



City of Dallas

Department of Development Services Updates

**Government Performance &
Financial Management Committee
June 27, 2022**

Andrew Espinoza, Director
Development Services
City of Dallas

Presentation Overview



- Technology
- Residential Permit Metrics
- Performance Goals
- Recruitment and Onboarding



ProjectDox – Permitting Software

- The User Acceptance Testing (UAT) was completed on June 6, 2022
- Issues identified and resolved include:
 - Payment
 - Workflow missing a step
 - Some features in the current version not included in the 9.2 update
 - Permits not going to “issued” status or not generated in POSSE



ProjectDox – Permitting Software

- The current version of the system being used has been having issues at least once or twice a week
 - A total of 15 Trouble Tickets were reported from May 1 – June 10, and issues are normally addressed within a day
 - Communication with stake holders are ongoing
- Staff meets with Information & Technology Services (ITS) on a weekly basis to discuss issues that arise with the system
- Staff is working on a dedicated IT team for all software the department implements



Technology (cont.)



- For the new update, staff training will begin the week of June 27, 2022
- Stakeholders virtual demo several opportunities week of July 11, 2022
- The go-live date is scheduled for the first week of August 2022
- In-person training for stakeholders will begin the first Saturday following the go-live date



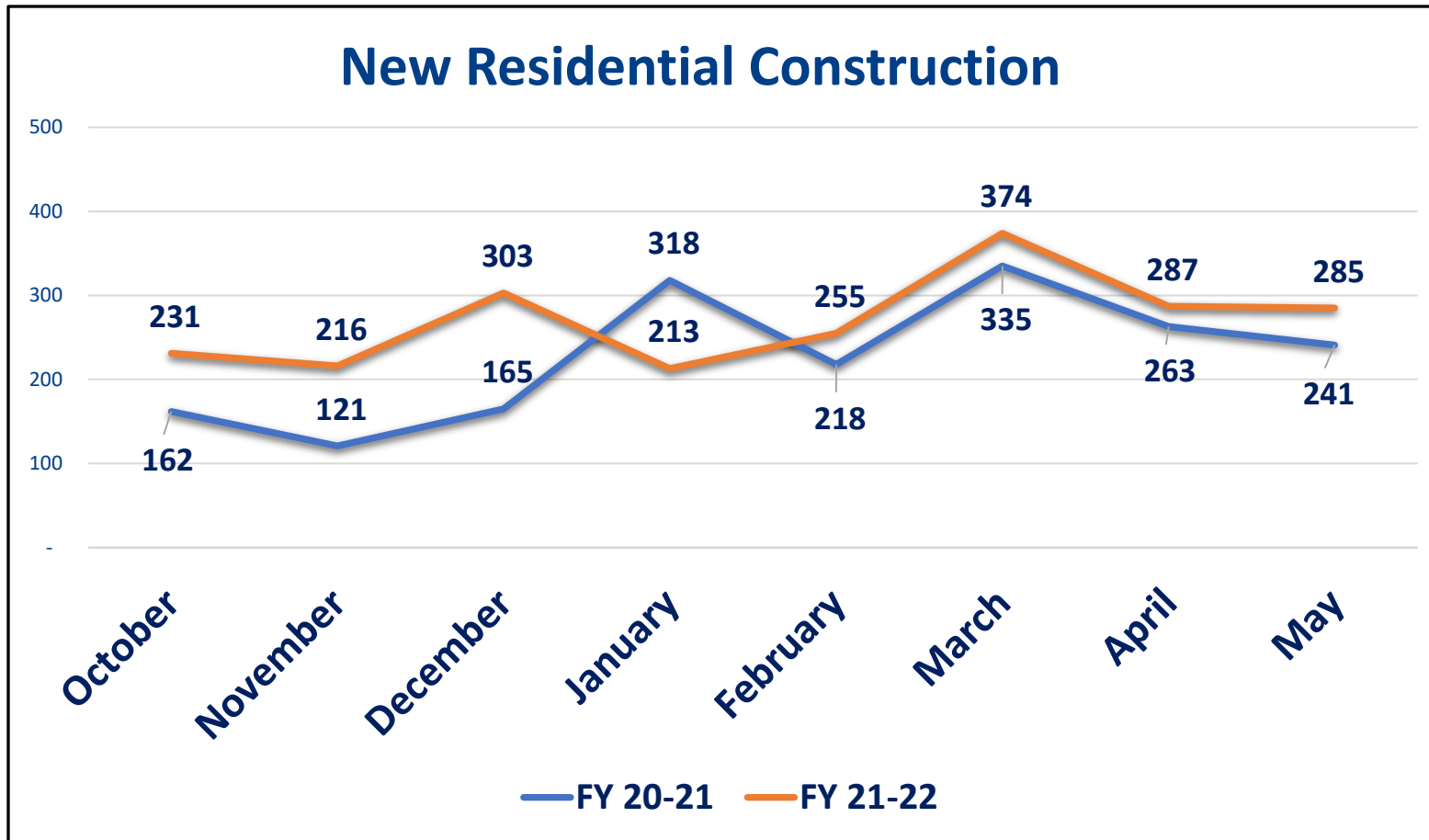


Posse Replacement

- City staff has continued to meet with the software consultant
 - Weekly reoccurring meetings
 - Scope of Work is in DRAFT format and being refined, and final DRAFT is expected to be completed September/October 2022



Residential Permit Metrics



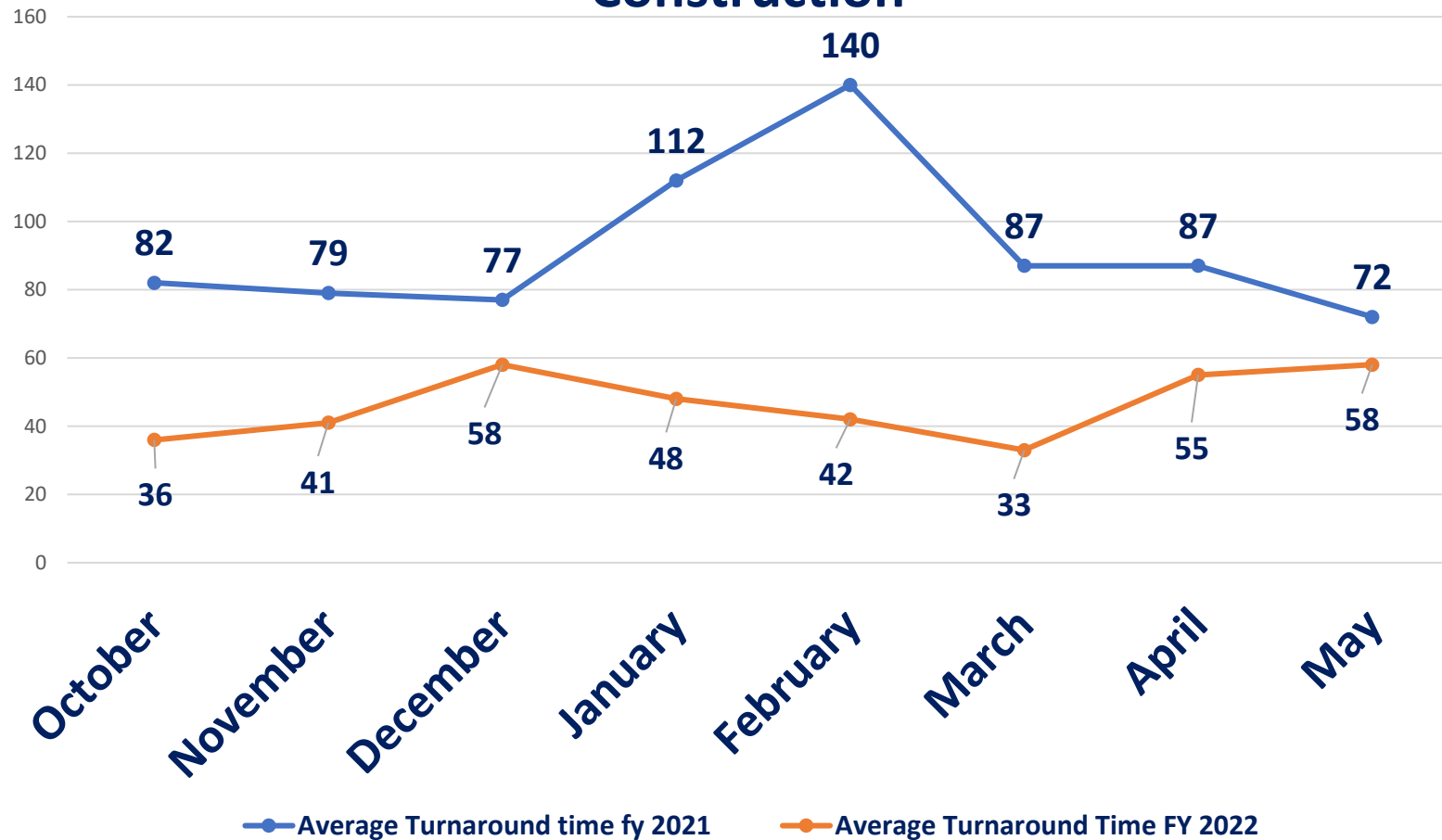
Total Fiscal Year (FY) to Date 2,164 = 16% Increase from FY 2021



Residential Permit Metrics



Average # of Days to Issue Residential New Construction



Average # of days
46.3* days FY 2022
to date and is a
49.5% decrease
from FY 2021

**Note: This represents a combined total time between City and Customer*





Residential Permitting Performance Metrics (Initial Review)

Process	Current Goal	Proposed Goal	Current Average
Prescreen	7 Days	5 Days	10 Days
New Single-Family Residence Review	6 Weeks	15 Days	24 Days
Zoning Reviews New Single Family	6 Weeks	15 Days	20 Days
Single-Family Resubmittals	N/A	5 Days	17 Days



Recruitment and Onboarding



Hiring Review Phase I

	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4	TOTAL OPEN POSITIONS
Open positions as of: FEBRUARY 17, 2022	5	5	17	14	41
Open positions as of: JUNE 14, 2022	0	1	1	3	5
Positions Filled	5	4	16	11	36



Recruitment and Onboarding (continued)



Key Positions Needed Phase II

NUMBER OF VACANCIES	POSITION TITLE
2	Senior Inspector - Zoning
1	Senior Engineer
6	Permit Clerk
8	Senior Plans Examiner
3	Plans Examiner
6	Senior Inspector – Mechanical/Plumbing
2	Senior Inspector - Building Inspection
2	Administrative Specialist I
2	Project Coordinator - Development
1	Senior Project Coordinator - Development
1	Senior Engineer - Fire Protection
3	Engineer Assistant I - Fire Protection
2	Senior Engineer
Total: 39	Requested FY2022/2023 FY Budget





Hiring Efforts

- Advertising and marketing efforts
- Organizing departmental Job Fair for critical positions and partnering with other Departments
- Exploring the implementation of a hiring and talent acquisition team
- Draft an incentive pay program, create scalable work titles and development growth series within the Department
- Proceed with compensation study





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