Development Services Monthly Technology and Metrics Review

Economic Development Committee
May 6th, 2024

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

Presentation Overview

- Accomplishment:
  - Metrics (Residential and Commercial)
  - Hiring and Recruitment
  - Training
  - Communication Updates
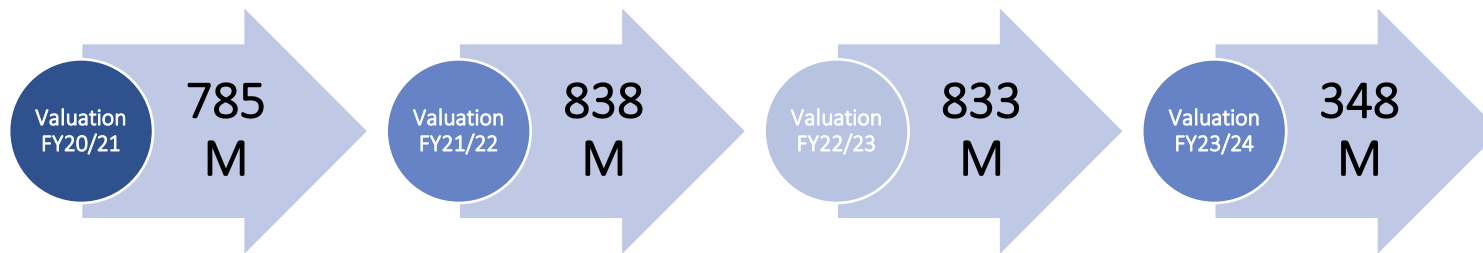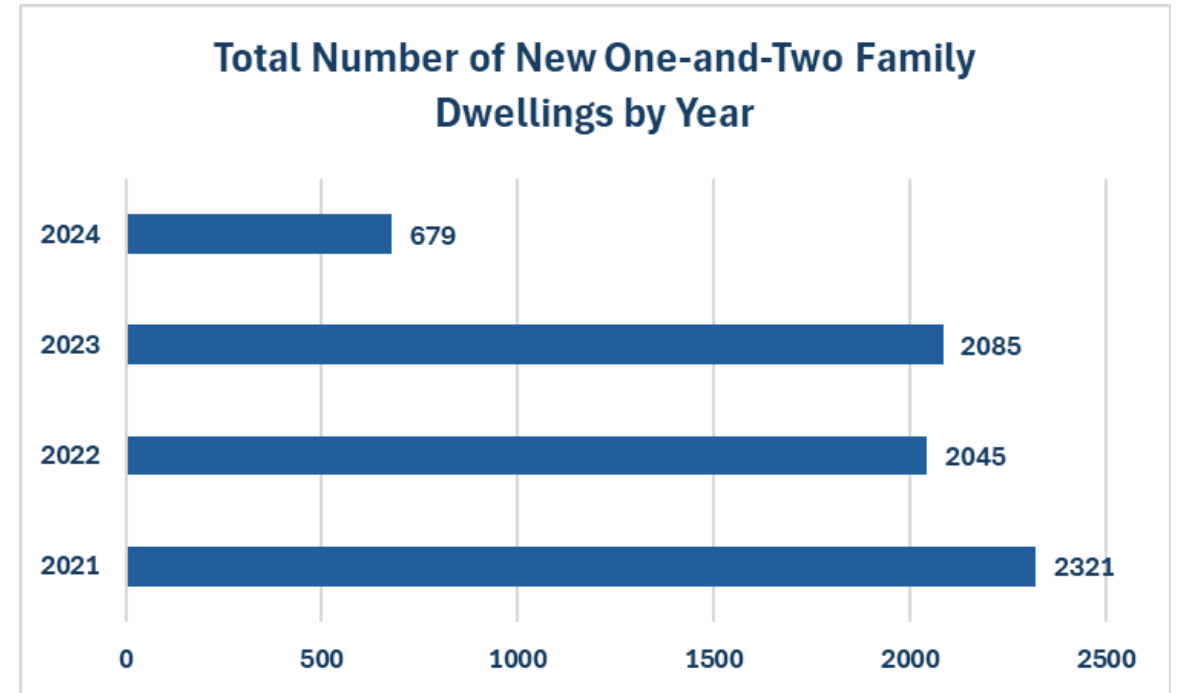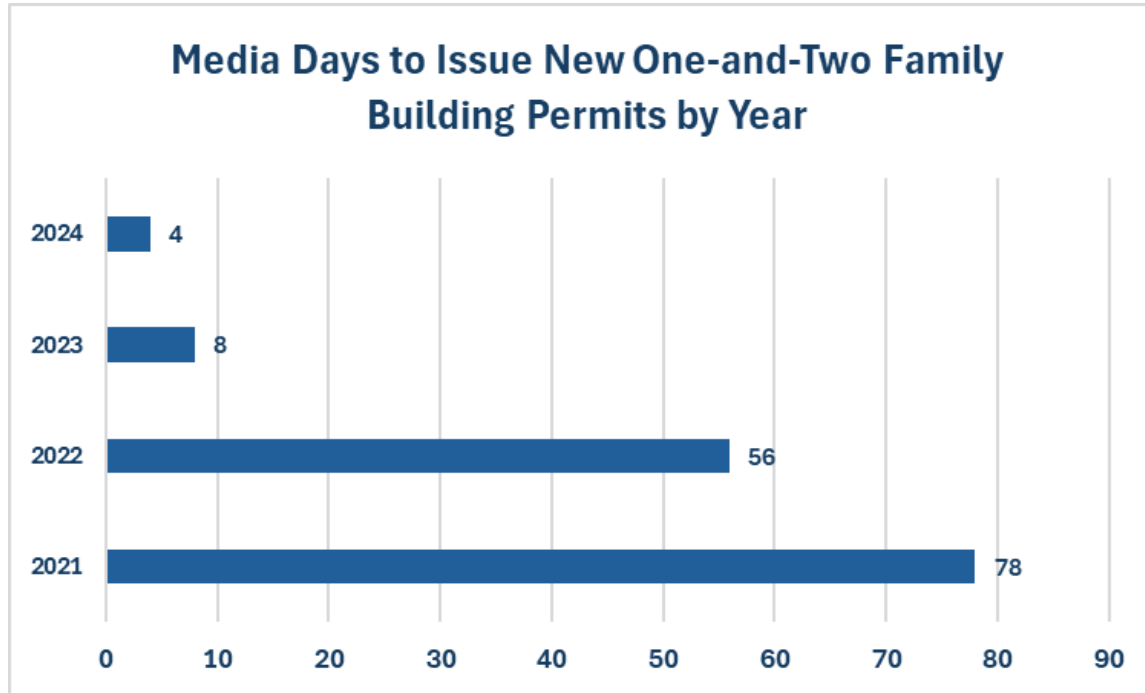 - Staffing & Augmentation
  - Next Steps

Technology

- Commercial Dashboard data (June 2024 launch date)

  - Development Services and Data Business Intelligence have scheduled preview presentations for the dashboard with individual Council Members in May 2024

  - Presentation to stakeholders scheduled for May 2024.

- DallasNow Project which is our new permitting software system replacement initiative is in its 11th month.

  - Approaching halfway mark on Go Live Date.

- DSD continues to meet established implementation milestones and scheduling timelines.

Metrics

Media Days to Issue New One-and-Two Family Building Permits by Year

Year	Days
2024	4
2023	8
2022	56
2021	78

Total Number of New One-and-Two Family Dwellings by Year

Year	Number
2024	679
2023	2085
2022	2045
2021	2321

Valuation FY20/21 — 785 M

Valuation FY21/22 — 838 M

Valuation FY22/23 — 833 M

Valuation FY23/24 — 348 M

2.8 Billion Estimated Residential Project Valuation 2021-2024 YTD

Metrics

March 2024

- Residential Permit submittals increased from **136** to **207**.

  - A **52%** increase from previous month.

  - **154** New Single-Family permits were issued.

  - A total of **43** RSVP permits issued the SAME DAY.

  - The Department issued permits within **3** days for the month.

  15 New Commercial, **23** Commercial Additions, **233** Commercial Remodels

  - **37** Complex Commercial Q-Team projects.

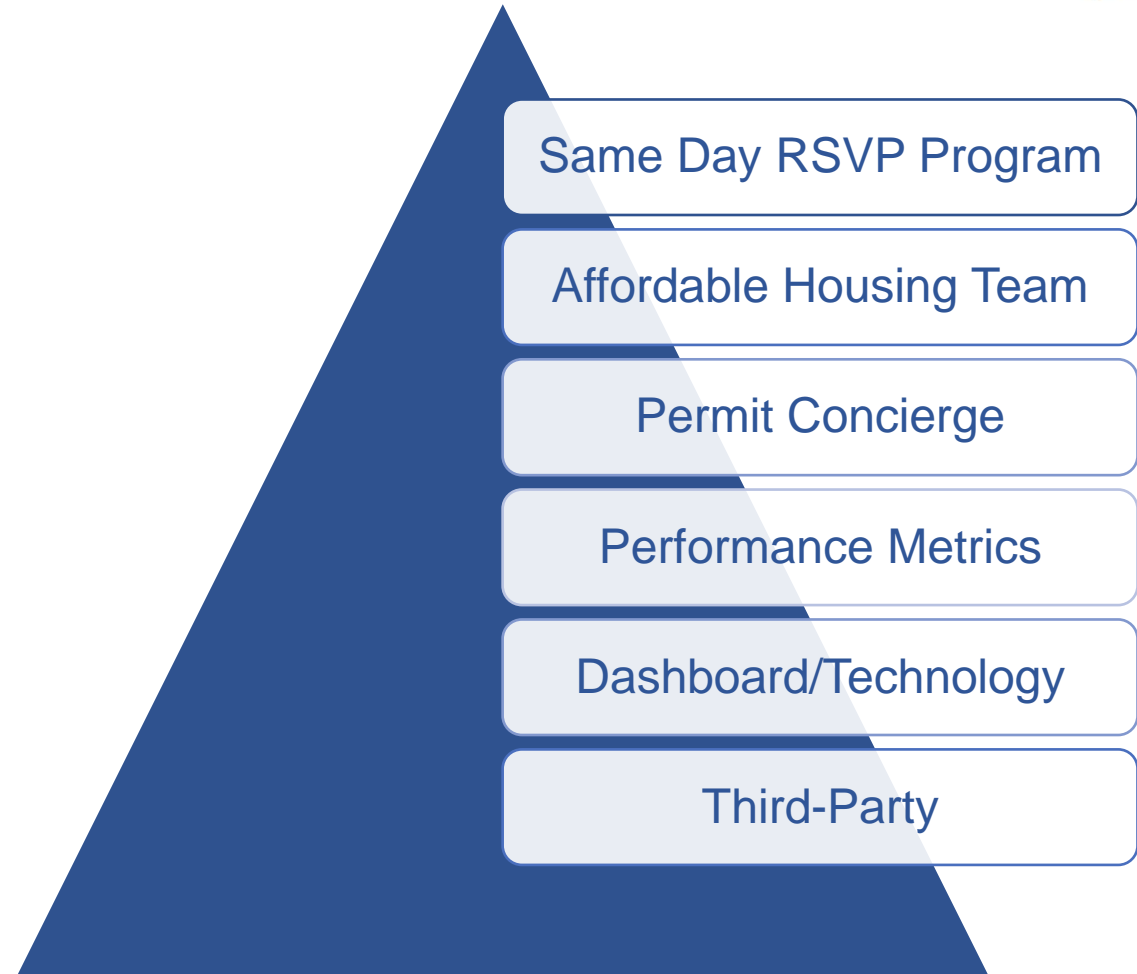 - **23** Minor Commercial Q-Team permits issued SAME DAY.

Metrics/Strategic Plan
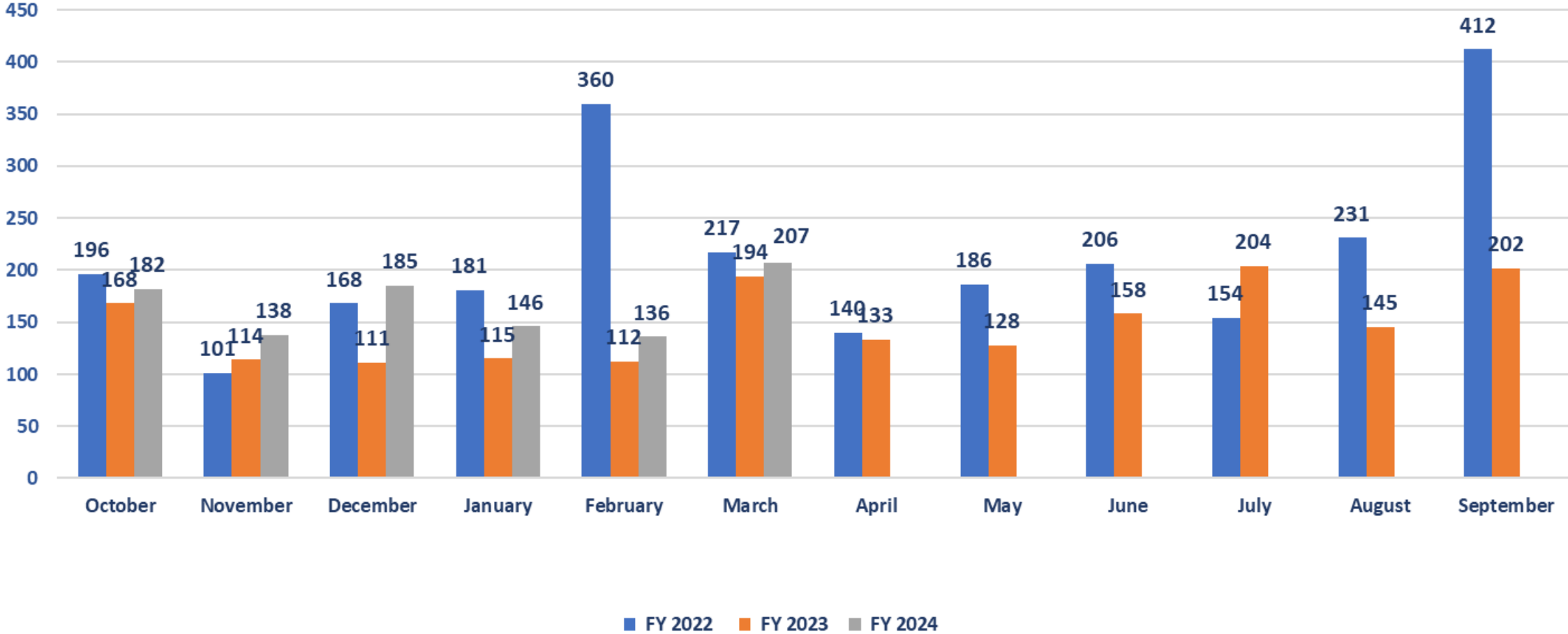
2022/2023 DSD established strategic goals:

- Reduce Residential Permitting Times by 50% by March 2023

- Issue New One-and-Two Single Family permits within 3-5 business days

- Perform all initial plan reviews within 15 business days

Same Day RSVP Program

Affordable Housing Team

Permit Concierge

Performance Metrics

Dashboard/Technology

Third-Party

Residential Permit Volume

New Single Permits Family Created

Month	FY 2022	FY 2023	FY 2024
October	196	168	182
November	101	114	138
December	168	111	185
January	181	115	146
February	360	112	136
March	217	194	207
April	140	133	
May	186	128	
June	206	158	
July	154	204	
August	231	145	
September	412	202	

Residential Turnaround Times

Residential New Single Family Permits-Staff Median Days to Issue

Month	FY 2022	FY 2023	FY 2024
October	36	50	3
November	41	43	4
December	58	49	2
January	48	32	4
February	42	27	4
March	33	9	3
April	55	7	
May	58	5	
June	32	19	
July	33	8	
August	32	4	
September	41	6	
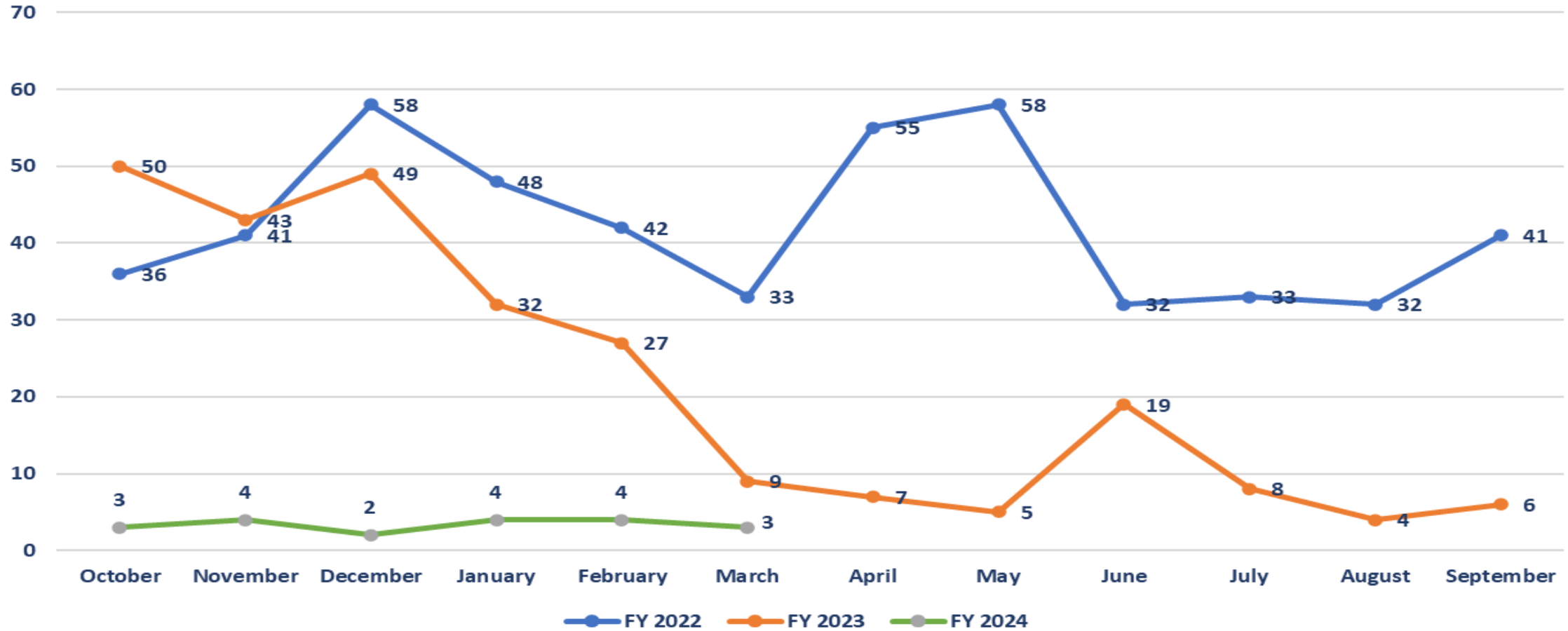
Commerical Remodel Permit Volume

Commercial Remodel Permit Volume

	October	November	December	January	February	March	April	May	June	July	August	September
FY 2022	314	351	307	225	276	495	514	346	341	331	264	416
FY 2023	281	247	404	281	295	339	275	293	241	245	283	214
FY 2024	231	222	205	200	216	233						

■ FY 2022 ■ FY 2023 ■ FY 2024
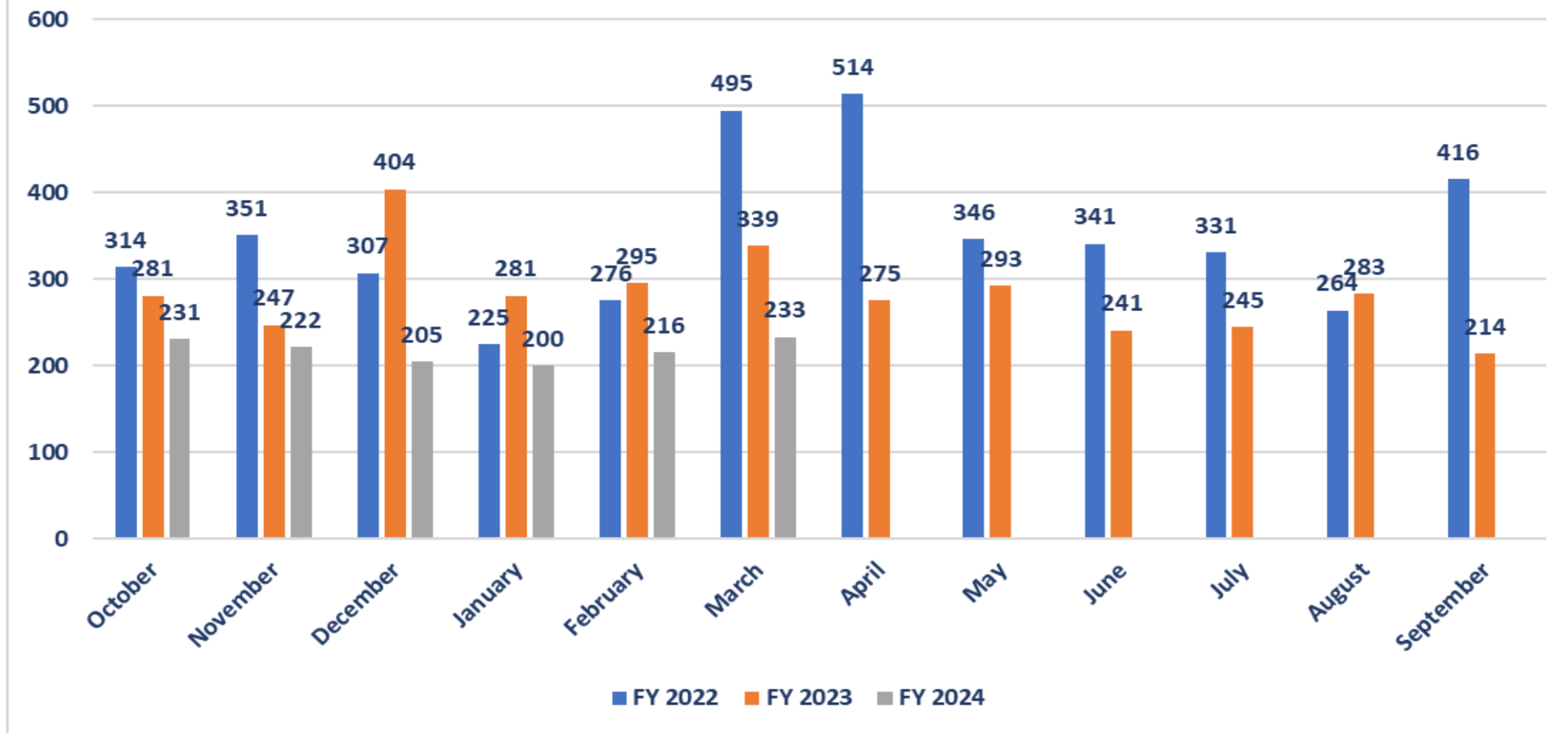
Commerical Permit Volume

New Commerical Permit Project Volume
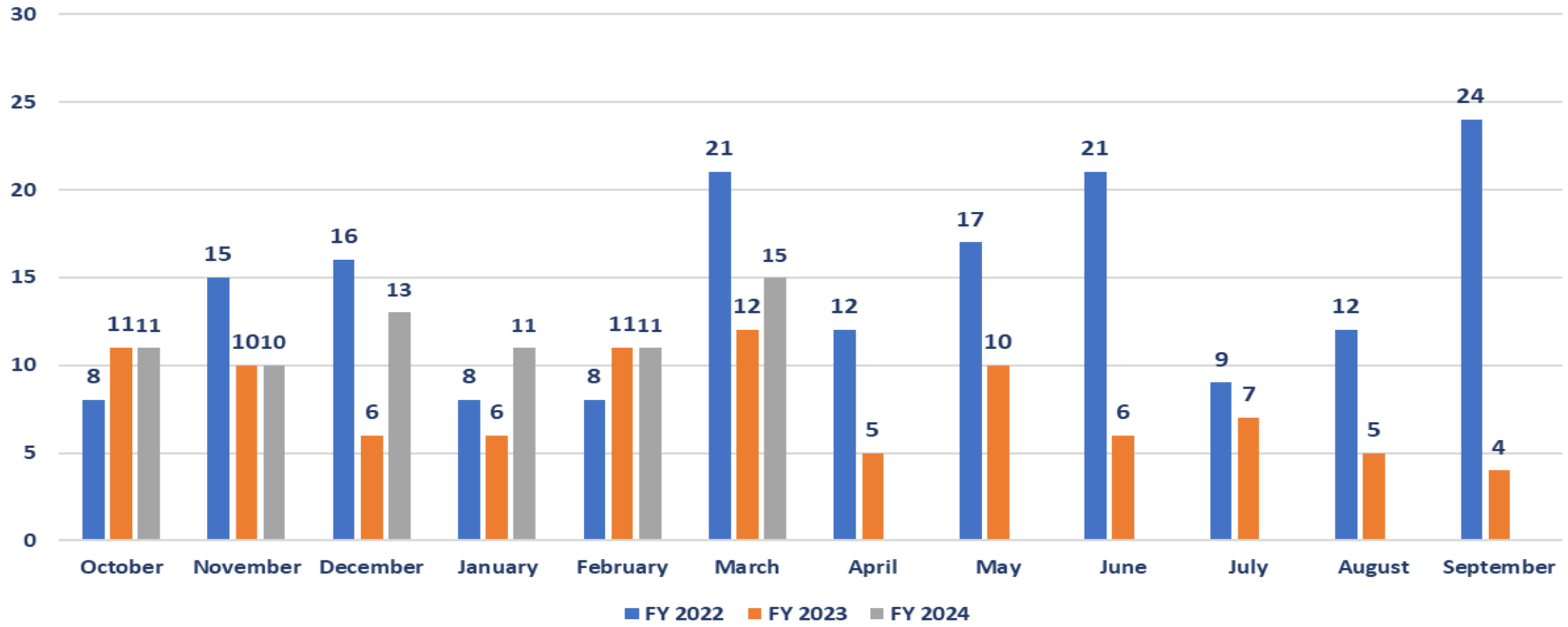
Hiring and Recruitment

Job Classification	Vacancies	Job Classification	Vacancies
00701 - Engineer Assistant I	1	31025 - Lead Inspector - Multidiscipline	2
02218 - Surveyor	2	31030 - Inspector III - Development	1
02520 - Project Coordinator I	2	31031 - Inspector III - Electrical	3
02527 - Project Coordinator - Development	2	31032 - Inspector III - Plumbing	6
02528 - Senior Project Coordinator - Development	1	31034 - Inspector III - Signs	1
06206 - Sanitarian	2	31037 - Inspector III - Zoning	1
16404 - Senior Plans Examiner	3	32405 - Administrative Specialist I	1
18034 - Senior Departmental Budget Analyst	1	35548 - Senior Geographic Information System Analyst	1
24112 - Intern - Development Services Engineering	1	36619 - Supervisor - Development Services	4
28043 - Senior Planner	1	36690 - Development Services Administrator	1
31012 - Supervisor - Building Inspections Development Services	1	42001 - Permit Clerk	1
31013 - Part-Time Flex-Inspector (Plumbing)	8	42003 - Permit Technician	1
31014 - Part-Time Flex-Inspector (HVAC)	7	48607 - Senior Training Specialist - Development Services	1
31017 - Senior Plans Examiner - Plumbing	1	**Total Vacancies**	**40**
31022 - Senior Inspector - Plumbing	1	**Total Part-time Positions/Interns**	**16**
31023 - Inspector III - Building Inspection	1	**Total Department Restructure**	**3**
		Total Vacancies as of 4/18/2024	**59**

Hiring and Recruitment

- Hosted DSD Hiring Event

- Friday, April 12, 2024 - Downtown City Library

  - 171 total walk-ins

  - 124 total applications received

  - 71 total interviews

  - 29 offer letters made on the spot

  - 42 of City team staff participation

 - Library, Civil Service, HR Onboarding, Development Services Participation

Training

Established dedicated DSD Training team in July 2023 to focus on **Department Guiding Principals**

- Supervisory Inspector Training Program

- Residential Plans Examiner Training Program

- New DSD Employee Onboarding Training Program

- Call Center and Permit Center Training Program

- DSD Mentorship Program

Customer Service

Consistency

Teamwork

Intergrity

Responsiveness
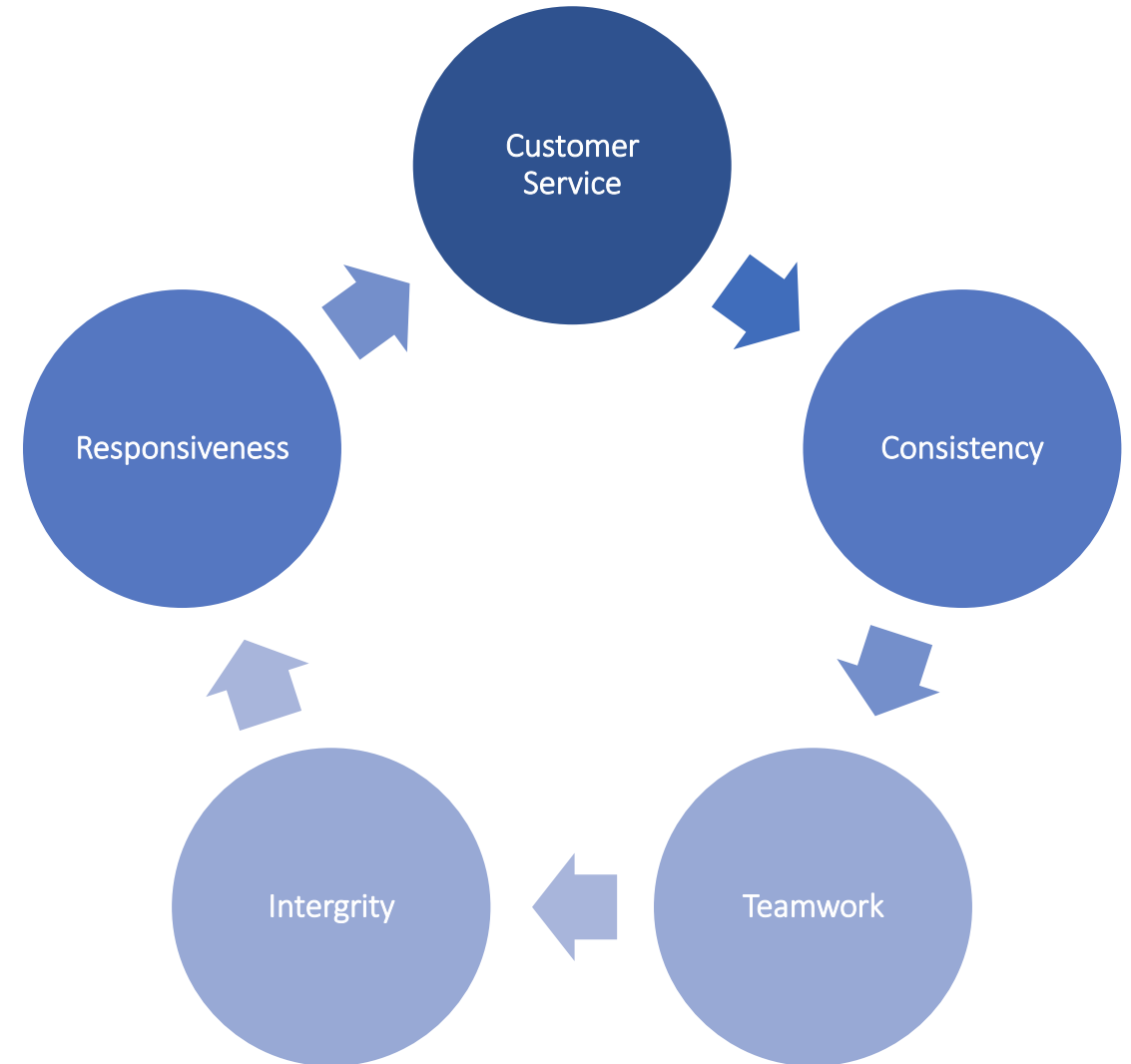
Training

- January 2024-March 2024

- Quality Control Workshops

- Policy Trainings

- ICC Examinations prep courses

- Lunch and Learns

- Employee and Development Engagements

- Women Who Build Luncheon

Feedback Rating 4.5	Total # of Trainings 28
Total # of Hours 375	Total # of Attendees 186

Communication Updates

Metric	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
New Fans/Followers	66	51	133	100	136	170	201
# of Posts	93	67	92	57	78	102	82
# of Reels/Videos	3	1	5	3	3	7	3
# of Post Video Views	114	521	525	188	656	2725	395
# of Email Campaigns	5	6	9	11	6	8	8
# of Emails Sent	3583	3406	5534	6208	4132	4839	5548
# of Emails Opened	2310	2259	4119	3513	1124	2487	2603
Email Open Rate	77%	79%	79%	60%	29%	57%	53%
Outreach/Engagements	10	3	4	2	5	9	8

DSD Meaningful Partnerships and Engagement

Communications Manager	Outreach Specialist	Permitting Quick Guides
Lunch & Learns	Annual Report	Internal Communications

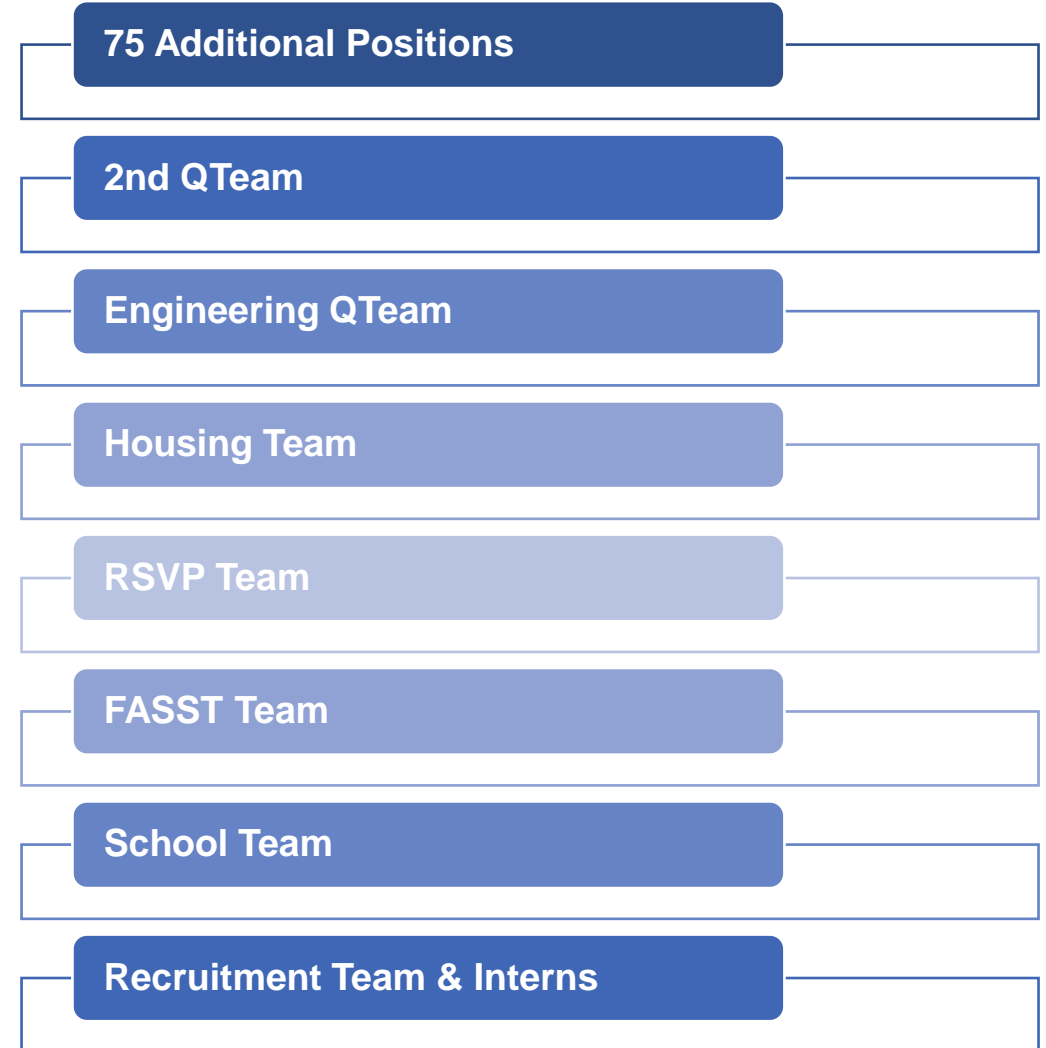| Website Management	Stakeholder Sessions

Staffing and Assignments

- Reduced permitting turn around times

- Leveraged third-party contracts to supplement and support operations

- DSD, CAO, and Procurement partnered to onboard six (6) contracts

  - FY2021/2022- $3.2M

  - FY2022/2023-$3.8M

  - FY2023/2024-$524k

75 Additional Positions
2nd QTeam
Engineering QTeam
Housing Team
RSVP Team
FASST Team
School Team
Recruitment Team & Interns

Next Steps

- Continue to partner with Bond Office on 7800 N. Stemmons action plan (Ongoing)

- Onboard DSD new hires from Hiring Fair (May 2024)

- Continue to partner with Human Resources and Compensation on Plumbing Inspection workgroup compensation evaluation (Ongoing)

- Launch Commerical Permitting Dashboard (June 2024)