



**City of Dallas**

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

**Economic Development  
Committee  
April 1, 2024**

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

# Presentation Overview



- Technology
- Metrics
- Hiring and Recruitment
- Customer Survey Results
- 7800 N. Stemmons Update
- Next Steps





# 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 continues to meet established implementation milestones and scheduling timelines.



# Technology



- On February 26<sup>th</sup>, DBI and ITS provided the GPFM committee an overview of Artificial Intelligence (AI) efforts in the City.
- While DSD has not engaged in discussing specific applications, we have begun to partner with ITS and will bring a future item to the Committee for discussion around procurement efforts.
- DSD will leverage our ITS subject matter experts to expand and potentially include:
  - Call Center Assistant
  - Zoning Consultation
  - Permitting Consultation



# Metrics



## February 2024

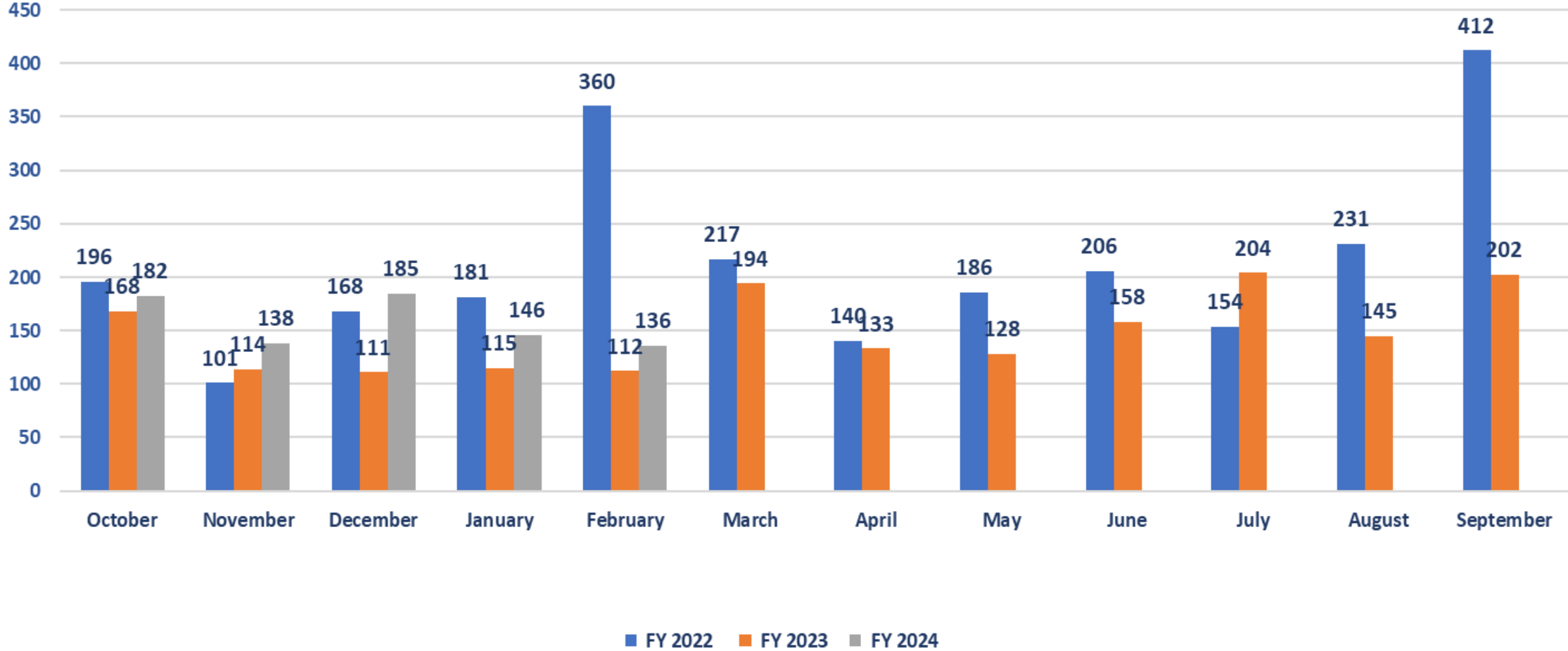
- Residential Permit submittals decreased from **146** to **136**.
  - A **7%** decrease from previous month.
  - **191** New Single-Family permits were issued.
  - A total of **50** RSVP permits issued the **SAME DAY**.
  - The Department issued permits within **4** days for the month.
- 11** New Commercial,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



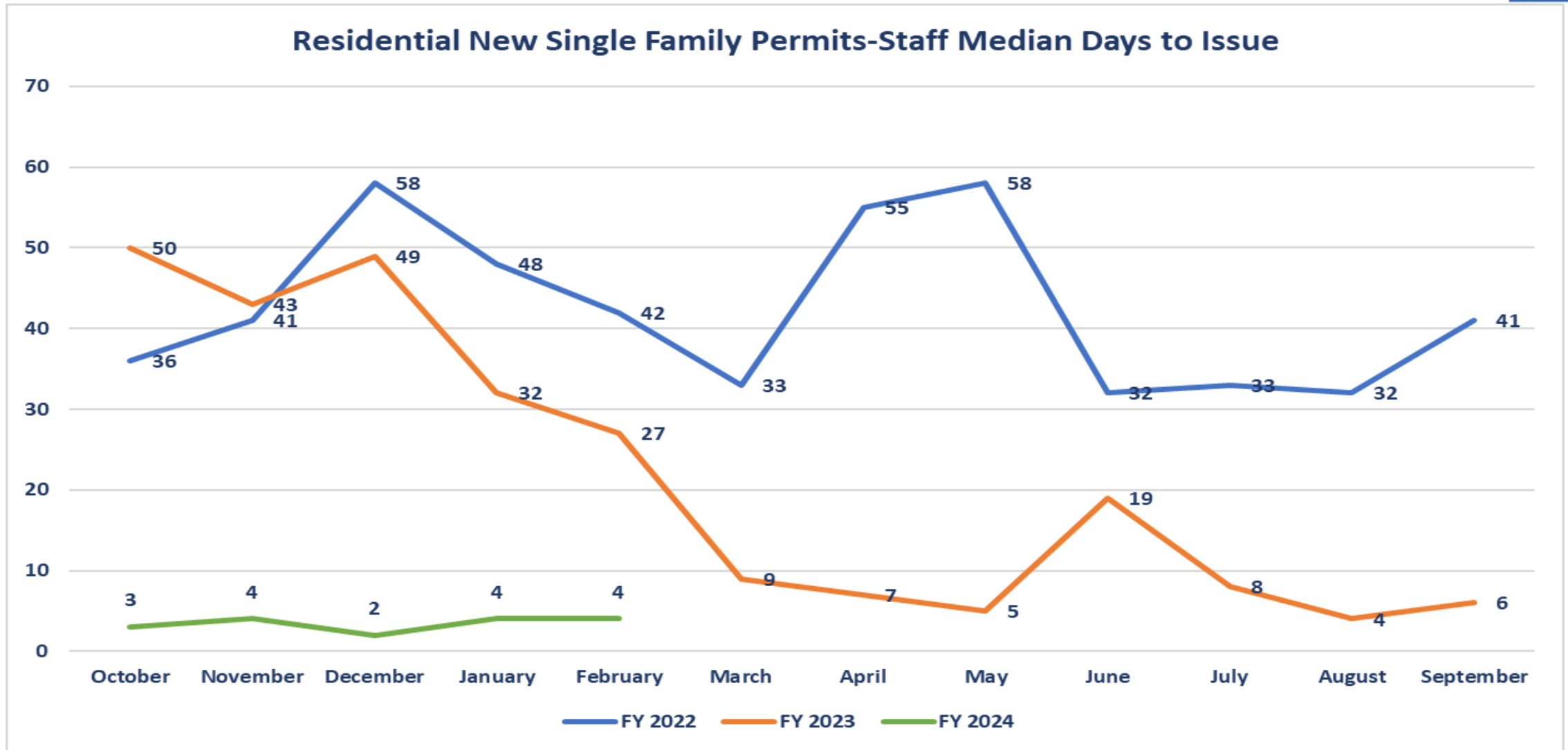
# Residential Permit Volume



### New Single Permits Family Created

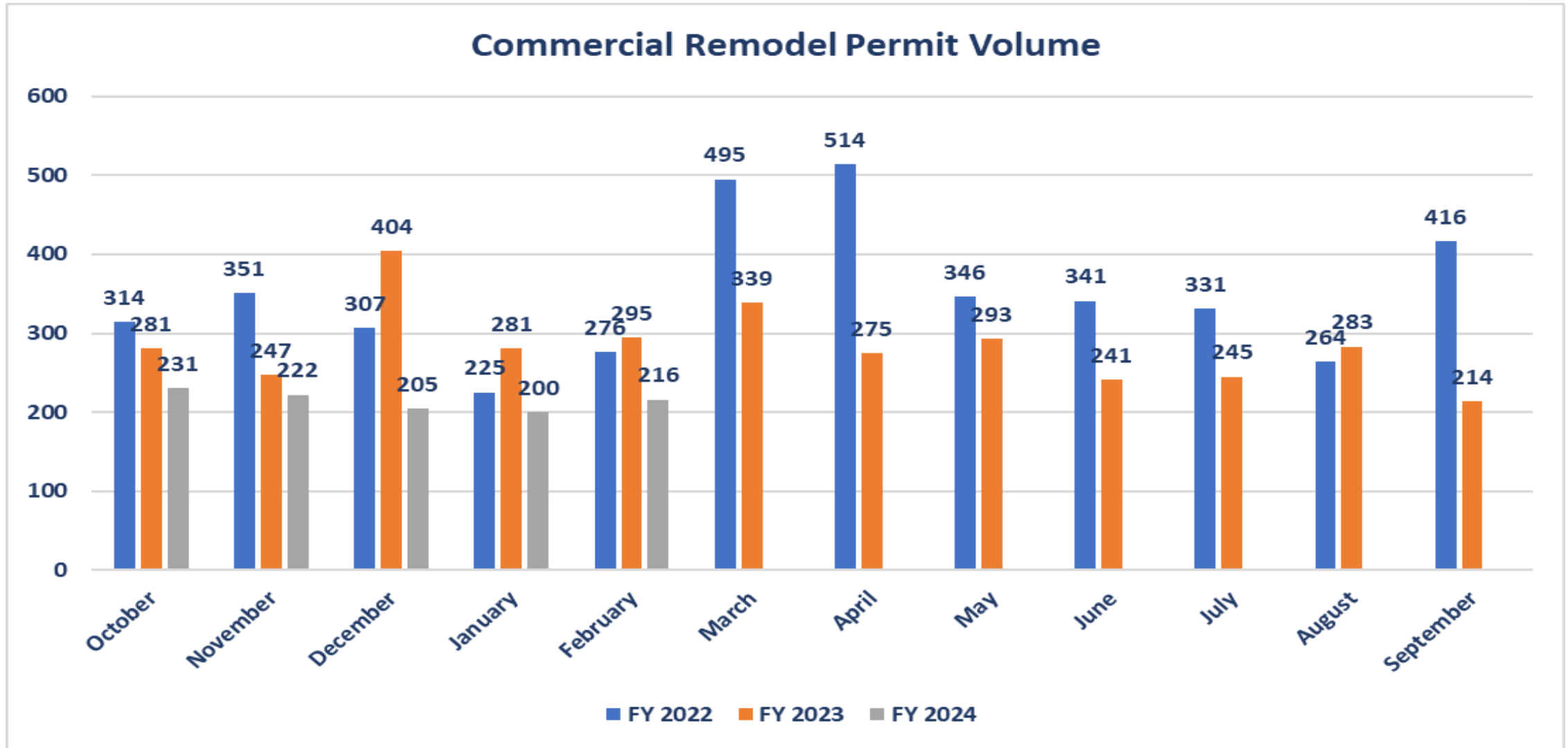


# Residential Turnaround Times



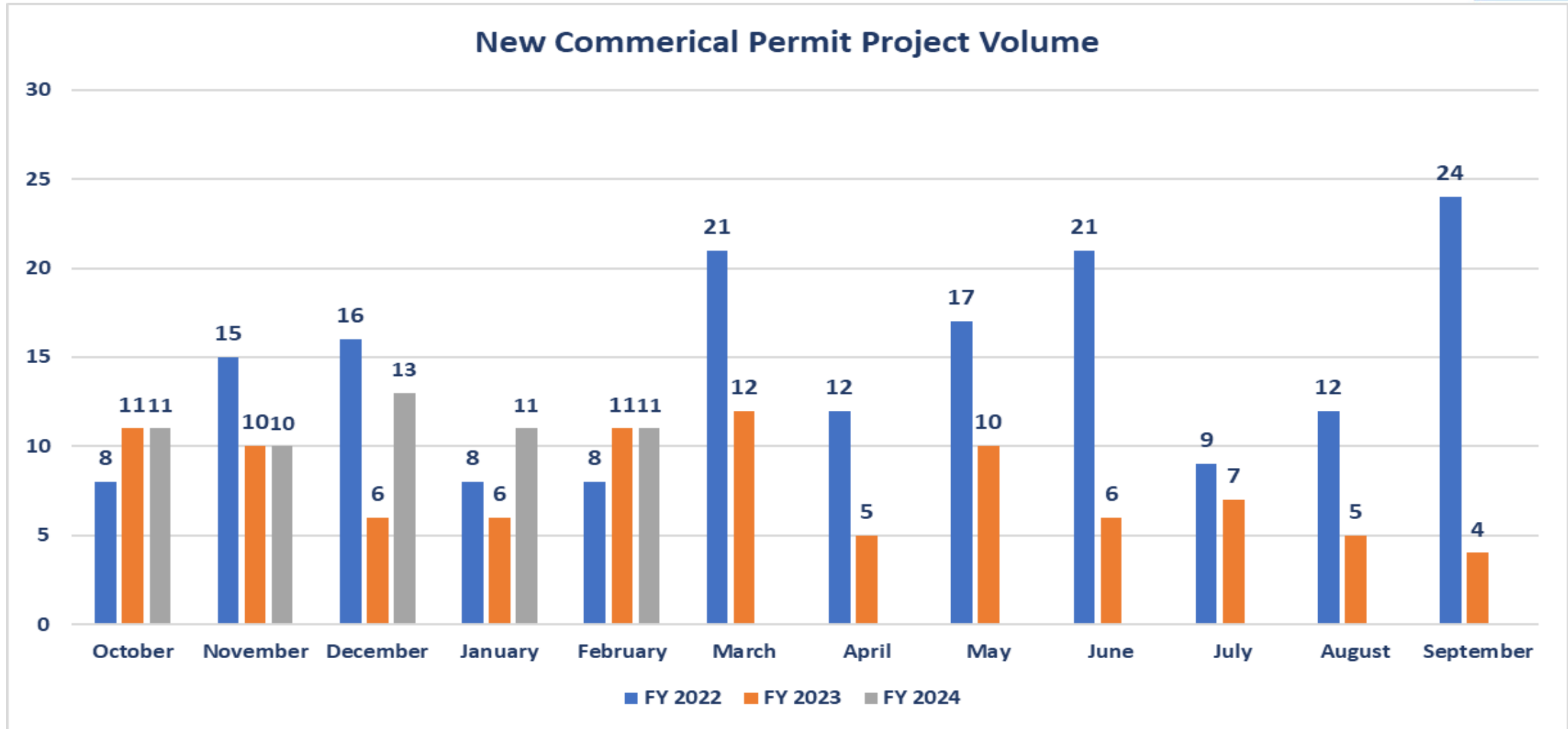


# Commercial Remodel Permit Volume





# Commercial Permit Volume



# Hiring and Recruitment



Job Classification	Vacancies	Job Classification	Vacancies
00701 - Engineer Assistant I	1	31015 - Senior Plans Examiner - Building Inspection	1
00702 - Engineer I	1	31017 - Senior Plans Examiner - Plumbing	2
00703 - Senior Engineer	2	31019 - Senior Inspector - Building Inspection	1
00707 - Engineer Assistant I - Fire Protection	1	31021 - Senior Inspector - Electrical	2
02218 - Surveyor	1	31022 - Senior Inspector - Plumbing	3
02527 - Project Coordinator - Development	3	31023 - Inspector III - Building Inspection	2
06206 - Sanitarian	1	31025 - Lead Inspector – Multidiscipline	2
16404 - Senior Plans Examiner	7	31030 - Inspector III – Development	1
16415 - Arborist	1	31031 - Inspector III – Electrical	4
18034 - Senior Departmental Budget Analyst	1	31032 - Inspector III - Plumbing	6
20858 - Communication Specialist	1	31037 - Inspector III - Zoning	2
24112 - Intern - Development Services Engineering	2	35548 - Senior Geographic Information System Analyst	1
28043 - Senior Planner	1	36623- Supervisor - Sign Review and Inspections	1
28044 - Chief Planner	1	<b>Total Vacancies</b>	<b>54</b>
31012 - Supervisor - Building Inspections Development Services	4	<b>Total Part-time Positions/Interns</b>	<b>17</b>
31013 - Part-Time Flex-Inspector (Plumbing)	8	<b>Total Department Restructure</b>	<b>12</b>
31014 - Part-Time Flex-Inspector (HVAC)	7	<b>Total Vacancies as of 3/18/2024</b>	<b>83</b>



# Hiring and Recruitment



- Current Plumbing/Mechanical inspector vacancies:
  - Full-time positions- 9
  - Part-time positions- 8
- Current minimum qualifications (Inspector III – Plumbing)
  - 4 years plumbing trade or related inspection work
  - Masters or Journeyman
  - Plumbing Inspection License within six (6) month Probationary Period
  - ICC Certification within (1) year of employment



# Hiring and Recruitment



## Texas State Requirements for Plumbing Inspectors

- Successful completion of State examination and
- Professional Engineer, Architect, Journeyman/Master Plumber, or Plumbing Inspector from another State or;
- Classroom training and International Code Council Certified (300 hours of training), plus verified on-the-job training (200 hours)

## Service Level Strategies

- Continue to utilize 3rd-Party Vendor Inspection Agencies
- Explore DSD Plumbing Inspection Training Academy Program
  - Incentivize existing DSD inspectors



# Hiring and Recruitment



- Current minimum qualifications (Sr. Inspector – Plumbing)
  - 3 years plumbing trade or related inspection work,
  - Masters or Journeyman,
  - Plumbing Inspection License,
  - If Journeyman, must be able to obtain Masters within probationary period,
  - Must be able to obtain two (2) ICC plumbing certifications and one (1) ICC mechanical certification in the appropriate discipline within 18 months of appointment.



# Hiring and Recruitment



- Partnering with Human Resources, Compensation, and Civil Service
- Requesting Salary Market Industry Analysis for Plumbing/Mechanical Inspection job classifications
- Recommendations on adjusting minimum qualifications
- Possible minimum qualifications:
  - Remove the Master Plumbing License Requirement
  - Allow Journeyman and Tradesmen Licensees to apply
  - Reduce the minimum number of years/experience



# Hiring and Recruitment



- Hosting DSD Hiring Fair
- April 12, 2024, at Erik Johnson Central Library
  - Appointments/walk-ins
  - Civil Service partners
  - Human Resources division
  - DSD recruitment team
    - Onsite interviews and On-the-Spot Offer Letters





# Customer Survey Results



## "Tell Us How We Are Doing"

- 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!"

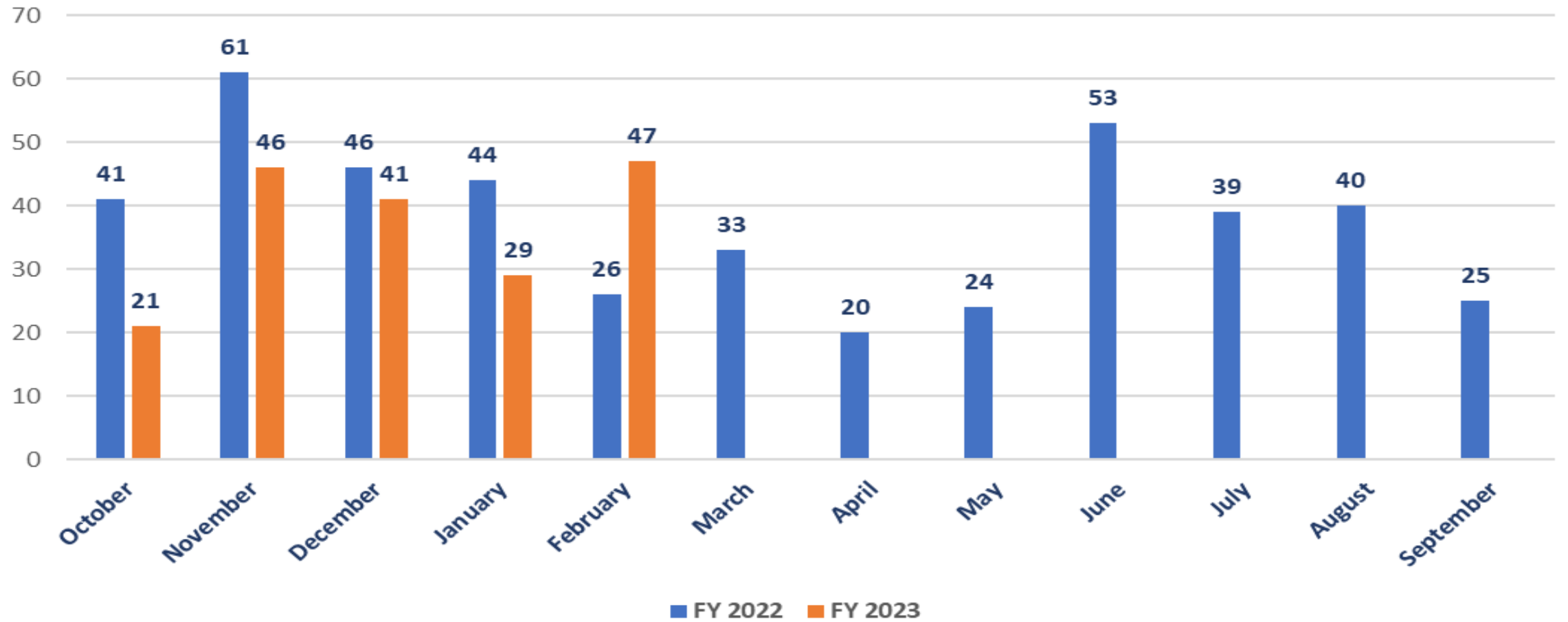
February 2024



# 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 3<sup>rd</sup>, 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 4<sup>th</sup>, floor by end of April 2024



# Next Steps



- Complete Phase III of Stemmons transitions (April 3, 2024)
- Host DSD Hiring Fare (April 12, 2024)
- Partner with Human Resources and Compensations on Plumbing/Mechanical Inspector job classification details (April 2024)
- Launch Commercial Permitting Dashboard (April 2024)





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