

Memorandum



CITY OF DALLAS

DATE May 31, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Commercial Permitting Dashboard Launch on June 3**

The City of Dallas Commercial Permitting Dashboard will launch on June 3, offering the public a monthly snapshot of important data regarding commercial permits including permit application submissions, number of permits issued, and median days for issuance.

The Commercial Permitting Dashboard will be demonstrated at the Economic Development Committee meeting on Monday, June 3, at 1:00, and will be publicly available on the [Development Services website](#) at that same time. The dashboard is a collaboration of the Development Services Department (DSD) and the Office of Data Analytics and Business Intelligence (DBI) and is a companion to the City of Dallas Residential Permitting Dashboard launched last year.

The commercial and residential permitting dashboards reveal the strong performance of DSD staff in issuing routine permits in a timely manner:

- As of May 30, 2024, a **total of 2,558** commercial and residential construction permit applications have been submitted to the City of Dallas.
- Of that total, **2,470 permit applications** were submitted in categories which have a median issuance time of **less than one month**. In other words, 96.56% of submitted applications are in these fast turnaround time categories.
- Only **88 permit applications** were submitted in categories with a median issuance time of **greater than one month**, a total of 3.44% of all permit applications.

The chart below shows a breakdown of the permits submitted in 2024:

Permit Application Categories	Total Applications Submitted in 2024	Percentage of Total Submitted	Median Days for Permit Issuance in this Category
Foundation Repair - Residential	314	12.28%	5
New Roof - Residential	64	2.50%	5
Addition - Residential	338	13.21%	6
Accessory Building - Residential	8	0.31%	7
New Construction - Residential	825	32.25%	7
Residential Remodel - Residential	144	5.63%	8
Addition of Detached Garage - Residential	9	0.35%	10
Remodel - Commercial	592	23.14%	16
QTeam Remodel - Commercial	176	6.88%	23
Addition - Commercial	33	1.29%	65
QTeam Addition - Commercial	3	0.12%	155
QTeam New Construction - Commercial	26	1.02%	190
New Construction - Commercial	26	1.02%	301
TOTAL	2558	100%	

96.56% of application submissions are in categories with a median turnaround time of 30 days or less

3.44% of application submissions are in categories with a median turnaround time of 30 days or more

The dashboards also highlight a few immediate areas for improvement. As each of these process improvements is developed, it will be briefed to the Economic Development Committee prior to rollout:

1. **Cancellation of Inactive Permits:** The dashboard data shows that hundreds of inactive permit applications are still in the queue and should be resolved or removed. A permit application is considered inactive if it is sitting with the applicant and the applicant has taken no action in at least 90 days. DSD staff will develop a plan to review and remove inactive applications on at least a quarterly basis.
2. **Paper Submission of Applications:** The dashboard data reveals that approximately 24% of residential permits and approximately 66% of commercial permits are submitted on paper, rather than electronically. As part of the department's push to improve efficiency and customer experience by better utilizing technology, DSD staff will develop a plan for a fully electronic submission process.
3. **Customer Interventions for Applications with Multiple Revisions:** The commercial permitting dashboard reveals that a small number of applications are taking an enormous amount of staff time, with up to nine revisions required prior to issuance. Rather than continue to dedicate staff time to permit applications that are fundamentally unready for review, DSD will develop plans for two customer service interventions to improve the quality of applications:
 - a. **Predevelopment Meetings:** Given that the permit categories with the longest median issuance time are commercial new construction and commercial addition, it is likely that much of the delay in issuance could be avoided by a more robust predevelopment process to ensure that the zoning, infrastructure, and other project components have been reviewed by all relevant city departments prior to permit application, and that feedback is documented in a written report that the applicant and permit reviewer can refer to when processing an application.

As described in the Interim City Manager's 100-Day Transition Playbook, department directors have launched a series of Process Improvement workshops to elevate key issues that cross multiple departments. The first topic that this group will tackle is the City's Predevelopment Review process.

- b. **Multi-Revision Interventions:** DSD staff is in the beginning stages of developing a program to intervene with elevated customer service and technical assistance when a permit application has been through a targeted number of revisions.

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DSD staff will continue to review and react to the data revealed by the two dashboards with the goal of providing excellent customer service, timely issuance of permits, and predictable and consistent processes to the Dallas development community. Please contact me with any questions at (214) 671.9942 or robin.bentley@dallas.gov.



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