



**City of Dallas**

# **Development Services Monthly Technology and Metrics Review**

**Economic Development  
Committee  
April 3, 2023**

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

# Presentation Overview



- Technology
- Residential Permits
- Update on Hiring and Recruitment
- Recruitment and Onboarding
- 7800 N Stemmons Update
- Next Steps





# Technology

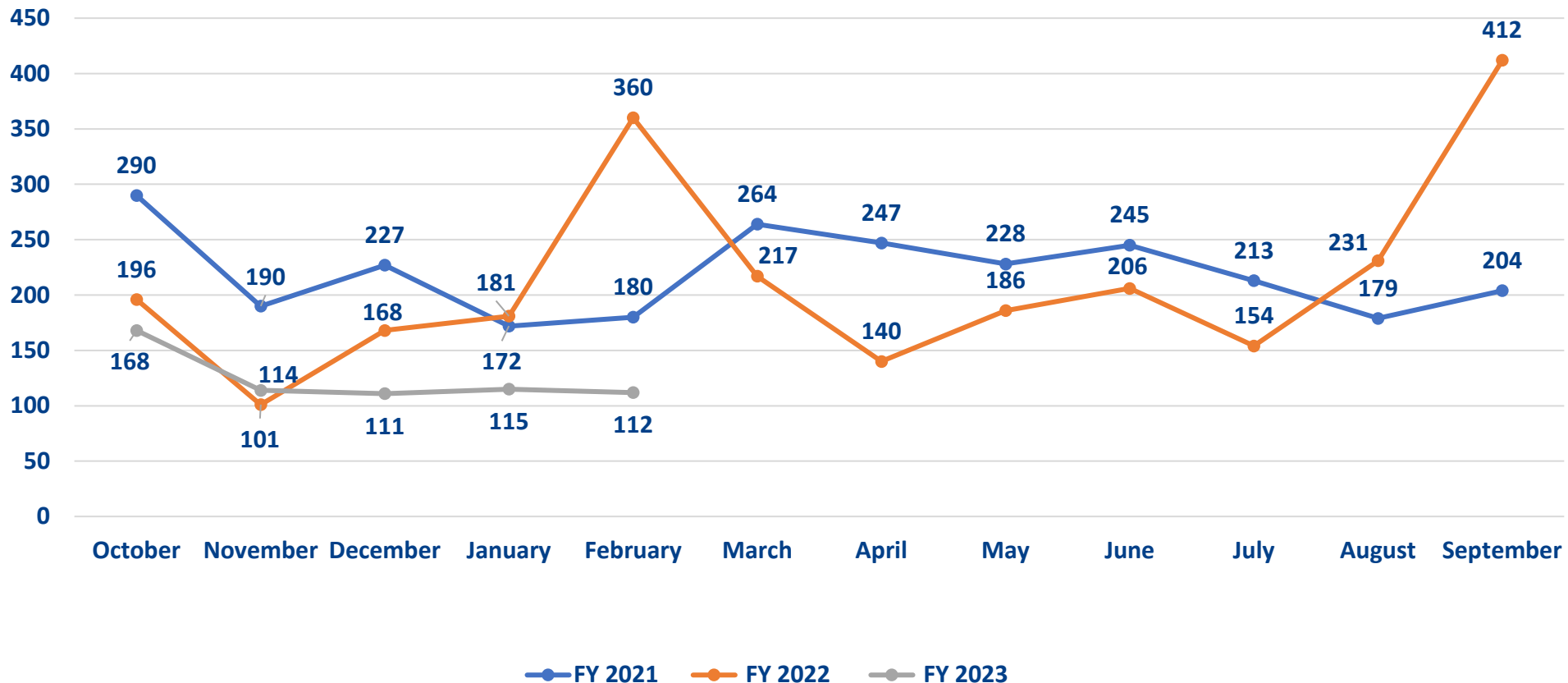
- City Council Approved ACCELA as the Land Use Management Software on February 27, 2023, and Contract was officially signed March 13, 2023
- DSD and ITS software project agents (9) have been identified with 100% of staff time dedicated
- Dedicated meeting space and equipment needs are being identified
- ITS is coordinating launch date and should occur no later than 30 days from final Contract signing



# Residential Permit Volume



## New Single Family Permits Created



**A total of 112 permits were processed for the month.**

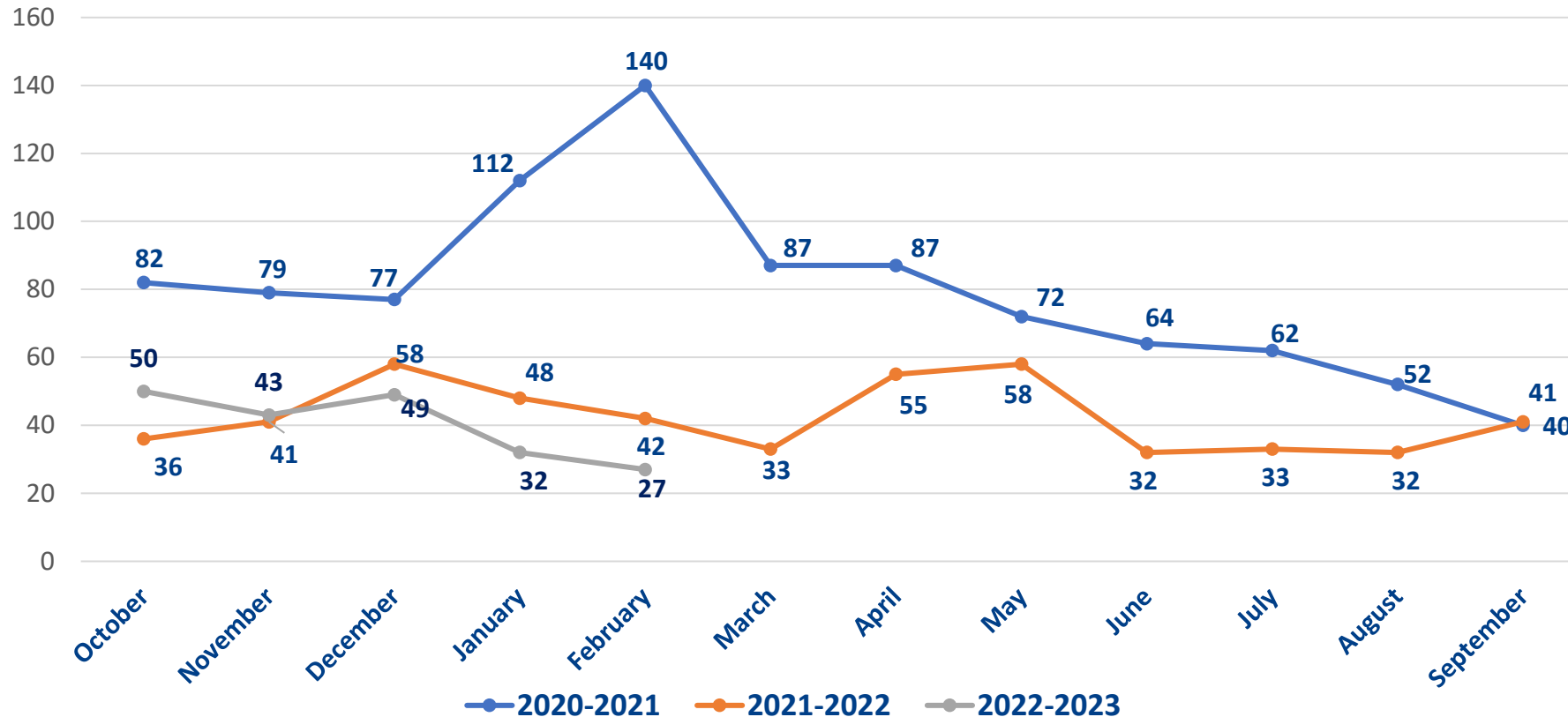
**172 permits were issued for the month.**



# Residential Permit Turnaround Times



Residential New Single Family Permits-Staff Time Median Days  
(calendar days) to Issue YTD Comparison



**A decrease of 5 days to issue new single-family permits from the previous month.**

**99% of building and zoning reviews submitted met Department Performance Goal of 15 business days.**



# Residential Permit Turnaround Times



## Permits Issued by Application Submitted Date

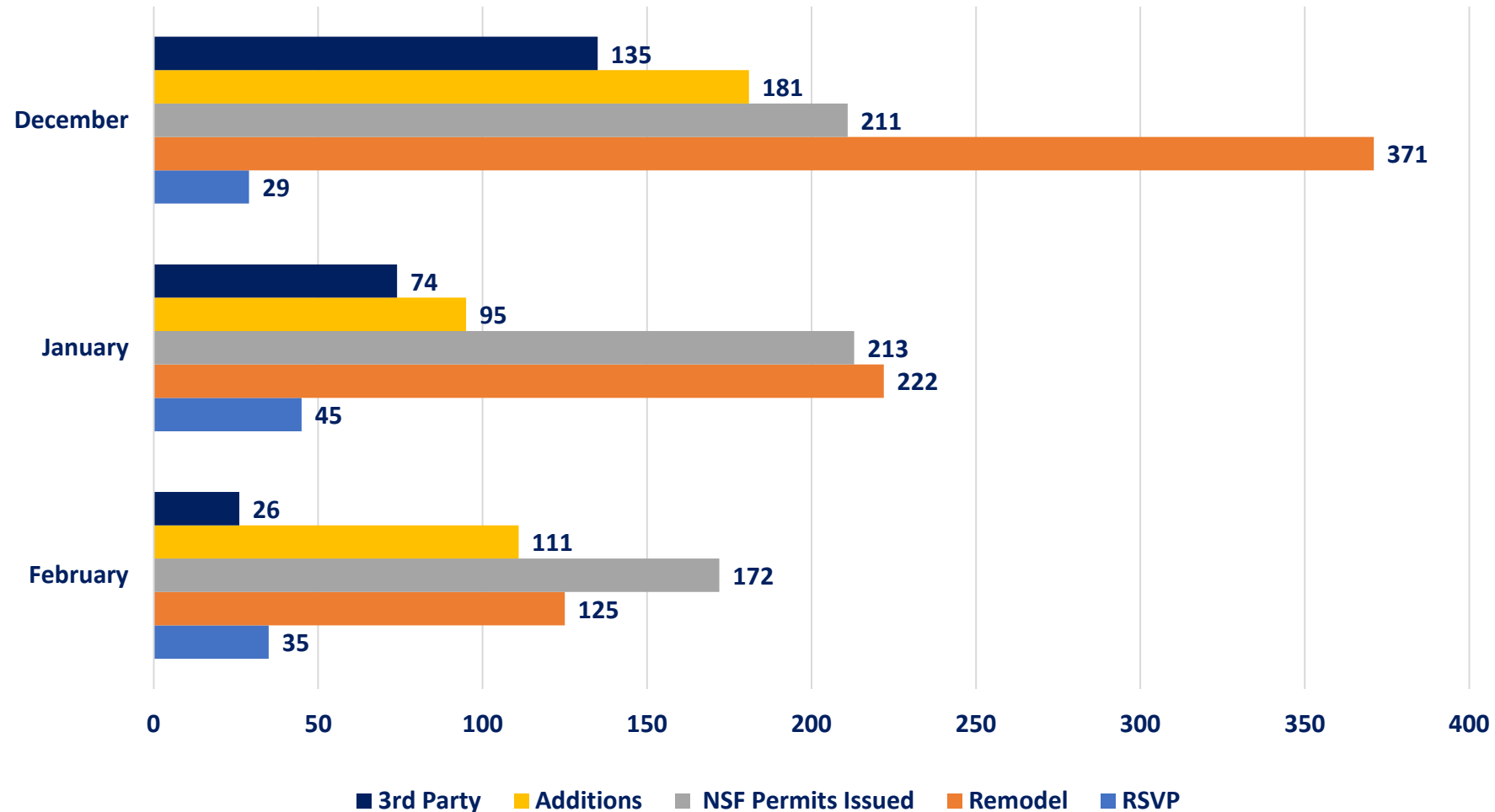
Submitted	% Issued Median Issued Days	# of Median Issued Days
February 2023	59%	9 Days
Dec 2022-Jan 2023	82%	16 Days
Sept 2022-Nov 2022	86%	49 Days
Before Sept 2022	98%	57 Days



# Residential Permit Average Metrics (Permits Issued)



## Residential Permit Metrics by Month 2022



**35 RSVP New Single-Family permits issued the same day.**

**172 NSF permits issued for the month. 53% more permits issued for the month than received.**



# Update On Hiring and Recruitment



- Development Services continues its hiring efforts to fill the current vacancies
- Total of 345 positions in the department, 74 positions are currently vacant [a vacancy rate of 21%]
- Currently 25 are in the Onboarding Process
- 18 new hires completed for the month of March 2023, with 10 of them being internal promotions or lateral moves within the department





# Recruitment and Onboarding



Month	Total Positions	Vacant Positions	Vacancy Rate	New Hires	Internal Dept. Lateral Promotions	External Dept. Lateral Promotions	Total Hires	Attrition
April 2022	286	44	15%	2	0	0	2	4
May 2022	326	77	23%	7	0	0	7	4
June 2022	327	77	23%	7	0	0	7	4
July 2022	342	92	26%	2	0	0	2	4
August 2022	342	73	21%	13	5	11	29	3
September 2022	342	75	21%	5	1	0	6	7
October 2022	345	81	23%	8	2	2	12	5
November 2022	345	74	21%	6	4	3	13	3
December 2022	345	72	21%	1	3	1	5	2
January 2023	344	68	20%	9	11	5	25	5
February 2023	344	69	20%	2	4	1	7	7
March 2023	345	74	21%	6	10	2	18	2
<b>Department Totals</b>				<b>68</b>	<b>40</b>	<b>25</b>	<b>133</b>	<b>50</b>

Note: 25 positions currently in the onboarding process as of March 30, 2023.



# 7800 N Stemmons Update



- DSD is coordinating with Bond Office and contractors
  - Phase I design is complete and proposed completion date is slated for May 2023 for 5<sup>th</sup> floor will include (furniture move in Mid-April 2023)
    - Commercial Building Plan Review Teams
    - Q-Team & Fire Protection Plan Review
    - Administrative support staff
  - Estimated completion for 1<sup>st</sup>, 2<sup>nd</sup>, and 9<sup>th</sup> floors by end of July 2023
  - 9 tenants remain, 5 move out in March 2023, 1 in April 2023, 2 in May 2023, and 1 in Nov 2026, 1 tenant (Deli) will remain





# Next Steps

- Pop-Up Permit Saturdays/Every 3<sup>rd</sup> Saturday of the month
  - March 18<sup>th</sup>, 2023 (42 Walk-in Customers)
  - Next event will be hosted April 15, 2023
- Lunch and Learn Series are regularly being attended
- Setting up recurring meetings with commercial development community to improve permitting turnaround timelines
- Meet with Dallas Home Builders to get feedback on Self-Certification recommendations
- Continue to partner with the Bond Office and contractors as we move Phase 1 team into 7800 N Stemmons





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