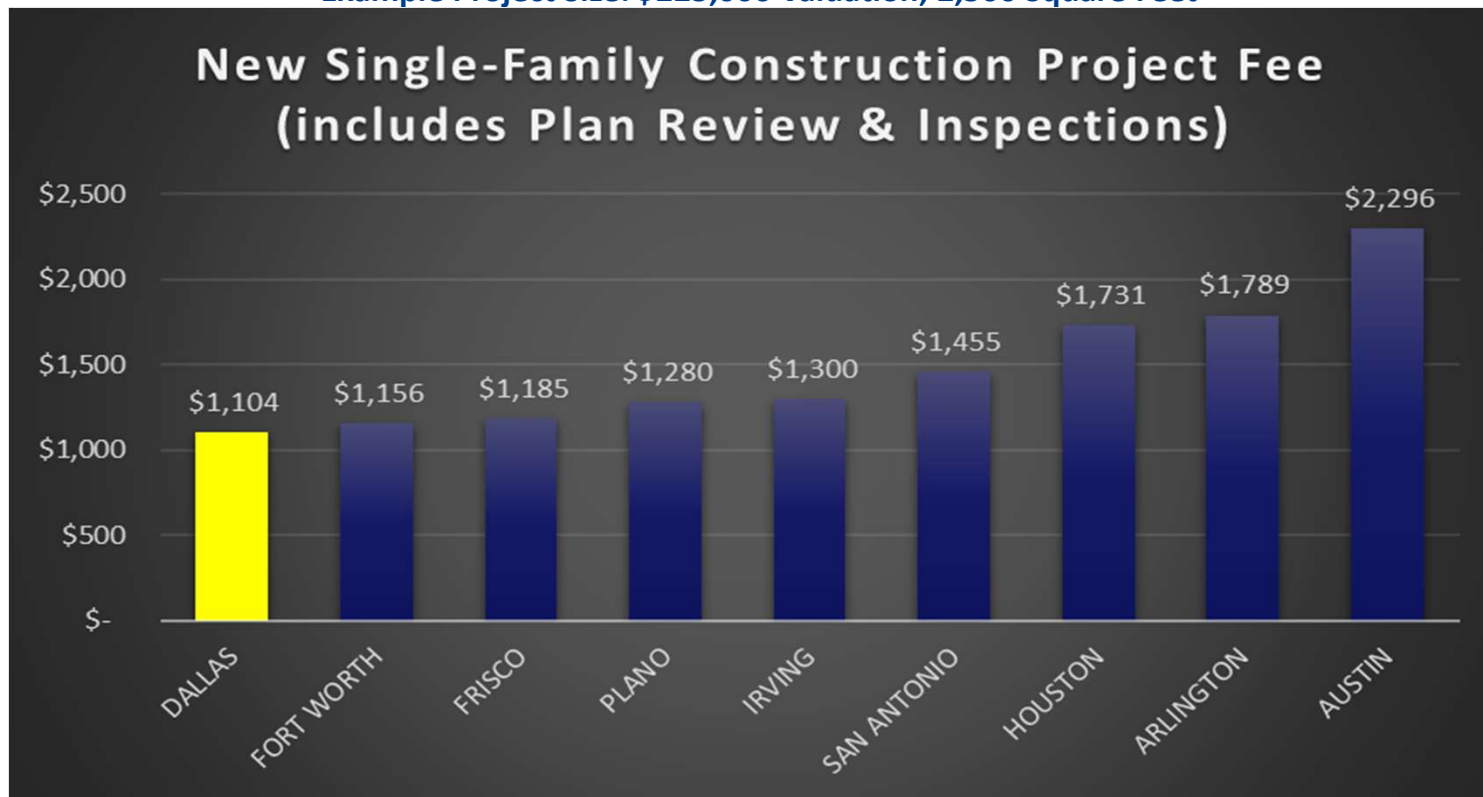
**Graph 1: Fee Comparison:  
SINGLE-FAMILY CONSTRUCTION PROJECT**  
Example Project Size: \$175,000 Valuation; 1,500 Square Feet



# Appendix A



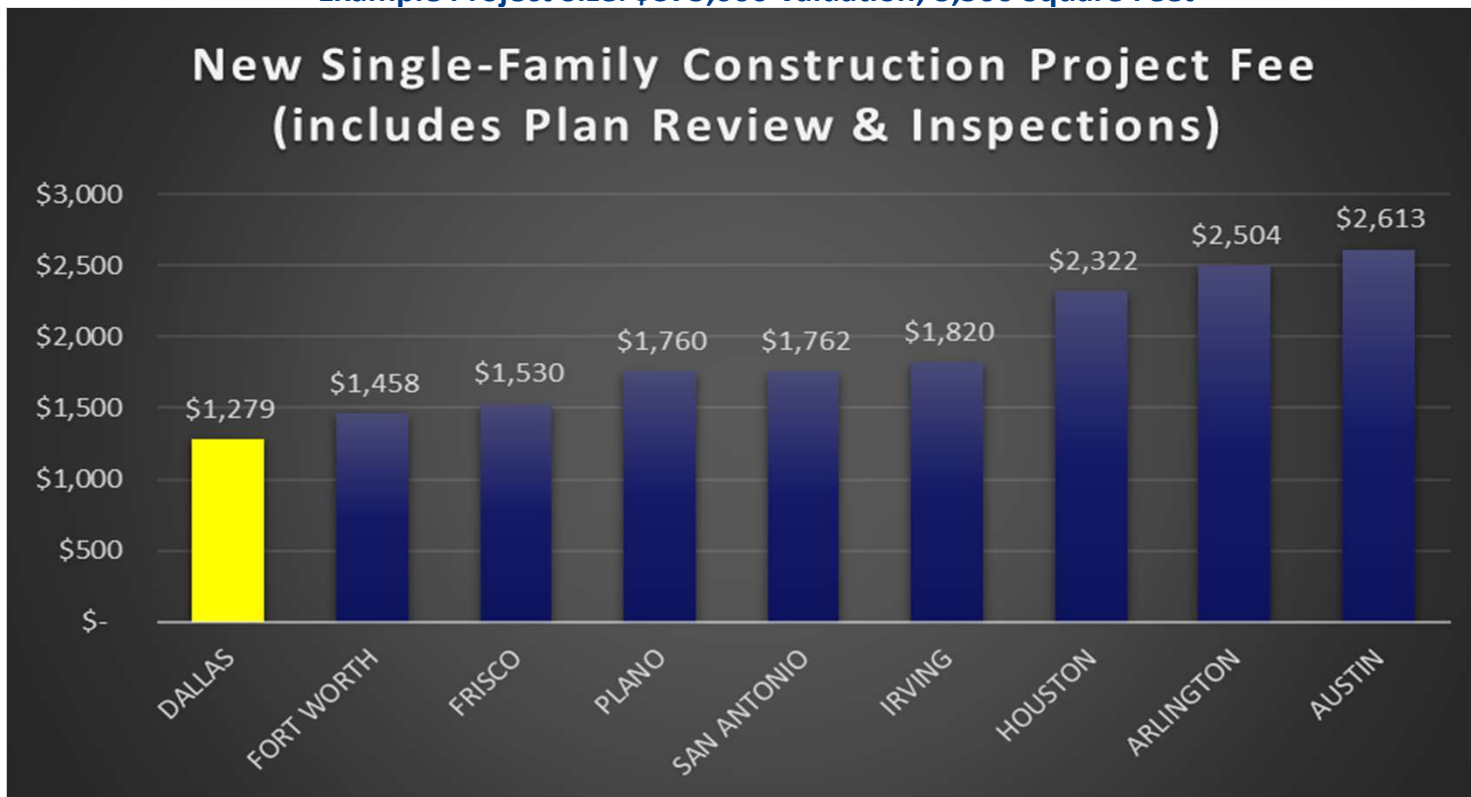
**Graph 2: Fee Comparison:  
SINGLE-FAMILY CONSTRUCTION PROJECT**  
Example Project Size: \$225,000 Valuation; 2,500 Square Feet



# Appendix A



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

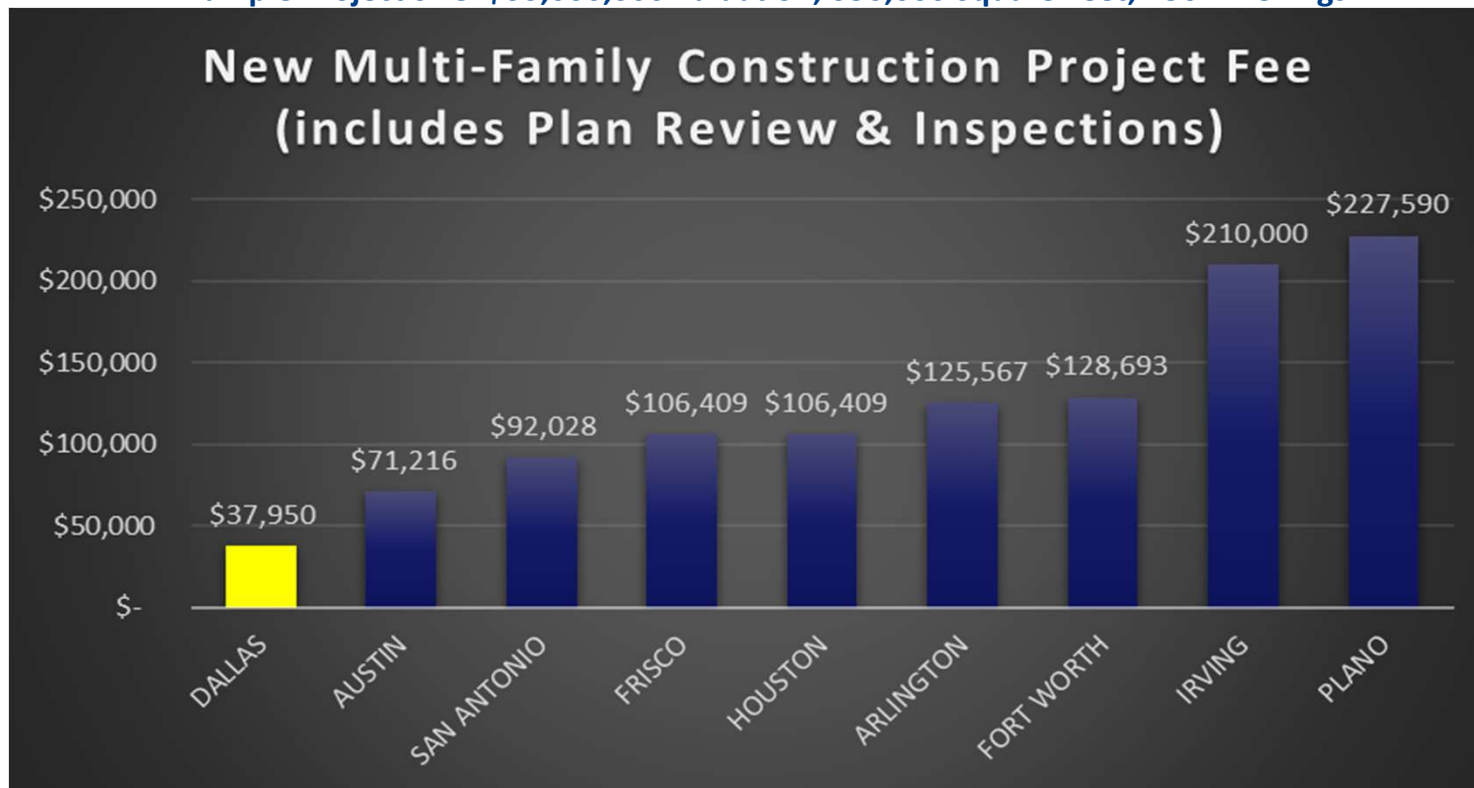


# Appendix A



**Graph 4: Fee Comparison:  
MULTI-FAMILY CONSTRUCTION PROJECT**

**Example Project Size: \$33,000,000 Valuation; 350,000 Square Feet; 150 Dwellings**



# Appendix A



**Graph 5: Fee Comparison:  
COMMERCIAL CONSTRUCTION PROJECT - RETAIL**  
Example Project Size: \$2,000,000 Valuation; 20,000 Square Feet





# Appendix A



**Graph 7: Fee Comparison:  
COMMERCIAL CONSTRUCTION PROJECT - WAREHOUSE  
Example Project Size: \$4,000,000 Valuation; 100,000 Square Feet**



# Appendix A



**Graph 6: Fee Comparison:  
COMMERCIAL CONSTRUCTION PROJECT - OFFICE**  
Example Project Size: \$5,000,000 Valuation; 50,000 Square Feet

