



City of Dallas

Development Advisory Committee

July 29, 2022

Vernon Young, Assistant Director
Development Services Department
City of Dallas

WELCOME REMARKS



Introductions

- Andres Espinoza – Director/Chief Building Official
- James Metzgar – Deputy Building Official
- Sam Eskander – Assistant Director
- Will Munding – Executive in Residence
- Vernon Young – Assistant Director
- Carolina Yumet – Manager, Strategic Business Unit



Presentation Overview



- Technology – Project Dox 9.2 Update
- Technology – Land Management System
- New Initiatives
- Metrics
- Open Discussion





Webinar – Applicant Experience

- Webinar presented by vendor
- Applicant experience provided with new Project Dox 9.2
- New features
- Attendance of approximately 95 participants in two sessions held on July 12th and July 13th, 2022



TECHNOLOGY – Project Dox 9.2 Update



Go-live date: August 8, 2022

- Migration of data from current 9.1 version to the 9.2 version
- Connect the new system with our current land management system [POSSE]
- Test of workflows prior to go-live date



TECHNOLOGY – Project Dox 9.2 Update



System offline on the weekend of August 5

- On Friday, August 5th, the permit center will be open for paper submittals for new applications only
- Projects already submitted in Project Dox will be able to submit any revisions and/or receive tasks on Monday, August 8th
- Staff will be available at the call center to assist customers with questions associated with the update





Community Training

- Starting Saturday, August 13th and continues each Saturday ending September 10th
- Hosted by Strategic Business Unit at Development Services Training Center, 400 S. Zang Blvd





Vendor Selection

- Vendor selected in 2020 from competitive bid process
- Negotiating Contract
- Confirming Process Mapping
- A consultant has been engaged to review and evaluate the current statement of work [SOW]



TECHNOLOGY – Land Management System



- Meetings are held to the City's business processes to match the program in the SOW and proposal
- Department staff is refining the strategy and procurement process with ITS/Procurement Departments with a goal of completing negotiations by October 2022





Pop-up Permitting Event - Saturday

- The permit center was open on July 23, 2022, for over-the-counter permits such as trade permits, fence, swimming pool and residential remodel permits; as well as consultations





Residential Plan review enhancements

- Third Party Contracts - SAFEbuilt, MetroCode, & Bureau Veritas
- Create a team for plan review & inspections for affordable housing projects
- Adding staff to residential team
- Created Master plan review process for high-volume residential builders



NEW INITIATIVES-Residential



Residential Additions

- All residential additions 1000 square feet or less will be streamlined & implemented to the permit center room 118, for review and approval

Foundation Permits [Single-family & duplex]

- Provide opportunity for residential builders to begin construction before full review is complete -Effective date is 8/1/2022





RSVP Program

- Appointment only
- Two-hour review time slot for each individual permit application
- Limited to the submittal of two (2) applications per day and a total of four (4) per week



NEW INITIATIVES



Customer Care Forms

- Creating a First Service bulletin customer care form
- Preventing residential permit delays
- Technology failures
- Staff oversights or customer diligence
- Staff members will utilize Customer Care permit form to document & respond to key identifiers
- Assign a subject matter expert staff member to make recommendations to correct and prevent it from reoccurring



NEW INITIATIVES



Meet and Greet

- Visiting all building inspection Districts to discuss all new initiatives and new policy/procedures
- Met with the Dallas Builders Association and discussed the best multi-faceted approach to dealing with the current inefficient permitting operations



METRICS - Residential



Dallas Development Services Department Performance Goals FY2021-2022			2021			2022									
Metrics	Goal	FY20-21	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Residential Plan Review Submittals															
Residential New Homes	N/A	N/A	202	101	186	204	371	235	148	189	216				1,852
Residential Additions	N/A	N/A	86	63	77	74	158	149	59	85	109				860
Residential Remodels	N/A	N/A	537	413	487	389	433	641	565	535	588				4,588
Third Party Residential Plan Review															
Residential New Homes/Additions/Remodels	N/A	N/A	228	172	261	174	154	371	233	247	172				2,012



METRICS - Commercial



Dallas Development Services Department Performance Goals FY2021-2022			2021			2022									
Metrics	Goal	FY20-21	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
New Commercial/Additions	N/A	N/A	10	15	20	10	15	31	20	25	13				159
Commerical Remodels	N/A	N/A	176	191	133	131	142	167	148	151	120				1,359
Express Plan Review (Q-Team)	N/A	N/A	22	25	18	35	20	31	25	21	12				209



METRICS - Engineering



Dallas Development Services Department Performance Goals FY2021-2022			2021			2022									
Metrics	Goal	FY20-21	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Water/Waste Water Engineering Team															
# of Submittals	N/A	924	59	58	68	73	50	75	70	92	76				621
# of Plans Reviewed	N/A	916	82	56	65	64	64	89	78	83	55				636
Paving/Drainage Engineering Team															
# of Submittals	N/A	953	76	84	90	90	74	125	110	87	101				837
# of Plans Reviewed	N/A	919	93	74	90	69	99	98	91	100	79				793



METRICS – Customer Advocate



Dallas Development Services Department Performance Goals FY2021-2022			2021			2022									
Metrics	Goal	FY20-21	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Customer Advocate Group															
# of Walk in Customers	N/A	N/A	600	658	562	545	653	856	2,381	2,369	2,346				10,970
# of Permit Trade Permit Transactions	N/A	N/A	68	82	76	61	70	150	134	145	154				940
# of Commercial Consultations	N/A	N/A	161	153	125	142	133	169	213	211	317				1,624
# of Residential Consultations	N/A	N/A	71	65	37	107	86	98	98	221	208				991
Average Wait Time for Over-the-Counter Permits	<=25 Minutes	<=25 Minutes	21	18	12	18	19	24	51	40	35				26
Call Center															
# of Calls Handled	N/A	N/A	6,288	6,021	5,904	4,554	3,784	4,685	5,252	5,378	5,592				47,458
% of Abandonment Rate	N/A	10%	17%	19%	18%	46%	48%	48%	35%	28%	36%				33%



OPEN DISCUSSION



Q & A





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