



City of Dallas

Development Services Monthly Technology and Metrics Review

**Government Performance &
Financial Management Committee
January 23, 2023**

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

Presentation Overview



- Technology
- Residential Permits
- Recruitment and Onboarding
- Outreach and Communications
- Next Steps



Technology



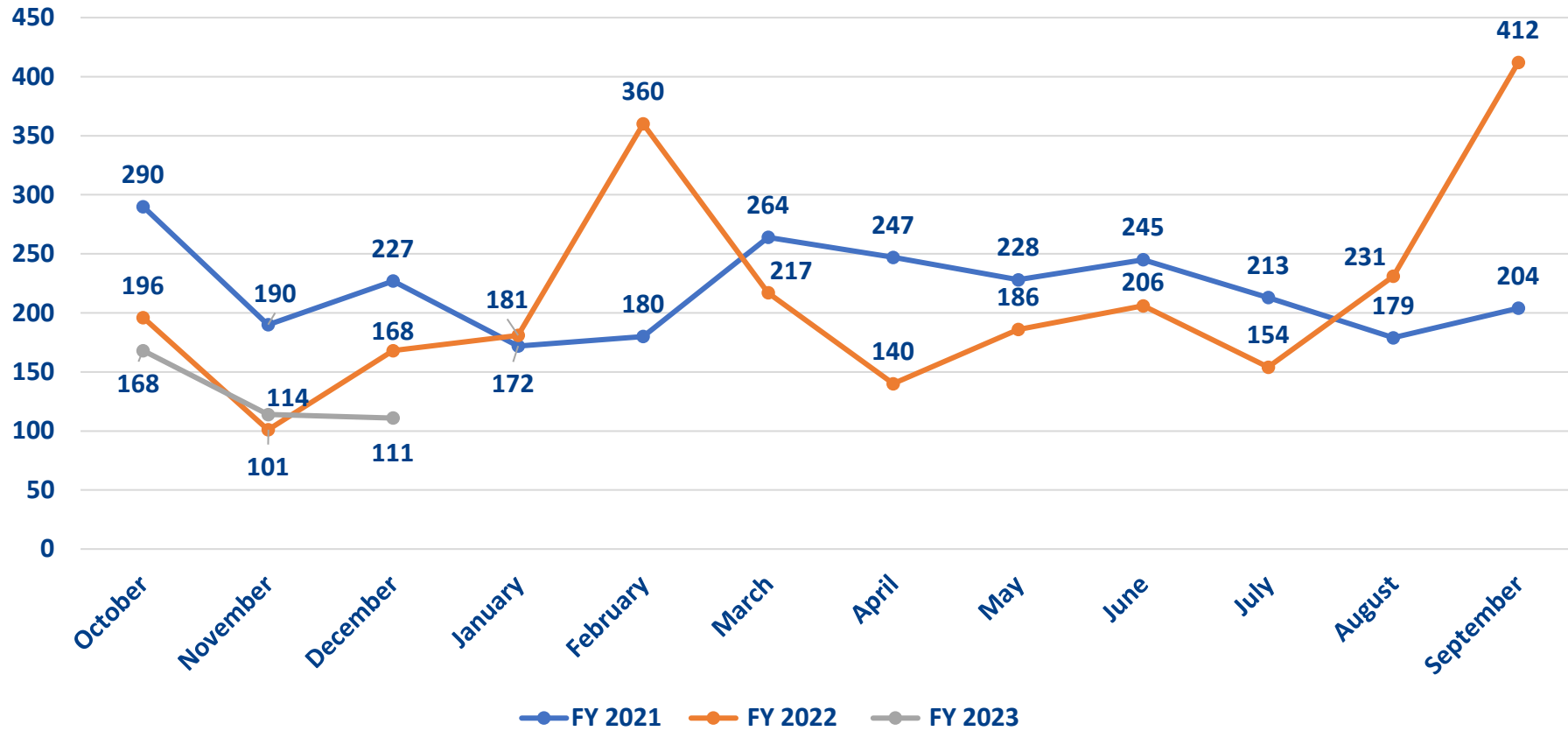
- Development Services continues to work with ITS on a list of proposed enhancements to Project Dox.
- The enhancements that can be developed and implemented internally by ITS staff, are currently in progress. These primarily include improvements to the Online Application System.
- Those enhancements that cannot be developed by ITS staff, have been sent to the vendor for cost and time estimates to determine implementation timeline.



Residential Permit Volume



New Single Family Permits Created



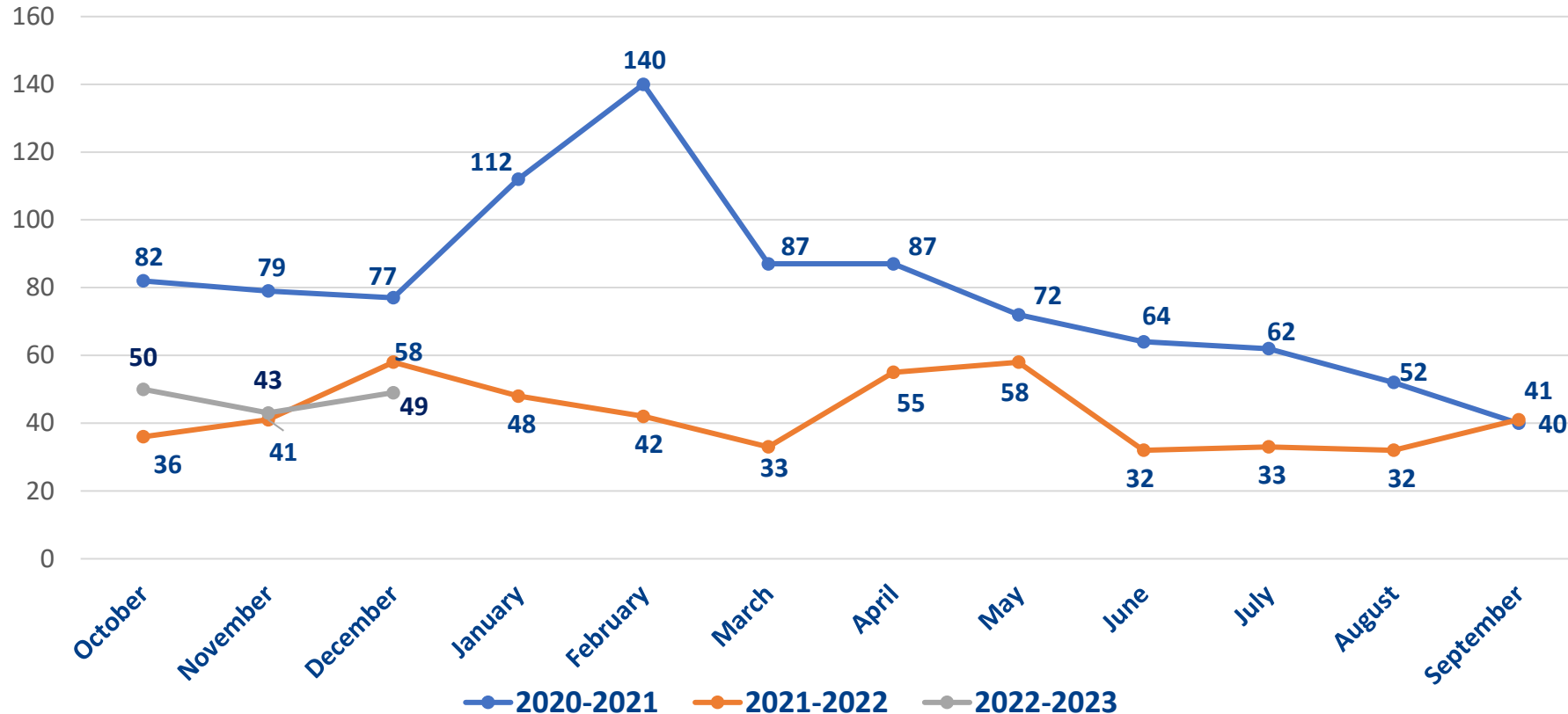
A total of 111 permits were processed for the month. This represents a 3% decrease compared to the previous month.



Residential Permit Average Turnaround



Residential New Single Family Permits-Average Days to Issue YTD
Comparison



An increase of 6 days to issue new single-family permits from the previous month.

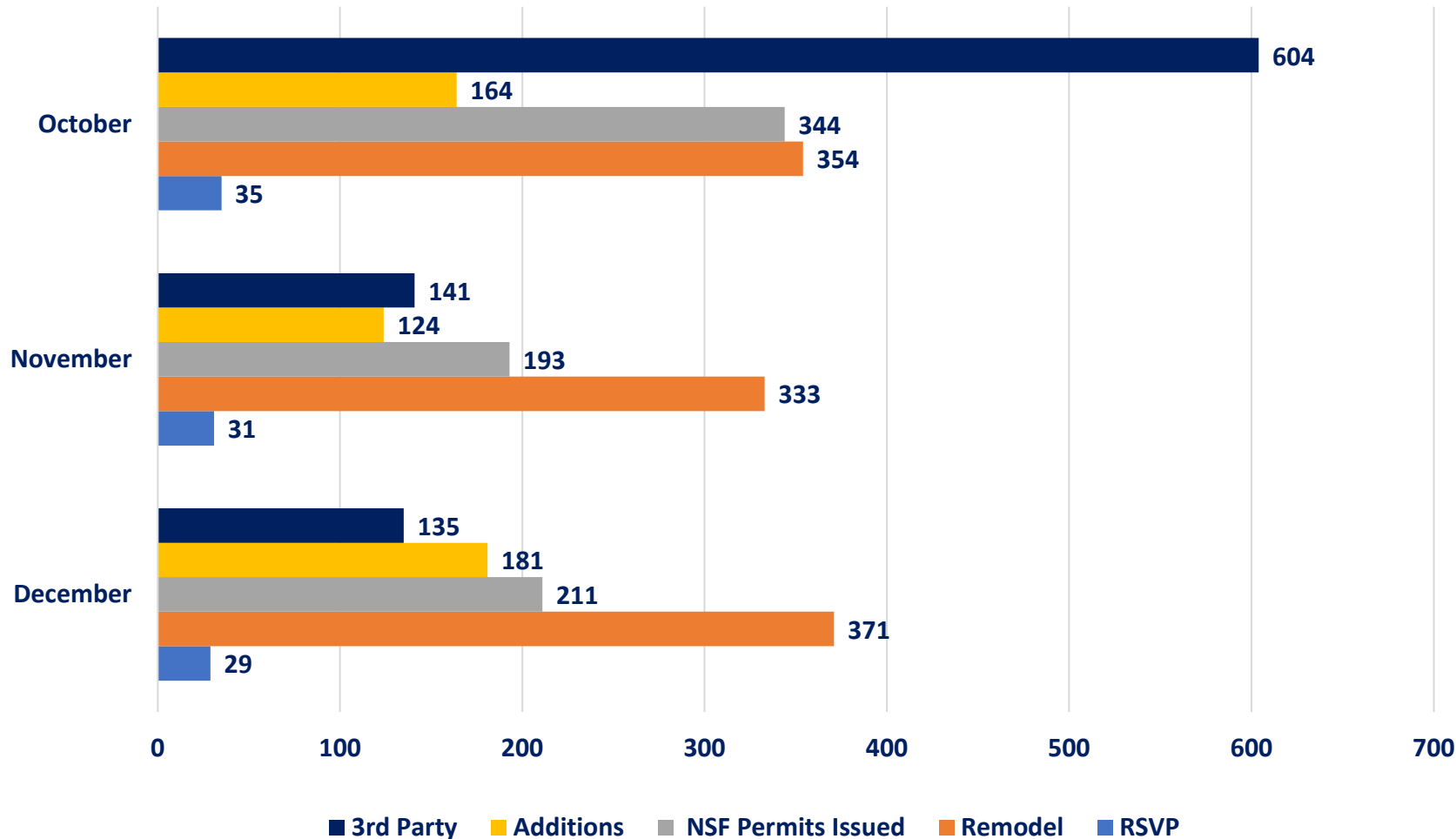
Note: 211 NSF permits were issued in December 2022 and of these 35 were more than 6 months old.



Residential Permit Average Metrics



Residential Permit Metrics by Month 2022



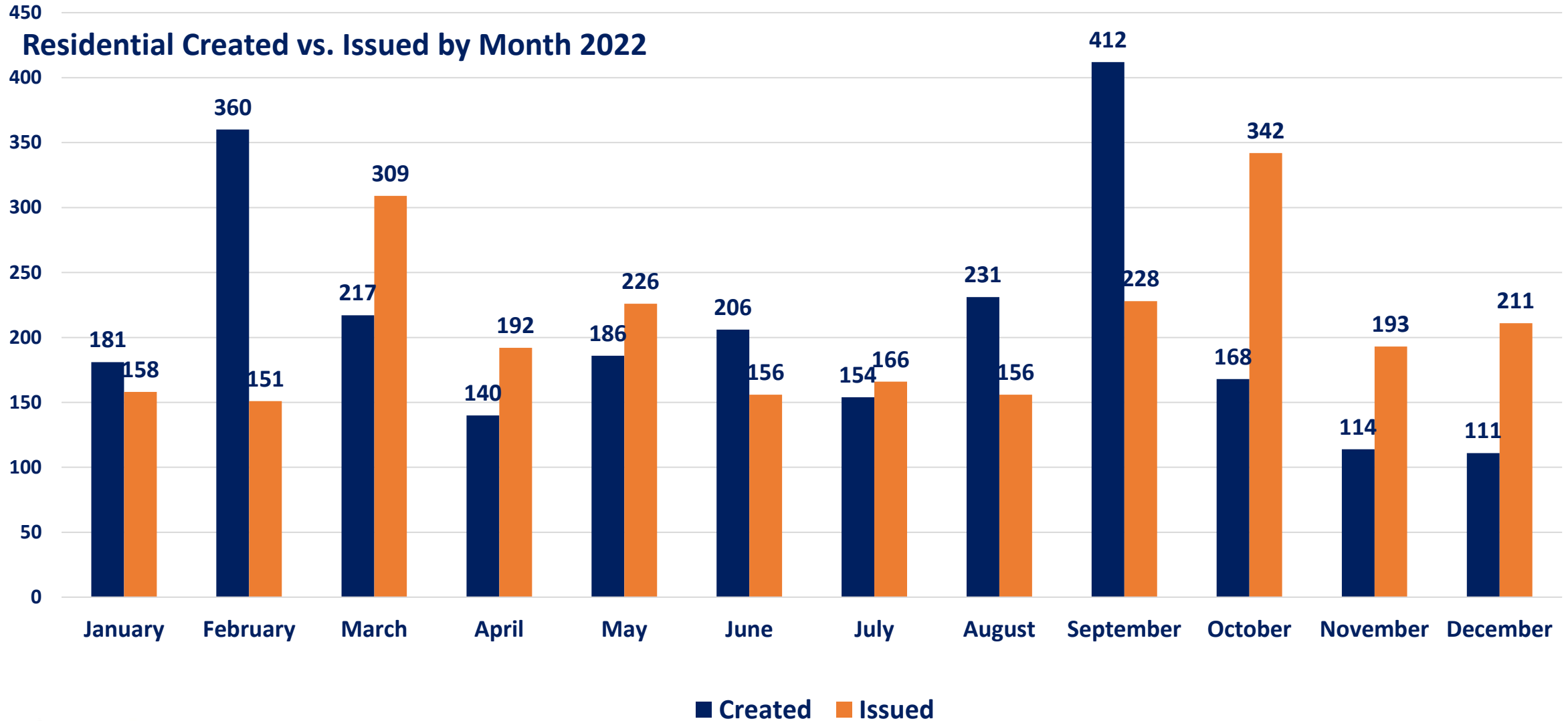
29 RSVP New Single-Family permits issued the same day.

211 NSF permits issued for the month.

Third Party Vendors performed 135 reviews for the month.



New Single Family Residential Permits



Residential Permit Performance Goals



Goal: Perform Initial Review within 15 days.

Initial Review	July	August	September	October	November	December
# of Days RES Zoning	43	44	40	36	26	8
# of Days RES New/Addition Building Review	11	12.5	10.5	9	3	8

Initial Review	July	August	September	October	November	December
% on Time RES Zoning	11%	6%	11%	14%	31%	94%
% on Time RES New/Addition Building	71%	61%	72%	87%	91%	94%



Recruitment and Onboarding



Month	Total Positions	Vacant Positions	Vacancy Rate	New Hires	Internal Dept. Lateral Promotions	External Dept. Lateral Promotions	Total Hires	Attrition
January	286	43	15%	6	0	0	6	2
February	286	40	13%	0	0	0	0	1
March	286	43	15%	1	0	0	1	3
April	286	44	15%	2	0	0	2	4
May *	326	77	23%	7	0	0	7	4
June	327	77	23%	7	0	0	7	4
July**	342	92	26%	2	0	0	2	4
August	342	73	21%	13	5	11	29	3
September	342	75	21%	5	1	0	6	7
October	345	81	23%	8	2	2	12	5
November	345	74	21%	6	4	3	13	3
December	345	72	21%	1	3	1	5	2
Department Totals				58	15	17	90	42

Note*: 39 new positions added to Department Budget.

Note:** 15 new positions added to Department Budget.



Communications & Outreach



- **Social Media Metrics (last six months)**

- Facebook
 - Facebook Followers – 1,571
 - Facebook Page Reach* – 26,377
- Instagram Followers
 - Instagram Followers - 130
 - Instagram Page Reach – 26,589

- **Email Marketing**

- 671 subscribers/contacts added since June 2022
- 12,660 sends (the #of individual emails sent)
- 6,395 opens (53% open rate is 14% higher than industry average)

*The # of people that saw at least one post



Communications & Outreach



- **DSD Ongoing Outreach**

- Participated in approximately 35 external outreach engagements since June 2022

- **Upcoming Outreach**

- Pop Up Permit Saturday – January 20, 2023
- DISD Career & Technical Education (CTE) engagement – January 2023
- 24 Hour Dallas-Dallas Clubs, Pubs, and Bars Meeting/Promoter Registration Clinic- January 2023
- Continue Lunch and Learn Series restarting in January 2023



Communications & Outreach



- **Customer Service Feedback Survey**

- 47 responses for December/84% satisfaction rate
- 38 out of 45 respondents Strongly Agree they are satisfied with the service received.
- To date, 321 surveys received since June 2022
 - 274 respondents provided positive feedback
 - 85% overall satisfaction rate



Next Steps



- Continue to work with ITS, Procurement, CAO, and Vendor to complete Statement of Work
- Continue our outreach and Lunch & Learn Series
- Continue to partner with HR and Onboarding on recruitment efforts
- Roll out our public facing single family permitting metric dashboard (January 2023)
- Launch Affordable Housing and 2nd QTeam





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