

Memorandum



CITY OF DALLAS

DATE January 2, 2015


TO Honorable Mayor and Members of the City Council

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

On Wednesday, January 7, 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 S. 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
Eisa Cantu, Assistant to the City Manager – Mayor & Council

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CuSP Report

Culture.Systems.People

Development Review Process Improvement Initiative

January 7, 2014

Overview

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

Collaborative process including multiple sectors of the real estate development industry

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

Guiding Principles

Seek Input from Development Community

- ▶ Seven listening sessions have been held with a broad range of stakeholders from the real estate development community including both large and small scale developers/land owners, the consultant community, TREC and industry trade associations.

Examine Best Practices

- ▶ Information being collected from municipalities around the country, especially those undergoing a similar review, such as Chicago, New York, Las Vegas, Denver and others.

Build Upon Positive Changes Already Underway or Implemented

Changes already made

- ▶ 41 Building Inspection new hires or vacancies filled FY 2013/2014
- ▶ Northwest field inspection office re-opened, increasing field inspection offices from 3 to 4
- ▶ Electronic plan review implemented
- ▶ Concierge service created
- ▶ ZIP processes being implemented
- ▶ Multi-year budgeting implemented

Results Already Seen

- ▶ Walk-in wait times in the Building Inspection permit center have been reduced by 41%, from 27 minutes to 16 minutes
- ▶ Single-family permit issuance increased 32% over last two fiscal years
- ▶ Majority of single-family permits are now issued same day
- ▶ The number of field inspections completed on the same day requested has risen from 92% in 2013 to 98% in 2014
- ▶ Permit fees distributed to match project timelines

Schedule

- ▶ Jan. 2015
Continue meeting with stakeholders to review and solicit feedback on preliminary recommendations report
- ▶ Feb. 2015
Revise and refine draft recommendations
- ▶ Mar. - Apr. 2015
Committee/Council briefings