

# Memorandum



CITY OF DALLAS

DATE July 28, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **June 2023 Development Services Monthly Technology and Metrics Review**

This memorandum is to provide an update to the City Council on the Development Services Department (DSD) technology, residential/commercial metrics, and recruitment updates.

As of July 17, 2023, all delayed permits have been processed and cleared. Over the last couple of weeks staff strategically processed the applications delayed by the Ransomware Attack by utilizing overtime that included a weekend schedule. To further expedite completing the task at hand, additional team members from various work groups were cross trained to assist.

On June 30, 2023, DSD reported a queue of single-trade (re-roofs, fence permits, foundation repairs, demolition) permit applications at 870 due to delays caused by the May 2023 incident. The Ransomware Attack impacted and limited staff's ability to access internal shared drives and GIS Zoning maps which are fundamental tools in the plan review process. These limitations caused delays in the review and issuance of permits. Department Executives have identified and acknowledged valuable insights from this experience for continued improvement and growth. Staff has returned to their regular working hours and continues to strive to create a positive impact for clients.

## **Technology**

The Posse software replacement project ("DallasNow") is in progress and is officially in the 2nd month of a 24-month process to replace the DSD legacy permitting software system.

## **Self-Certification**

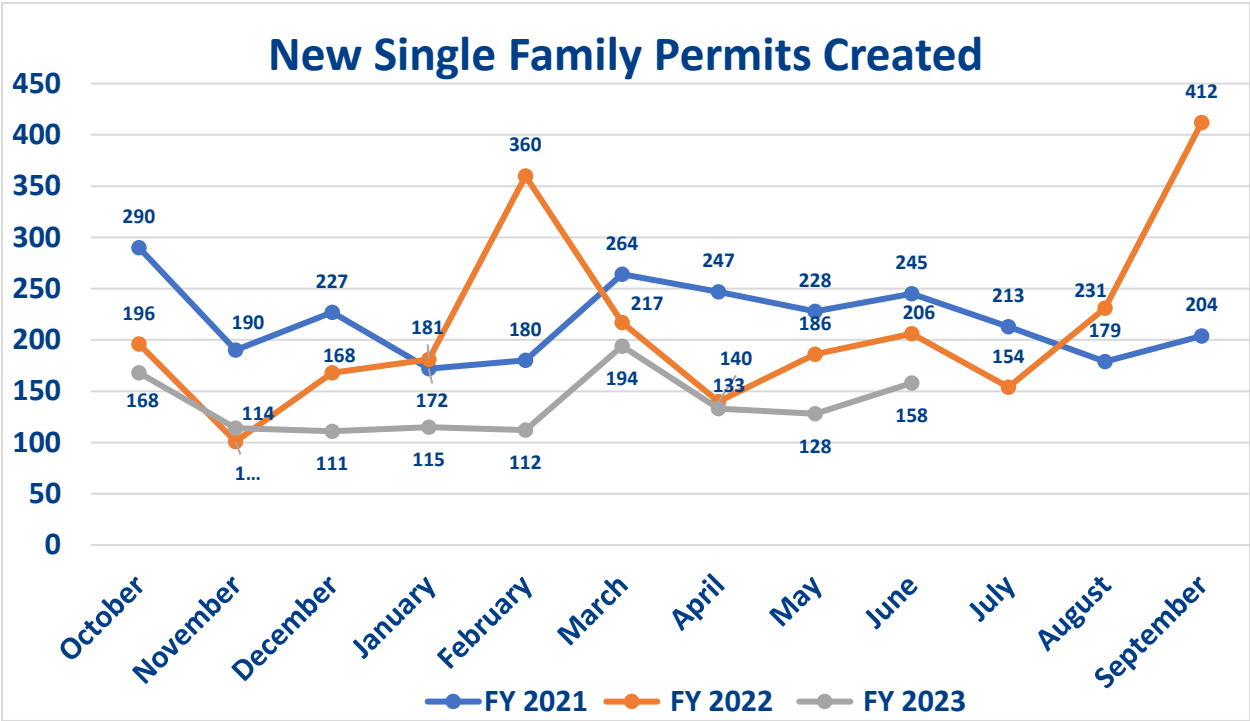
DSD staff is preparing final feedback and will present to the Economic Development Committee in August 2023. The department has met with the following development stakeholders and acquired feedback and recommendations:

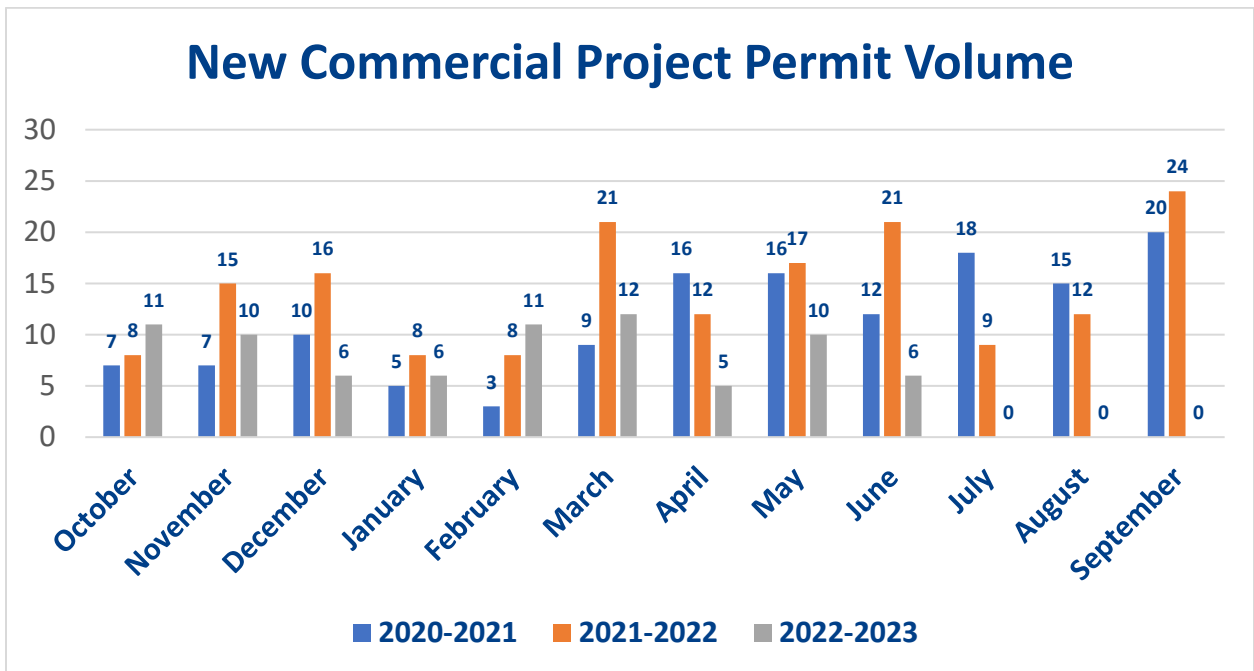
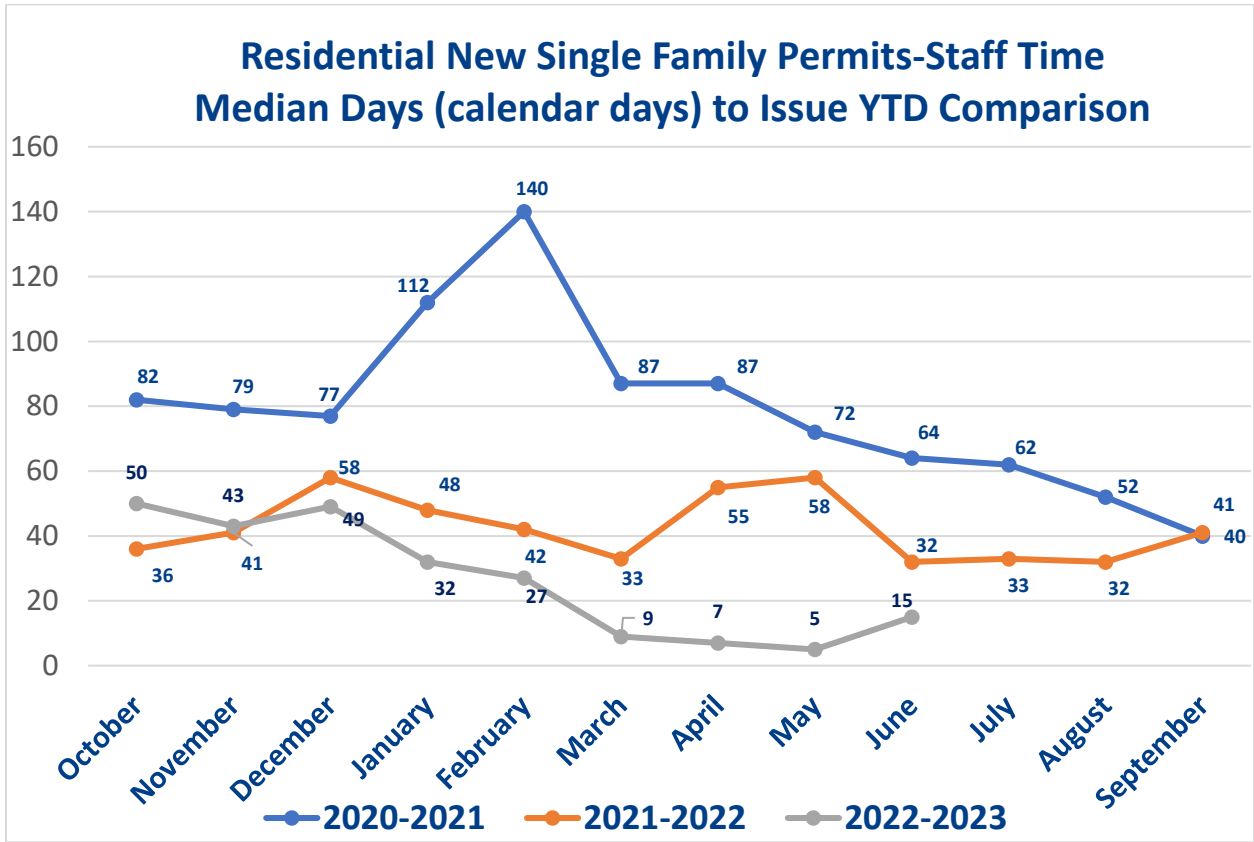
- June 5 - Matrix Group DRAFT Guidelines
- June 5 - Texas Real Estate Council
- June 15 - Dallas Home Builders Association
- June 22 - Dallas Contractors Association
- June 23 - Dallas Independent School District
- June 26 - Dallas American Institute of Architects
- June 30 - Dallas Development Advisory Committee
- July 18 - Met with public to receive feedback (2 sessions)

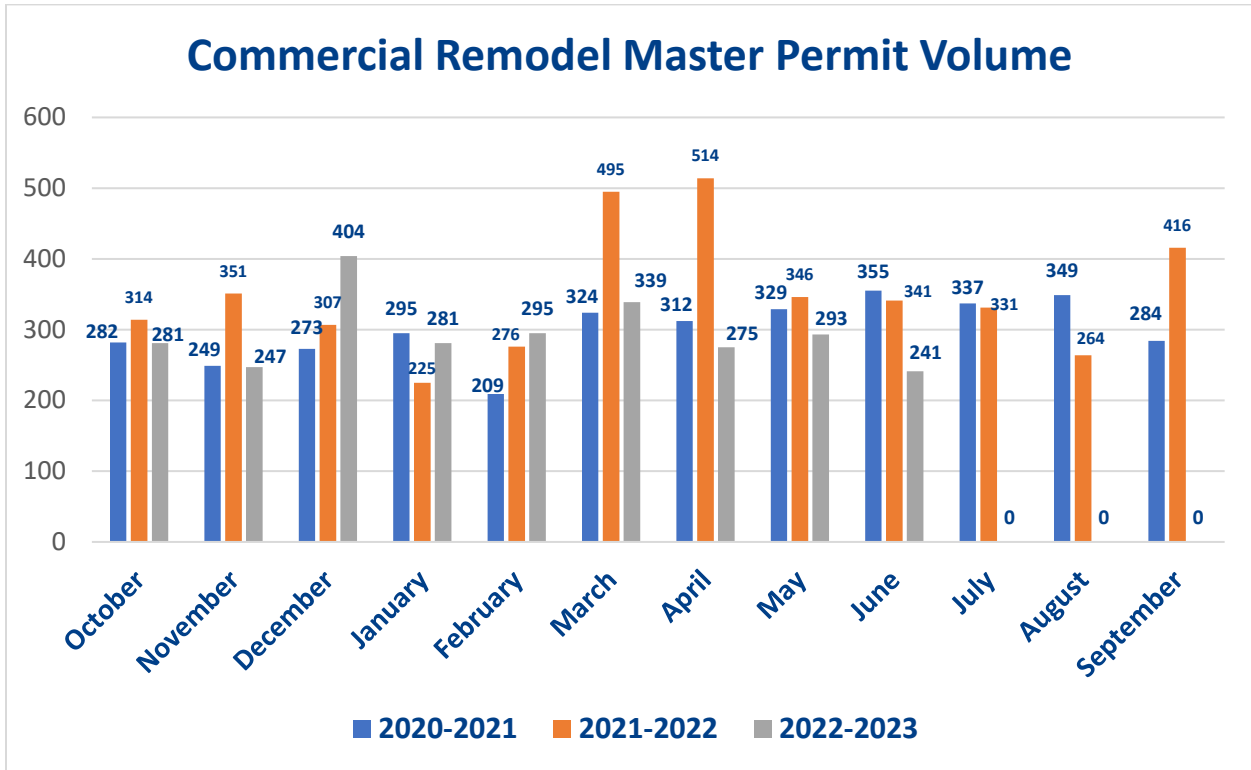
In summary, the feedback received from stakeholders has been very positive, with all seeming to like the overall concept.

**Residential Development Metrics**

In June 2023, the total number of New Single-Family permits, that were initiated, increased from **128** to **158** from the previous month. This represents a **21%** increase. The team issued **140** New Single-Family permits for the month of June 2023, as compared to **117** from the previous month.







**Commercial Development Metrics**

The Department received **6** new commercial, **49** commercial additions, **241** commercial remodels, **28** complex commercial Q-Team, and **29** minor commercial Q-Team project permits in June 2023. All new commercial/remodels initial reviews were performed within **7** days and met the Department’s performance goal. All Q-Team initial reviews were performed within **4** days.

Dallas Development Services Department Performance Goals FY2022-2023			2022									
Metrics	Goal	FY2122	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
# of Commercial Plan Review Submittals												
Commercial New	N/A	171	11	10	6	8	11	12	5	10	6	79
Commercial Additions	N/A	156	19	17	28	16	33	26	28	11	49	227
Commercial Remodels	N/A	4,179	281	247	404	281	295	339	275	293	241	2,656
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	36	39	28	258

Express Plan Review Minor Commercial (Q-Team 2)	N/A	N/A	N/A	N/A	N/A	N/A	14	8	14	15	29	80
<b>Average # of Days for Initial Review</b>												
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	15	10	7	10
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	6	3	4	3.5
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	N/A	N/A	N/A	N/A	N/A	1	1	1	1	1	1

**Recruitment**

Development Services continues its hiring efforts to fill the current vacancies. As of July 6, 2023, a total of **50** positions are currently vacant as compared to the previously reported **54** vacancies from last month. This represents a Vacancy Rate of **14%**, a decrease from the **15%** reported from the previous month. In collaboration with Human Resources (HR) and Compensation, the Department is pleased to report that of the **50** vacancies, **16** positions are in the hiring process and onboarding process, **12** have tentative interviews scheduled, **14** are being reclassified, and **8** are currently being advertised.

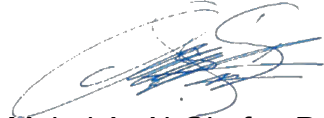
Position	Total Vacancies
Administrative Specialist I	3
Arborist	1
Development Services Administrator	1
Development Services Policy Administrator	1
Engineer Assistant I	1
Geographic Information System Analyst III	1
Inspector III - Development	1
Inspector III - Electrical	3
Inspector III - Zoning	2
Lead Inspector - Multidiscipline	3
Lead Plans Examiner - Multidiscipline	1
Manager - Business	1
Manager - Development Services Training	1
Permit Clerk	4
Permit Technician	3
Plans Examiner	1
Project Coordinator - Development	2
Project Coordinator I	1
Senior Departmental Budget Analyst	1
Senior Geographic Information System Support Technician	1
Senior Inspector - Building Inspection	2

Senior Planner	1
Senior Plans Examiner	6
Senior Plans Examiner - Building Inspection	2
Senior Plans Examiner - Electrical	1
Senior Plans Examiner - Plumbing	2
Senior Training Specialist - Development Services	1
Supervisor - Development Services	1
Supervisor - Zoning Inspections	1
<b>Total Department Vacancies</b>	<b>50</b>

**Next Steps**

- Lunch and Learn Series – July 2023
  - July 13, 2023 “Zoning: Plat Regulations, Creation of a Building Site, and Thoroughfare Plan and Setback Impacts”
  - July 28, 2023 “Construction Inspection”
- Compile feedback on Self-Certification recommendations finalized by the Matrix Consulting Group and brief the Economic Development Committee - August 2023
- DSD will continue to partner with the Bond Office for the move to 7800 N Stemmons
  - Previously forecasted June 2023 date has been delayed due to ITS challenges.
- Develop and share Commercial Permitting Dashboard in September 2023

Should you have any questions, please contact Andrew Espinoza, Director/Chief Building Official of Development Services at (214) 542-1227 or [andres.espinoza@dallas.gov](mailto:andres.espinoza@dallas.gov).



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 Assistant City Manager

c: T.C. Broadnax, City Manager  
 Tammy Palomino, Interim City Attorney  
 Mark Swann, City Auditor  
 Bilierae Johnson, City Secretary  
 Preston Robinson, Administrative Judge  
 Kimberly Bazor Tolbert, Deputy City Manager  
 Jon Fortune, Deputy City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
 Dr. Robert Perez, Assistant City Manager  
 Carl Simpson, Assistant City Manager  
 Jack Ireland, Chief Financial Officer  
 Genesis D. Gavino, Chief of Staff to the City Manager  
 Directors and Assistant Directors