Development Advisory Committee

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Topics

- Technology
  - Accela Update
  - Project Dox Enhancements
  - Call Center and Permit Center Queuing System
- New Initiatives
  - Affordable Housing Team
  - Minor Commercial Qteam
  - Teams Liaisons
- Recruitment and Hiring
- Report Card Summary
- Relocation to 7800 N. Stemmons Update
- Open Discussion

Technology -Accela

- On February 22, 2023 City Council authorized the service contract with Accela for the implementation of the Land Use Management system.

- City Attorney's Office working on developing the contract.

- The project timeline is expected to be 26 months.

- A team of subject matter experts from the department and our ITS support, will lead the efforts of overseeing the successful implementation of the new system.

Technology – Pdox Enhancements

- The enhancements that could be developed internally by our ITS team have been completed.
  - Changes to the application home page
  - Eliminate permit types that do not require plan review.
  - Platting requirement
  - Requirement checklists links added to permit types
- Vendors for Pdox and Posse are currently working on providing a quote for the enhancements that will be developed by them.

Technology – Call Center and Queueing Systems

- Cisco Jabber and Cisco Finesse systems have been installed on all agents' computers.

- Upcoming training for all agents and supervisors on how to navigate the system.

- New QLess queueing system currently with the City Attorney's to prepare contract documents

New Initiatives –Affordable Housing

- Partnership with the Housing And Neighborhood Revitalization Department.

- A team of seven members, including plans examiners, lead inspectors, a senior project coordinator, and one administrative staff has been established.

- The team will support developers and contractors with affordable housing single-family projects.

New Initiatives – Minor Commercial QTeam

- Appointment-based and in-person paper submittals.

- Same day expedited plan review for qualifying projects.

- Officially started operating, January 31, 2023.

- 11 applications received for the month of February.

New Initiatives – Liaisons

- Enhancement to customer service delivery

- Two senior project coordinators and two project coordinators

- Liaisons to facilitate communication and assist with potential issues with the permitting process

Recruitment and Hiring

- Seven hires were completed in the month of February 2023.

- From a total of 344 positions in the department, 69 positions were still vacant at the end of February [a vacancy rate of 20%].

- Four of the seven hires were lateral moves from within the department or internal promotions.

Metrics – Monthly report Card

- Residential Permit Submittals

Dallas Development Services Department Performance Goals FY2022-2023			2022			2023									
Metrics	Goal	FY21-22	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Residential Plan Review Submittals															
Residential New Homes	N/A	2,533	174	121	115	116									526
Residential Additions	N/A	496	105	94	86	74									359
Residential Remodels	N/A	198	244	188	166	176									774
Average # of Days for Initial Review															
Residential New Homes/Additions	15 Days	17	23	18	9	4									14

Metrics – Monthly report Card

- Commercial Permit Submittals

Dallas Development Services Department Performance Goals FY2022-2023			2022			2023									YTD
Metrics	Goal	FY21-22	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
# of Commercial Plan Review Submittals															
Commercial New	N/A	**1,343**	11	10	6	8									35
Commercial Additions	N/A	**1,343**	19	17	28	16									80
Commerical Remodels	N/A	**1,499**	281	247	404	281									**1,213**
Express Plan Review (Q-Team)	N/A	**842**	23	16	20	23									82
Express Plan Review Minor Commercial (Q-Team 2)	N/A	**N/A**	N/A	N/A	N/A	N/A									-
Average # of Days for Initial Review															
New Commercial/Remodels	15 Days	**12**	10	10	11	10									10
Express Plan Review (Q-Team)	15 Days	**7**	5	5	2	3									4
Express Plan Review Minor Commercial (Q-Team 2)	15 Days	**N/A**	N/A	N/A	N/A	N/A									-

Metrics – Monthly report Card

- ## Customer Advocate

Dallas Development Services Department Performance Goals FY2022-2023			2022			2023										
Metrics	**Goal**	**FY21-22**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**YTD**
Customer Advocate Group															
# of Walk in Customers	N/A	**13,549**	2,803	2,590	2,459	2,771									**10,623**
# of Permit Trade Permit Transactions	N/A	**1,795**	224	171	182	201									**778**
# of Commercial Consultations	N/A	**2,634**	329	315	289	265									**1,198**
# of Residential Consultations	N/A	**7,152**	412	390	390	372									**1,564**
Average Wait Time for Over the Counter Permits	<=25 Minutes	**27**	26	26	25	27									**26**
Call Center															
# of Calls Handled	N/A	**67,244**	6,202	5,836	5,384	5,625									**23,047**
% of Abandonment Rate	10%	**29%**	13%	16%	7%	20%									**14%**

Metrics – Monthly report Card

- ## Engineering

Dallas Development Services Department Performance Goals FY2022-2023			2022			2023									
Metrics	Goal	FY21-22	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Water/Waste Water Engineering Team															
# of Submittals	N/A	**955**	81	108	91	117									397
# of Plans Reviewed	N/A	**884**	57	90	105	107									359
Average # of Days for Initial Review	15 Days	**16**	17	15	21	33									22
Paving/Drainage Engineering Team															
# of Submittals	N/A	**1,187**	103	100	87	101									391
# of Plans Reviewed	N/A	**1,108**	101	90	97	100									388
Average # of Days for Initial Review	15 Days	**32**	46	49	47	53									49
Traffic Engineering Team															
# of Submittals	N/A	**158****	62	54	45	34									195
Number of Plats Reviewed	N/A	**134****	89	45	61	55									250
Average # of Days for Initial Review	15 Days	**24****	26	32	26	32									29

Relocation to 7800 N Stemmons - update

- Building renovation is in progress with anticipation of the first phase of move in by early to mid second quarter.

- OPEN DISCUSSION