

# Memorandum



CITY OF DALLAS

DATE August 18, 2023

TO Honorable Mayor and Members of the City Council

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

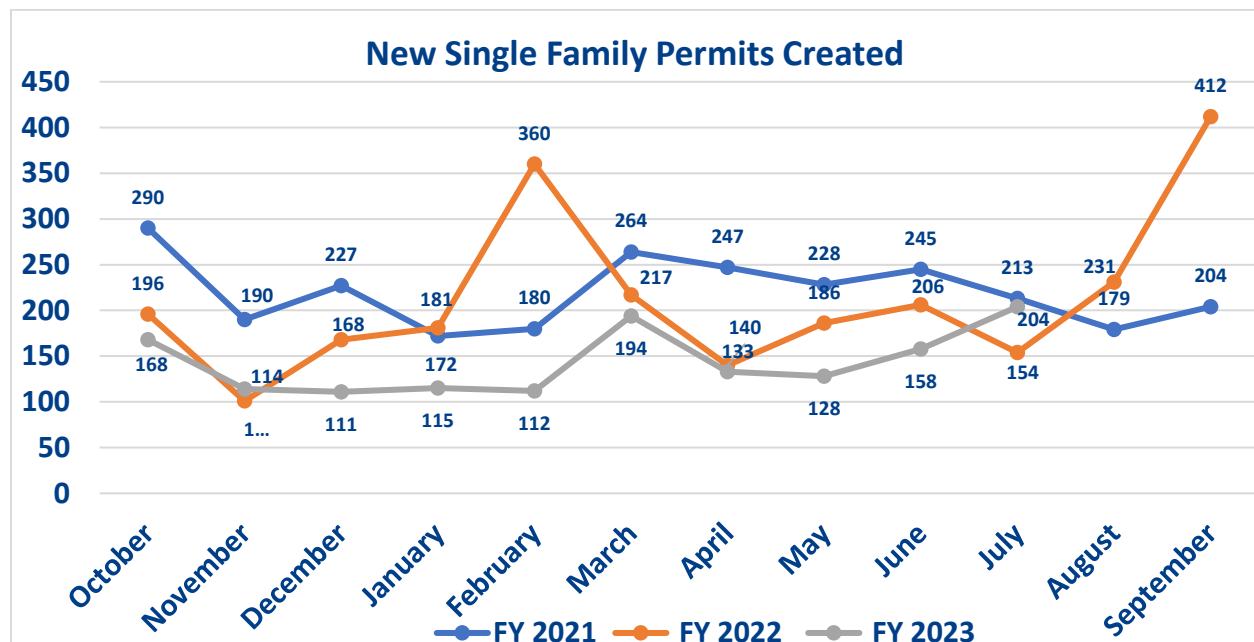
This memorandum is to provide an update to the City Council on Development Services (DSD) technology, residential/commercial metrics, and recruitment updates.

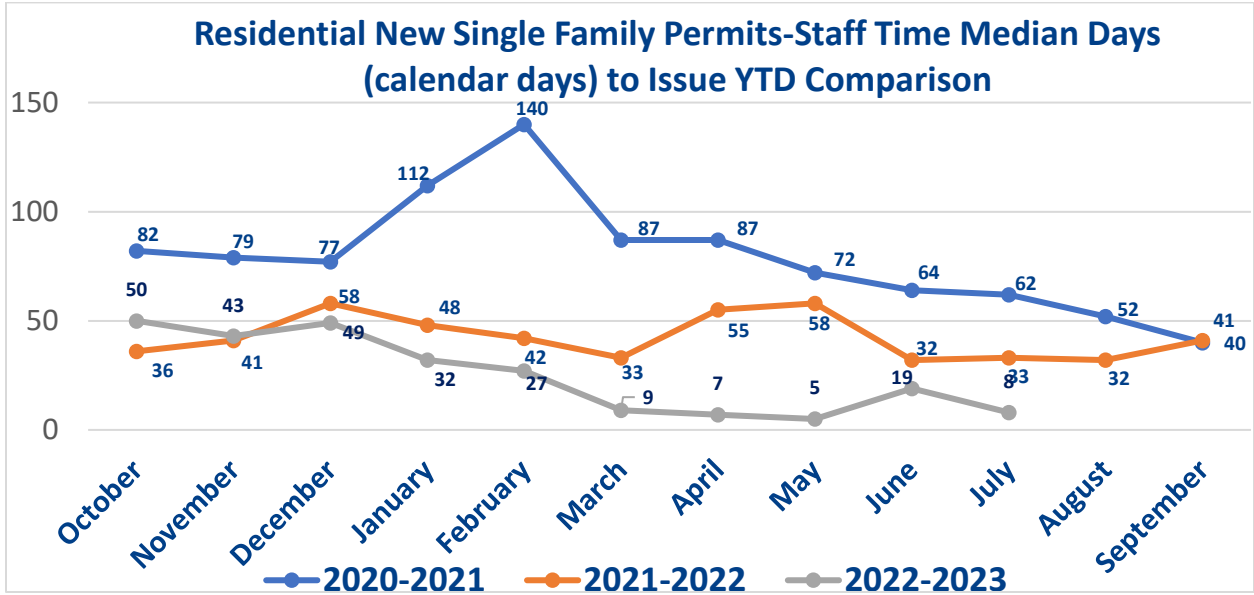
## Technology

The Dallas Now Project continues, and the team completed its third month of progress. Most complex commercial and residential permits such as new construction, additions and renovations have been fully developed, and are currently entering the scripting phase. The team has completed the tailoring phase for record types for less complex commercial and residential permits.

## Residential Metrics

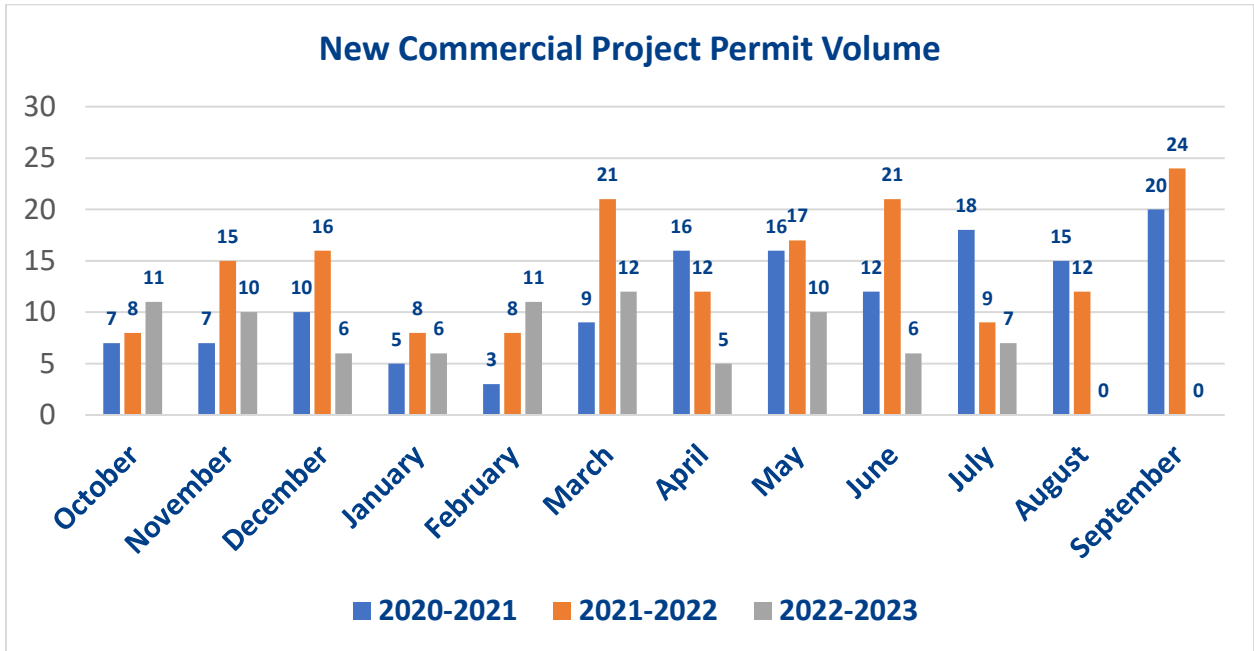
In July 2023, the total number of New Single-Family permits, that were initiated, increased from **158** to **204** from the previous month. This represents a **22.5%** increase. The team issued **207** New Single-Family permits. The median number of days to issue New Single-Family permits not requiring revisions decreased from **19** days to **8** days. A total of **42** New Single-Family permits were processed by the RSVP Team and were issued the same day they were received.

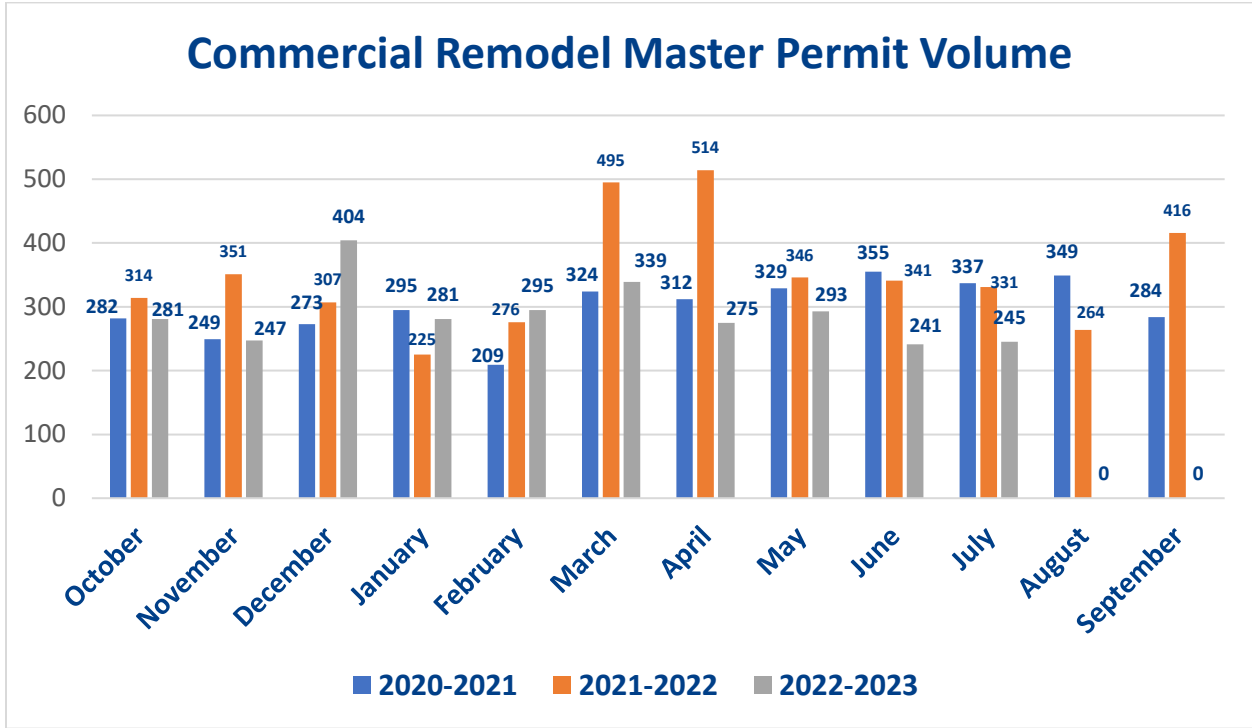




### Commercial Metrics

The Department received **7** new commercial, **18** commercial additions, **245** commercial remodels, **21** complex commercial Q-Team, and **26** minor commercial Q-Team project permits in July 2023. All new commercial/remodels initial reviews were performed within **6** 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	Jul	YTD
<b># of Commercial Plan Review Submittals</b>													
Commercial New	N/A	171	11	10	6	8	11	12	5	10	6	7	86
Commercial Additions	N/A	156	19	17	28	16	33	26	28	11	49	18	245
Commercial Remodels	N/A	4,179	281	247	404	281	295	339	275	293	241	245	2,901
Express Plan Review (Q-Team)	N/A	842	23	16	20	23	22	51	36	39	28	21	279
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	26	106
<b>Average # of Days for Initial Review</b>													
New Commercial/Remodels	15 Days	12	10	10	11	10	9	9	15	10	7	6	10
Express Plan Review (Q-Team)	10 Days	7	5	5	2	3	2	5	6	3	4	4	4
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	1

**Recruitment**

Development Services continues its hiring efforts to fill the current vacancies. As of August 9, 2023, a total of **42** positions are currently vacant as compared to the previously reported **49** vacancies from last month. This represents a Vacancy Rate of **12%**. In collaboration with Human Resources (HR), the Department is pleased to report that of the **42** vacancies, **5** positions are in the hiring process and onboarding process, **10** have tentative interviews scheduled, **1** is being reclassified, and **9** are currently being advertised.

<b>Position Title</b>	<b>Vacancies</b>
02527 - Project Coordinator - Development	2
16401 - Plans Examiner	1
16404 - Senior Plans Examiner	6
18034 - Senior Departmental Budget Analyst	1
18059 - Development Services Policy Administrator	1
28043 - Senior Planner	1
31012 - Supervisor - Building Inspections Development Services	2
31015 - Senior Plans Examiner - Building Inspection	2
31017 - Senior Plans Examiner - Plumbing	2
31019 - Senior Inspector - Building Inspection	2
31025 - Lead Inspector - Multidiscipline	1
31030 - Inspector III - Development	1
31031 - Inspector III - Electrical	3
31045 - Supervisor - Zoning Inspections	1
31238 - Manager - Development	1
31543 - Lead Plans Examiner - Multidiscipline	1
32209 - Executive Secretary	1
32403 - Senior Office Assistant	1
35547 - Geographic Information System Analyst III	1
36533 - Senior Geographic Information System Support Technician	1
36619 - Supervisor - Development Services	1
36654 - Manager - Business	1
40050 - Senior Public Information Officer	1
42001 - Permit Clerk	4
42003 - Permit Technician	3
<b>Total Vacancies</b>	<b>42</b>

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### **Next Steps**

- Lunch and Learn Series – August 2023
  - August 18, 2023, GIS Overview
  - August 21, 2023, Tree Removal
  - August 25, 2023, Water/Wastewater and Paving Drainage
- Partner with Development Community on Fee Study recommendations and forward to Budget Office and City Manager Office Review.
  - Brief Economic Development Committee - August 2023
- Finalize Self-Certification Program- Submitted to City Attorney for review.
- DSD will continue to partner with the Bond Office for move to 7800 N Stemmons
- 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)



Majed A. Al-Ghafry, P.E.  
Assistant City Manager

c: T.C. Broadnax, City Manager  
Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer 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