

Memorandum



DATE March 27, 2015

TO Honorable Mayor and Members of the City Council

SUBJECT **City Manager Update (CuSP Report)**

On Wednesday, April 1, 2015, I will be briefing the Council on the following topic during my update to the Council:

- Development Review Process Improvement Initiative

Briefing materials are attached for your review. If you have any questions, please let me know.



A.C. Gonzalez
City Manager

c: Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan Evans, First Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

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CuSP Report

Development Review Process Improvement Initiative

April 1, 2015

Challenge

- ▶ Continue to make changes in City operations and culture to:
 - ▶ Improve customer service
 - ▶ Grow tax base
 - ▶ Create jobs

Overview

In October, began a review of the entire development review process

Collaborative process including multiple sectors of the real estate development industry

Objective is to improve efficiency in processes for zoning, platting, permitting and real estate transactions

Guiding Principles

- ▶ Seek Input from Development Community
- ▶ Examine Best Practices
- ▶ Build Upon Positive Changes Already Underway or Implemented

Key Customer Observations

- ▶ Many positive strides have been made recently in vertical construction review and inspection
- ▶ More improvements needed on pre-construction infrastructure and site development review
 - ▶ Need additional engineers to facilitate review and eliminate back log
 - ▶ Need additional surveyor capacity to eliminate back log on reviews
- ▶ Should enable developers to track their plans/projects independently
 - ▶ Zoning
 - ▶ Engineering review
 - ▶ Abandonments

Changes Underway

- ▶ Increased staffing for engineering and survey
- ▶ Enhanced communication and documentation on platting and infrastructure issues
- ▶ Established working group on higher density single family subdivisions including Shared Access Developments
- ▶ Instituted formal meetings between all departments involved in review of development related applications
 - ▶ Sustainable Development and Construction
 - ▶ Dallas Water Utilities
 - ▶ Dallas Fire and Rescue
 - ▶ Economic Development
 - ▶ Planning and Neighborhood Vitality
 - ▶ City Attorney Office

Building Inspection Status Update

- ▶ 41 Building Inspection new hires or vacancies filled
FY 2013/2014
- ▶ 29 Building Inspection new hires or vacancies filled
YTD 2014/2015
- ▶ Northwest field inspection office re-opened,
increasing field inspection offices from 3 to 4

Building Inspection Status Update

- ▶ Relocating Southwest District Office to a new building to be open in May
- ▶ Electronic plan review implemented
- ▶ Concierge service created
- ▶ ZIP processes underway

Key Metrics Improving

- ▶ Over the last two years, the average walk-in wait times in the Building Inspection permit center have decreased, from 27 minutes to 16 minutes
- ▶ Single-family permit issuance increased 32% over last two fiscal years
- ▶ The number of field inspections completed on the same day requested has risen from 92% in 2013 to 98% in 2014

Next Step

▶ Apr. - May 2015

Committee briefing