



**City of Dallas**

# **Development Services Monthly Technology and Metrics Review**

**Economic Development  
Committee  
June 6, 2023**

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

# Presentation Overview



- Technology
- Residential Permits
- Commercial Permits
- Update on Self-Certification
- Update on Hiring and Recruitment
- Stemmons Municipal Center Update (7800 N Stemmons Update)
- Communications
- Next Steps



# Technology



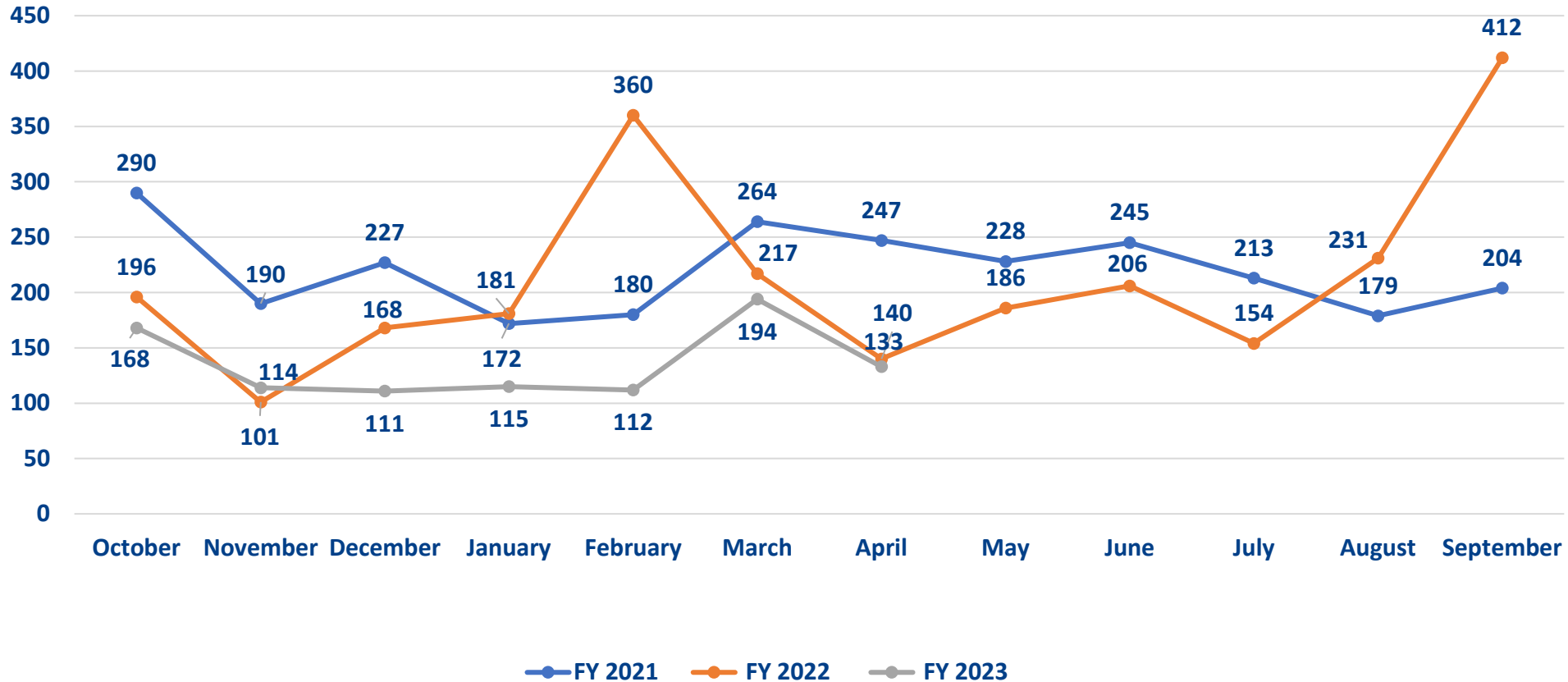
- Posse software replacement project (“Dallas Now”) is in progress
- Official project kick-off was held on May 1, 2023
  - Development Services (DSD) Accela, ITS, vendor, consultant, and other City Departments
- Ransomware impacted customer uploads, printing, GIS Zoning mapping, and user drives
  - ITS is working with DSD GIS Team to re-establish staff usability of GIS platform
  - A temporary solution has been identified



# Residential Permit Volume



## New Single Family Permits Created



**A total of 133 permits were processed for the month**

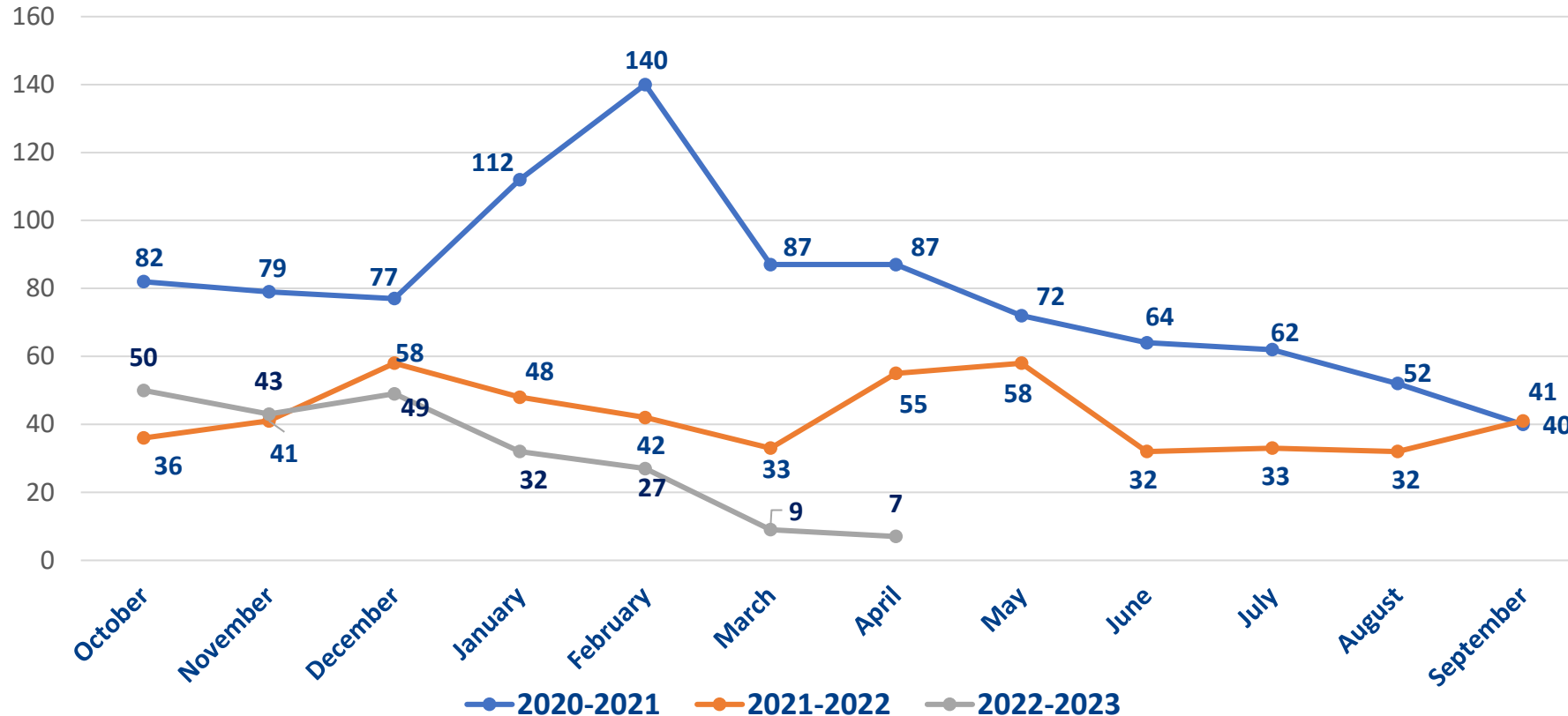
**135 permits were issued for the month**



# Residential Permit Turnaround Times



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



A decrease of 2 days from the previous month

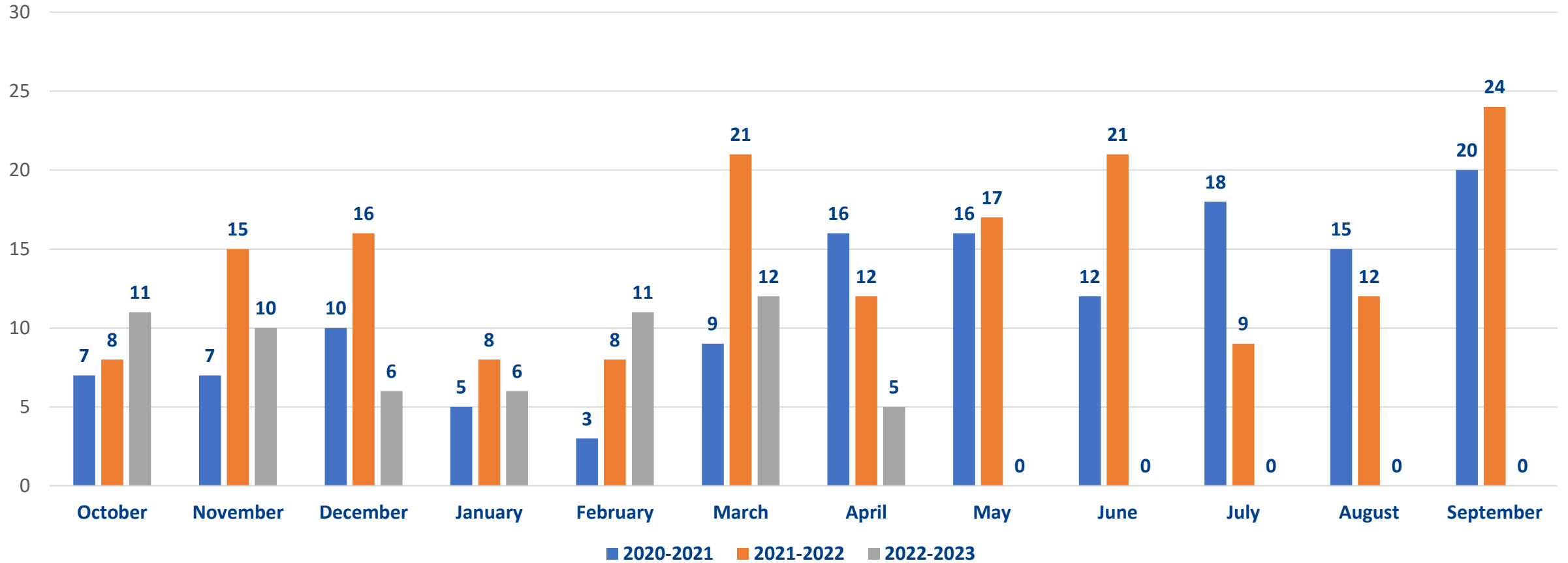
Submittals that did not require customer revisions in March were issued in 5 median days



# Commercial Permit Volume



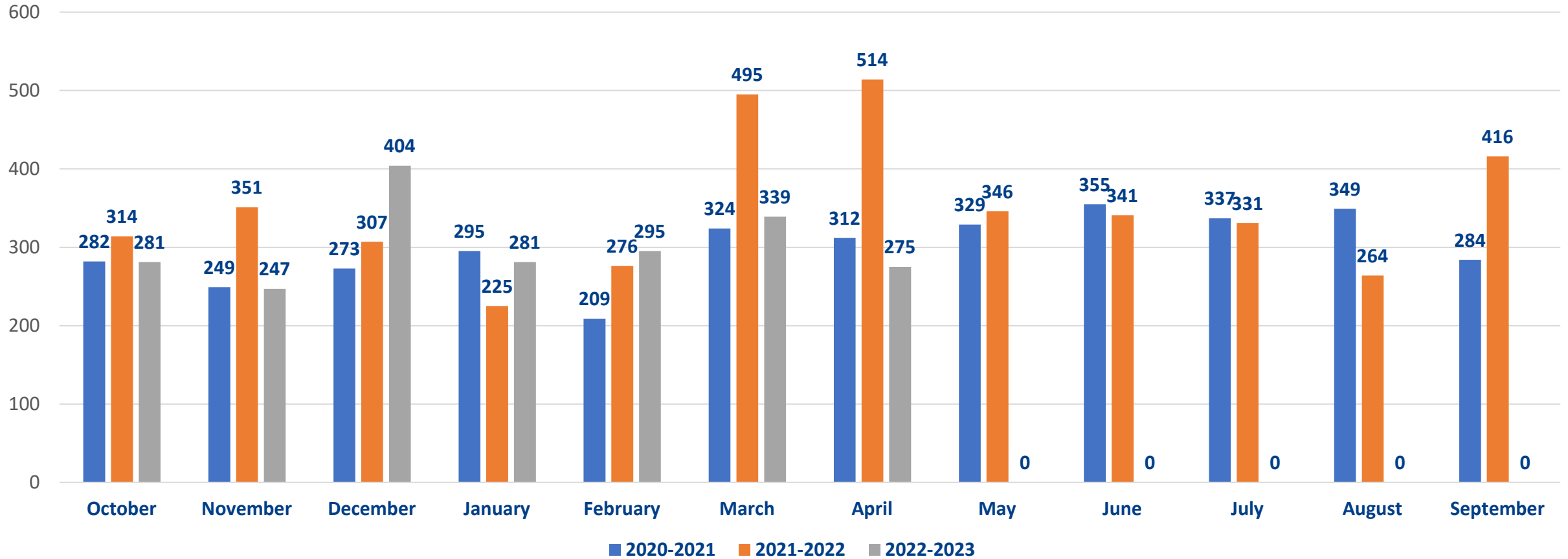
## New Commercial Project Permit Volume



# 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	Apr	YTD
<b># of Commercial Plan Review Submittals</b>										
Commercial New	N/A	171	11	10	6	8	11	12	5	63
Commercial Additions	N/A	156	19	17	28	16	33	26	28	167
Commercial Remodels	N/A	4,179	281	247	404	281	295	339	275	2,122
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	36	191
Express Plan Review Minor Commercial (Q-Team 2)	N/A	N/A	N/A	N/A	N/A	N/A	14	8	14	36
<b>Average # of Days for Initial Review</b>										
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	15	11
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	6	4
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	N/A	N/A	N/A	N/A	N/A	1	1	1	1

**Note:** Correction date to deploy new Commercial Permitting Dashboard to be implemented in September 2023





# Update On Self-Certification



- Final Draft recommendations were submitted by the Matrix Group in April 2023
- Follow-up discussion sessions scheduled for May 2023
- Final report should be completed May 2023
  - DSD staff to share with development community stakeholders in June 2023
    - Dallas Home Builders Association, Texas Real Estate Council, Dallas American Institute of Architects, and the engineering development community
- Bring Final recommendations to Economic Development Committee in August 2023



# Update On Hiring and Recruitment



- Total of 345 positions in the department, 58 positions are currently vacant [a vacancy rate of 17%]
- Currently 21 are in the Onboarding Process
- Dallas Library, Civil Service, HR, Compensation, and DSD hosted a hiring fair on May 10, 2023
  - 64 interviews were conducted
  - 17 job offers were made
- Partnering with HR and Budget to request 5 (reclass) engineering intern positions mid-year FY2022-2023 and an additional 5 for FY2023-2024



# Update On Hiring and Recruitment



Position	Total Vacancies
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
Inspector III - Building Inspection	1
Inspector III - Electrical	2
Intern - Development Services Engineering	5
Lead Inspector - Multidiscipline	4
Lead Plans Examiner - Multidiscipline	4
Manager - Building Inspection	1
Manager - Development Services Training	1
Permit Clerk	5
Plans Examiner	1
Project Coordinator - Development	1

Position	Total Vacancies
Records Technician I - Development Services	1
Senior Architect	1
Senior Departmental Budget Analyst	1
Senior Geographic Information System Analyst	1
Senior Geographic Information System Support Technician	2
Senior Inspector - Building Inspection	1
Senior Permit Clerk	4
Senior Plans Examiner	4
Senior Plans Examiner - Building Inspection	3
Senior Plans Examiner - Electrical	1
Senior Plans Examiner - Plumbing	1
Senior Project Coordinator - Development	1
Senior Training Specialist - Development Services	2
Supervisor - Zoning Inspections	1
<b>Total Department Vacancies</b>	<b>58</b>



# Stemmons Municipal Center Update



- Phase I includes floors 1-5 and proposed completion date is slated for October 2023
  - As part of Phase 1, the 5th floor is scheduled for relocation in June 2023
  - Followed by the 2nd floor in August 2023
  - Remaining floors (1st, 3rd, and 4th) are scheduled for October 2023



# Stemmons Municipal Center Update



- DSD will be occupying floors 1-5 and will potentially include:
  - Dallas Fire Inspection
  - City Attorney's
  - Human Resource Partners
  - Northwest Inspection District Office



# Communications



- New Sr. Public Information Officer joined outreach and communications
- DSD is partnering with COMS to promote Pop Up Permit events via radio and television advertisements
- Continue to leverage social media and direct email communications to promote department events, trainings, and outreach
  - Recently created a Next Door account to reach more residents
- 95% customer satisfaction rate for April 2023



# Next Steps



- Pop-Up Permit Saturdays/Every 3rd Saturday of the month
  - May 20, 2023 (12 Walk-in Customers)
  - Next event will be hosted on June 17, 2023
- Lunch and Learn Series
  - June 15, 2023 – Session 4 Project Dox Applicant's tasks
  - June 20, 2023 – Mandatory Landscaping
- Develop and share Commercial Permitting Dashboard in September 2023
- Host late Summer Hiring Fair in August 2023
- Meet with stakeholders to get feedback on Self-Certification recommendations on June 15, 2023







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