



City of Dallas

Development Services Monthly Technology and Metrics Review

**Government Performance &
Financial Management Committee
December 13, 2022**

James M. Metzgar, Sr., CBO
Assistant Director/Deputy Chief Building Official
Development Services
City of Dallas

Presentation Overview



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



Technology



- **Electronic plan review status**

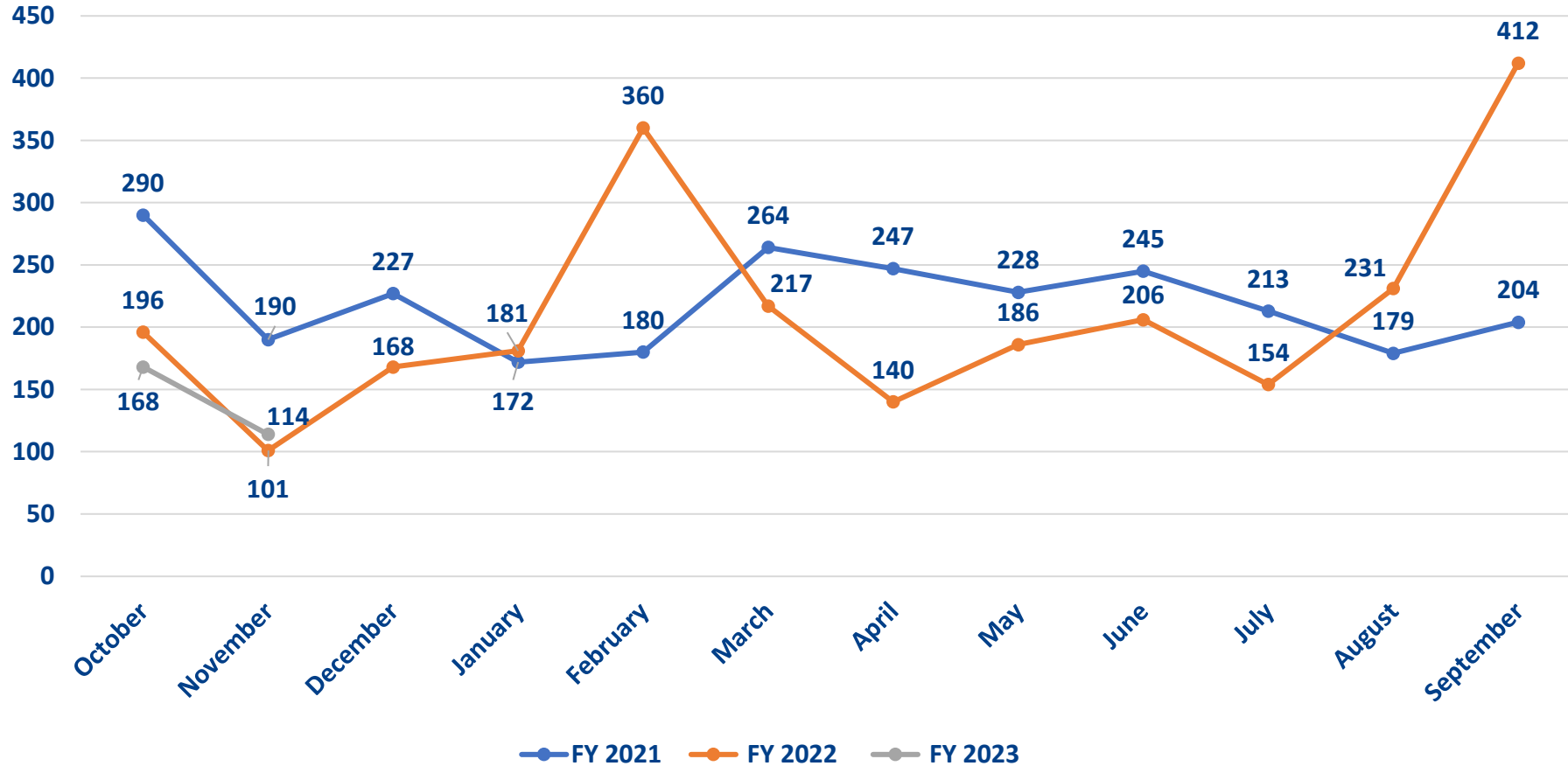
- Since updating to 9.2 and transitioning to a cloud-based solution, previous glitches such as customers uploading and downloading issues are almost non-existent. Staff's ability to batch stamp plans with consistency has improved tremendously.
- Additional enhancements are being sought in our next phased update, such as automated completion of payment task that will display itemized fees paid by customer.
- Working with ITS and vendor to verify ability and methodology to approach desired enhancements.



Residential Permit Volume



New Single Family Permits Created



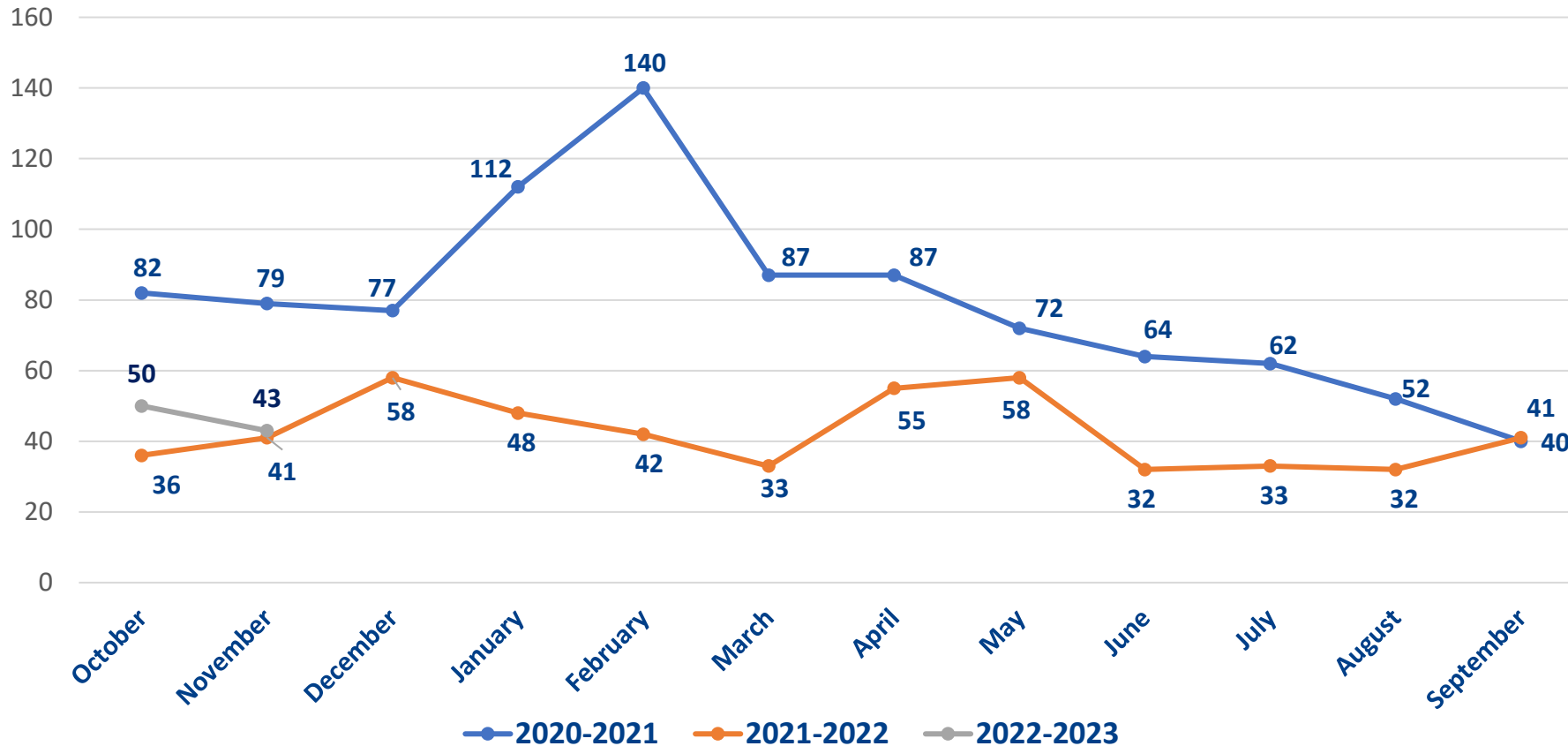
A total of 114 were processed for the month. This represents a 32% decrease compared to the previous month of October.



Residential Permit Average Turnaround



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



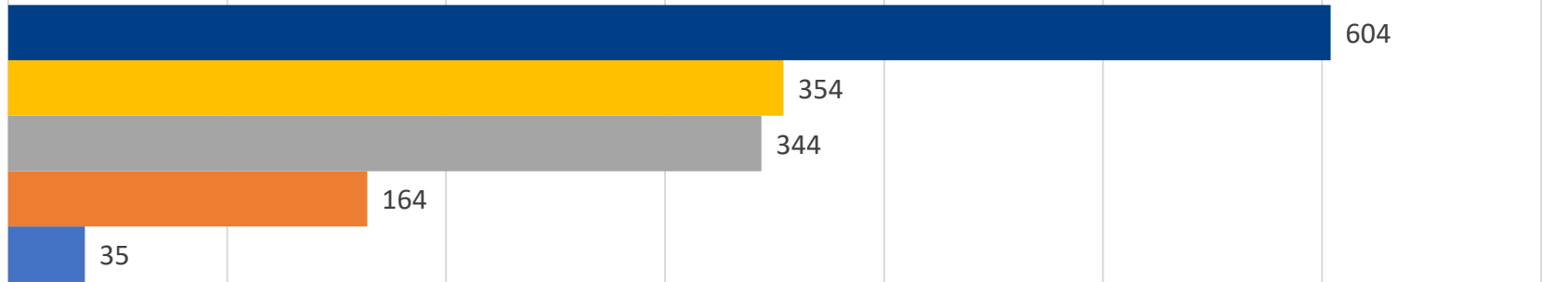
A decrease of 7 days to issue new single-family permits from the previous month of October.



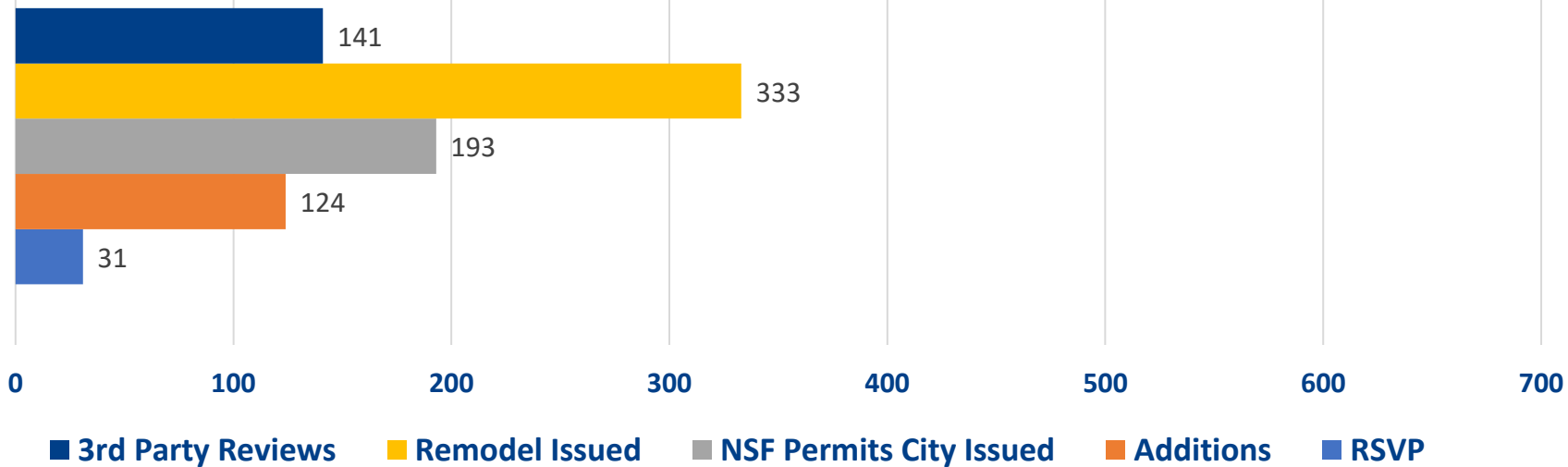
Residential Permit Average Metrics



Residential Permit Issued Totals October 2022



Residential Permit Issued Totals November 2022



31 RSVP New Single-Family permits issued the same day for November

193 NSF permits issued for November a 43% decrease in issuance from previous month

Third Party Vendors performed 141 reviews





Recruitment and Hiring

- Hosted 3rd Hiring Event November 28, 2022
- Currently have 74 vacancies

Position Status	Position Count
Pending Hires	16
New Job Postings	27
Candidates in Review/Interview	23
Pending Reclassification	2
Pending Reassignments	6
Total Vacancies	74



Recruitment and Onboarding



- Filled approximately 40 positions in the last 90 days
 - Since July 2022 the department has held 3 Mass Hiring Events
 - 252 interviews conducted
 - 46 offers extended
 - 4 positions in transition
 - 74 positions remain to be filled (25% vacancy rate)
 - Engineers, Sr. Plans Examiners and Inspector positions remain difficult to fill



Communications & Outreach



- November Communications
 - 2,138 emails sent to subscribers – 48% open rate which is 10% higher than industry standard
- Facebook
 - 1,510 post reach (the number of individuals that saw DSD posts)
 - 316 page visits



Communications & Outreach



- **November Outreach/Engagement**

- November 16th - "Landscaping Dallas" Lunch and Learn
- November 17th – Staff donation of 50lbs of candy to Hector Garcia Middle School for Fall Festival
- November 18th - Development Advisory Committee meeting
- November 28th – Hiring Event

- **Customer Service Feedback Survey**

- 60 responses for November
- 91% satisfaction rate for the month
- 52 out of 57 respondents that answered the question Strongly Agree or Agree they are satisfied with the service received.



Communications & Outreach



- **Upcoming Engagement**

- December 14, 2022 – Lunch and Learn "GIS Zoning Website Overview"
- January 2023 – Pop Up Permit Saturday resumes
- February 2023 – Partnership with DISD Career and Technical Education (CTE) schools





Next Steps

- Continue to work with ITS, Procurement, CAO, and Vendor to complete Statement of work (December 2022)
- Continue our outreach and Lunch & Learn sessions-January- Significant Changes 2021 Code
- Continue to partner with HR and Onboarding on recruitment efforts
- Roll out our public facing single family permitting metric dashboard (January 2023)





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