



City of Dallas

Development Services Monthly Technology and Metrics Review

**Government Performance &
Financial Management Committee
November 15, 2022**

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

Presentation Overview



- Technology
- Permit Metrics
- Communications
- Recruitment and Hiring
- Next Steps



Technology

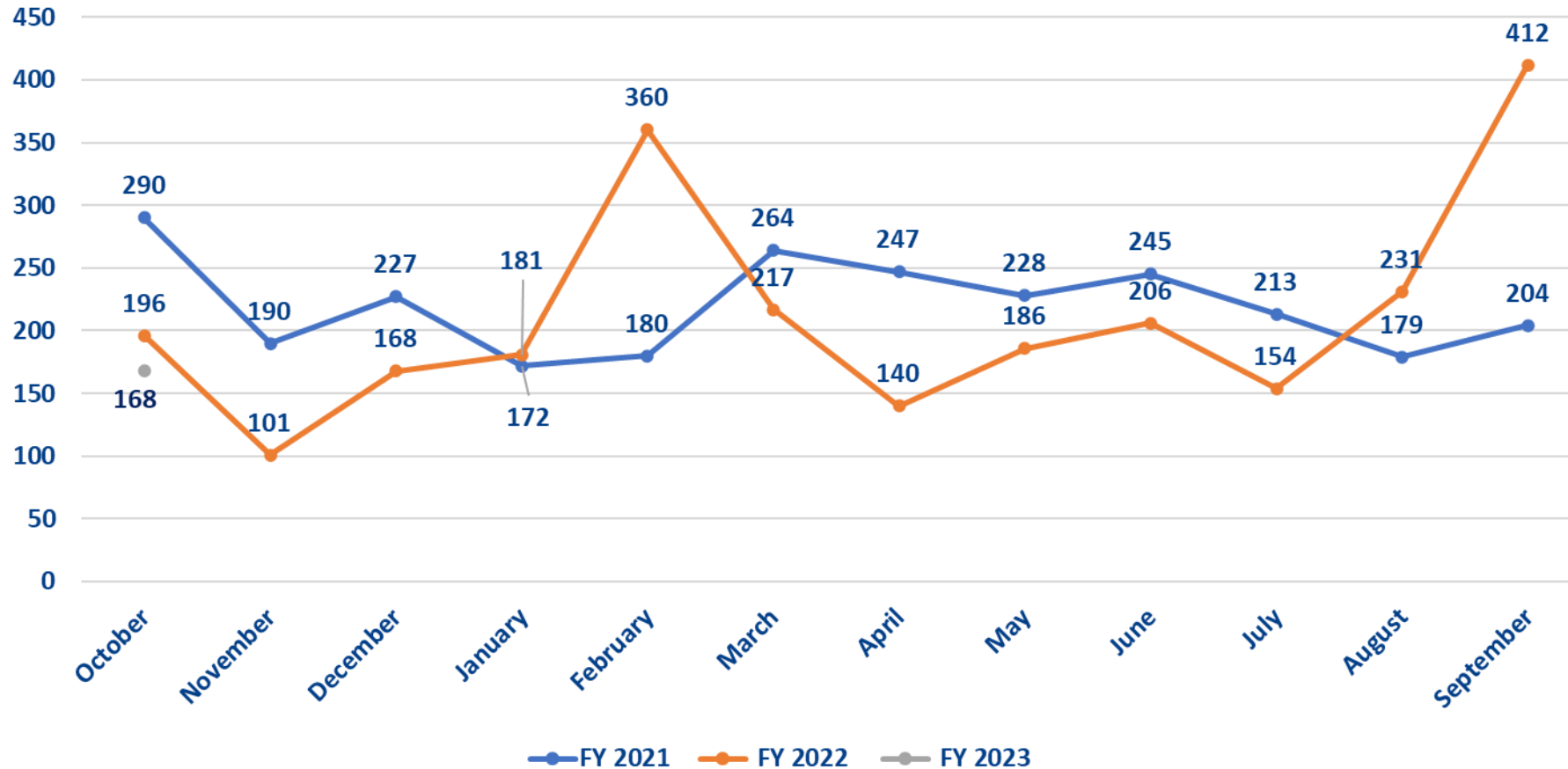


- Plan Review Project Dox
 - Meeting is scheduled for November to review enhancement requests
- Land Management Permitting Software
 - Statement of Work (SOW) completed November 2022
 - Once completed contract will be reviewed by City Attorney's Office

Residential Permit Volume



New Single Family Permits Created



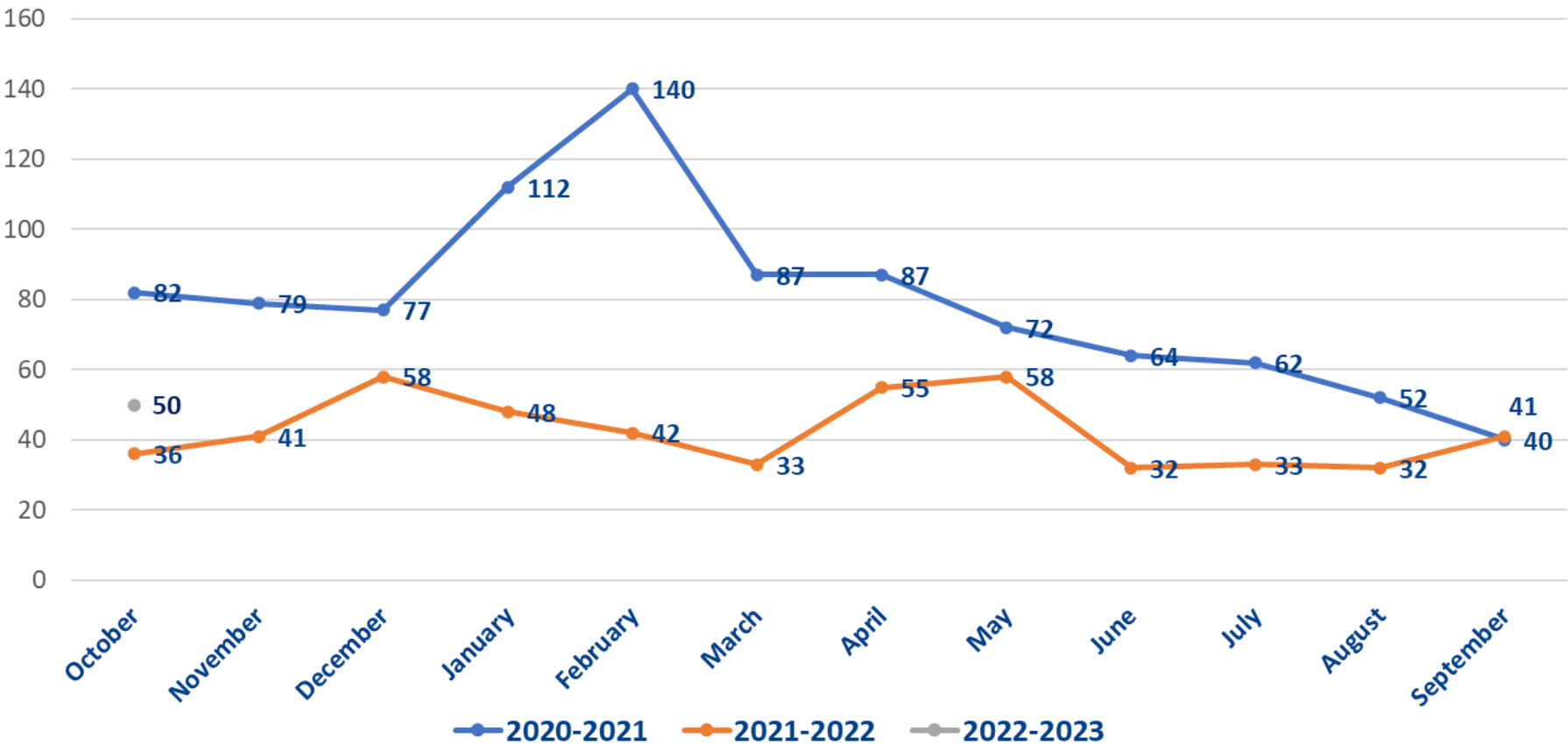
A total of 168 were processed for the month. This represents a 60% decrease compared to the previous month of September.



Residential Permit Average Turnaround



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



An increase of 9 days to issue new single family permits for the month of September.

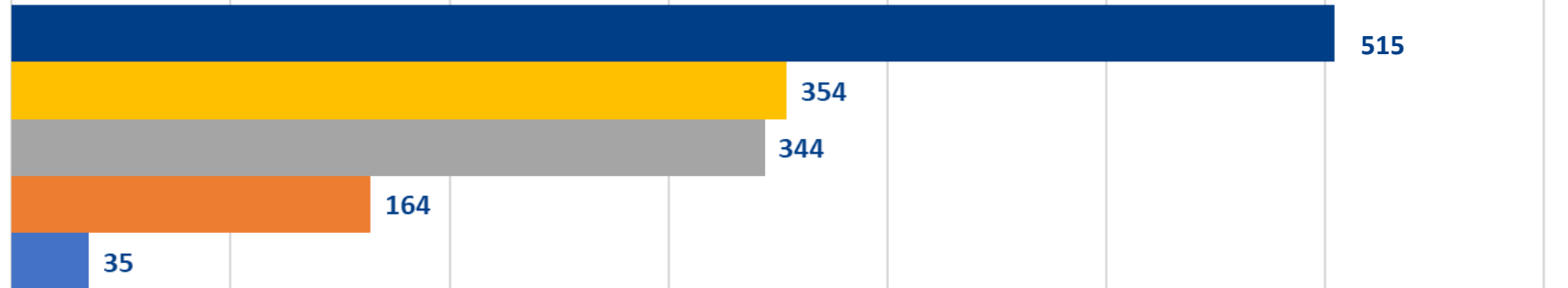
***Note: As of November 14, 2022 there were 131 applications in “Over Due” status.



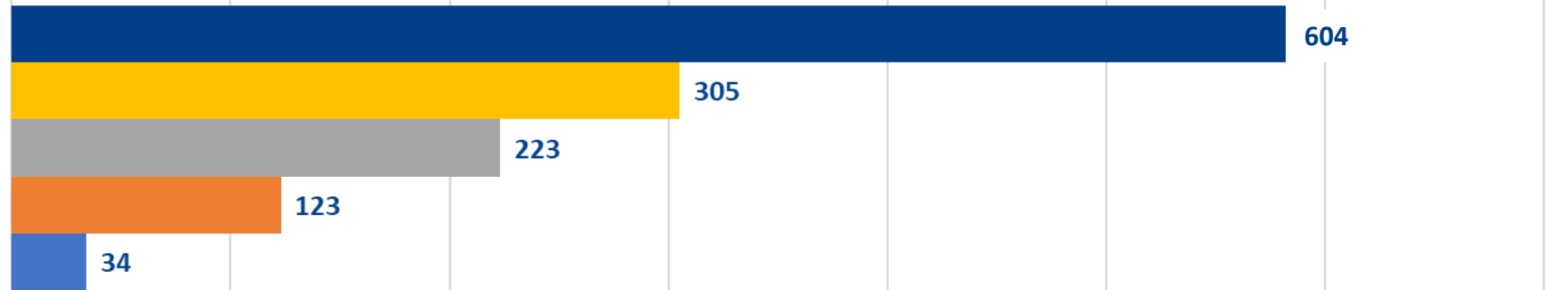
Residential Permit Average Metrics



Residential Permit Issued Totals October 2022



Residential Permit Issued Totals September 2022



35 RSVP New Single Family permits issued the same day for October

344 NSF permits issued for October a 54% increase in issuance from previous month

Third Party Vendors performed 604 reviews

■ 3rd Party Reviews ■ Remodel Issued ■ NSF Permits City Issued ■ Additions ■ RSVP



Communication and Outreach

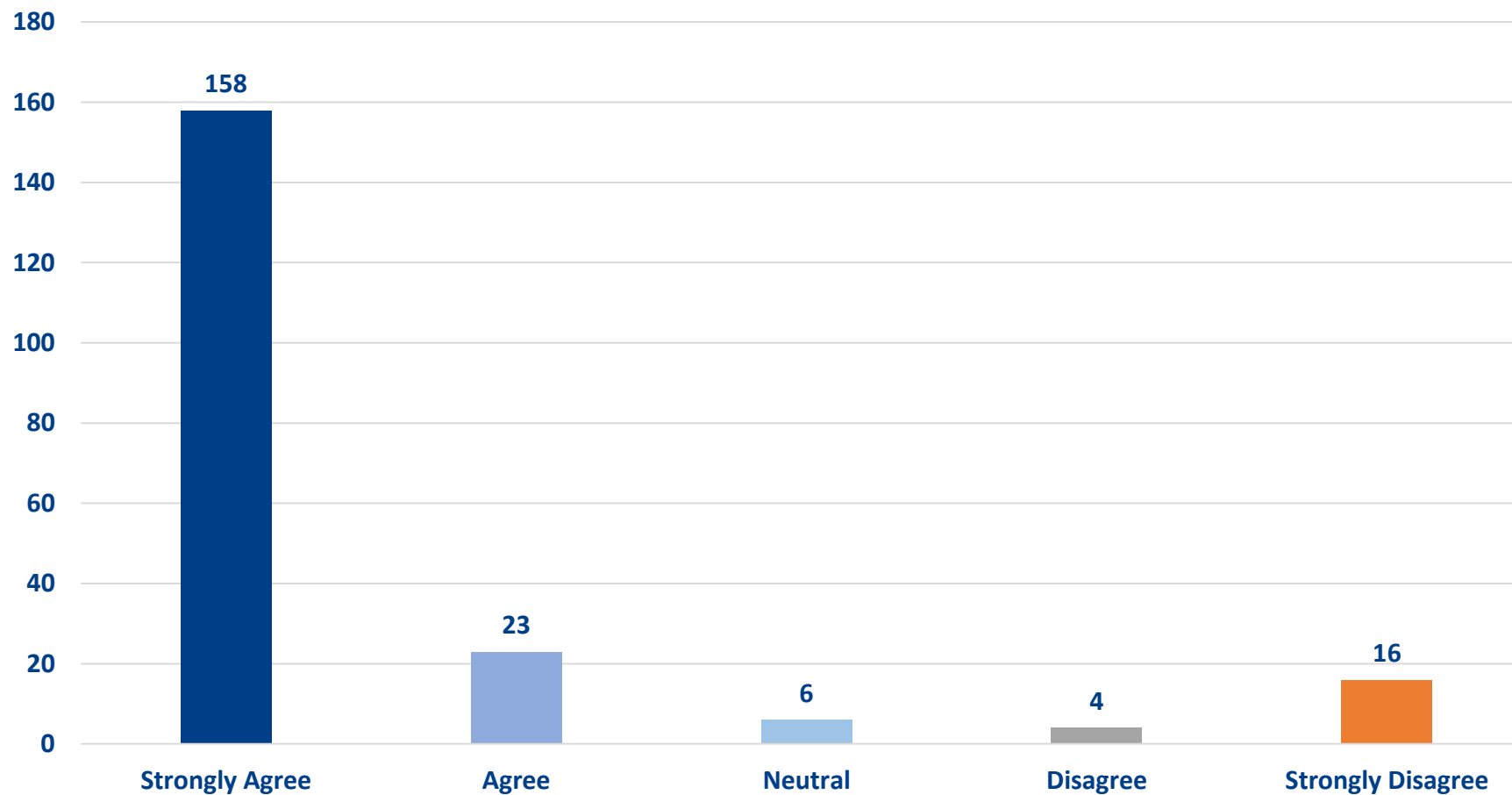


- Pop Up Saturday, October 22nd, 2022
- Total of 7 outreach engagement sessions
- Lunch and Learn Series
 - 36 attendees
- Social Media (Last 28 days)
 - Facebook post reach up 3.6% (4,127)
 - Facebook page visits up 342.7% (2,995 visits)
 - Constant Contact (Last 30 days) 1,371 sends/690 opens

Communication and Outreach



August 2022-October 2022 Customer Survey Feedback



207 total Customer Service Surveys of 181 were positive. This represents an approximate 87% Customer Satisfaction rating



Recruitment and Hiring



- Hosting 3rd Hiring Event November 28, 2022
- Currently have 80 vacancies

Position Status	Position Count
Pending Hires	20
New Job Postings	31
Candidates in Review/Interview	12
Pending Reclassification	12
Pending Reassignments	5
Total Vacancies	80

- Continue to work with the Matrix Group and HR Compensation/ on finalizing compensation study and Incentive Pay Program



Next Steps



- Complete Land Management Contract Negotiations and submit Final Recommendations (November 2022)
- Finalize online permitting plan review customer enhancement recommendations (November 2022)
- Implementation of Matrix Recommendations (Ongoing)
- Continue recruitment efforts (Ongoing)





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