



City of Dallas

Development Services Monthly Technology and Metrics Review

**Economic Development
Committee
March 4, 2024**

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

Presentation Overview



- Metrics
- Hiring and Recruitment
- Engineering Q-Team Program Updates
- Customer Service Data Update
- Fees Update
- Outreach and Communications
- Next Steps



Metrics



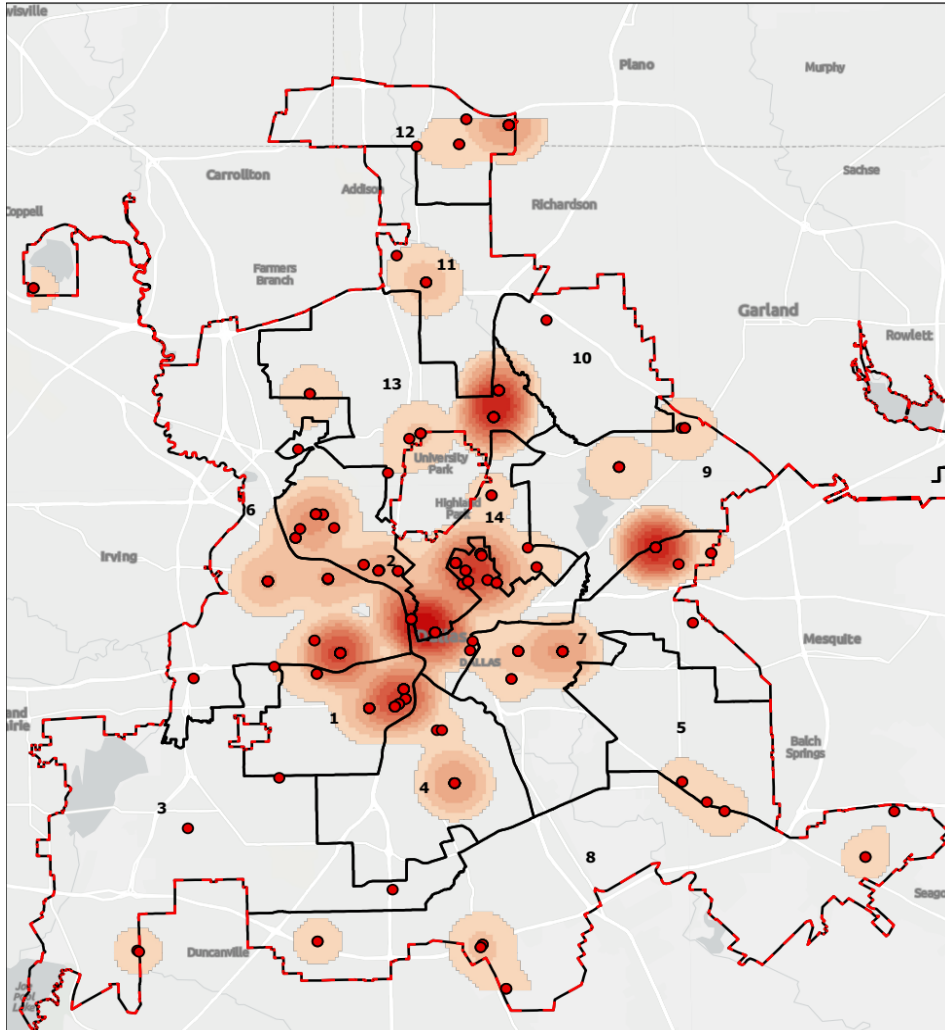
- January 2024-Residential New Single-Family
- Permit submittals decreased from **185** to **146**.
 - A **27%** decrease from previous month.
 - **191** New Single-Family permits were issued.
 - A total of **37** RSVP permits issued the **SAME DAY**.
 - The Department issued permits within **4** days for the month of January.
 - **11** New Commercial, **6** Commercial Additions, **200** Commercial Remodels, **23** Complex Commercial Q-Team projects.
 - **20** Minor Commercial Q-Team permits issued **SAME DAY**.



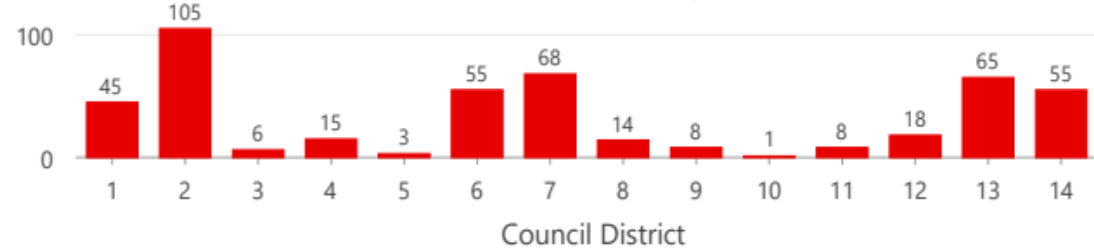
Metrics



CITY OF DALLAS DEVELOPMENT SERVICES
Commercial New Construction Permits
Created October 1, 2023 - January 31, 2024



Commercial New Construction Permits by Council District



DSD provides permit information of all commercial and residential project totals in Year-to-Date format (permits created) and includes:

- Heat Map
- Council District
- Address
- Zip Code
- Searchable Excel Table

[Development Services Reports \(dallascityhall.com\)](https://dallascityhall.com/development-services-reports)



Hiring and Recruitment



Job Classifications	Vacancies
00701 - Engineer Assistant I	1
00703 - Senior Engineer	2
02218 - Surveyor	1
02520 - Project Coordinator I	1
02527 - Project Coordinator - Development	3
06206 - Sanitarian	1
16404 - Senior Plans Examiner	7
18012 - Senior Accounting Technician	1
18034 - Senior Departmental Budget Analyst	1
20180 - Compliance Coordinator	1
20858 - Communication Specialist	1
24112 - Intern - Development Services Engineering	2
28043 - Senior Planner	1
28044 - Chief Planner	1
31012 - Supervisor - Building Inspections Development Services	4
31013 - Part-Time Flex-Inspector (Plumbing)	8
31014 - Part-Time Flex-Inspector (HVAC)	7
31015 - Senior Plans Examiner - Building Inspection	2
Total Vacancies as of 2/23/24	82

Job Classifications	Vacancies
31017 - Senior Plans Examiner - Plumbing	2
31019 - Senior Inspector - Building Inspection	1
31021 - Senior Inspector - Electrical	1
31022 - Senior Inspector - Plumbing	3
31023 - Inspector III - Building Inspection	3
31025 - Lead Inspector - Multidiscipline	1
31030 - Inspector III - Development	1
31031 - Inspector III - Electrical	3
31032 - Inspector III - Plumbing	6
31037 - Inspector III - Zoning	4
31417 - Supervisor - Departmental Finance	1
32405 - Administrative Specialist I	1
32406 - Administrative Specialist II	2
36619 - Supervisor - Development Services	1
36623 - Supervisor – Sign Review and Inspections	1
40021 - Records Technician I - Development Services	2
42001 - Permit Clerk	2
42002 - Senior Permit Clerk	1
42003 - Permit Technician	1
Total Vacancies as of 2/23/24	82



Engineering Q-Team Program Updates



- DSD is implementing the Engineering Q-Team to help facilitate “Same Day” review and approval of engineering plans for qualifying projects.
- DSD intends to launch the program on March 1, 2024.
- Stakeholder presentation was February 15, 2024.
- A stakeholder engagement survey will be distributed to participants to gather feedback and suggestions.

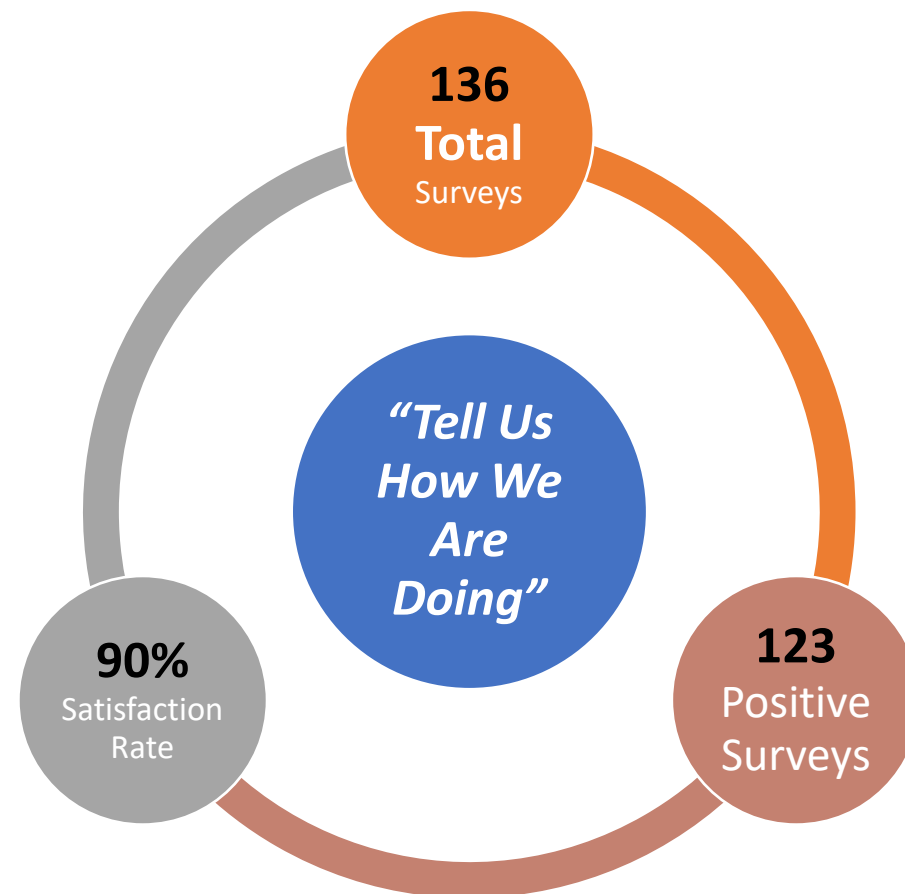




Customer Service Data Update

- September 2022- DSD implemented a “Tell Us How We Are Doing” Customer Survey
- FY2022/2023- 452 Surveys received and an overall 91% satisfaction rating
- Improve customer service, responsiveness, and accountability
- Hear firsthand about the customer service experience
- Outgoing email correspondence
- Business cards/website/marketing media

FY2023/2024 Customer Survey Totals Through January 2024



Customer Service Data Update



- DSD partnered with the Matrix Group to analyze our Customer Advocate Operations.
 - Comprehensive assessment
 - Onsite visits, interviews, and review of documented processes
 - Permit Counter and Call Center
 - Management and Administration
 - Customer Information and Interaction
 - Call Center
 - Processes/Technology Utilization
 - DSD will provide updates on findings and strategic plan



Fee Updates



- Development Services is in ongoing discussions with Budget and Management Services related to projections and forecasting to better understand various proposed updated fee rollout scenarios.
- 131 total fees reviewed in fee study
- Department recommended fee changes to 98 of the 131 fees reviewed. If fully implemented the proposed fee increase would generate approximately \$19M in additional funds
- 33 of the 131 fees reviewed will be revisited in our next fee study.



Fee Updates in our Legacy System



- DSD has partnered with Computronix and ITS to begin testing updating fees in the legacy system.
- On February 8th our team completed UAT for priority one fee updates. There are approximately 57 priority one fees. Fees that make up this category are some of our most common fees such as zoning verifications and Certificate of Occupancies.
- Staff began the priority 2 testing, which is made up items such as sign permits and plat reviews. There are approximately 125 fees to be tested and testing is expected to be complete by the 1st week in March.
- All UAT is expected to be complete by the 3rd week of March and ready to implement if proposed fees are approved.



Outreach and Communications



- Lunch & Learn
 - Online Plan Submittal A to Z (January 22nd, & February 13th, 2024)
 - Survey & Subdivision (January 26th, 2024)
 - Engineering Q-Team (February 15th, 2024)
- FY 2022-23 Annual Report
- Commercial Quick Guide
- Upcoming
 - School Team Plan Submittal Training (February 28th, 2024)
 - Same Day Fire Plan Review Training (February 29th, 2024)
 - Residential Quick Guide (Early March 2024)
 - Women Who Build (March 8th, 2024)



Next Steps



- Launch Self-Certification Program (February 2024)
- Finalize MGT Fee Study adoption process (March 2024)
- Transition Phase III of Stemmons Move (March 2024)
- Finalize Matrix Group Study of DSD Customer Advocate Operations (April 2024)
- Finalize Commercial Dashboard (April 2024)





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