



**City of Dallas**

# **Progress on Development Services & Permitting**

**Dallas City Council  
October 3, 2022**

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

# Presentation Overview



- Technology
- Residential Permit Metrics
- Performance Goals
- Recruitment and Onboarding
- Matrix Consulting Group Study Update
- Next Steps



# Technology



- Transitioned from onsite to cloud based delivery August 8<sup>th</sup>
  - File data transfer delays and went offline one weekend to perform transition
  - Community participants
  - City Staff training
  - Developer and Community Applicant
    - Saturday, Morning and Afternoon Sessions
    - Continue through September, 10th





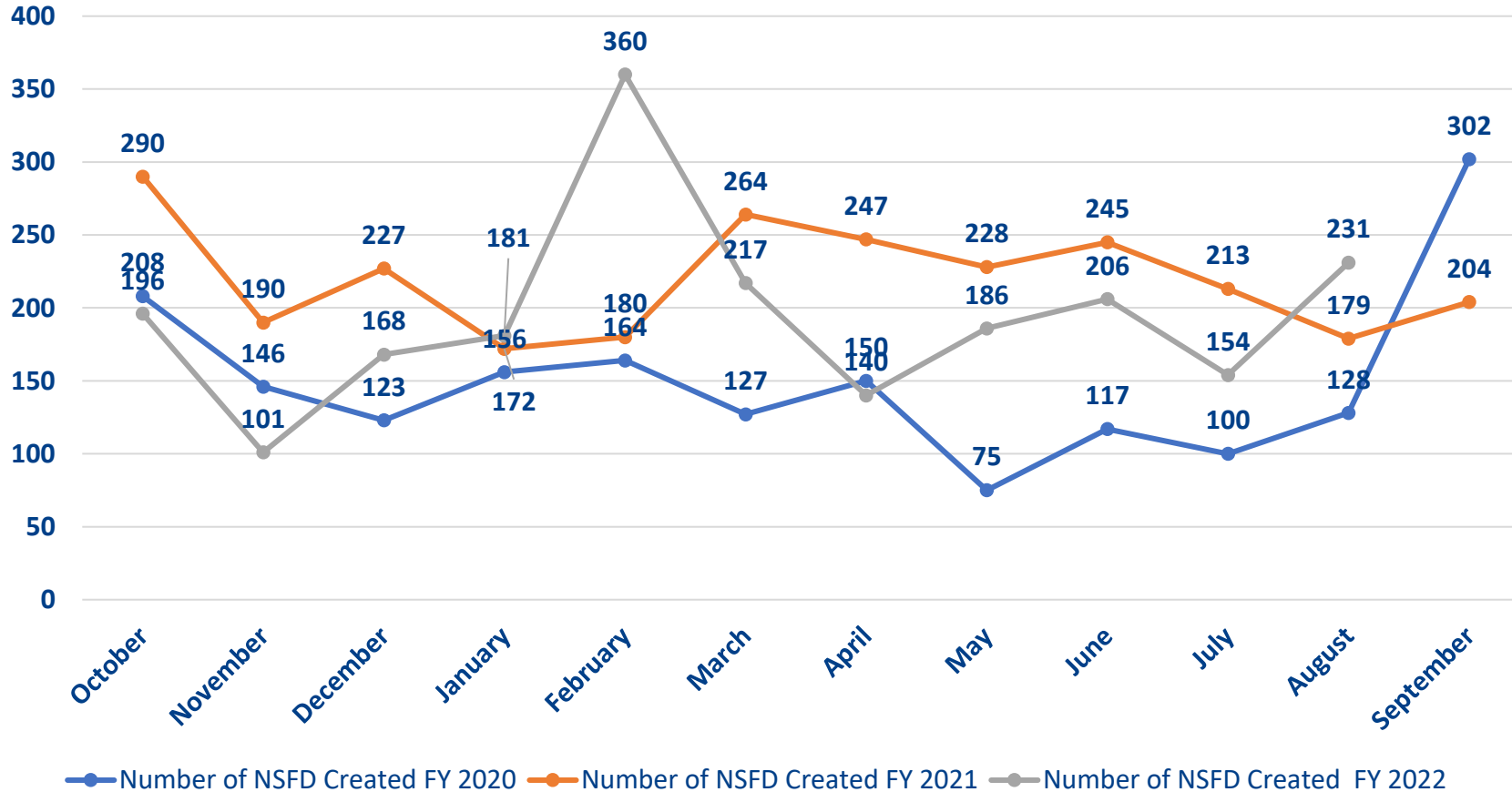
- Evaluating New Land Development Permitting Software
  - Statement of Work (SOW)
  - Completed by October 2022
- Implementing a Customer Queuing system for in person visitors
- Implementing a Customer Call Center software management resource



# Residential Permit Volume



## New Single Family Permits Created



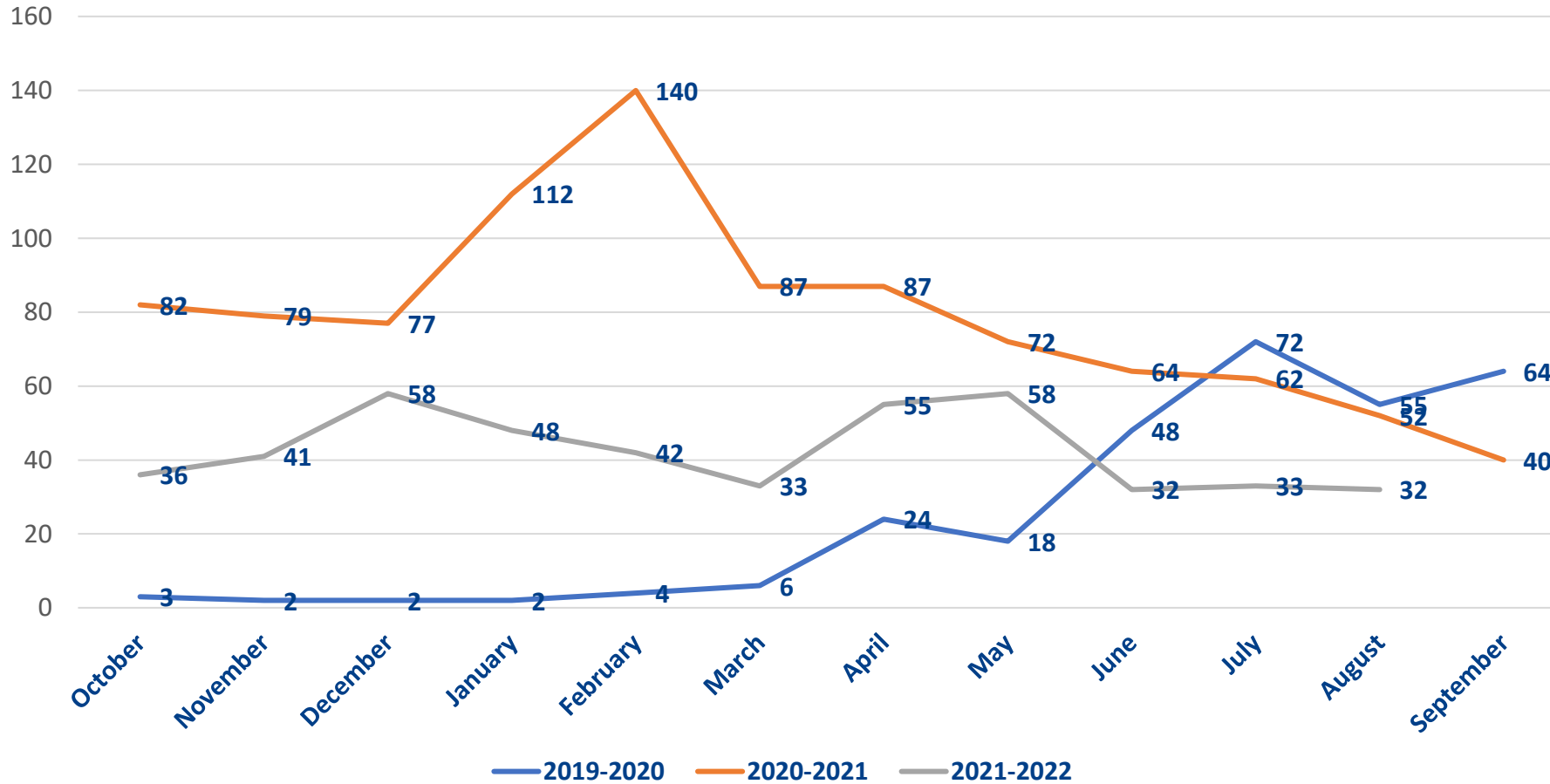
Number of residential single-family permits for the month were 231 which is a 50% increase from the previous month.



# Residential Permit Average Turnaround



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



Number of days to issue a New Single Family perm decrease from 33 days from previous month to 32 days.



# Performance Goals



- Department Monthly Report Card
- Established Department performance goals
- Data Analytics & Business Intelligence Dashboards
- Automate reports to proactively contact applicants with projects that have become inactive
- Monthly list of all permits processed/heat maps



# Performance Goals



Dallas Development Services Department Performance Goals FY2021-2022			2021			2022									
Metrics	Goal	FY20-21	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
<b># of Commercial Plan Review Submittals</b>															
New Commercial/Additions	N/A	N/A	10	15	20	10	15	31	20	25	13	4			163
Commerical Remodels	N/A	N/A	176	191	133	131	142	167	148	151	120	103			1,462
Express Plan Review (Q-Team)	N/A	N/A	22	25	18	35	20	31	25	21	12	10			219
<b>Average # of Days for Initial Review</b>															
New Commercial/Remodels	15 Days	15 Days	11	14	13	14	14	14	13	15	15	11			13
Express Plan Review (Q-Team)	15 Days	15 Days	7	9	5	7	11	10	9	9	7	7			8
<b>Average # of Days Commercial Re-Submitted Reviews</b>															
New Commercial/Remodels	7 Days	7 Days	12	11	15	16	15	13	14	15	15	13			14
Express Plan Review (Q-Team)	15 Days	15 Days	7	10	7	8	6	7	8	8	7	1			7
<b># of Commercial Plan Review Re-Submittals</b>															
All Commercial Projects	N/A	N/A	259	284	276	288	321	432	401	346	328	206			3,141
<b># of Third Party Commercial Plan Review</b>															
New Commercial/Remodels	0	0	0	0	0	0	0	0	0	0	0	0			0
Average # of Days all Initial Reviews	0	0	0	0	0	0	0	0	0	0	0	0			0
Average # of Days all Re-Submitted Reviews	0	0	0	0	0	0	0	0	0	0	0	0			0
<b># of Residential Plan Review Submittals</b>															
Residential New Homes	N/A	N/A	202	101	186	204	371	235	148	189	216	198			2,050
Residential Additions	N/A	N/A	86	63	77	74	158	149	59	85	109	118			978
Residential Remodels	N/A	N/A	537	413	487	389	433	641	565	535	588	516			5,104





# Recruitment and Onboarding



- 54 additional positions added FY 2023
  - Residential, Zoning, Engineering and Customer Advocate Teams
- Hiring Event- partnered with HR, Civil Service, Code and Library
  - 159 Attendees, 166 interviews conducted
  - 33 offers were extended
  - 29 have been hired and onboarded
  - Preparing for October Hiring Event



# Recruitment and Onboarding



- Compensation Study (See Appendix)
  - Twenty two key positions were evaluated
    - Difficulty in recruiting, turnover, vacancy rate, and feedback
  - Findings
    - DSD is competitive compared to surrounding City pay rates
    - Next steps is evaluate further with City HR and Compensation Departments
    - Certification Pay Program Incentive



# Communication and Marketing



- Dallas Builders Association
- Asian American Contractors Professionals Association
- Regional Hispanic Contractors Association
- Texas Real Estate Commission
- Black Realtors Association
- American Institute of Architects
- Conceptual Development Restaurant Advisory Group
- Code Amendment Advisory Committee
- Dallas Regional Chamber Economic Development Council
- Downtown Dallas, Inc. Board of Governors
- Dallas Independent School District
- Development Advisory Group
- Neighborhood Community Meetings
- DSD Lunch and Learn Sessions



# Matrix Consulting Group Study



- The Study was focused on an assessment of the Department key issues:
  - Technology Assessment
  - Staffing levels
  - Business workflows
  - Organizational recommendations
  - City Staff feedback
  - Brief EDC, GPFM Committees, and Council



# Next Steps



- Specialized Plan Review Services (September 2022)
- Plan Review Software Update Completion (September 2022)
- Publish Matrix Consulting Group Study (September 2022)
- Matrix Committee Briefings (October/November 2022)



# Next Steps



- Hiring Event (October 2022)
- Implement Affordable Housing Team (October 2022)
- Implement 2<sup>nd</sup> Q-Team (Fall 2022)
- Customer Service/Call Center Queuing Systems (Spring 2023)
- Pop Up Permit Saturday (Continuous)





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# Appendix: Compensation Review with Other Cities



## Permit Technician/Clerk

City	Title	Min	Mid	Max
Arlington	Permit Technician	\$18,57	\$23,21	\$27,86
Frisco	Building Permit Tech	\$41,949	\$50,339	\$58,728
	Sr. Bldg Permit Tech	\$45,108	\$54,130	\$63,152
Allen	Permit Technician	\$34,563	\$42,340	\$50,118
Garland	Permit Technician	\$28,870	\$35,568	\$42,266
McKinney	Permit Technician	\$34,476	\$62,700	\$50,679
Ft. Worth	Admin. Technician	\$39,962	\$49,615	\$59,538
	Customer Service Rep I	\$29,481	\$36,851	\$44,221
	Customer Service Rep II	\$34,207	\$42,759	\$51,311
	Sr. Customer Service Rep	\$39,692	\$49,615	\$59,538
Dallas	Permit Clerk	<u>\$34,719</u>	<u>\$42,642</u>	<u>\$50,565</u>

## Plans Examiner Series

	Title	Min	Mid	Max
Arlington	Plans Examiner	\$48,671	\$60,839	\$73,008
	Sr. Plans Examiner	\$54,621	\$68,276	\$81,930
Frisco	Plans Examiner Sup.	\$71,728	\$89,660	\$107,592
	Plans Examiner	\$49,694	\$59,633	\$69,571
	Sr. Plans Examiner	\$52,780	\$64,649	\$76,518
Allen	Plans Examiner Sup.	\$58,941	\$72,203	\$85,465
	Plans Examiner	\$46,317	\$56,740	\$67,163
	Sr. Plans Examiner	\$51,065	\$62,556	\$74,048
Garland	Plans Examiner I	\$43,098	\$55,702	\$68,307
	Plans Examiner II	\$46,176	\$59,883	\$73,590
McKinney	Plans Examiner	\$47,234	\$58,334	\$69,434
	Sr. Plans Examiner	\$49,437	\$60,561	\$71,684
	Chief Plans Examiner	\$57,698	\$72,123	\$86,547
Ft. Worth	Plans Examiner	\$46,055	\$57,569	\$69,083
	Sr. Plans Examiner	\$49,610	\$62,013	\$74,415
	Plans Examiner Sup.	\$58,851	\$76,506	\$94,162
Dallas	<u>Plans Examiner</u>	<u>\$45,175</u>	<u>\$56,468</u>	<u>\$67,762</u>
	<u>Sr. Plans Examiner</u>	<u>\$54,910</u>	<u>\$68,638</u>	<u>\$82,365</u>
	<u>Lead Plans Examiner</u>	<u>\$60,538</u>	<u>\$75,673</u>	<u>\$90,808</u>





# Appendix: Compensation Review with Other Cities



Planner Series				
	Title	Min	Mid	Max
Arlington	Planner	\$48,671	\$60,839	\$73,008
	Sr. Planner	\$62,320	\$77,900	\$93,479
	Principal Planner	\$71,728	\$89,660	\$107,592
	Chief Planner	\$82,549	\$103,186	\$123,822
	Planning Manager	\$82,549	\$103,186	\$123,822
Frisco	Planner I	\$53,502	\$65,540	\$77,578
	Planner II	\$58,941	\$72,203	\$85,465
	Sr. Planner	\$64,964	\$79,582	\$94,199
	Principal Planner	\$71,617	\$87,731	\$103,845
Allen	Planner	\$51,065	\$62,556	\$74,048
	Sr. Planner	\$62,069	\$76,037	\$90,005
	Planning Manager	\$71,853	\$88,023	\$104,193
Garland	Development Planner	\$51,563	\$65,666	\$79,768
	Lead/Sr. Dev. Planner	\$57,574	\$74,859	\$92,144
McKinney	Planner I	\$54,646	\$67,488	\$80,330
	Planner II	\$60,036	\$75,046	\$90,055
	Principal Planner	\$72,521	\$90,652	\$108,782
Ft. Worth	Planner	\$53,843	\$69,996	\$86,149
	Sr. Planner	\$64,325	\$83,622	\$102,920
Dallas	Planner I	\$47,433	\$59,292	\$71,150
	Planner II	\$52,295	\$65,369	\$78,443
	Sr. Planner	\$66,744	\$83,429	\$100,115
	Chief Planner	\$77,264	\$96,580	\$115,896

Engineer Series				
	Title	Min	Mid	Max
Arlington	Civil Engineer	\$71,728	\$89,660	\$107,592
	Project Engineer	\$80,542	\$100,678	\$120,814
	Sr. Engineer	\$92,624	\$115,780	\$138,936
Frisco	Civil Engineer	\$77,003	\$100,104	\$123,205
	Sr. Civil Engineer	\$86,909	\$112,982	\$139,055
Allen	Civil Engineer	\$71,853	\$88,023	\$104,193
Garland	Graduate Engineer	\$55,016	\$70,013	\$85,010
	Civil Engineer	\$69,867	\$90,834	\$111,800
	Sr. Civil Engineer	\$77,563	\$100,838	\$124,134
McKinney	Civil Engineer I	\$76,271	\$93,432	\$110,592
	Civil Engineer II – Development	\$80,072	\$98,089	\$116,106
	Sr. Engineer I	\$82,834	\$101,427	\$120,019
Ft. Worth	Professional Engineer	\$70,308	\$91,400	\$112,492
	Sr. Professional Engineer	\$83,995	\$109,193	\$134,392
Dallas	Engineer I	\$77,264	\$96,580	\$115,896
	Engineer II	\$81,127	\$101,409	\$121,691
	Sr. Engineer	\$85,184	\$106,479	\$127,775



# Appendix: Compensation Review with Other Cities



## Fire Protection Engineering/Inspection

	Title	Min	Mid	Max
Arlington	Lead Fire Prevention Inspector	\$21.26	\$26.57	\$31.88
	Deputy Fire Marshal – Inspection	\$54,621	\$68,276	\$81,930
	Environmental Engineer	\$71,728	\$89,660	\$107,592
Frisco	Fire Protection Engineering Associate	\$60,385	\$73,972	\$87,558
	Sr. Fire Protection Engineer	\$86,909	\$112,982	\$139,055
Allen	Fire Prevention Specialist	\$84,927	\$88,465	\$92,151
McKinney	Graduate Fire Systems Engineer	\$60,036	\$75,046	\$90,055
Ft. Worth	None	-	-	-
Dallas	<u>Engineer Asst I – Fire Protection</u>	<u>\$57,656</u>	<u>\$72,070</u>	<u>\$86,483</u>
	<u>Fire Prevention Officer</u>	<u>\$81,928</u>	<u>\$87,070</u>	<u>\$92,211</u>
	<u>Sr. Fire Protection Officer</u>	<u>\$94,516</u>	<u>\$98,150</u>	<u>\$101,783</u>
	<u>Fire Prevention Lieutenant</u>	<u>\$104,328</u>	<u>\$108,339</u>	<u>\$112,350</u>
	<u>Fire Prevention Captain</u>	<u>\$115,159</u>	<u>\$119,586</u>	<u>\$124,013</u>

## Technical Trade Inspections

	Title	Min	Mid	Max
Arlington	ROW Permit Inspector	\$16.67	\$20.83	\$25.00
	Residential Inspector	\$18.57	\$23.21	\$27.86
	Public Works Inspector	\$21.26	\$26.57	\$31.88
	Combination Inspector	\$21.26	\$26.57	\$31.88
	Sr. Inspector	\$48,671	\$60,839	\$73,008
	Inspections Supervisor	\$62,320	\$77,900	\$93,479
Frisco	Building Inspector	\$49,694	\$59,633	\$69,571
	Sr. Building Inspector	\$52,773	\$64,647	\$76,521
	Chief Building Inspector	\$58,941	\$72,203	\$85,465
Allen	Building Inspector	\$44,112	\$54,038	\$63,965
	Sr. Construction Inspector	\$51,065	\$62,556	\$74,048
Garland	Building Inspector I	\$40,290	\$51,896	\$63,523
	Building Inspector II	\$43,098	\$55,702	\$68,307
	Chief Building Inspector	\$46,176	\$59,883	\$73,590
McKinney	Building Inspector	\$47,235	\$58,335	\$69,434
	Sr. Building Inspector	\$51,488	\$63,588	\$75,687
	Chief Building Inspector	\$60,036	\$75,046	\$90,055
Ft. Worth	Combination Inspector	\$46,055	\$57,569	\$69,083
	Sr. Combination Inspector	\$49,610	\$62,013	\$74,415
	Dev. Inspection Specialist	\$49,610	\$62,013	\$74,415
	Dev. Inspection Supervisor	\$58,851	\$76,506	\$94,162
Dallas	<u>Inspector III</u>	<u>\$49,805</u>	<u>\$62,256</u>	<u>\$74,708</u>
	<u>Sr. Inspector</u>	<u>\$54,910</u>	<u>\$68,638</u>	<u>\$82,365</u>
	<u>Bldg inspection Manager</u>	<u>\$70,081</u>	<u>\$87,601</u>	<u>\$105,121</u>

