

Development Services



City of Dallas

Development Advisory Committee
April 5, 2024

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

Presentation Overview



- Technology
- Metrics
- Q-Team and Minor Q-Team Updates
- Engineering Q-Team Updates
- Hiring and Recruitment
- Fire Updates
- Customer Service Survey
- Open Discussion



Technology Updates



- **Online plan review submittals on March 1, 2024.**
- DSD is no longer accepting paper plans for building projects (plan review).
- Customers are being directed to ProjectDox portal.
- Improve efficient permit review tracking mechanism.
- Facilitate accurate Commercial Dashboard data (June launch date)
- DSD will continue to partner with homeowners and small business owners to guide them through the online submittal process.
 - Lunch and Learn Sessions (December 2023-March 2024)



Technology Updates



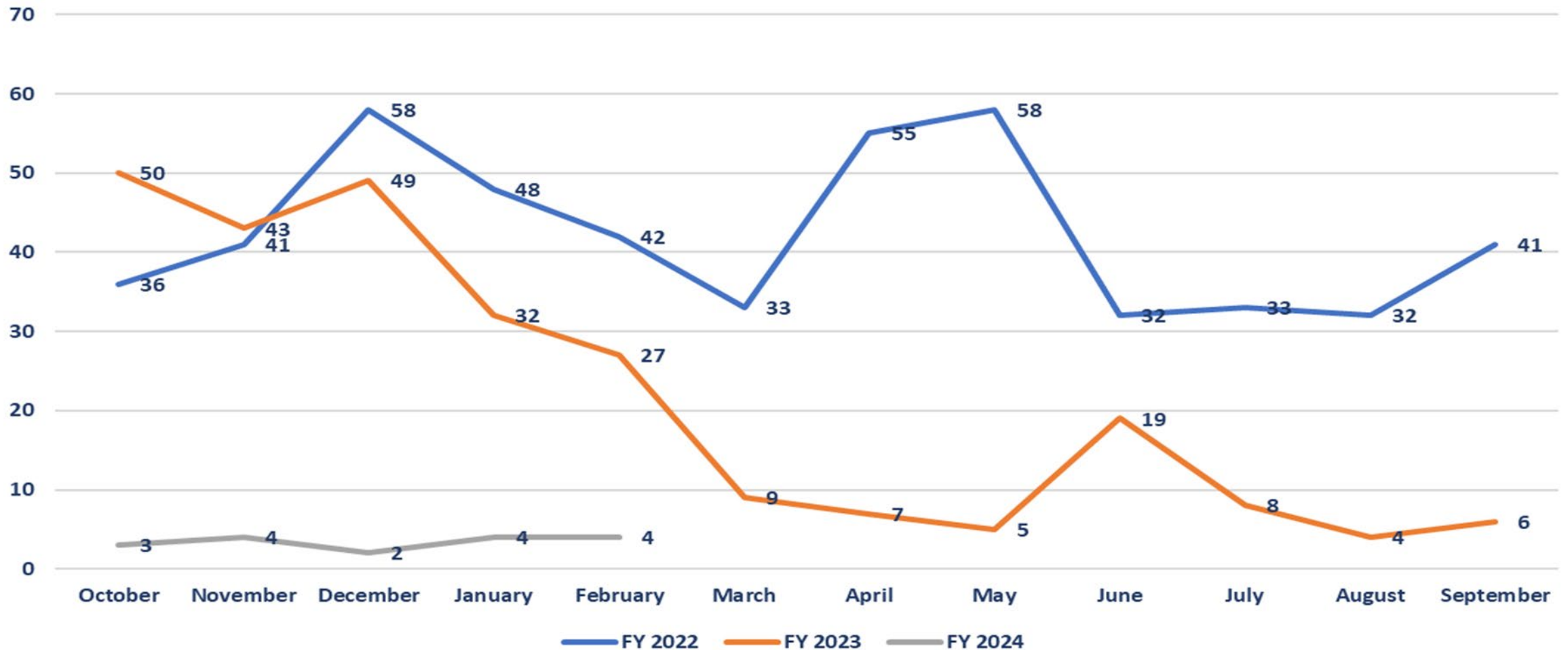
- DallasNow Project is in its 10th month.
DSD continues to meet established implementation milestones and scheduling timelines.
- DSD has partnered with ITS to begin discussing Artificial Intelligence (AI) topics include Call Center Assistant, Zoning Consultations, Building Permitting Consultations



Residentials Metrics Updates



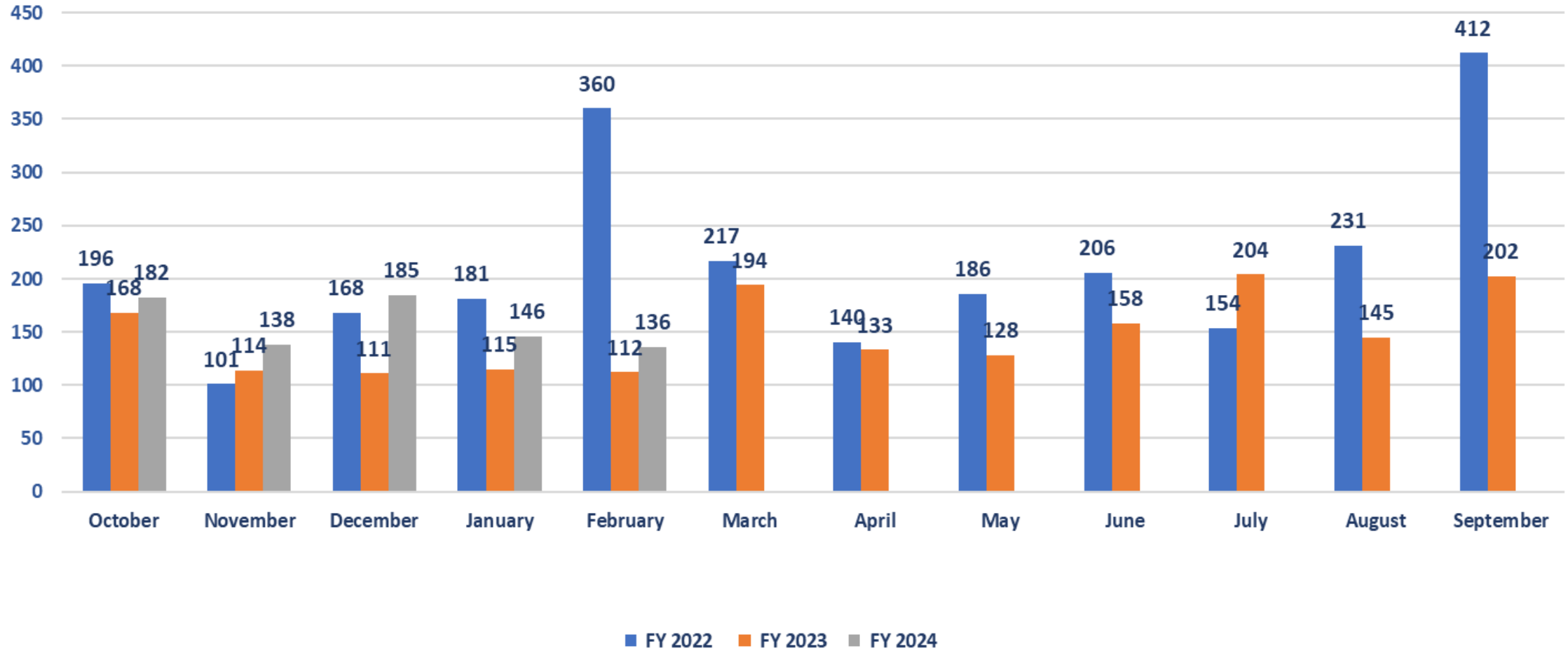
Residential New Single Family Permits-Staff Median Days to Issue



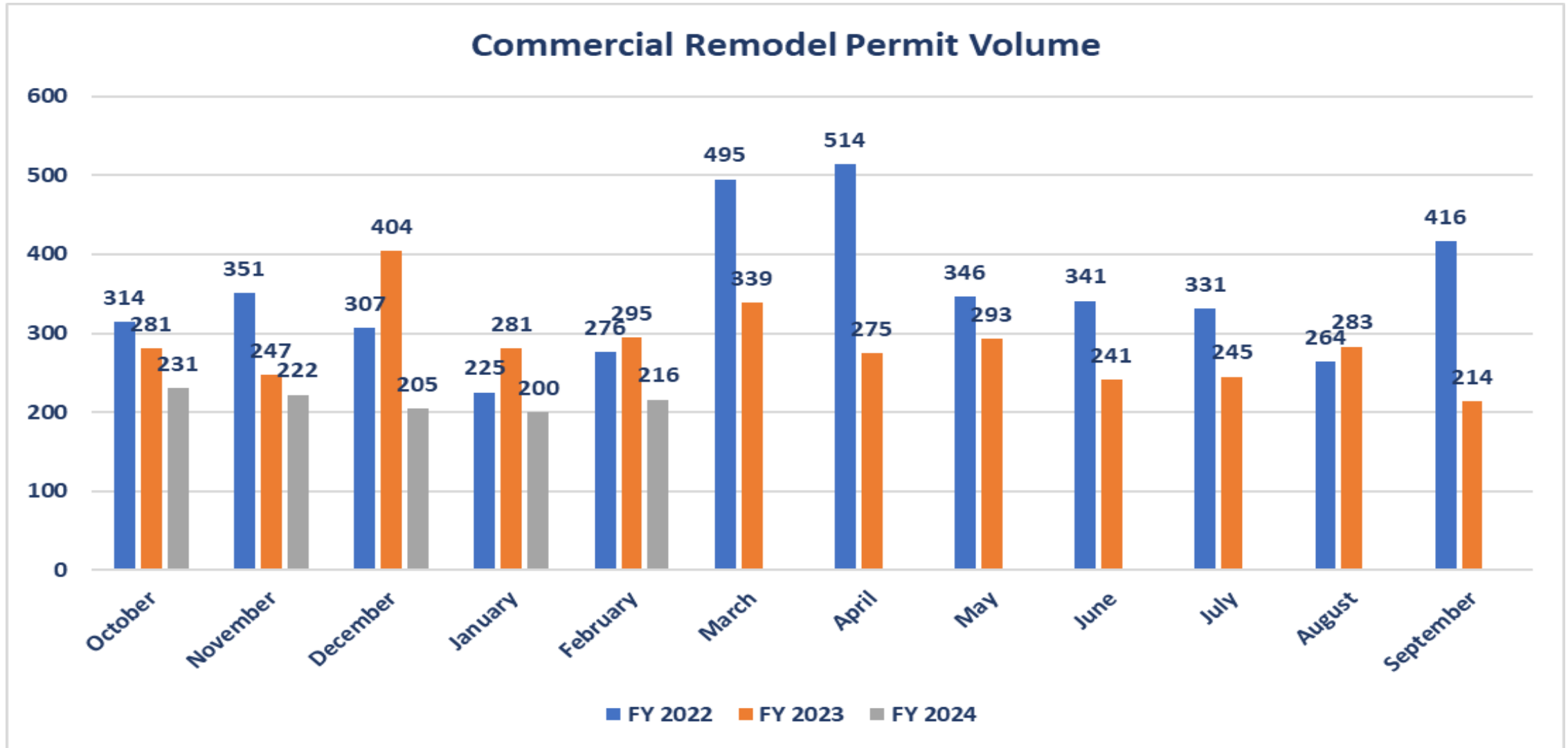
Residential Permit Volume



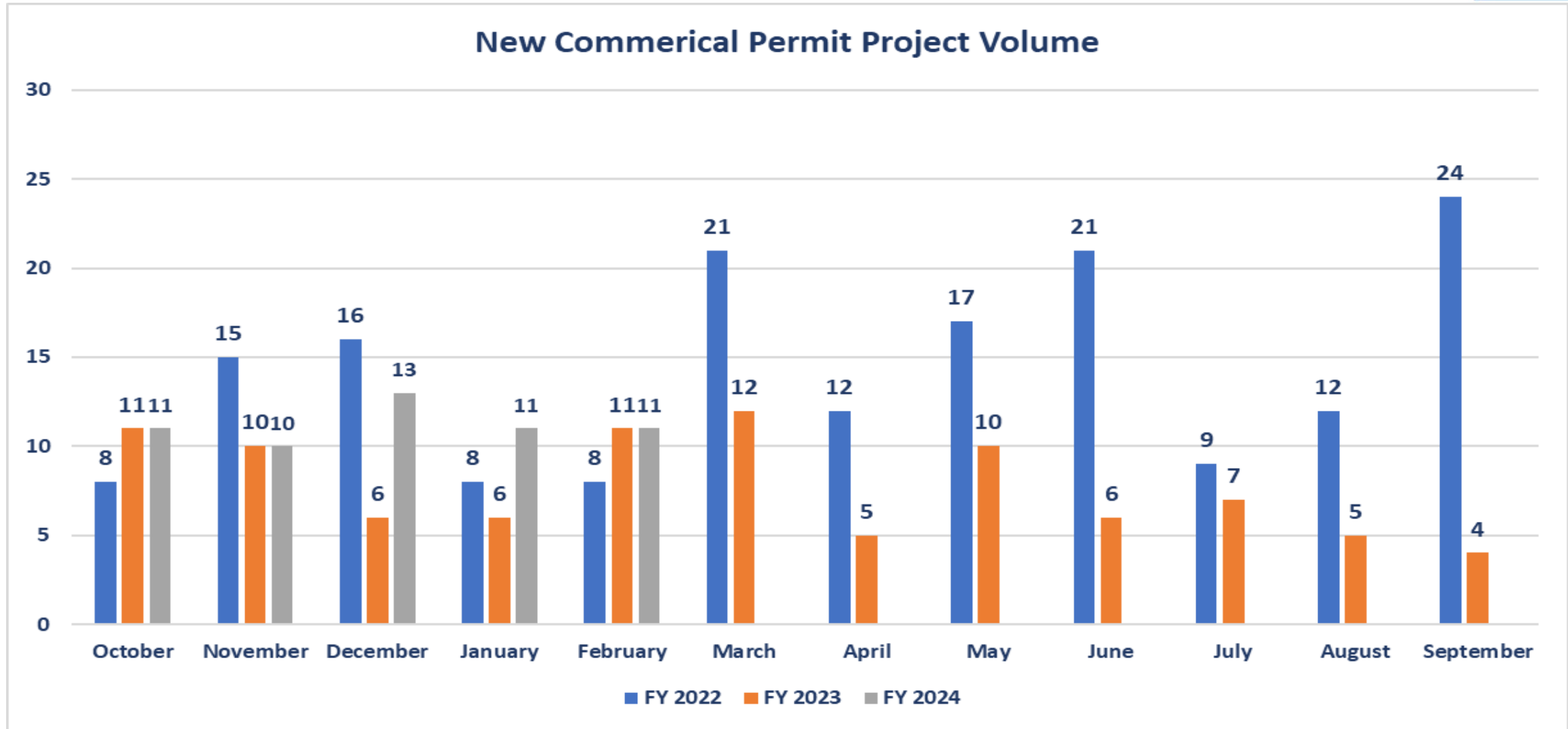
New Single Permits Family Created



Commerical Remodel Permit Volume



Commerical Permit Volume



Metrics



February 2024

- Residential Permit submittals decreased from **146** to **136**.
 - A **7%** decrease from previous month.
 - **191** New Single-Family permits were issued.
 - A total of **50** RSVP permits issued the **SAME DAY**.
 - The Department issued permits within **4** days for the month.
- 11** New Commercial, **17** Commercial Additions, **216** Commercial Remodels
 - **32** Complex Commercial Q-Team projects.
 - **24** Minor Commercial Q-Team permits issued **SAME DAY**.



Q-Team Updates



- **Q-Team Project Intake FY 23-24 (October 2023 – March 2024)**
 - ✓ October 2023: 26 projects
 - ✓ November 2023: 11 projects
 - ✓ December 2023: 12 projects
 - ✓ January 2024: 23 projects
 - ✓ February 2024: 32 projects
- **Updated Q-Team & Pre-Development Website Coming May 2024**
 - ✓ Website will include:
 - ✓ Updated existing permit applications
 - ✓ New permit applications and checklists specific to Q-Team
- **Q-Team Survey Coming May 2024**
 - ✓ New survey will be sent to applicants after permit is issued for critical feedback



Minor Q-Team Updates



- In January 2023 Development Services Department (DSD) created the Minor Q-Team to compliment and support commercial development that did not meet the current qualifying threshold for our standard Q-Team program.
- **Qualifying projects will be accepted if they meet the following criteria:**
 - ✓ All occupancy uses and classifications
 - ✓ Interior finish outs, renovations, or expansions within existing building footprint
 - ✓ Less than 10,000 square feet total including any expansions
- **Q-Team Project Intake FY 23-24 (October 2023 – March 2024)**
 - ✓ October 2023: 30 projects
 - ✓ November 2023: 53 projects
 - ✓ December 2023: 27 projects
 - ✓ January 2024: 20 projects
 - ✓ February 2024: 24 projects
 - ✓ March 2024: 33 projects



Engineering Q-Team Updates



- Go-Live: March 15, 2024.
- Engineering base fee plus \$1,000 per hour.
- Perform “Same Day” reviews.
- “Conditional” or “Partial” approvals and facilitate “Same Day” permit issuance.
- Service First Bulletin 105 for additional information
 - [Service First Bulletin Engineering Q-Team 105.pdf \(dallascityhall.com\)](https://dallascityhall.com/Service-First-Bulletin-Engineering-Q-Team-105.pdf)



Hiring and Recruitment



- Currently 54 vacancies
- Hosting DSD Hiring Fair
- Friday 12, 2024 at Erik Johnson Central Library
 - Appointments/walk-ins
 - Civil Service partners
 - Human Resources division
 - DSD recruitment team
 - Onsite interviews and On-the-Spot Offer Letters



Fire Alarm and Fire Sprinkler Updates



- **Fire Sprinkler and Fire Alarm Projects Update**

The table below shows the number of projects received from Oct 1st, 2023 to April 1st, 2024

Project Type	# of Submittals	Completed	Av. Turnaround time	% of in-house reviews*
Fire Sprinklers	568 (+234)	519 (+209)	9 days (+0)	73% (+11)
Fire Alarm	1114 (+399)	1046 (+356)	6 days (1)	100%

* In-house reviews are submittals reviewed by the City Staff.

- **Transition to 100% Online Submittals/Services**

- Fire Protection team is accepting PDOX projects only for Standalone Permits starting April 1st, 2024. We continue to accept paper submittals for validations.
- Fire Contractor Registrations are available now on Teams starting April 1st, 2024.
- ERRCs Fire Contractors are being registered with their FCC number.



FASST Update



- Fire Sprinkler & Alarm Same-Day Team (FASST) is an expedited review service to provide same day initial review.
- FASST is in effect starting April 1st, 2024 for qualified projects.
- Offered on an appointment basis only.
- Bookings made on an Online Webpage and more than one project can be submitted on the day of the review.
- \$200 per hour, with a non-refundable min charge of \$500.
- For more details, refer to the Service First Bulletin (SFB #400).

<https://dallascityhall.com/departments/sustainabledevelopment/Pages/document-s-and-forms.aspx>



Online Booking System – Fire Protection



- Online Webpage to book appointments for FASST, Consultations, and Fire Contractor Registrations
- Available on Wednesdays for FASST – Alarm
- Available on Thursdays for FASST – Sprinkler
- Available on Mondays/Wednesdays/Thursdays for Fire Contractor Registrations.

Development Services

FASST Program

FASST (Fire Alarm) Appointment

FASST (Fire Alarm) Appointment 4 hours Call for price	🌐 i	Fire Contractor Registrations 30 minutes Call for price	🌐 i
FASST (Fire Sprinkler) Appointment 4 hours Call for price	🌐 i	Consultation 20 minutes Call for price	🌐 i

April 10

< > April 2024

S	M	T	W	T	F	S	9:00 AM	11:00 AM	12:00 PM
		1	2	3	4	5	6		
7	8	9	10	11	12	13			
14	15	16	17	18	19	20			
21	22	23	24	25	26	27			
28	29	30							

Booking Link:

<https://outlook.office365.com/book/FASSTProgram@dallastxgov.onmicrosoft.com/>



Customer Survey Results



"Tell Us How We Are Doing"

- February 2024- received **47** total responses with **44 (94%)** where respondents:
 - "Strongly Agreed" or "Agreed" with a positive customer service experience.
 - FY2023/2024- received **184** total responses with **167 (91%)**.

"Zuhair is prompt in email and always kept me updated!"

"You are standout examples of how service should be at the City."

"James has always been so kind and willing to help."

"I had a wonderful experience and she was extremely helpful!"

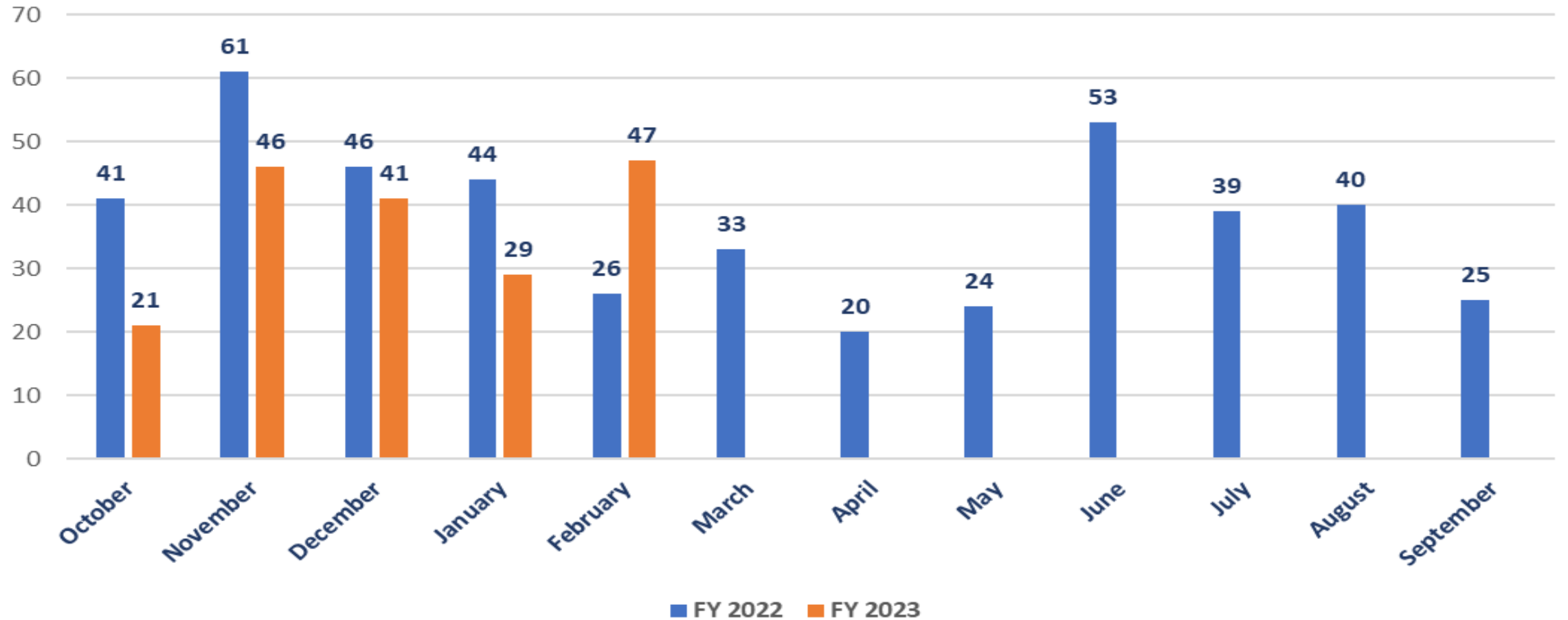
February 2024



Customer Survey Results



Customer Service Survey Results



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