



**City of Dallas**

# **Department of Development Services Updates**

**Economic Development  
Committee  
August 22, 2022**

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

# Presentation Overview



- Technology
- Residential Permit Metrics
- Performance Goals
- Recruitment and Onboarding
- Communication and Marketing
- Next Steps



# Technology



- Transitioned from onsite to cloud based devilry August 8th
- Webinars-95 community participants
- City Staff training began in early July and concludes on July 29th
- Developer and Community Applicant Training will continue Saturday, August 13th and continues each Saturday ending September 10th





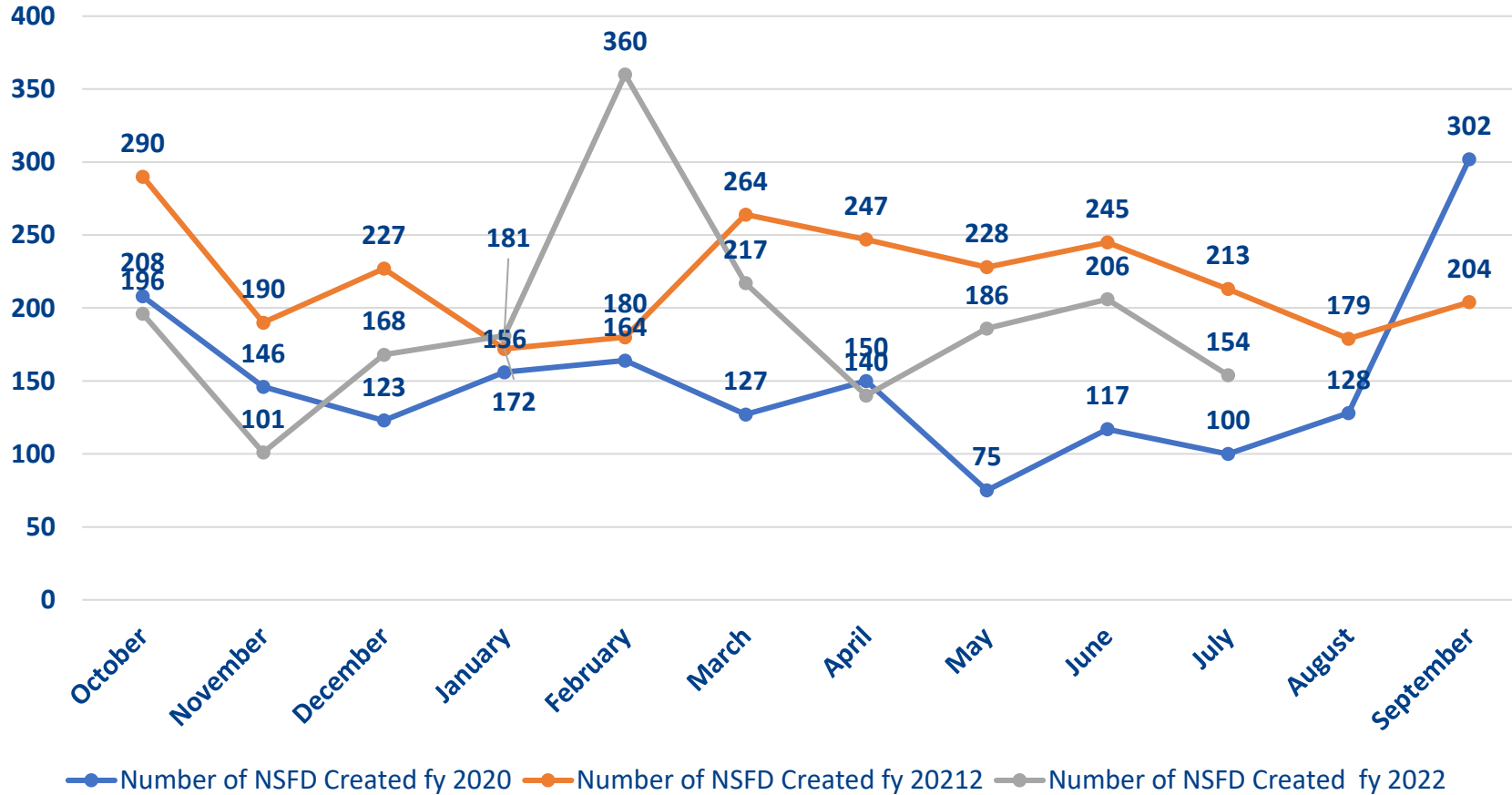
- Consultant evaluating Statement of Work (SOW)
- Identified components of the SOW which need clarification
- The Department Staff is refining the strategy and procurement process with ITS/Procurement Department with a goal of completing negotiations by October 2022



# Residential Permit Volume



## New Single Family Permits Created



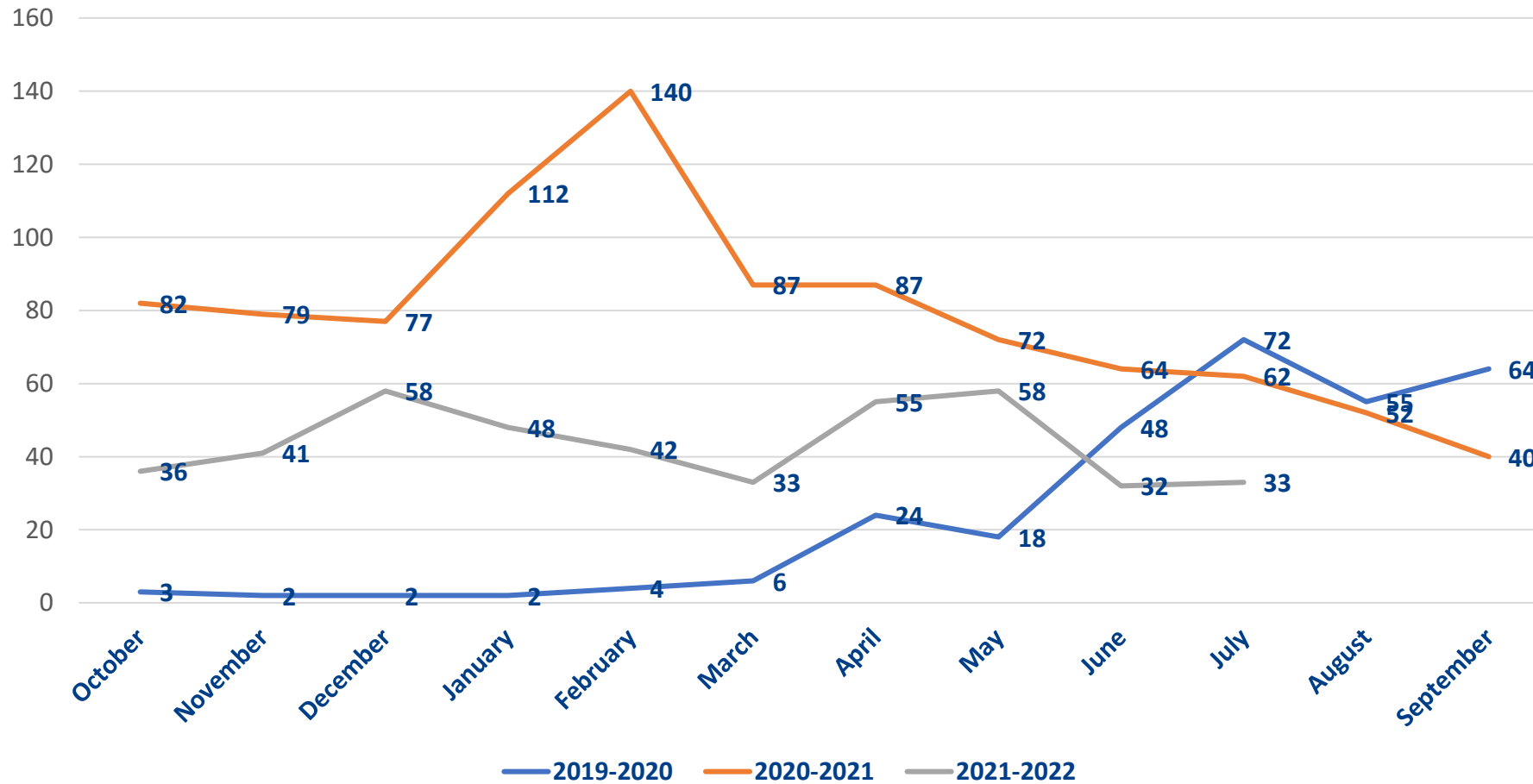
Number of residential single-family permits processed decreased from 206 to 154 compared to previous month.



# Residential Permit Average Turnaround



## Residential New Single Family Permits-Average Days to Issue YTD Comparison



Number of days increased from 32 days from previous month to 33 days.



# Residential Permits



- Expedited plan review process
- Remodel/Addition Workflow
- Process
- Affordable Housing Team
- Third Party Plan Review
- 2<sup>nd</sup> Express (Q-Team)
- Pop-Up-Permit Saturdays
- Meet & Greet



# Residential Permits



- Self-Certification Program
  - New Single Family Residential Construction
  - Contractor Registration
  - Department checklist of major components
  - Submittals would be subject to random audits
  - Texas State Licensed Architect/Engineer can qualify for self certification
  - International Code Council (ICC) Residential Plans Examiner Certification allowed to verify non-structural components
  - Registrants would be required to attend annual Continual Education offered by the DSD





# Recruitment and Onboarding



- Incentive Pay Program
  - Provides financial incentives for acquiring certifications beyond minimum requirements
  - Additional \$150 per certification up to \$450/month (Max \$5,400/year)
  - Submitted to Human Resources July 2022 for review and approval
  - Agile workforce and recruitment incentive



# Communication and Marketing



- Monthly Newsletter
- Monthly Permit Activity Reports
- Customer Service Feedback Survey
- Constant Contact
  - 215 subscribers since May 2022
- Social Media
- Lunch and Learn Series  
(Internal/External Customers)





## Engagement and Outreach (May-July)

- Dallas Builders Association (Continuous)
- Asian American Contractors and Professionals Association
- Regional Hispanic Contractors Association
- American Institute of Architects Dallas
- Conceptual Development Restaurant Advisory Group
- Development Advisory Committee (DAC)





## Upcoming

- Downtown Dallas, Inc (DDI) Board of Governors Meeting
- Code Amendment Advisory Committee
- Neighborhood Community Meetings
- Dallas Regional Chamber Economic Development Council
- Black Realtors Association



# Next Steps



- Specialized Services (August/September 2022)
- 2<sup>nd</sup> Express Plan Review-QTeam (Winter 2022)
- Plan Review Software Update Completion (September 2022)
- Pop Up Permit Saturday (Continuous)
- DSD Internal Talent Acquisition Team (Winter 2022)





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August 1, 2022**

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