



City of Dallas

Development Services Monthly Technology and Metrics Review

**Economic Development
Committee
May 6th, 2024**

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

Presentation Overview



- Accomplishment:
 - Metrics (Residential and Commercial)
 - Hiring and Recruitment
 - Training
 - Communication Updates
 - Staffing & Augmentation
 - Next Steps



Technology



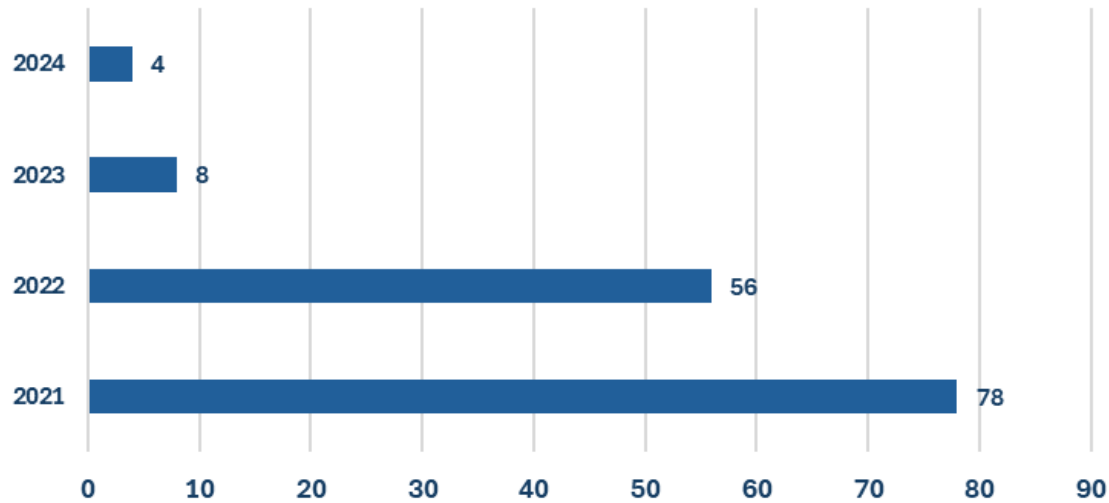
- Commercial Dashboard data (June 2024 launch date)
 - Development Services and Data Business Intelligence have scheduled preview presentations for the dashboard with individual Council Members in May 2024
 - Presentation to stakeholders scheduled for May 2024.
- DallasNow Project which is our new permitting software system replacement initiative is in its 11th month.
 - Approaching halfway mark on Go Live Date.
- DSD continues to meet established implementation milestones and scheduling timelines.



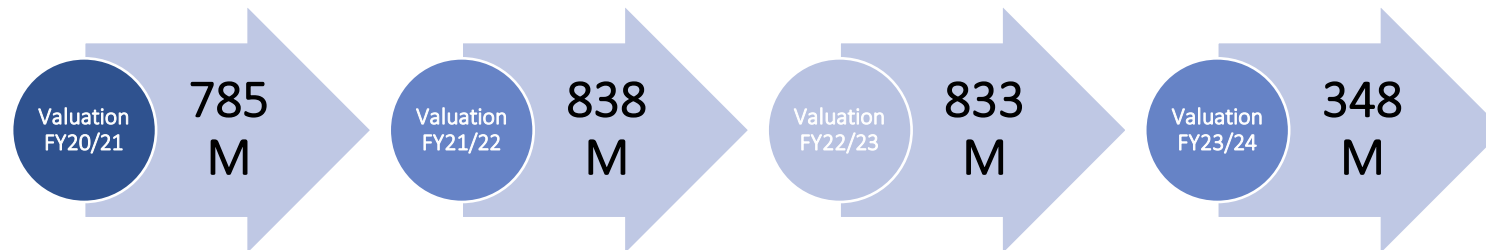
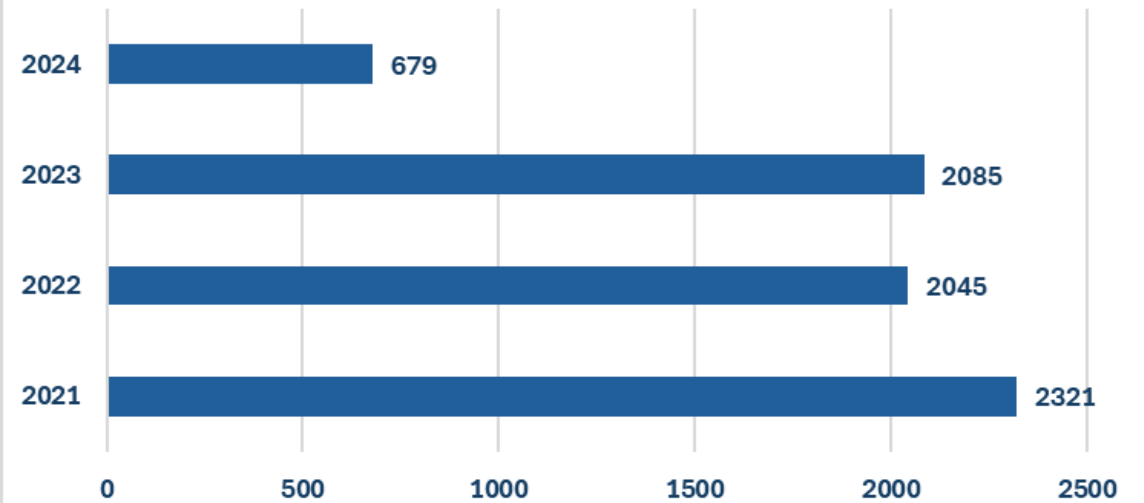
Metrics



Media Days to Issue New One-and-Two Family Building Permits by Year



Total Number of New One-and-Two Family Dwellings by Year



2.8 Billion Estimated Residential Project Valuation 2021-2024 YTD



Metrics



March 2024

- Residential Permit submittals increased from **136** to **207**.
 - A **52%** increase from previous month.
 - **154** New Single-Family permits were issued.
 - A total of **43** RSVP permits issued the **SAME DAY**.
 - The Department issued permits within **3** days for the month.
- **15** New Commercial, **23** Commercial Additions, **233** Commercial Remodels
 - **37** Complex Commercial Q-Team projects.
 - **23** Minor Commercial Q-Team permits issued **SAME DAY**.

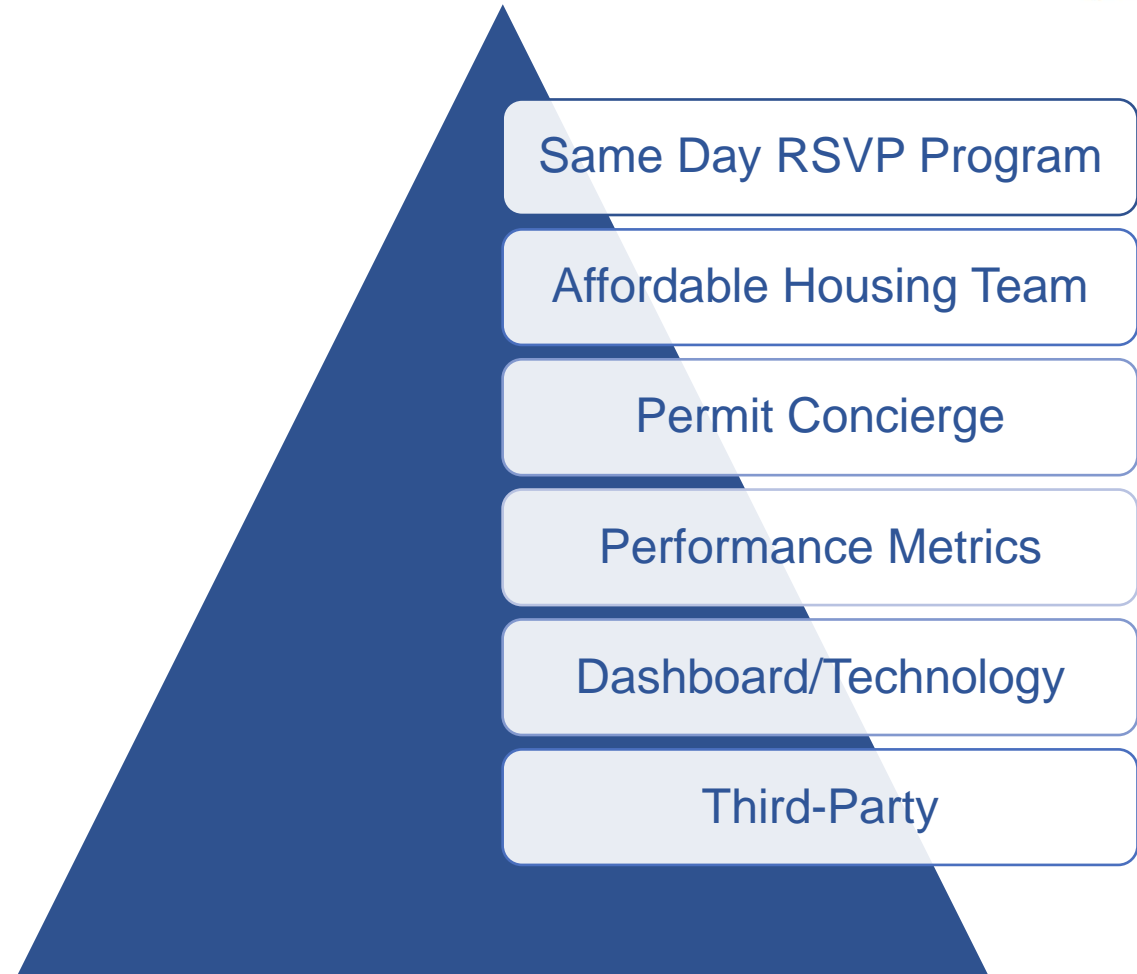


Metrics/Strategic Plan



2022/2023 DSD established strategic goals:

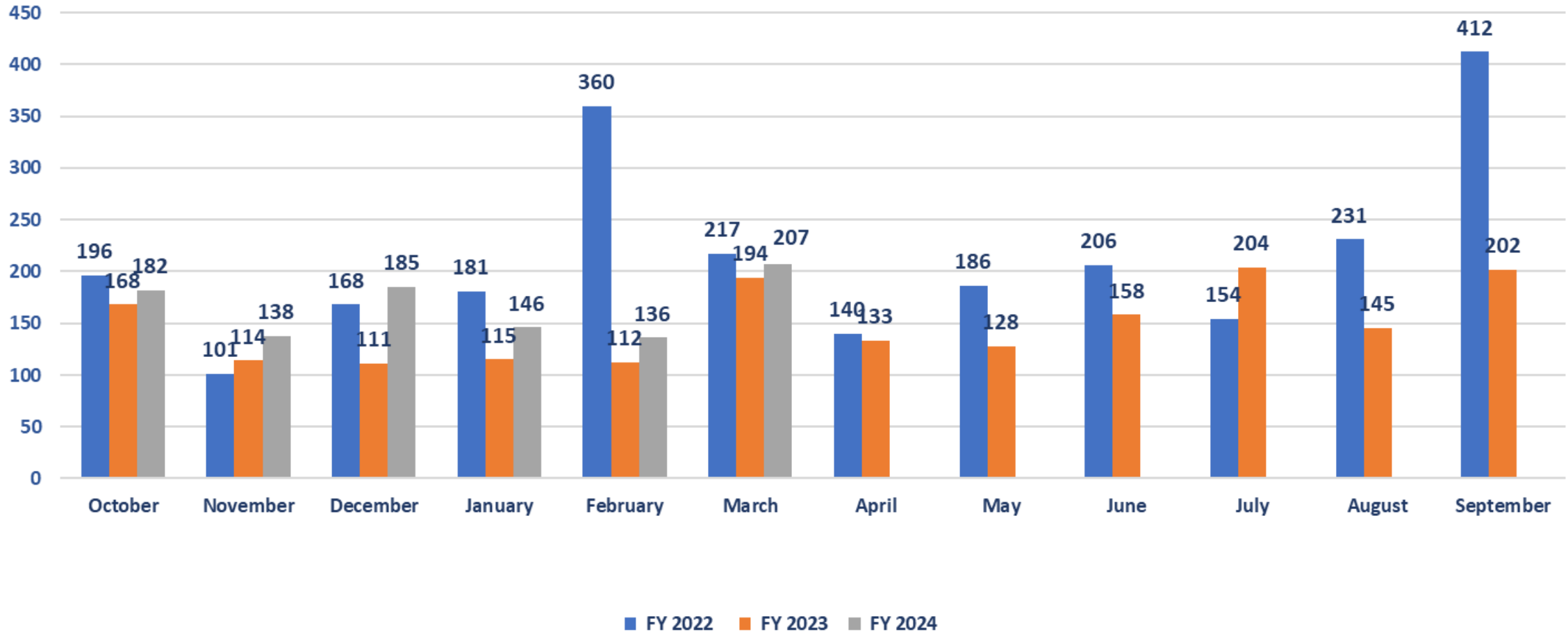
- Reduce Residential Permitting Times by 50% by March 2023
- Issue New One-and-Two Single Family permits within 3-5 business days
- Perform all initial plan reviews within 15 business days



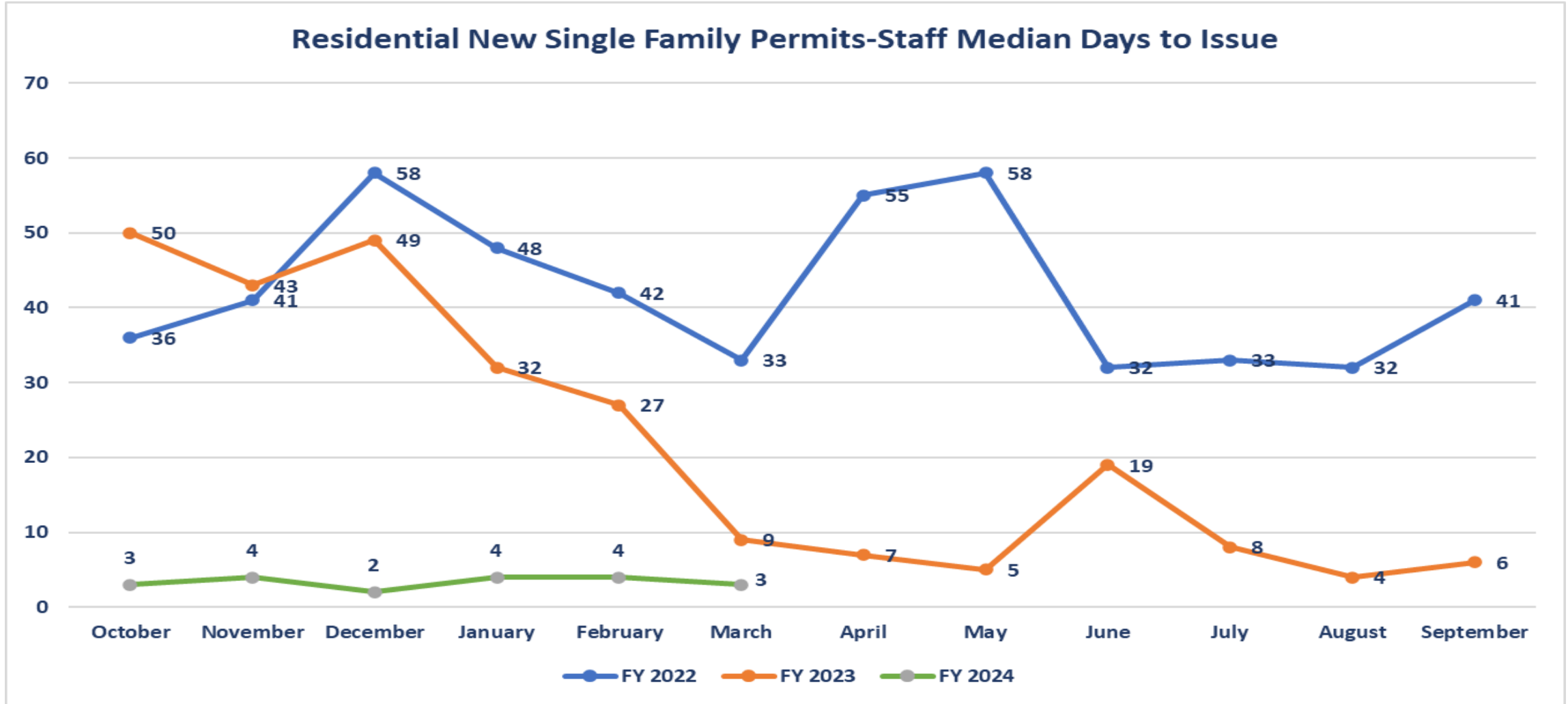
Residential Permit Volume



New Single Permits Family Created



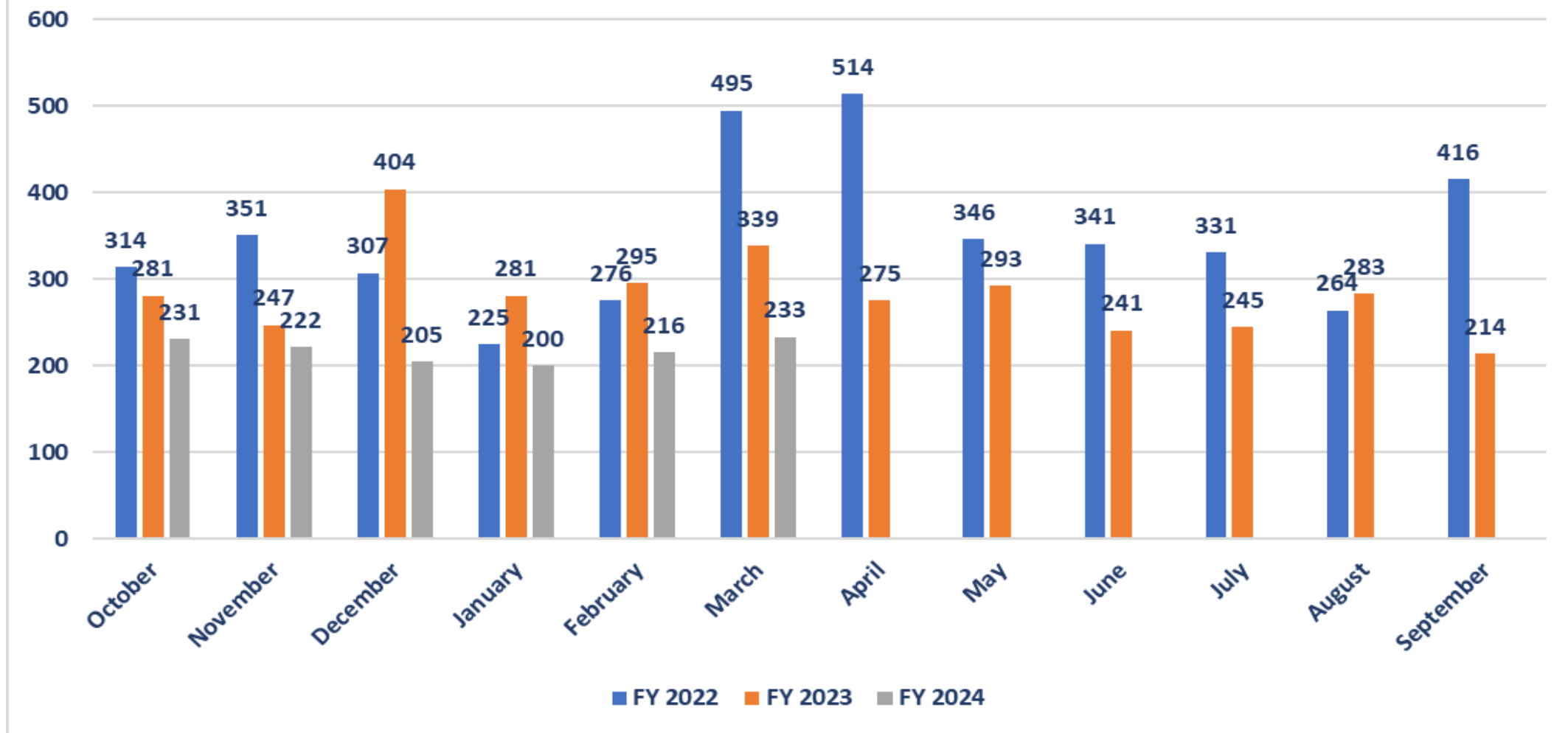
Residential Turnaround Times



Commerical Remodel Permit Volume



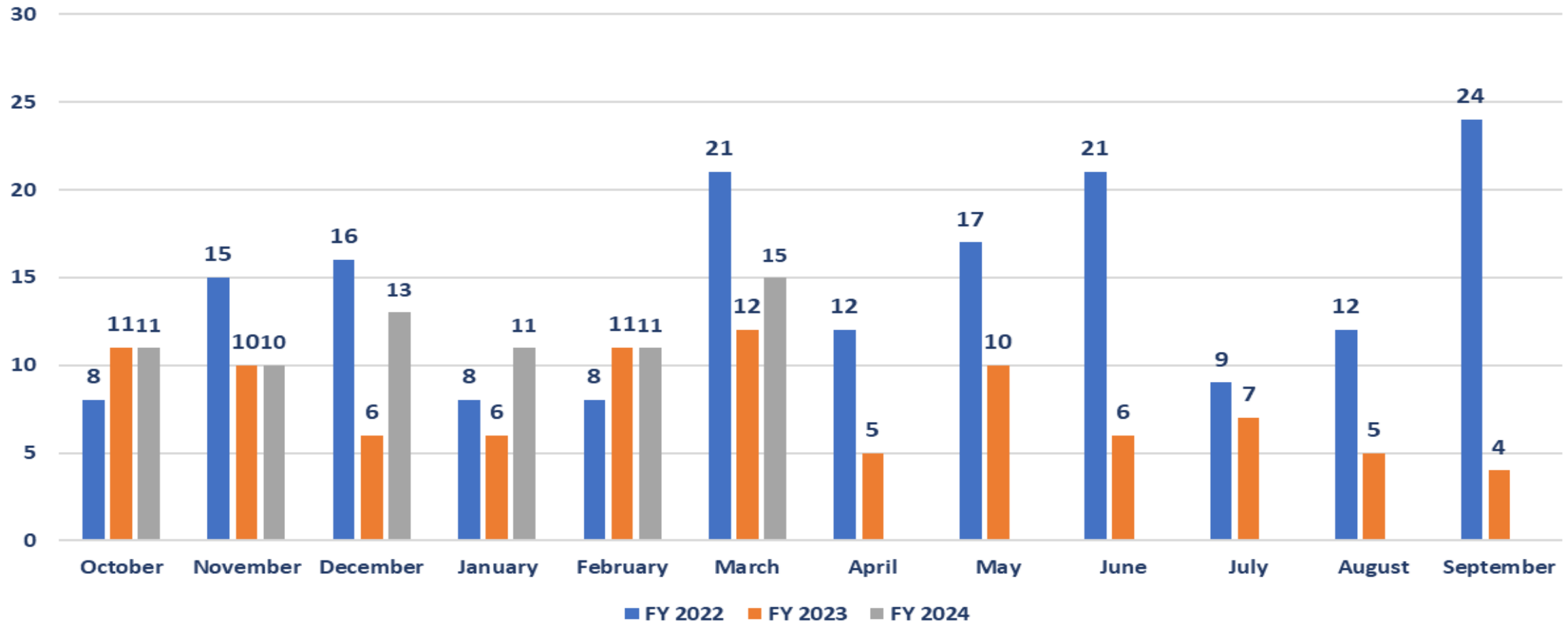
Commercial Remodel Permit Volume



Commerical Permit Volume



New Commerical Permit Project Volume



Hiring and Recruitment



Job Classification	Vacancies	Job Classification	Vacancies
00701 - Engineer Assistant I	1	31025 - Lead Inspector - Multidiscipline	2
02218 - Surveyor	2	31030 - Inspector III - Development	1
02520 - Project Coordinator I	2	31031 - Inspector III - Electrical	3
02527 - Project Coordinator - Development	2	31032 - Inspector III - Plumbing	6
02528 - Senior Project Coordinator - Development	1	31034 - Inspector III - Signs	1
06206 - Sanitarian	2	31037 - Inspector III - Zoning	1
16404 - Senior Plans Examiner	3	32405 - Administrative Specialist I	1
18034 - Senior Departmental Budget Analyst	1	35548 - Senior Geographic Information System Analyst	1
24112 - Intern - Development Services Engineering	1	36619 - Supervisor - Development Services	4
28043 - Senior Planner	1	36690 - Development Services Administrator	1
31012 - Supervisor - Building Inspections Development Services	1	42001 - Permit Clerk	1
31013 - Part-Time Flex-Inspector (Plumbing)	8	42003 - Permit Technician	1
31014 - Part-Time Flex-Inspector (HVAC)	7	48607 - Senior Training Specialist - Development Services	1
31017 - Senior Plans Examiner - Plumbing	1	Total Vacancies	40
31022 - Senior Inspector - Plumbing	1	Total Part-time Positions/Interns	16
31023 - Inspector III - Building Inspection	1	Total Department Restructure	3
		Total Vacancies as of 4/18/2024	59



Hiring and Recruitment



- Hosted DSD Hiring Event
- Friday, April 12, 2024 - Downtown City Library
 - 171 total walk-ins
 - 124 total applications received
 - 71 total interviews
 - 29 offer letters made on the spot
 - 42 of City team staff participation
 - Library, Civil Service, HR Onboarding, Development Services Participation

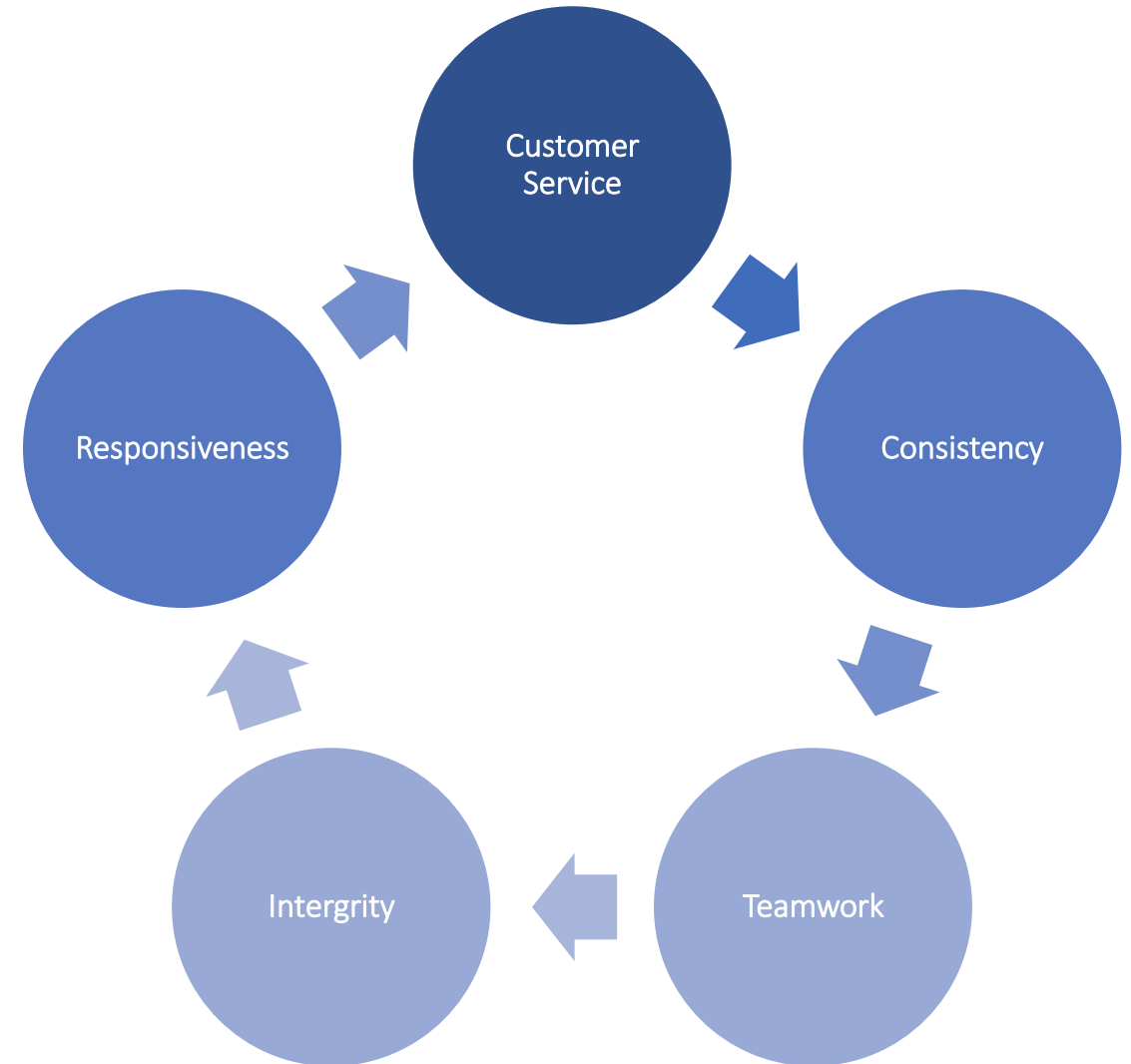


Training



Established dedicated DSD Training team in July 2023 to focus on **Department Guiding Principals**

- Supervisory Inspector Training Program
- Residential Plans Examiner Training Program
- New DSD Employee Onboarding Training Program
- Call Center and Permit Center Training Program
- DSD Mentorship Program



Training



- January 2024-March 2024
- Quality Control Workshops
- Policy Trainings
- ICC Examinations prep courses
- Lunch and Learns
- Employee and Development Engagements
- Women Who Build Luncheon

Feedback
Rating 4.5

Total # of
Trainings 28

Total # of
Hours 375

Total # of
Attendees 186



Communication Updates



Metric	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
New Fans/Followers	66	51	133	100	136	170	201
# of Posts	93	67	92	57	78	102	82
# of Reels/Videos	3	1	5	3	3	7	3
# of Post Video Views	114	521	525	188	656	2725	395
# of Email Campaigns	5	6	9	11	6	8	8
# of Emails Sent	3583	3406	5534	6208	4132	4839	5548
# of Emails Opened	2310	2259	4119	3513	1124	2487	2603
Email Open Rate	77%	79%	79%	60%	29%	57%	53%
Outreach/Engagements	10	3	4	2	5	9	8

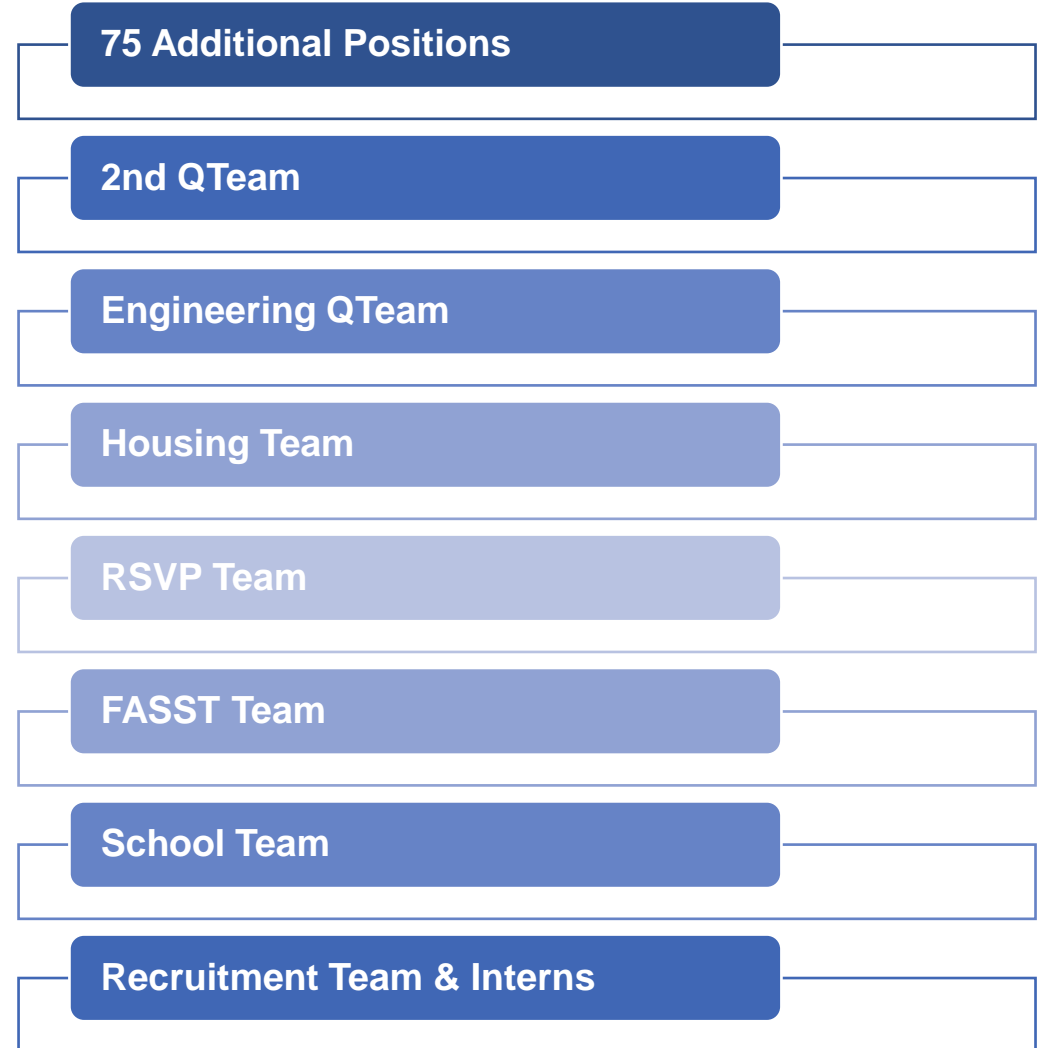
DSD Meaningful Partnerships and Engagement



Staffing and Assignments



- Reduced permitting turn around times
- Leveraged third-party contracts to supplement and support operations
- DSD, CAO, and Procurement partnered to onboard six (6) contracts
 - FY2021/2022- \$3.2M
 - FY2022/2023-\$3.8M
 - FY2023/2024-\$524k



Next Steps



- Continue to partner with Bond Office on 7800 N. Stemmons action plan (Ongoing)
- Onboard DSD new hires from Hiring Fair (May 2024)
- Continue to partner with Human Resources and Compensation on Plumbing Inspection workgroup compensation evaluation (Ongoing)
- Launch Commercial Permitting Dashboard (June 2024)





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