

# Memorandum



CITY OF DALLAS

DATE May 19, 2023

Honorable Members of the City Council Government Performance and Financial Management Committee: Cara Mendelsohn (Chair), Gay Donnell Willis (Vice Chair), Tennell Atkins, Adam Bazaldua, Adam McGough, Paul Ridley, Chad West

SUBJECT **May 22, 2023 Government Performance and Financial Management (GPFM) Committee, Development Services Department Monthly Update for April 2023**

This memorandum is to provide an update to the Government Performance and Financial Management (GPFM) Committee on Development Services technology, residential and commercial metrics, and recruitment updates. All metrics are reported in business days rather than calendar days. Development Services is still experiencing a lack of access to various ITS related files due to the Ransomware Attack. On June 13, 2023 the Development Services Department Monthly Update intends to provide all metrics in calendar days.

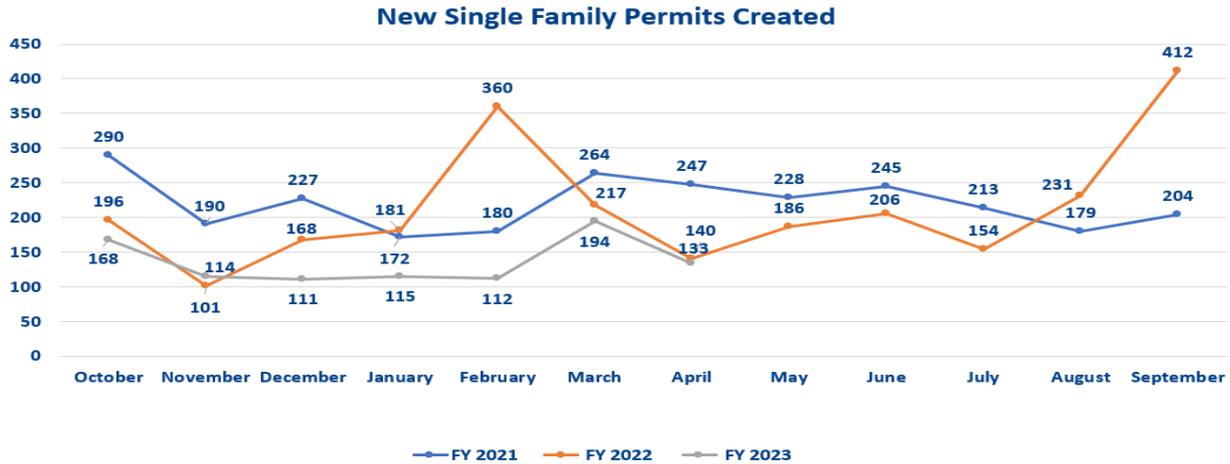
## Technology

The land management software implementation project is in progress. An official kick-off was hosted on May 1, 2023 and formal introductions and project overview, expectations, and timelines were discussed. The focused group included Development Services, ITS support, Gartner Consulting, Accela and other key Departments have been continuously meeting and are progressing through established tailoring sessions.

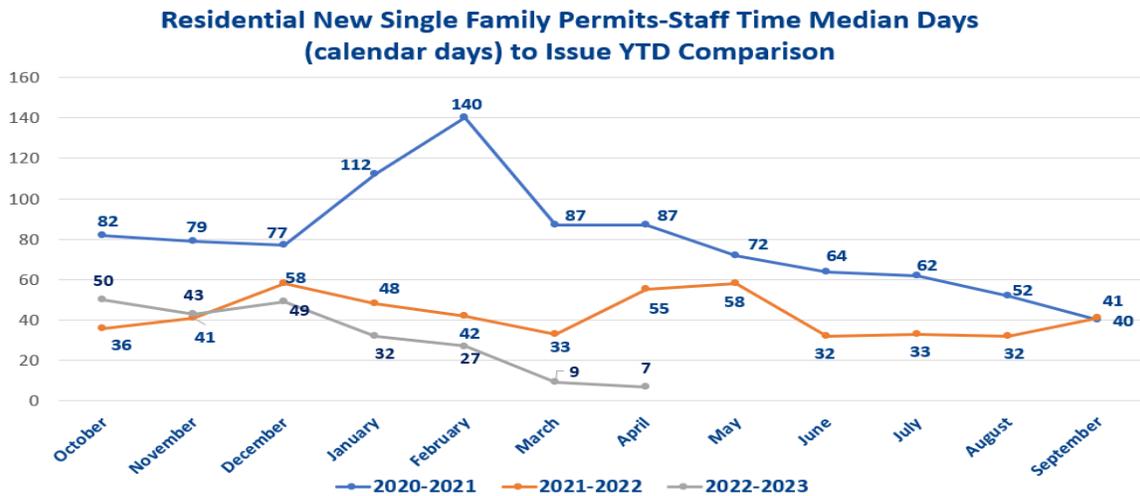
The Department has implemented an Emergency Response Plan to address the Ransomware attack that has impacted our permitting and daily operations. Notifications were sent to customers informing them of our acceptance of paper submittals only. In addition, the team identified all previously submitted permits and proactively implemented solutions that will allow the continued issuance of building permits. The team continues process permits that had been submitted prior to the attack.

## Residential Metrics

In April 2023, the total number of New Single-Family permits that were initiated decreased from **194** to **133** from the previous month. This represents a **31%** decrease from the previous month's customer permit submittals. The team issued **135** New Single-Family permits for the month of April 2023. The decrease in permit submittals may be due in part to increase financing market loan rates or business owners may have been focused on Federal Tax processing timelines. This decrease is consistent with the trends of residential permit submittals for the past two years.



The Median number of days staff spent on processing New Single-Family permits to issue has decreased from **9** days to **7** days. This represents a **2-day** decrease for all permits issued for the month. This is the lowest this metric has been since October 2020. The New Single-Family Plan Review Team has not experienced any permitting backlogs since November of 2022.



Of all the New Single-Family permits submitted for the month of April, the initial reviews were performed within the Department’s **15-day** performance goal. The New Single-Family Plan Review Team performed all initial reviews within the Department’s established performance goals **100%** of the time and performed all initial reviews within **one (1)** day. New Single-Family permits submitted for the month of April 2023 that did not require revisions from the applicant, and were issued in the same month, equated to **5** median days. The Residential Single-Family VIP (RSVP) permitting team issued **40**

permits the same day they were submitted for the month as compared to the reported 33 from the previous month.

The third-party reviewers continue to be utilized, and staff anticipates partnering with them as the summer months approach and expanding their services to assist with residential and commercial projects. The Self-Certification Plan Review Program Draft is being finalized by the Matrix Group. The Department intends to share recommendations with stakeholders and the Development Community for feedback in the next couple of months after the report is finalized.

### Commercial Metrics

The Department received **5** new commercial, **28** commercial additions, **275** commercial remodels, **36** complex commercial Q-Team, and **14** minor commercial Q-Team project permits in April 2023. All new commercial/remodels initial reviews were performed within **15** days and met the Department’s performance goal. All Q-Team initial reviews were performed within **6** days. The Department is working proactively with the Data Business Intelligence Department to develop and launch a forward facing commercial permitting dashboard.

Dallas Development Services Department Performance Goals FY2022-2023			2022			2023				
Metrics	Goal	FY21-22	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD
<b># of Commercial Plan Review Submittals</b>										
Commercial New	N/A	<b>171</b>	11	10	6	8	11	12	5	<b>63</b>
Commercial Additions	N/A	<b>156</b>	19	17	28	16	33	26	28	<b>167</b>
Commercial Remodels	N/A	<b>4,179</b>	281	247	404	281	295	339	275	<b>2,122</b>
Express Plan Review (Q-Team)	N/A	<b>842</b>	23	16	20	23	22	51	36	<b>191</b>
Express Plan Review Minor Commercial (Q-Team 2)	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	14	8	14	<b>36</b>
<b>Average # of Days for Initial Review</b>										
New Commercial/Remodels	15 Days	<b>12</b>	10	10	11	10	9	9	15	<b>11</b>
Express Plan Review (Q-Team)	10 Days	<b>7</b>	5	5	2	3	2	5	6	<b>4</b>
Express Plan Review Minor Commercial (Q-Team 2)	1 Day	<b>N/A</b>	N/A	N/A	N/A	N/A	1	1	1	<b>1</b>

## Recruitment

Development Services continues its hiring efforts to fill the current vacancies. As of May 10, 2023, a total of **61** positions are currently vacant as compared to the previously reported 66 vacancies from last month. This represents a Vacancy Rate **18%**, a decrease from 20% from the previous month. In collaboration with Human Resources (HR) and Compensation, the Department is pleased to report that of the **61** vacancies, **24** positions are in the hiring process and onboarding process, **22** have tentative interviews scheduled, **9** are being reclassified, and **6** are currently being advertised. All recruitment and interview sessions are proactively hosted and continuous.

Additionally, in coordination with the Dallas Library, Civil Service, Compensation and Human Resources, the Department hosted its Fourth Hiring Event on May 10, 2023 at the Central Library. A total of **64** interviews were conducted and a total of **17** job offers were extended. The Department is also partnering with HR and Budget to request **5** engineering intern positions for mid FY2022-2023 and for FY2023-2024 to recruit engineering students from local universities.

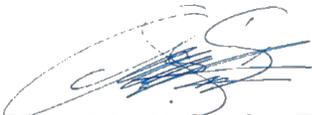
Position	Total Vacancies
Administrative Specialist II	1
Commission/Board Coordinator	1
Deputy Building Official - Development Services	1
Development Services Administrator	2
Development Services Policy Administrator	1
Engineer Assistant I	1
Engineer Assistant I - Fire Protection	3
Inspector III - Building Inspection	1
Inspector III - Electrical	2
Intern - Development Services Engineering	5
Lead Inspector - Multidiscipline	4
Lead Plans Examiner - Multidiscipline	4
Manager - Building Inspection	1
Manager - Development Services Training	1
Permit Clerk	5
Plans Examiner	1
Project Coordinator - Development	3
Records Technician I - Development Services	1
Senior Architect	1
Senior Departmental Budget Analyst	1
Senior Geographic Information System Analyst	1
Senior Geographic Information System Support Technician	2
Senior Inspector - Building Inspection	1

Senior Permit Clerk	4
Senior Plans Examiner	4
Senior Plans Examiner - Building Inspection	3
Senior Plans Examiner - Electrical	1
Senior Plans Examiner - Plumbing	1
Senior Project Coordinator - Development	1
Senior Training Specialist - Development Services	2
Supervisor - Zoning Inspections	1
<b>Total Department Vacancies</b>	<b>61</b>

**Next Steps**

- Continue the Pop-Up Permit Saturdays
  - Next Event planned for May 20, 2023
- Lunch and Learn Series
  - Next Event planned for May 18, 2023, “ProjectDox, Session 3”
- Partner with Data and Business Intelligence Group to establish a public facing Commercial Permitting Dashboard
  - Roll out date is expected to be September 2023 (Correction from previously stated July 2023 date)
- Meet with Dallas Home Builders Association to receive feedback on Self-Certification recommendations finalized by the Matrix Consulting Group
- Continue to partner with the Bond Office and contractors as the Department moves the Phase 1 team into 7800 N Stemmons in June 2023 (Correction from previously forecasted May 2023 date)

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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 Bilierae Johnson, City Secretary  
 Preston Robinson, Administrative Judge  
 Kimberly Bizer Tolbert, Deputy City Manager  
 Jon Fortune, Deputy City Manager

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 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