



City of Dallas

Development Services Monthly Technology and Metrics Review

**Economic Development
Committee
May 1, 2023**

Andrew Espinoza, Director/Chief Building Official
Development Services
City of Dallas

Presentation Overview



- Technology
- Residential Permits
- Commercial Permits
- Update on Hiring and Recruitment
- 7800 N Stemmons Update
- Next Steps



Technology



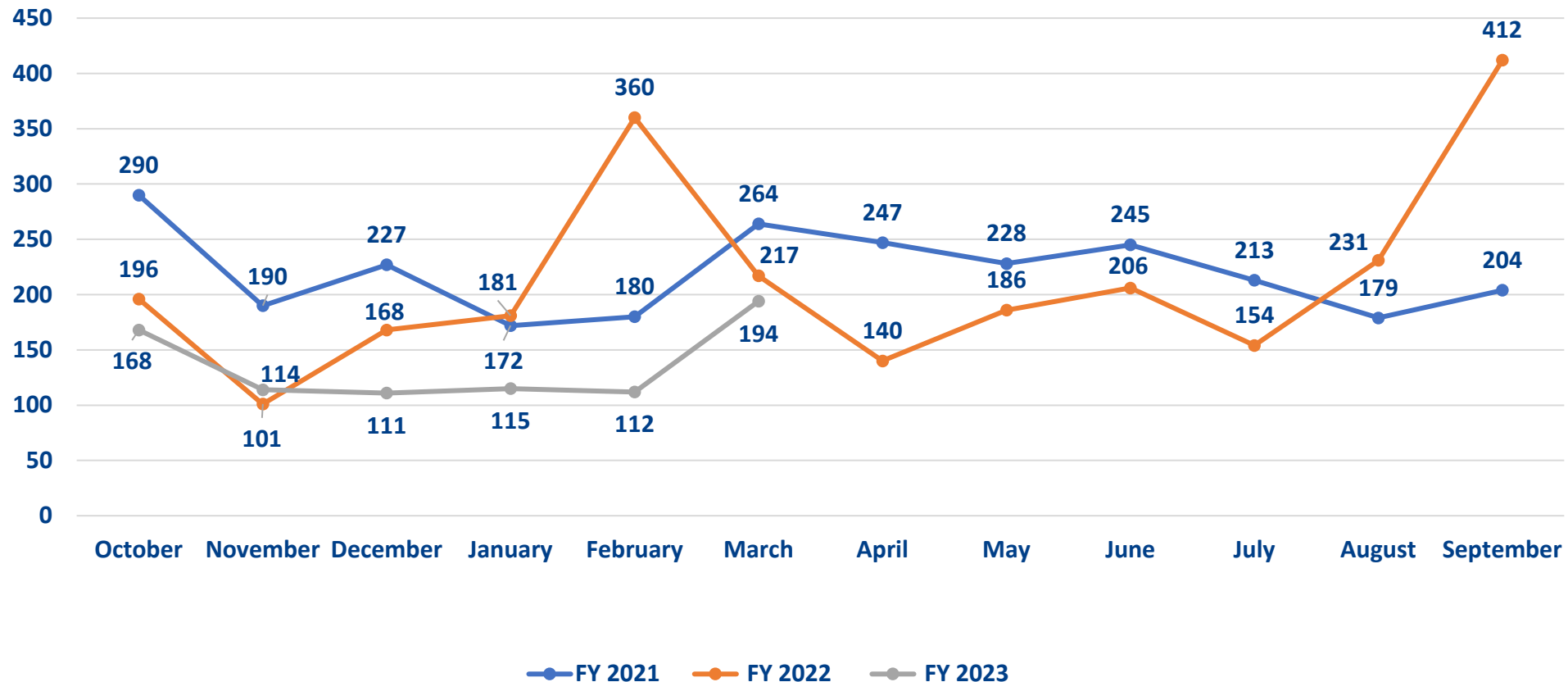
- Posse software replacement project is in progress
- Official project kick-off is set for May 1, 2023
 - Development Services (DSD) Accela, ITS, vendor, and consultants
- Permit Customer Queueing System to be implemented in April/May 2023
- Call Center Customer Management System fully implemented in April 2023



Residential Permit Volume



New Single Family Permits Created



A total of 194 permits were processed for the month.

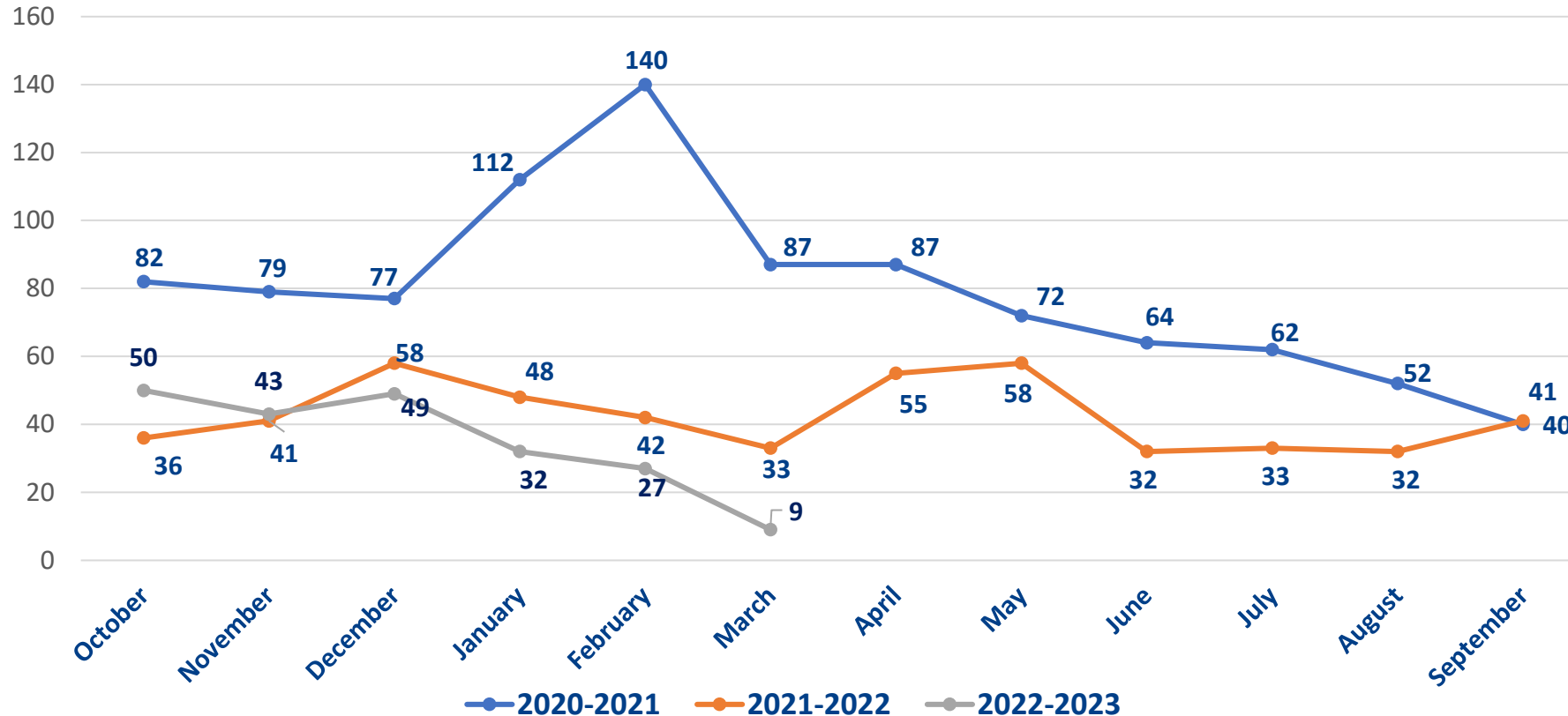
226 permits were issued for the month.



Residential Permit Turnaround Times



Residential New Single Family Permits-Staff Time Median Days
(calendar days) to Issue YTD Comparison



A decrease of 18 days from the previous month.

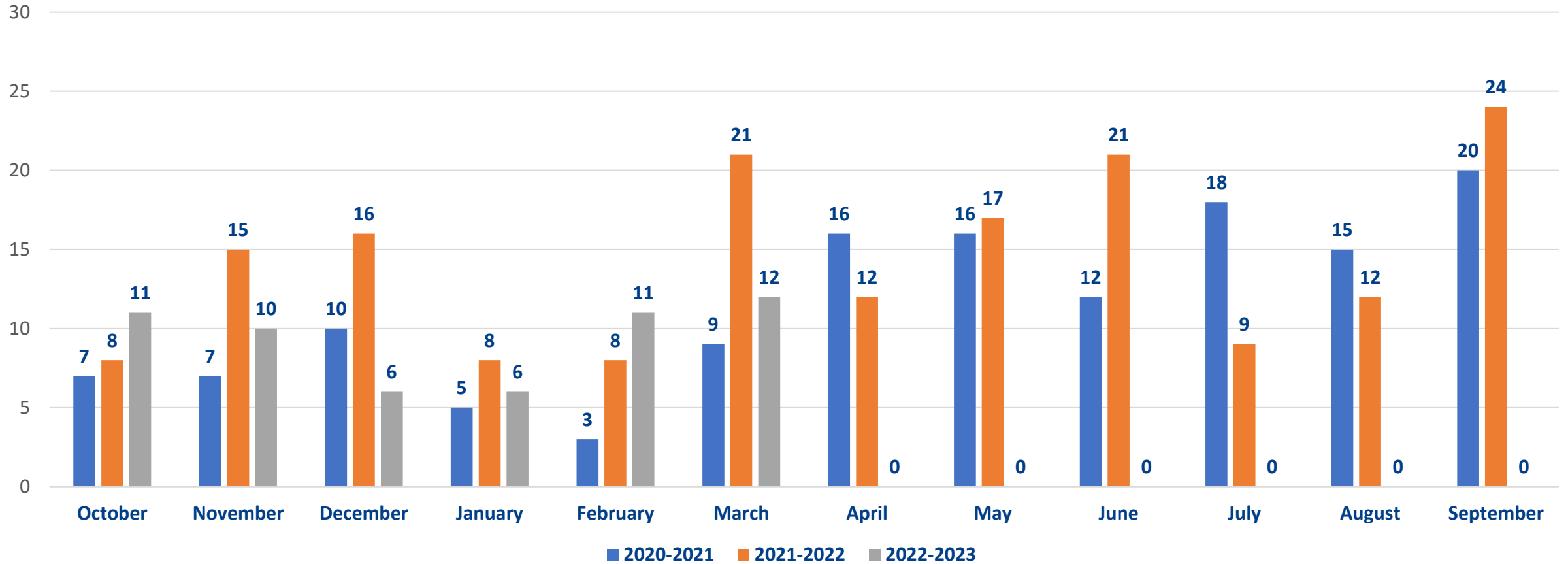
Submittals that did not require customer revisions in March were issued in 7 median days.



Commercial Permit Volume



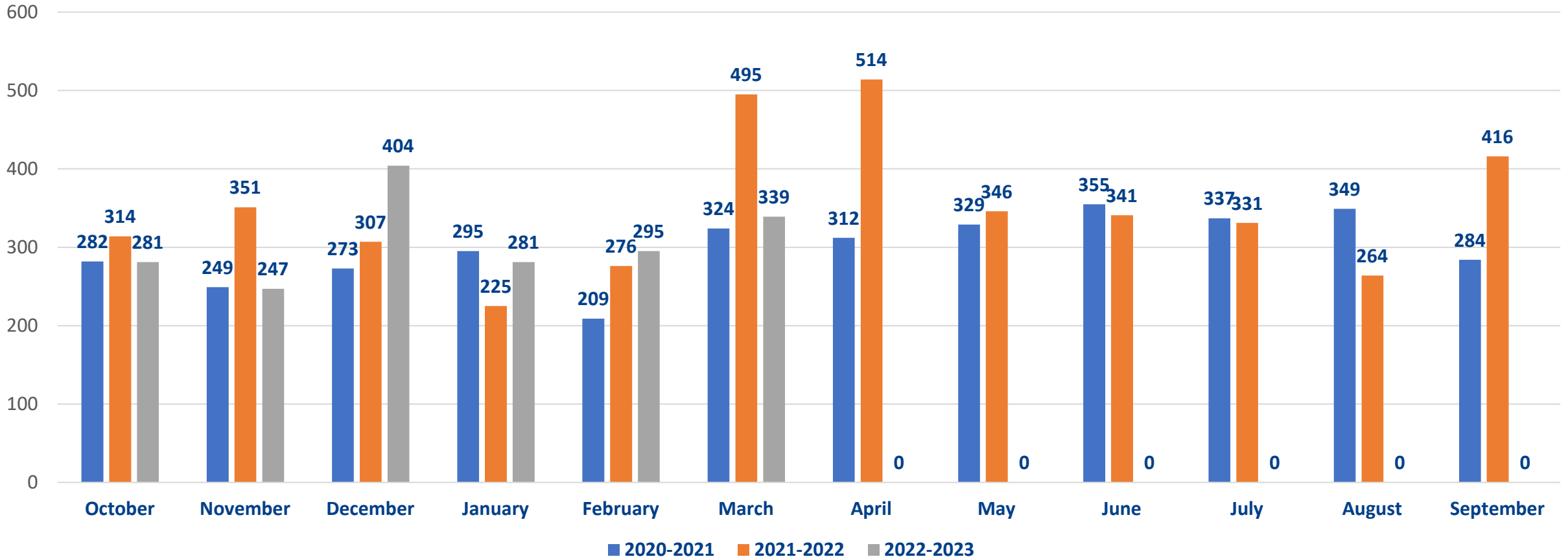
New Commercial Project Permit Volume



Commercial Remodel Permit Volume



Commercial Remodel Master Permit Volume



Commercial Permit Metrics



Dallas Development Services Department Performance Goals FY2022-2023			2022			2023			
Metrics	Goal	FY21-22	Oct	Nov	Dec	Jan	Feb	Mar	YTD
# of Commercial Plan Review Submittals									
Commercial New	N/A	171	11	10	6	8	11	12	58
Commercial Additions	N/A	156	19	17	28	16	33	26	139
Commercial Remodels	N/A	4,179	281	247	404	281	295	339	1,837
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	155
Express Plan Review Minor Commercial (Q-Team 2)	N/A	N/A	N/A	N/A	N/A	N/A	14	8	22
Average # of Days for Initial Review									
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	10
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	4
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	N/A	N/A	N/A	N/A	N/A	1	1	1



Update On Hiring and Recruitment



- Development Services continues its hiring efforts to fill the current vacancies
- Total of 345 positions in the department, 66 positions are currently vacant [a vacancy rate of 18%]
- Currently 12 are in the Onboarding Process
- 18 new hires completed for the month of March 2023, with 10 of them being internal promotions or lateral moves within the department



Update On Hiring and Recruitment (Continued)



Position	Total Vacancies
Administrative Specialist I	1
Administrative Specialist II	1
Commission/Board Coordinator	1
Deputy Building Official - Development Services	1
Development Services Administrator	2
Development Services Policy Administrator	1
Engineer Assistant I	1
Engineer Assistant I - Fire Protection	3
Engineer I	1
Inspector III - Building Inspection	1
Inspector III - Electrical	2
Inspector III - Plumbing	1
Inspector III - Signs	1
Lead Inspector - Multidiscipline	9
Lead Plans Examiner - Multidiscipline	3
Manager - Development Services Training	1
Permit Clerk	3
Plans Examiner	2

Position	Total Vacancies
Project Coordinator - Development	4
Records Technician I - Development Services	2
Senior Architect	1
Senior Departmental Budget Analyst	1
Senior Geographic Information System Analyst	1
Senior Geographic Information System Support Technician	2
Senior Inspector	1
Senior Inspector - Building Inspection	1
Senior Office Assistant	1
Senior Permit Clerk	4
Senior Plans Examiner	5
Senior Plans Examiner - Building Inspection	2
Senior Plans Examiner - Electrical	1
Senior Plans Examiner - Plumbing	1
Senior Project Coordinator - Development	1
Senior Training Specialist - Development Services	2
Supervisor - Departmental Finance	1



7800 N Stemmons Update



- Phase I design is complete and proposed completion date is slated for May 2023
- 5th floor will include:
 - Commercial Building Plan Review Teams
 - Q-Team & Fire Protection Plan Review
 - Administrative support staff
- Estimated completion for 1st, 2nd, and 9th floors by end of July 2023



Next Steps



- Pop-Up Permit Saturdays/Every 3rd Saturday of the month
 - April 15, 2023 (5 Walk-in Customers)
 - Next event will be hosted on May 20, 2023
- Lunch and Learn Series
- Develop and share Commercial Permitting Dashboard July 2023
- Hiring Fare May 10, 2023 at Central Library
- Meet with stakeholders to get feedback on Self-Certification recommendations (May 2023)
- Continue to partner with the Bond Office and contractors as Phase 1 team is moved into 7800 N Stemmons





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