



City of Dallas

Planning & Development Department Updates

**City Council Briefing
January 15, 2025**

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Planning & Development Department
City of Dallas



PURPOSE

- Update the Council on FY24 accomplishments and goals for FY25
- Review improvements in permit processing time
- Discuss other process improvements completed and underway



New Beginnings - June 26, 2024



Planning + Urban Design



Development Services



Planning & Development



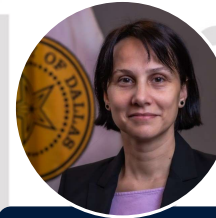
Emily Liu
Director



Planning



Andrea Gilles
Deputy Director



Zoning



Andrea Udrea
Deputy Director



Permitting



Sam Eskander
Deputy Director/Chief Bldg Official



Customer
Experience
& Team
Excellence



Vernon Young
Deputy Director



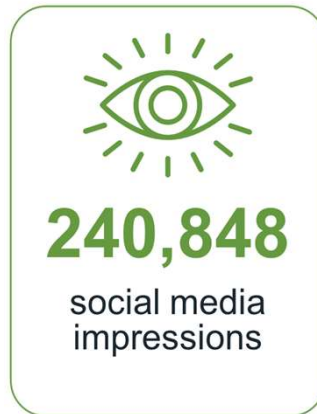
Department Mission Statement



**TOGETHER WE ARE PLANNING AND
BUILDING A BETTER DALLAS FOR ALL!**



FY24 Snapshot





PERMITTING



Commercial Permitting Process Improvements



Areas of Improvement:

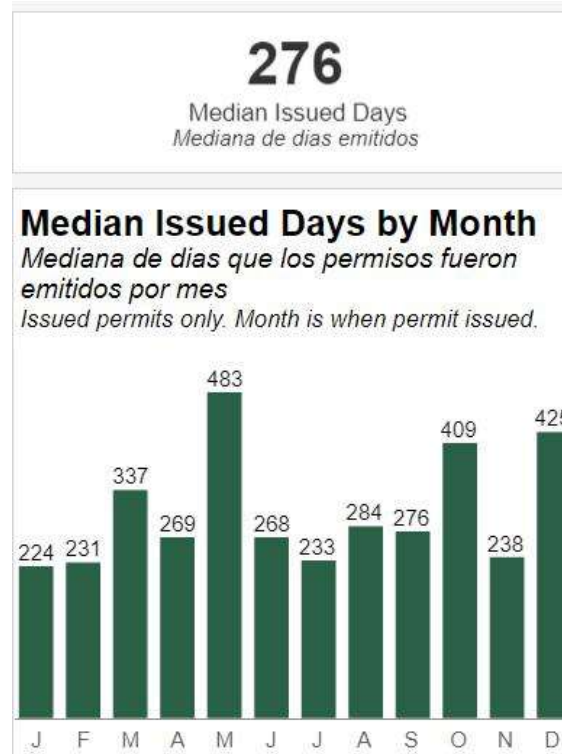
- Toyota Production System Support Center for Lean Six Sigma analysis
- Closeout of stale permits
- New predevelopment process
- Increase in Q-Team participation
- Virtual Inspections



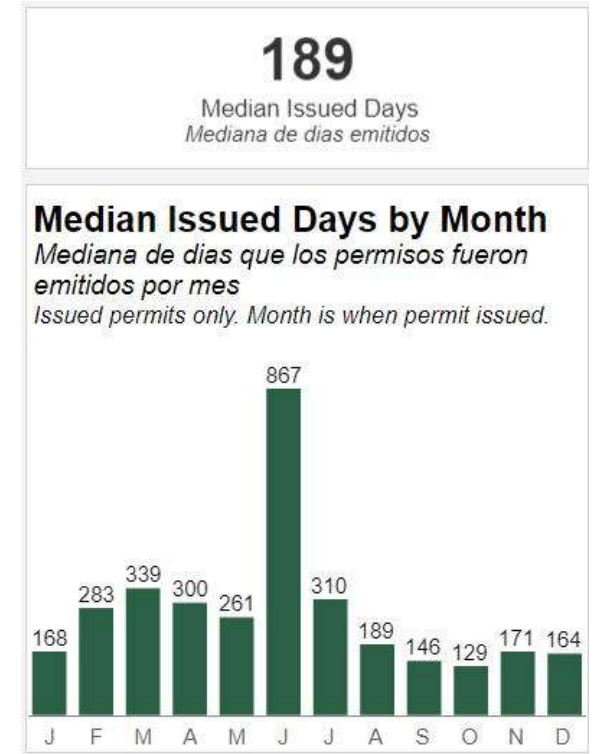
Commercial New Construction Permits



Median approval time for **Commercial New Construction** permits decreased by **87 days or 32%**.



2023



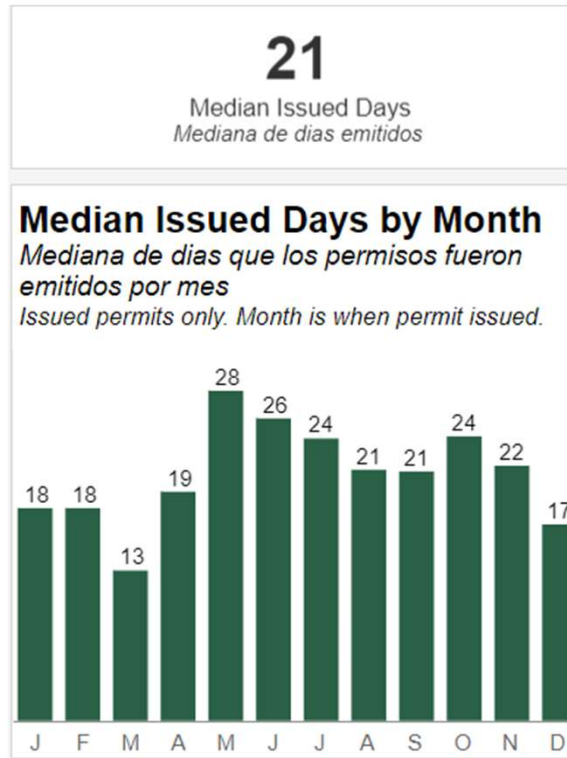
2024



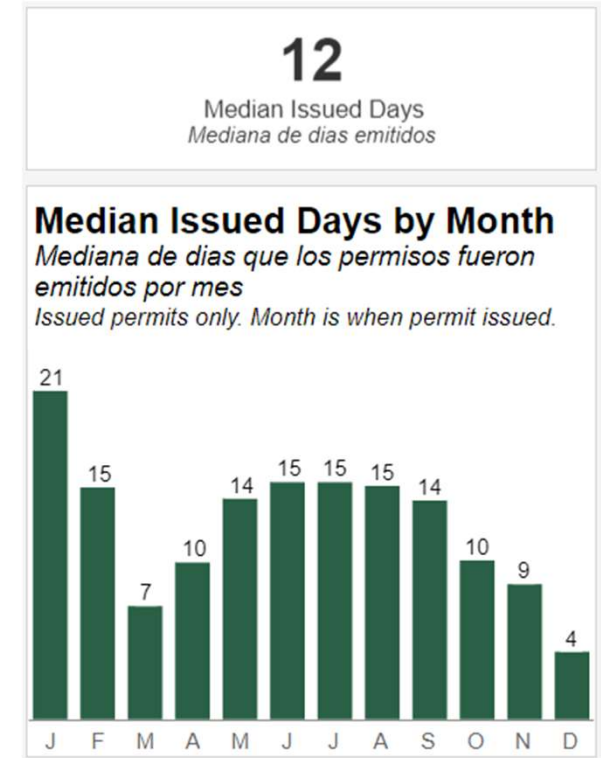
Commercial Remodel Permits



Median approval time for **Commercial Remodel** permits decreased by **9 days or 43%**.



2023



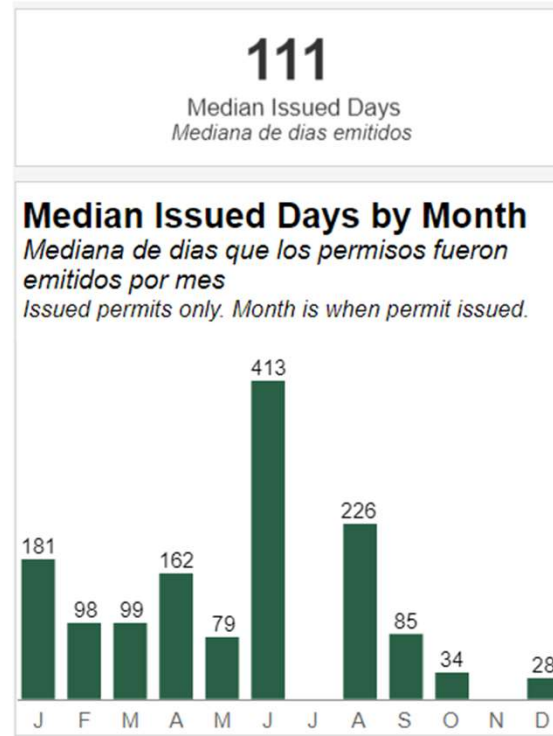
2024



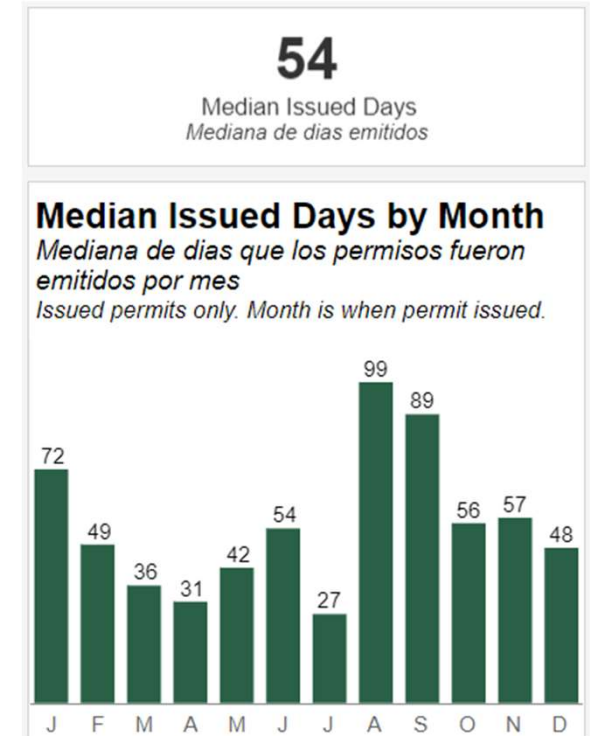
Commercial Addition Permits



Median approval time for **Commercial Addition** permits decreased by **57 days or 51%**



2023



2024



Residential Permits

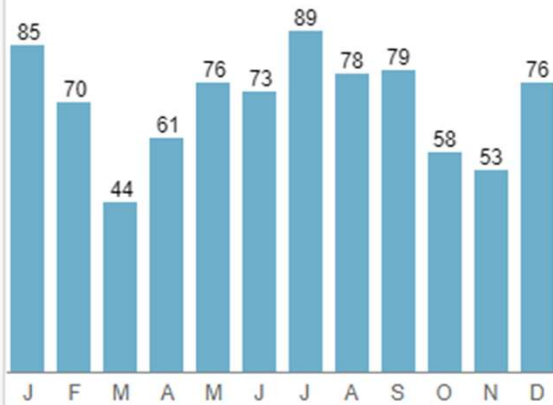


68

Median Issued Days
Mediana de días emitidos

Median Issued Days by Month

Median de días que los permisos fueron emitidos por mes
Issued permits only. Month is when permit issued.



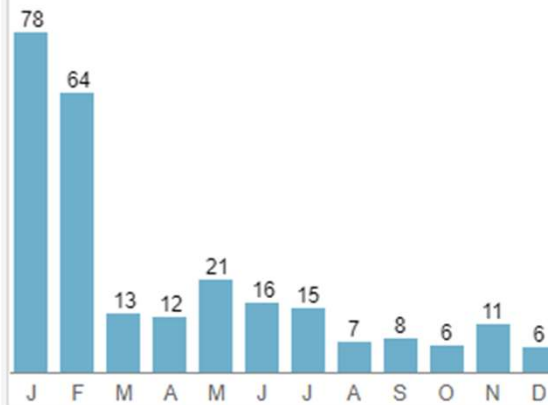
2022

14

Median Issued Days
Mediana de días emitidos

Median Issued Days by Month

Median de días que los permisos fueron emitidos por mes
Issued permits only. Month is when permit issued.



2023

8

Median Issued Days
Mediana de días emitidos

Median Issued Days by Month

Median de días que los permisos fueron emitidos por mes
Issued permits only. Month is when permit issued.



2024

Median approval time for **Residential** permits decreased by **57% year-over-year**, and achieved a total decrease of **88% since 2022**.



Commercial Permitting Process Improvements



Collaborating with Toyota Production System Support Center for Lean Six Sigma analysis

- Initial data analysis shows that Engineering and Zoning have the longest review times
- Initial improvement strategy work is focused on Zoning due to its impact on overall permitting

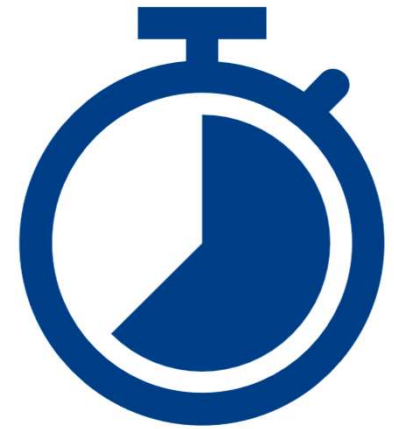
Next Steps: Project manager presented zoning process improvement recommendations to PDD executives on Monday of this week, and implementation will begin immediately.



Closing Out Stale Permit Applications



- **Stale Permits:** Since September 2024, PDD has identified **11,000 stale permit applications** (inactive for 180+ days)
- Review and closure effort launched to address stale applications:
 - **8,300 applications have been reviewed and closed**
 - **2,700 applications are still under review, and will be resolved in Q1 2025**
- **Ongoing issue:** Additional applications reach the 180-day threshold each week
- **Cleanup efforts will remain ongoing** to avoid this type of stale permit buildup in the future.



Pre-Development Strike Team Improvements



Improvement of the Pre-Development Review process was the focus of the **first citywide strike team**.

The team developed a series of suggested process improvements, which have been implemented:

- Assign dedicated **case managers**
- **Standardize** document requirements
- Introduce **concept consultations** for early-stage projects
- Implement **formal meeting summaries** for developers to take away from the pre-development meeting
- Provide **predictable procedures and timelines**



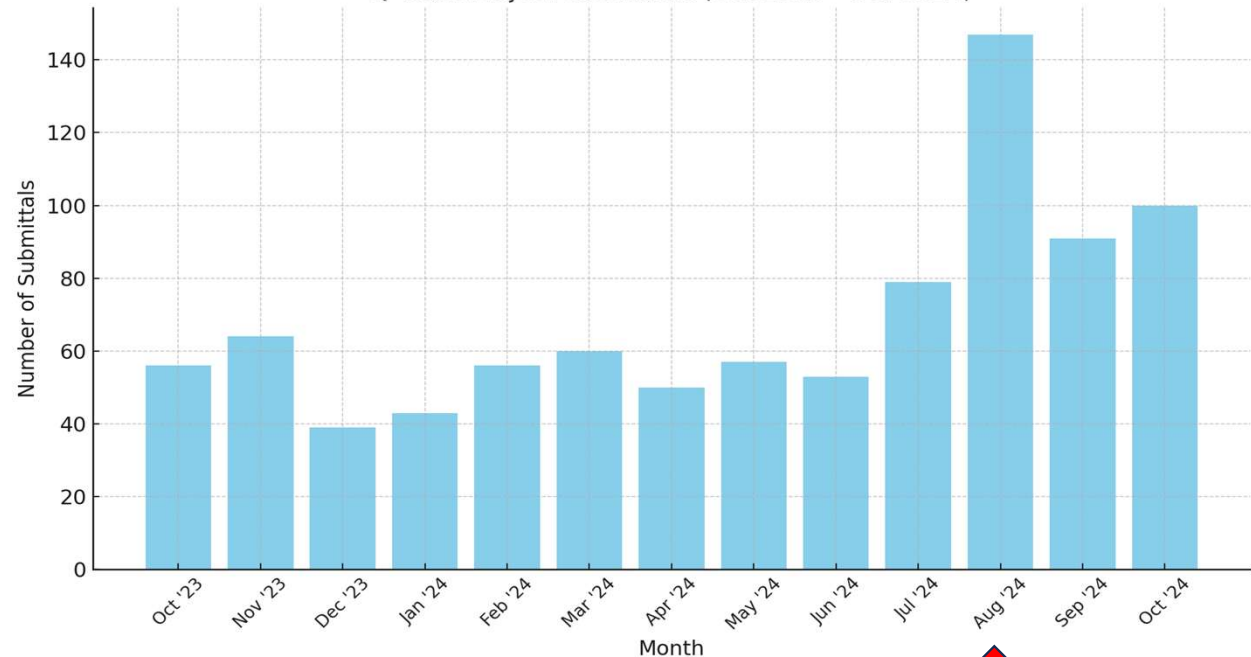
Q-Team Enhancements



Enhancements implemented Aug 2024

- Combined multiple Q-Teams into one
- Removed minimum square footage requirements
- Simplified engineering approvals
- Implemented stricter controls for incomplete applications

Q-Team Project Submittals (Oct 2023 - Oct 2024)



New Process Implemented in August



Virtual Inspections



- Launched virtual plumbing inspections in September 2024
- Saves drive time and increases inspection efficiency
- Performed more than 100 virtual inspections since September
- Currently exploring additional virtual options, AI technology, etc. for future inspection enhancements





CUSTOMER EXPERIENCE & TEAM EXCELLENCE



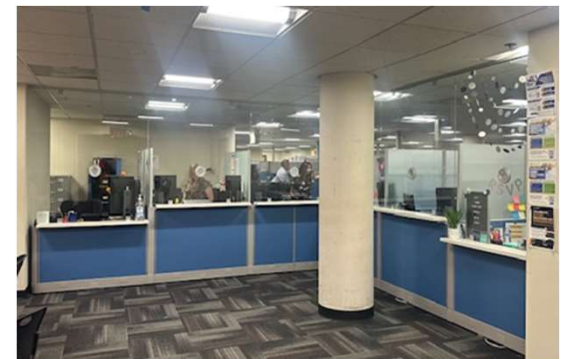
Customer Service Highlights



Walk-in Customers: 25,565 individuals

Key Services:

- 6,431 Certificates of Occupancy
- 14,620 Contractor Registrations (including web)
- 2,533 Re-roof permits
- 603 Zoning Verification letters issued
- 2,217 Water/Wastewater permits



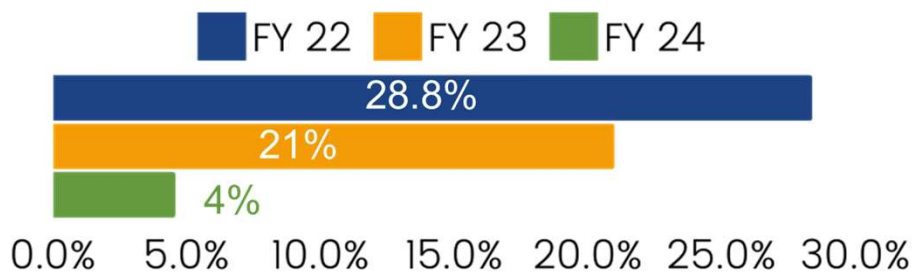
Customer Service Highlights



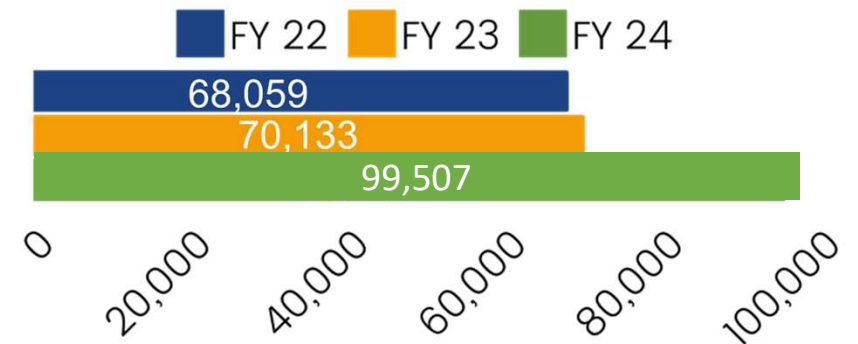
Call Center Metrics

- 400 average daily calls
- 99,507 total calls in FY24
- **Call abandonment rate reduced from nearly 21% to 4%**

Abandonment Rate



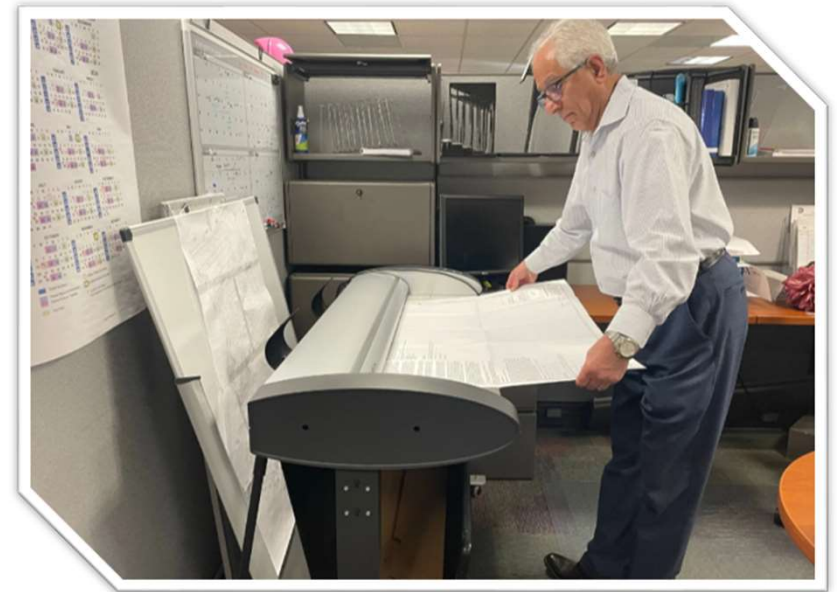
Phone Calls Answered



Paperless Submittals



- PDD has continued the transition to fully digital permitting submissions
- Transitioned nearly 100% of building permit submittals to paperless as of November 2024
- Focus on digitizing existing paper files



DallasNow



- *DallasNow* is our new permitting software system replacement initiative
- Continues to meet established implementation milestones and scheduling timelines
- Fully engaged in software testing
- Includes processes that are not currently automated (Zoning/Platting/BOA)
- Go-live expected in Summer of 2025





ZONING



Zoning Highlights: Code Reform



Initiated implementation immediately following adoption of ForwardDallas 2.0 on September 25:

- **Completed tasks:**

- Review of existing development code and plans
- First round of stakeholder interviews
- Development pattern & Draft code analysis
- Outline of comprehensive development code reform draft

- **Next Steps:**

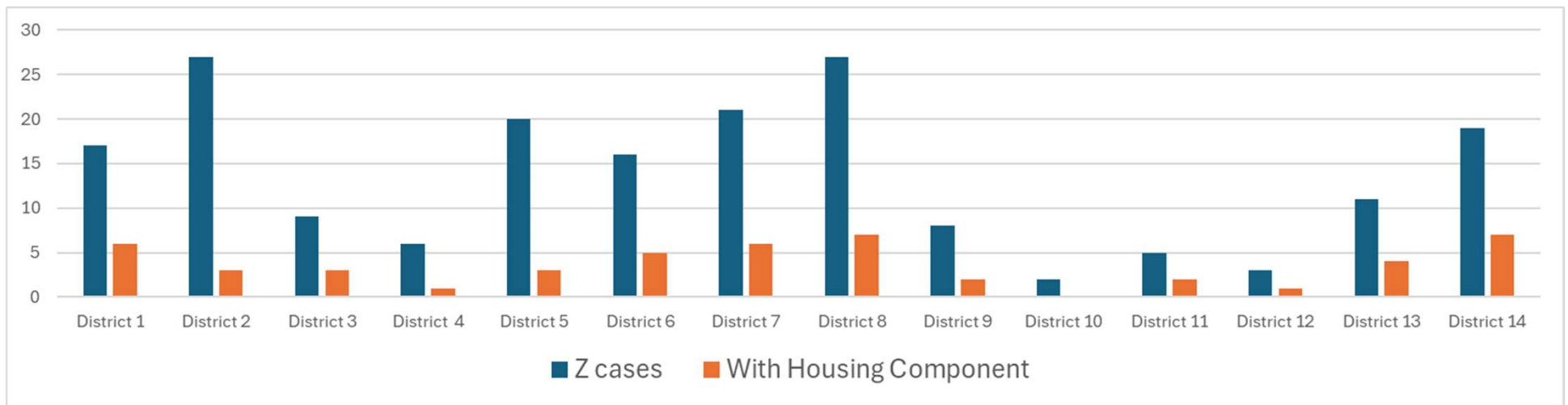
- Finalize project brand
- Launch project website
- Create engagement framework
- Release and present diagnosis of the current code
- Prepare first draft of development code



Zoning Highlights: Rezoning Cases



Rezoning cases with housing component per Council District



Total FY23-24

zoning cases	cases with housing component
191	50



Zoning: Goals, Priorities, and Tactics



Maintain Quality, Increase Speed

- Offer double noticing option for qualifying rezoning cases - option for significantly reduced processing time, in partnership with CPC
- Offer digital submittal option in preparation for *DallasNow*
- Continue focus on the pre-application process to ensure predictability
- Provide cross-training approach to zoning reviews
- Offer concierge approach – one manager guides the development with consistent case management from pre-application to permit





PLANNING



Planning Highlights



ForwardDallas 2.0

- **Adopted September 25, 2024**
- **First citywide future land use map**
- **Key Priorities:** zoning reviews in environmental justice areas; residential design standards; mixed use along aging commercial corridors; Transit Oriented Development (TOD)

Received the GDPC Trinity Urban Design, Dunnigan Community Engagement Award (Dec 2024)



Planning Highlights



Authorized Hearings

- 2 cases adopted last FY: Singleton/Chicago Area and Downtown Elmwood
- 1 case, Floral Farms, Area on track for City Council on February 12
- 4 cases in process within the West Oak Cliff Area Plan



Urban Design

- Providing design support to Convention Center & multiple transportation projects
- 12 projects (mainly projects applying for TIF funds or in TIF Districts) reviewed by staff and the Urban Design Peer Review Committee
- **Received the GDPC Trinity Urban Design Award Honorable Mention under Unbuilt/Dream Award for the Hensley Field Master Plan (Dec 2024)**



Conservation Districts

- 1 new CD, #21 - South Winnetka Heights, adopted by City Council
- 1 in process Lakewood Expansion and scheduled for City Council end of February
- 1 in pre-application and neighborhood survey (Stevens Park Village)
- 4 neighborhoods in queue





DEPARTMENTAL GOALS



Departmental Goals



- Streamline rezoning process
- Determine “best practice” permitting approval timelines and strive to exceed those benchmarks
- Expand virtual inspection capabilities
- Initiate ForwardDallas 2.0 recommended code amendments and authorized hearings
- Advance Dallas Development Code reform
- Implement the Historic and Cultural Preservation Strategy
- Use innovation and technology to enhance efficiency, accuracy, and transparency
- Foster a culture of teamwork, collaboration & problem solving
- Continue rebuilding development community trust through active communication and predictable, reliable performance of departmental duties





QUESTIONS?





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