

Memorandum



CITY OF DALLAS

DATE September 14, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **September 19, 2023, Government Performance and Financial Management (GPFM) Committee, Development Services Department Monthly Update for August 2023**

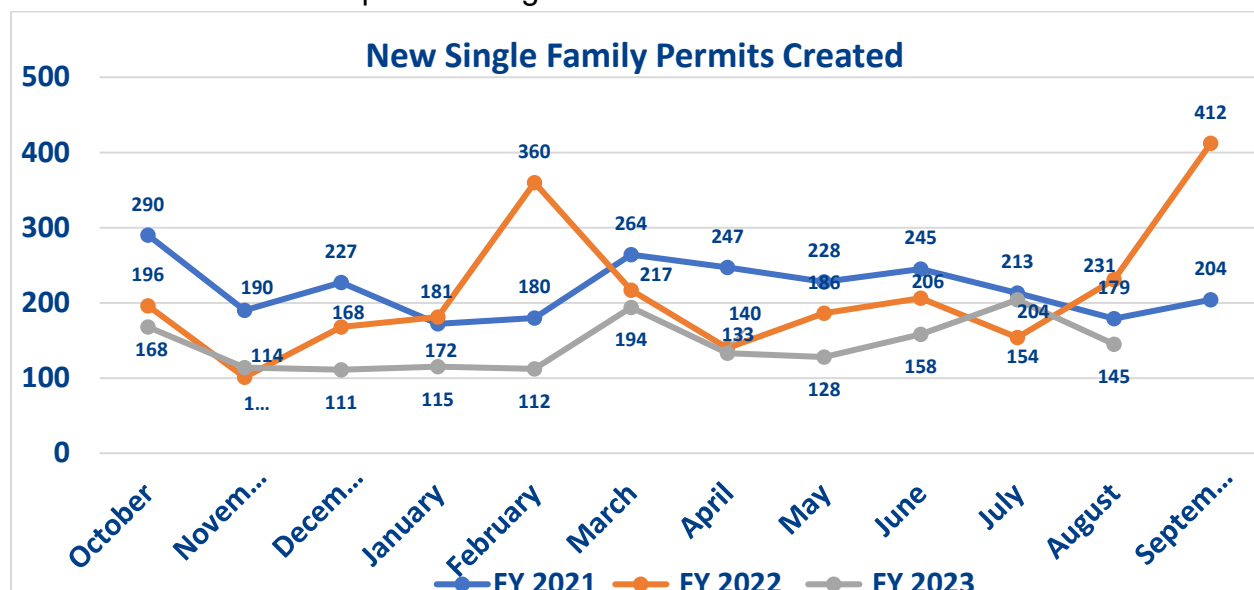
This memorandum is to provide an update to the Government Performance and Financial Management (GPFM) Committee on Development Services (DSD) technology, residential/commercial metrics, and recruitment updates.

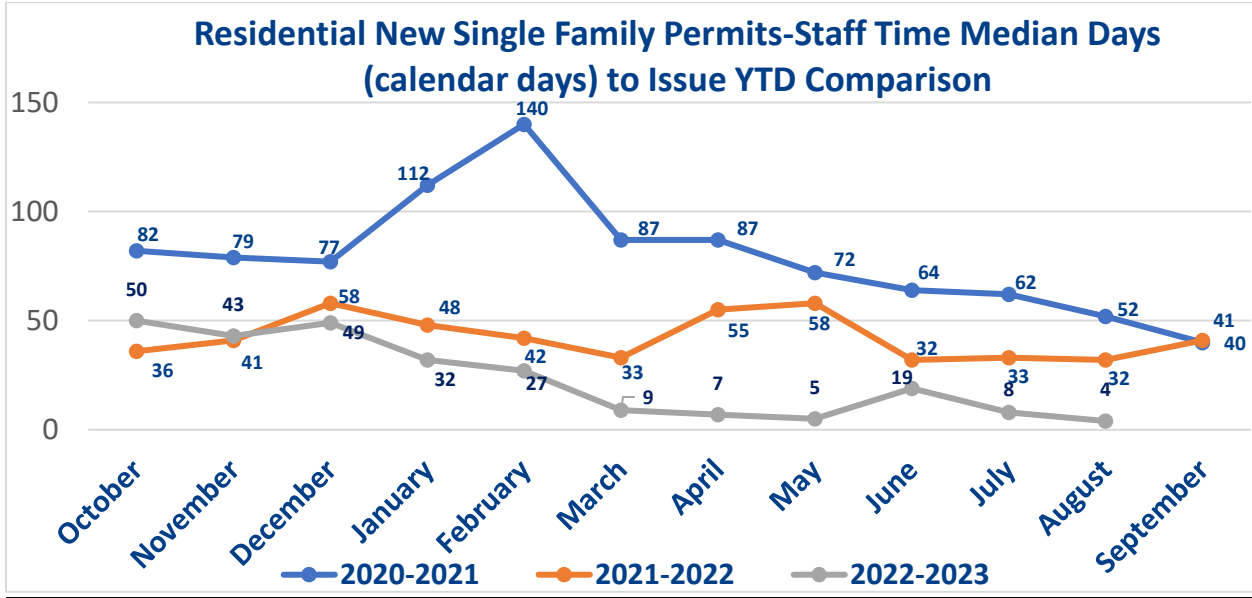
Technology

The DallasNow Project continues, and the team is beginning its fourth month of progress. The team is on track and is expected to meet its established Milestones.

Residential Metrics

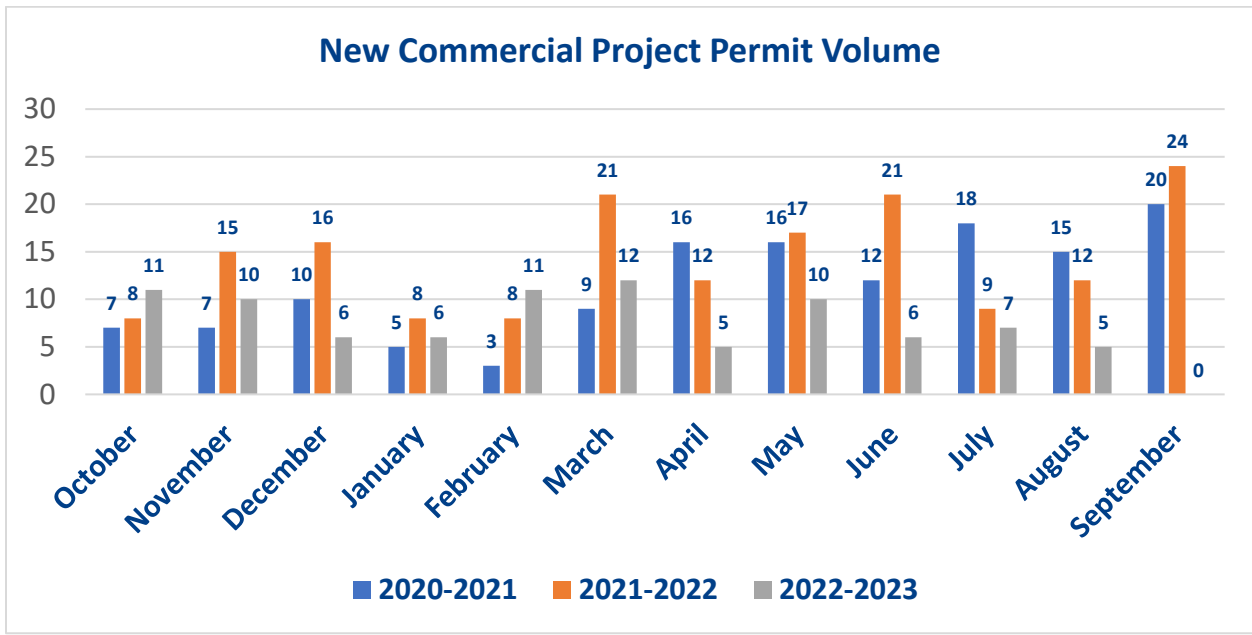
In August of 2023, the total number of New Single-Family permits that were initiated decreased from **204** to **145** from the previous month. This represents a **29%** decrease. The team issued **208** New Single-Family permits. The median number of days to issue New Single-Family permits not requiring revisions decreased from **8** days to **4** days. A total of **29** New Single-Family permits were processed by the RSVP Team and were issued the same day they were received. The percentage of initial reviews completed within the established departmental goals was **100%**.

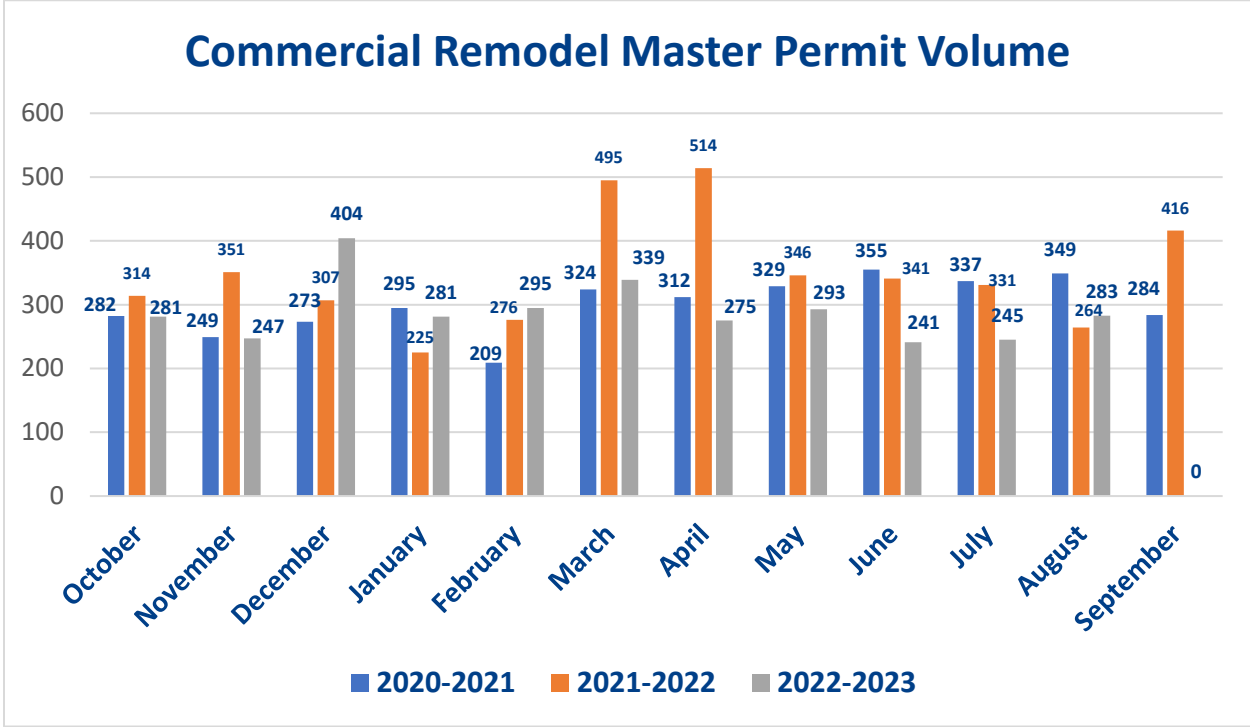




Commercial Metrics

The Department received **5** new commercial, **34** commercial additions, **283** commercial remodels, and **32** complex commercial Q-Team projects. In addition, the Department issued **37** minor commercial Q-Team project permits the same day for the month of August. All new commercial/remodels initial reviews were performed within **10** days and met the Department’s performance goal. All Q-Team initial reviews were performed within **2** days.





Dallas Development Services Department Performance Goals FY2022-2023			2022			2023								
Metrics	Goal	FY2022	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD
# of Commercial Plan Review Submittals														
Commercial New	N/A	171	11	10	6	8	11	12	5	10	6	7	5	91
Commercial Additions	N/A	156	19	17	28	16	33	26	28	11	49	18	34	279
Commercial Remodels	N/A	4,179	281	247	404	281	295	339	275	293	241	245	283	3,184
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	36	39	28	21	32	311
Express Plan Review Minor Commercial (Q-Team 2)	N/A	N/A	N/A	N/A	N/A	N/A	14	8	14	15	29	26	37	143
Average # of Days for Initial Review														
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	15	10	7	6	10	10
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	6	3	4	4	2	4
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	N/A	N/A	N/A	N/A	N/A	1	1	1	1	1	1	1	1

Recruitment

Development Services continues its hiring efforts to fill the current vacancies. As of August 31, 2023, a total of **51** positions are currently vacant as compared to the previously reported **42** vacancies from last month. This represents a Vacancy Rate of **14.7%**. The vacancy increase was largely due in part to promotions to other Departments, University Intern returning to Fall Semester, and retirements. In collaboration with Human Resources (HR) and Compensation, the Department is pleased to report that of the **51** vacancies, **10** positions are in the hiring process and onboarding process, **13** have tentative interviews scheduled, **3** are being reclassified, and **8** are currently being advertised.

Position Title	Vacancies
00701 - Engineer Assistant I	1
02527 - Project Coordinator - Development	1
16401 - Plans Examiner	1
16404 - Senior Plans Examiner	7
18034 - Senior Departmental Budget Analyst	1
24112 - Intern - Development Services Engineering	3
28043 - Senior Planner	2
31012 - Supervisor - Building Inspections Development Services	2
31015 - Senior Plans Examiner - Building Inspection	2
31017 - Senior Plans Examiner - Plumbing	2
31019 - Senior Inspector - Building Inspection	1
31023 - Inspector III - Building Inspection	2
31025 - Lead Inspector - Multidiscipline	1
31030 - Inspector III - Development	1
31031 - Inspector III - Electrical	4
31045 - Supervisor - Zoning Inspections	1
31238 - Manager - Development	1
31543 - Lead Plans Examiner - Multidiscipline	1
32209 - Executive Secretary	1
32403 - Senior Office Assistant	1
36533 - Senior Geographic Information System Support Technician	1
36619 - Supervisor - Development Services	1
36654 - Manager - Business	1
40021 - Records Technician I - Development Services	1
40050 - Senior Public Information Officer	1
42001 - Permit Clerk	6
42003 - Permit Technician	3
48607 - Senior Training Specialist - Development Services	1
Total Vacancies	51

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Next Steps

- Finalizing Fee Study recommendations and forward to Budget Office and City Manager Office Review.
- Finalize Self-Certification Program 2nd Quarter of 2023-2024. Submitted to City Attorney and Risk Management for review.
- Develop and share Commercial Permitting Dashboard in September 2023
- September 14, 2023 – “Lunch & Learn: Overview of Dallas Green Construction Code”
- DSD is partnering with CCS to develop a memorandum of understanding of roles and responsibilities when responding to code complaints.

Should you have any questions please contact Andrew Espinoza, Director/Chief Building Official of Development Services at (214) 542-1227 or andres.espinoza@dallas.gov



Majed A. Al-Ghafry, P.E.
Assistant City Manager

c: T.C. Broadnax, City Manager
Tammy Palomino, Interim City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bazor Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors