



City of Dallas

Development Services Performance Update

**Greater Dallas Planning Council
March 28, 2024**

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

Presentation Overview



- Technology
- Metrics
- Customer Survey Results
- 7800 N. Stemmons Update
- Performance Improvements
- Specialized Initiatives



Technology



- Online plan review submittals on March 1, 2024.
- Improve efficient permit review tracking mechanism.
 - Facilitate accurate Commercial Dashboard data (April launch date)
 - DSD will continue to partner with homeowners and small business owners to guide them through the online submittal process.
 - Lunch and Learn Sessions (December 2023-March 2024)
- DallasNow Project is in its 10th month.
- DSD launched a residential permitting dashboard



Metrics



February 2024

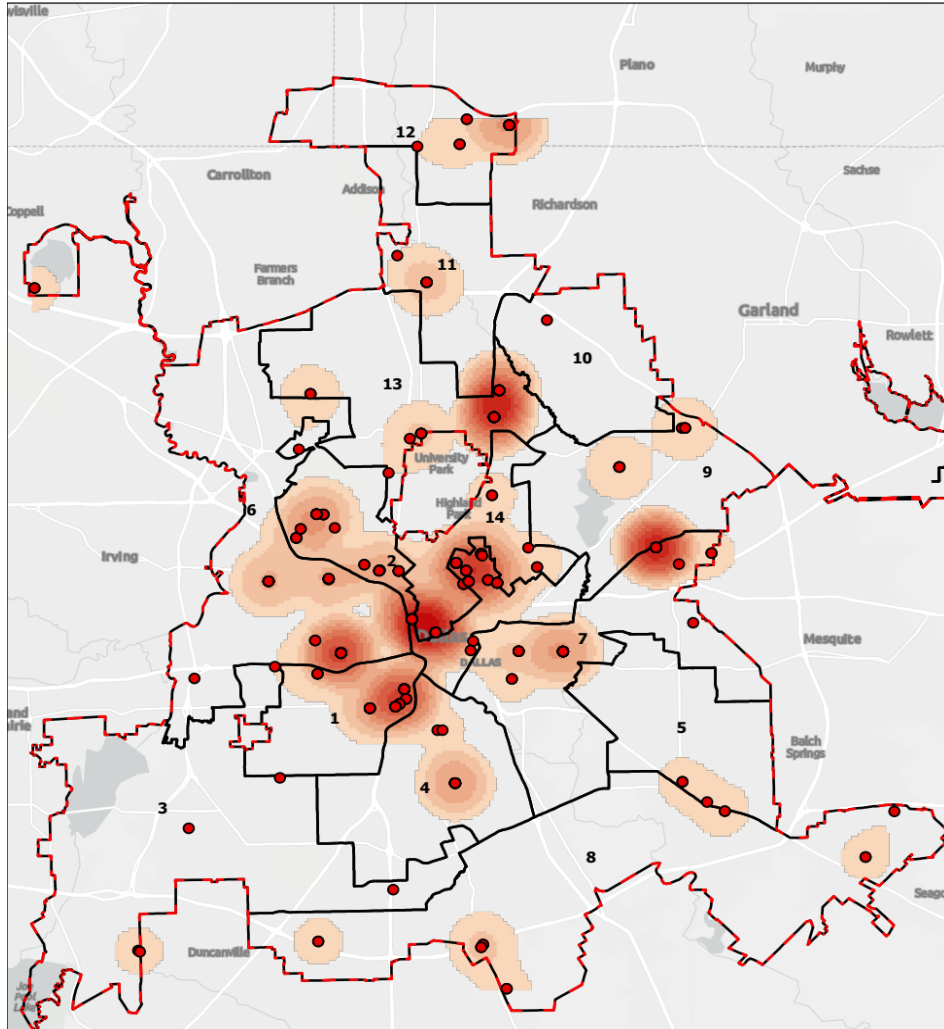
- Residential Permit submittals decreased from **146** to **136**.
 - A **7%** decrease from previous month.
 - **191** New Single-Family permits were issued.
 - A total of **50** RSVP permits issued the SAME DAY.
 - The Department issued permits within **4** days for the month.
- 11** New Commercial, **17** Commercial Additions, **216** Commercial Remodels
 - **32** Complex Commercial Q-Team projects.
 - **24** Minor Commercial Q-Team permits issued SAME DAY.



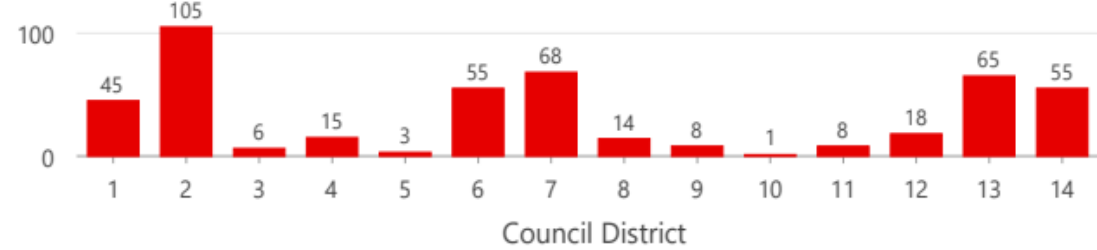
Metrics



CITY OF DALLAS DEVELOPMENT SERVICES
Commercial New Construction Permits
Created October 1, 2023 - January 31, 2024



Commercial New Construction Permits by Council District



DSD provides permit information of all commercial and residential project totals in Year-to-Date format (permits created) and includes:

- Heat Map
- Council District
- Address
- Zip Code
- Searchable Excel Table

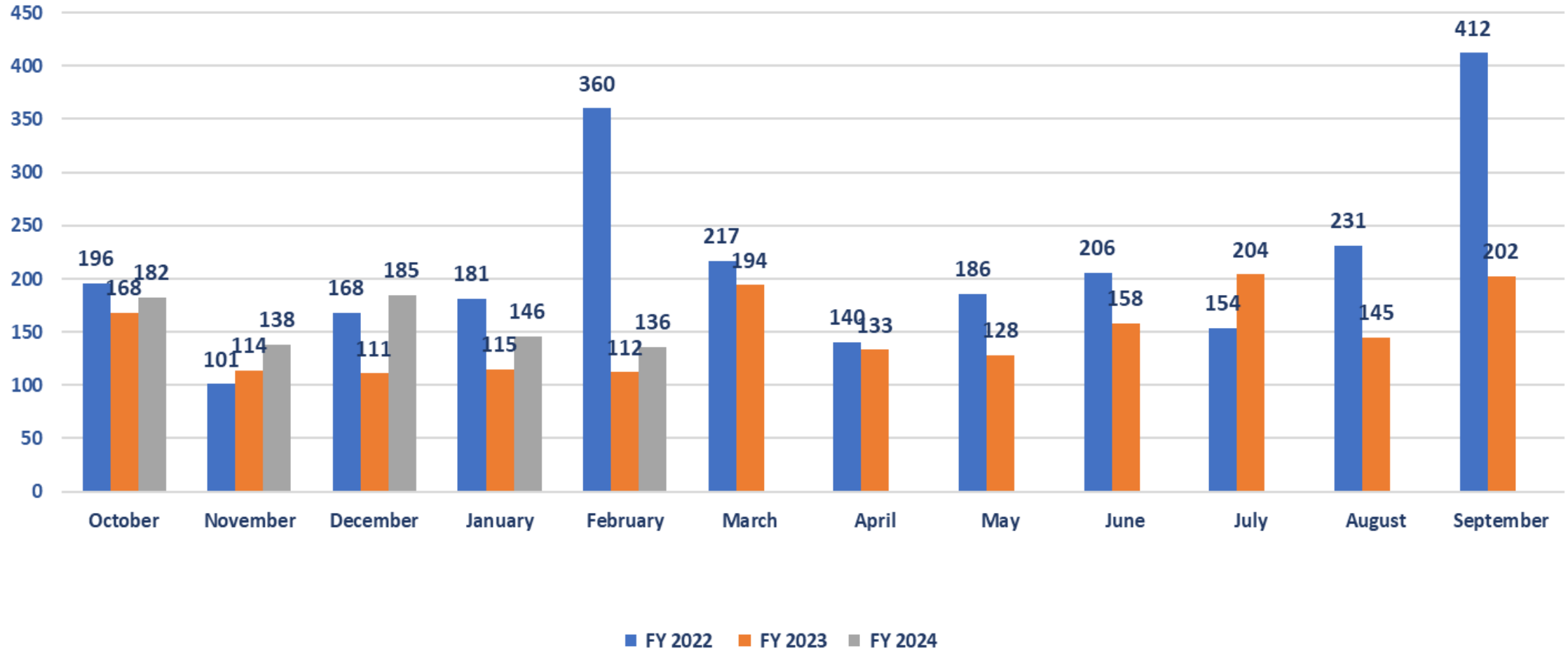
[Development Services Reports \(dallascityhall.com\)](https://dallascityhall.com/development-services-reports)



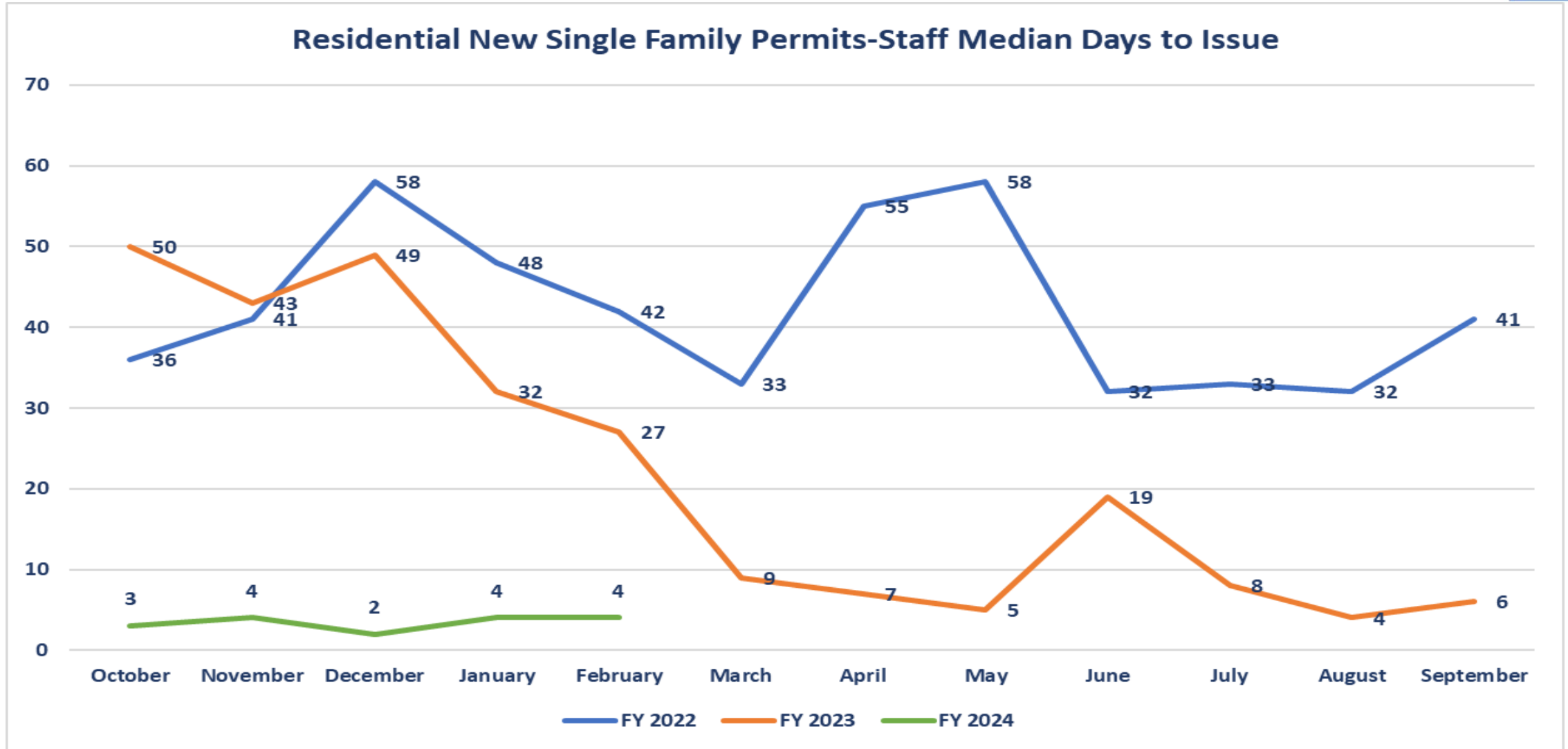
Residential Permit Volume



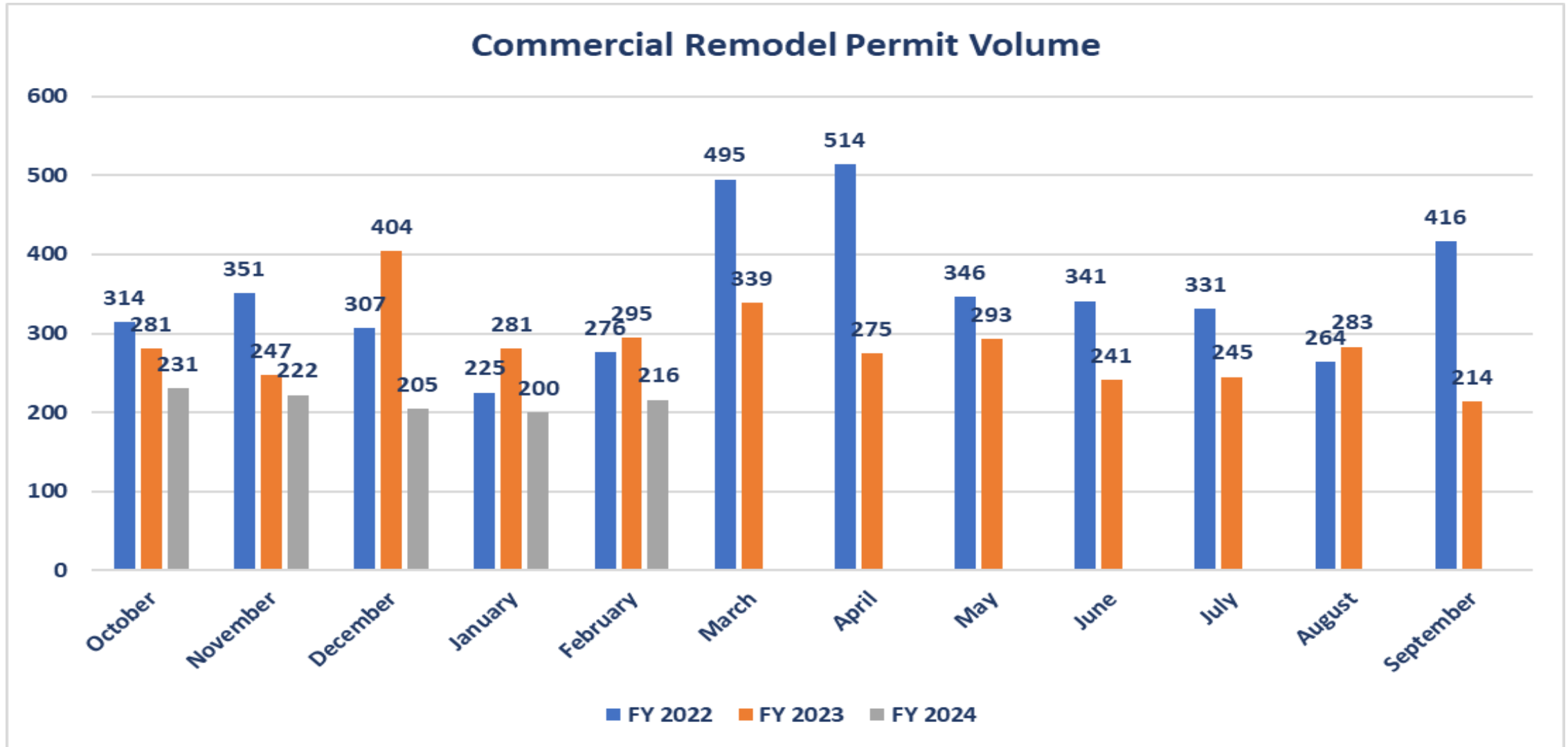
New Single Permits Family Created



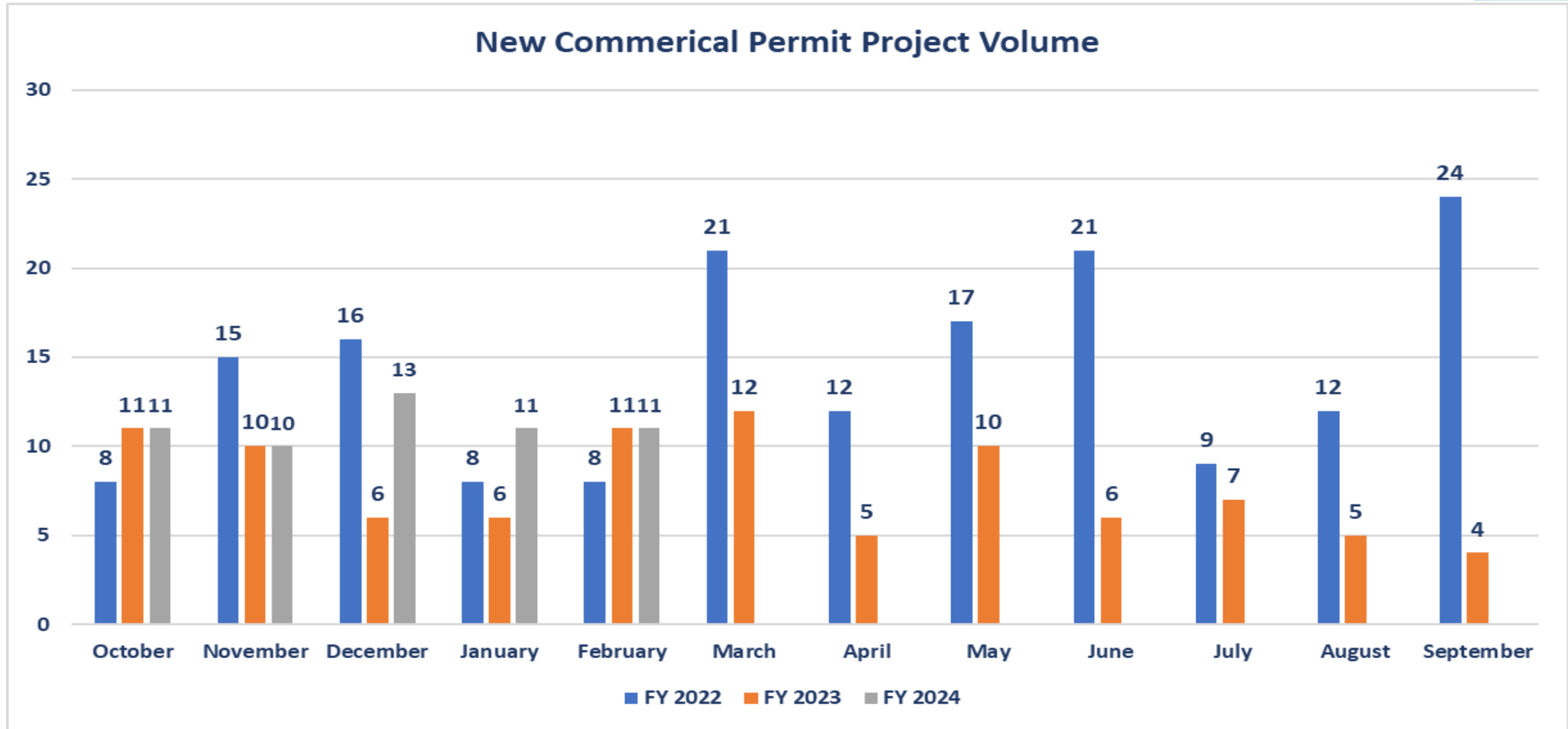
Residential Turnaround Times



Commerical Remodel Permit Volume



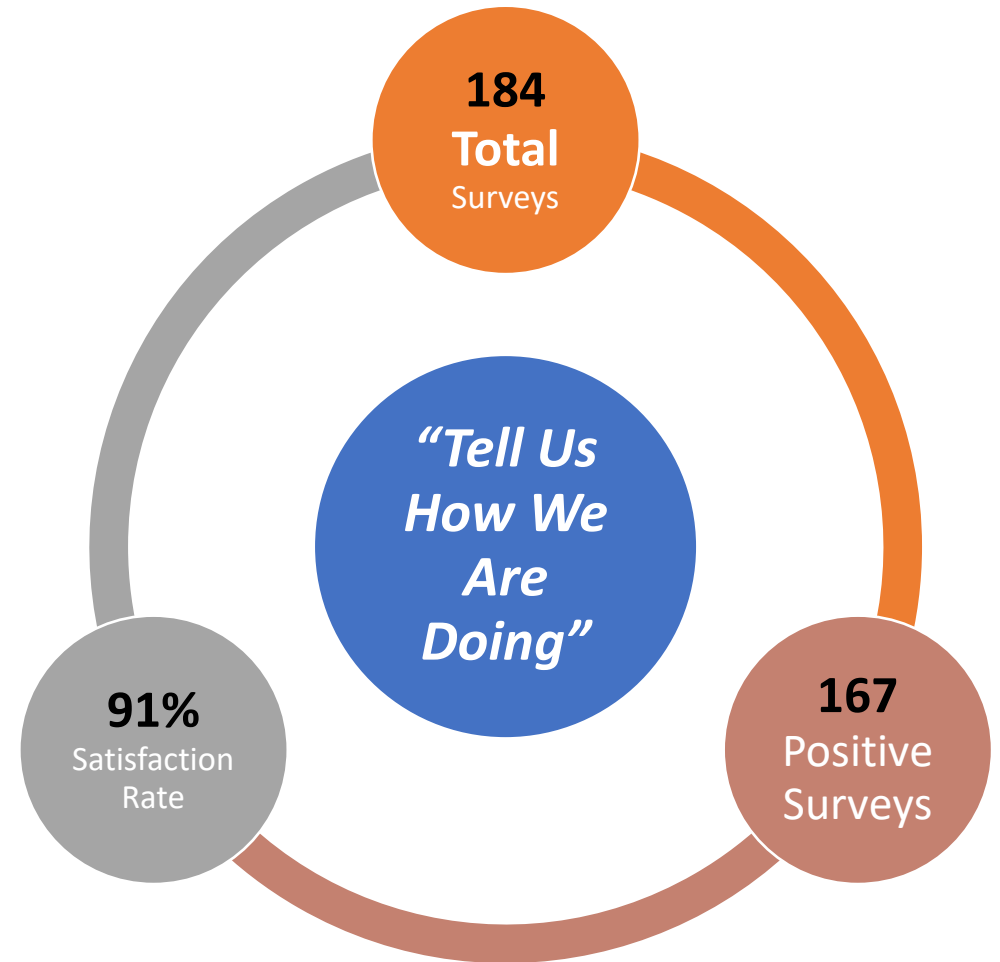
Commerical Permit Volume



Customer Survey Results



- September 2022 DSD implemented a “Tell Us How We Are Doing” Customer Survey
 - FY2022/2023- 452 Surveys received an overall 91% satisfaction rating
 - Improve customer service, responsiveness, and accountability
 - Hear firsthand about the customer service experience
 - Outgoing email correspondence
 - Business Cards/website/marketing media



FY2023/2024 Customer Survey Totals Through February 2024



Customer Survey Results



- February 2024- received **47** total responses with **44 (94%)** where respondents:
 - "Strongly Agreed" or "Agreed" with a positive customer service experience.
 - FY2023/2024- received **184** total responses with **167 (91%)**.

"Zuhair is prompt in email and always kept me updated!"

"You are standout examples of how service should be at the City."

James has always been so kind and willing to help."

"I had a wonderful experience, and she was extremely helpful!"

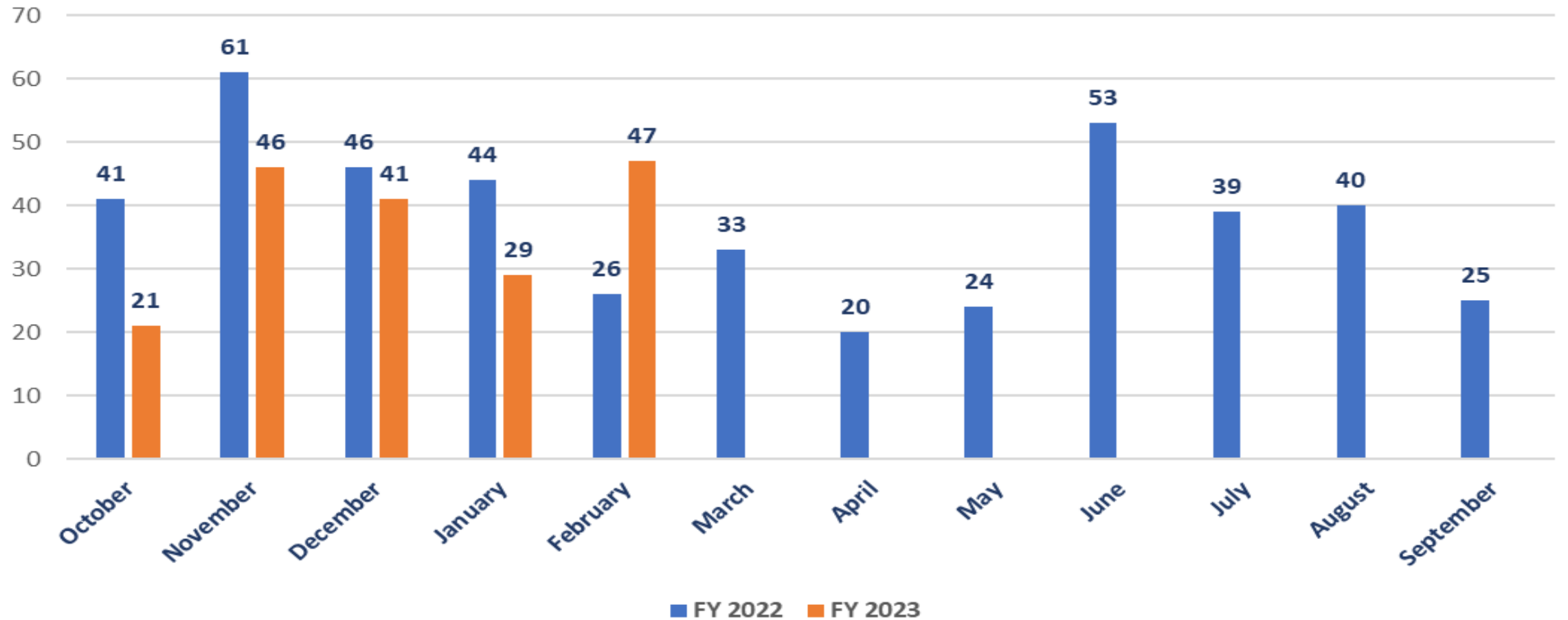
February 2024



Customer Survey Results



Customer Service Survey Results



7800 Stemmons Update



- DSD is coordinating with Bond Office and contractors
- Phase III design is complete and proposed completion date is slated for April 2024 for 3rd, floor will include (furniture scheduled for delivery and installation on March 25-27, 2024).
 - Land Development
 - Arborist
 - Drainage & Paving
 - GIS Management & Addressing
 - School Team
 - Signs
 - Surveyors
 - Subdivision & Plats Review
 - Water/Wastewater Engineering
- Estimated completion for 4th, floor by end of April 2024



Performance Improvements



- New Residential Permitting Times (Staff Time)
 - Average turnaround times in calendar year 2021 = 78 days
 - Average turnaround times in calendar year 2022 = 56 days
 - Average turnaround time in calendar year 2023 = 8 days
 - Average turnaround time in calendar year 2024 = 4 days
- Permitting Software Replacement
 - Negotiated Statement of Work with software vendor in FY 2022/2023- Completed October 2022.
 - Accela contract cost approximately \$10.5M.
 - Negotiated Statement of Work for the recruitment of engineering firm Gartner contract cost approximately \$2.5M.



Performance Improvements



- **Pop-Up Permit Saturdays**
 - Implemented Saturday events commencing Summer 2022 and running through Summer of 2023.
 - Hosted approximately twelve (12) Saturday permitting events.
 - Issued and processed approximately 100 transactions/tasks/permits per event.
 - Hosted approximately six (6) permitting training workshops for external and internal team members.
- **Communications and Outreach**
 - Created and recruited a DSD Communications/Marketing Manager
 - Created a DSD Communications and Outreach Specialist
 - Created commercial and residential Dallas Permitting Quick Guides
 - Created DSD Annual Marketing Annual Report
- **Established ongoing stakeholder meetings/engagements**
 - 15-City Council Briefings and Agenda Meetings
 - 13-Economic Development Briefings
 - 17-Government Performance and Financial Management Briefings
 - 50-External Lunch & Learns Training Sessions



Performance Improvements



- Third-Party Plan Review Resources
 - The Department onboard and created six (6) third-party contracts to help with overdue permitting times (Frieze and Nichols, Safebuilt, Bureau Veritas, Metro Code, Dal-Tech, Green Tag, etc.)
 - FY 2021/2022- \$3.2M
 - FY 2022/2023- \$3.8M
 - FY 2023/2024- \$524k
- Matrix Study
 - Implemented and launched approximately 50 Best Practice Action to improve DSD operations.
 - Identified staffing shortages and added approximately 75 additional key positions to the Department.
- Reorganization
 - Land Development Team
 - Plan Review/Inspections Team
 - Customer Advocate Team



Performance Improvements



- Third-Party Plan Review Resources
 - The Department onboard and created six (6) third-party contracts to help with overdue permitting times (Frieze and Nichols, Safebuilt, Bureau Veritas, Metro Code, Dal-Tech, Green Tag, etc.)
 - FY 2021/2022- \$3.2M
 - FY 2022/2023- \$3.8M
 - FY 2023/2024- \$524k
- Matrix Study
 - Implemented and launched approximately 50 Best Practice Action to improve DSD operations.
 - Identified staffing shortages and added approximately 75 additional key positions to the Department.
- Reorganization
 - Land Development Team
 - Plan Review/Inspections Team
 - Customer Advocate Team



Specialized Services



- 2nd Q-Team (Same Day Permits) Minor Commercial
- Affordable Housing Team (Residential)
- Rapid Single-Family VIP (RSVP) Same Day Permit Team
- DallasNow Project (Innovation Team)
- Self-Certification Plan Review Program
- Engineering Q-Team (Same Day Permits)





QUESTIONS?

Andrew Espinoza, CBO, MCP, CFM, CCEA

214.542.1227

Andres.Espinoza@dallas.gov

