Department of Development Services Updates

Government Performance & Financial Management Committee
June 27, 2022

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Development Services
City of Dallas

City of Dallas

Presentation Overview

- Technology
- Residential Permit Metrics
- Performance Goals
- Recruitment and Onboarding

Technology

ProjectDox – Permitting Software

- The User Acceptance Testing (UAT) was completed on June 6, 2022
- Issues identified and resolved include:
  - Payment
  - Workflow missing a step
  - Some features in the current version not included in the 9.2 update
  - Permits not going to "issued" status or not generated in POSSE

Technology (continued)

ProjectDox – Permitting Software

- The current version of the system being used has been having issues at least once or twice a week
  - A total of 15 Trouble Tickets were reported from May 1 – June 10, and issues are normally addressed within a day
  - Communication with stake holders are ongoing
- Staff meets with Information & Technology Services (ITS) on a weekly basis to discuss issues that arise with the system
- Staff is working on a dedicated IT team for all software the department implements

Technology (cont.)

- For the new update, staff training will begin the week of June 27, 2022
- Stakeholders virtual demo several opportunities week of July 11, 2022
- The go-live date is scheduled for the first week of August 2022
- In-person training for stakeholders will begin the first Saturday following the go-live date
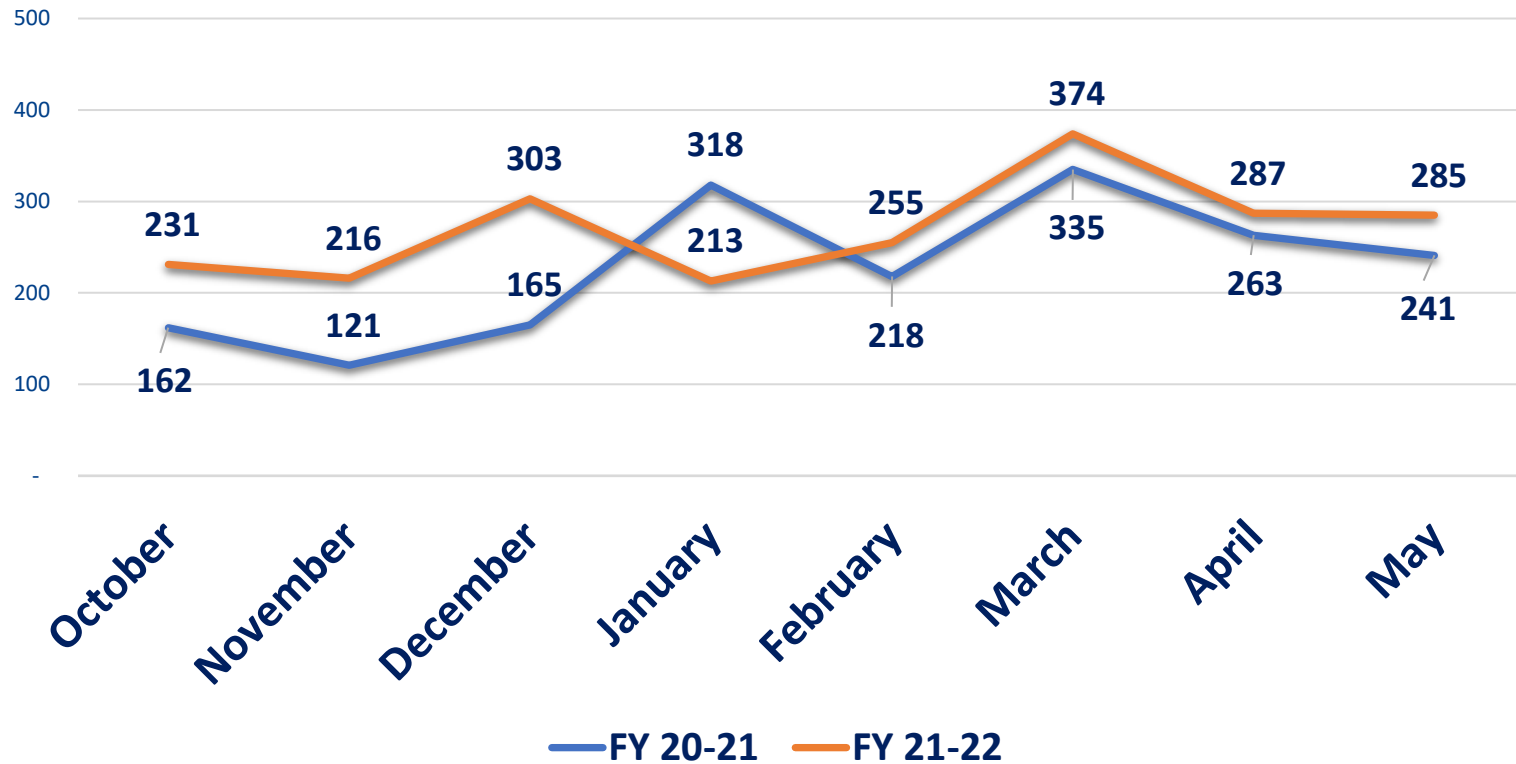
Technology (cont.)

Posse Replacement

- City staff has continued to meet with the software consultant
  - Weekly reoccurring meetings
  - Scope of Work is in DRAFT format and being refined, and final DRAFT is expected to be completed September/October 2022

Residential Permit Metrics

New Residential Construction

FY 20-21 values: October 162, November 121, December 165, January 318, February 218, March 335, April 263, May 241

FY 21-22 values: October 231, November 216, December 303, January 213, February 255, March 374, April 287, May 285
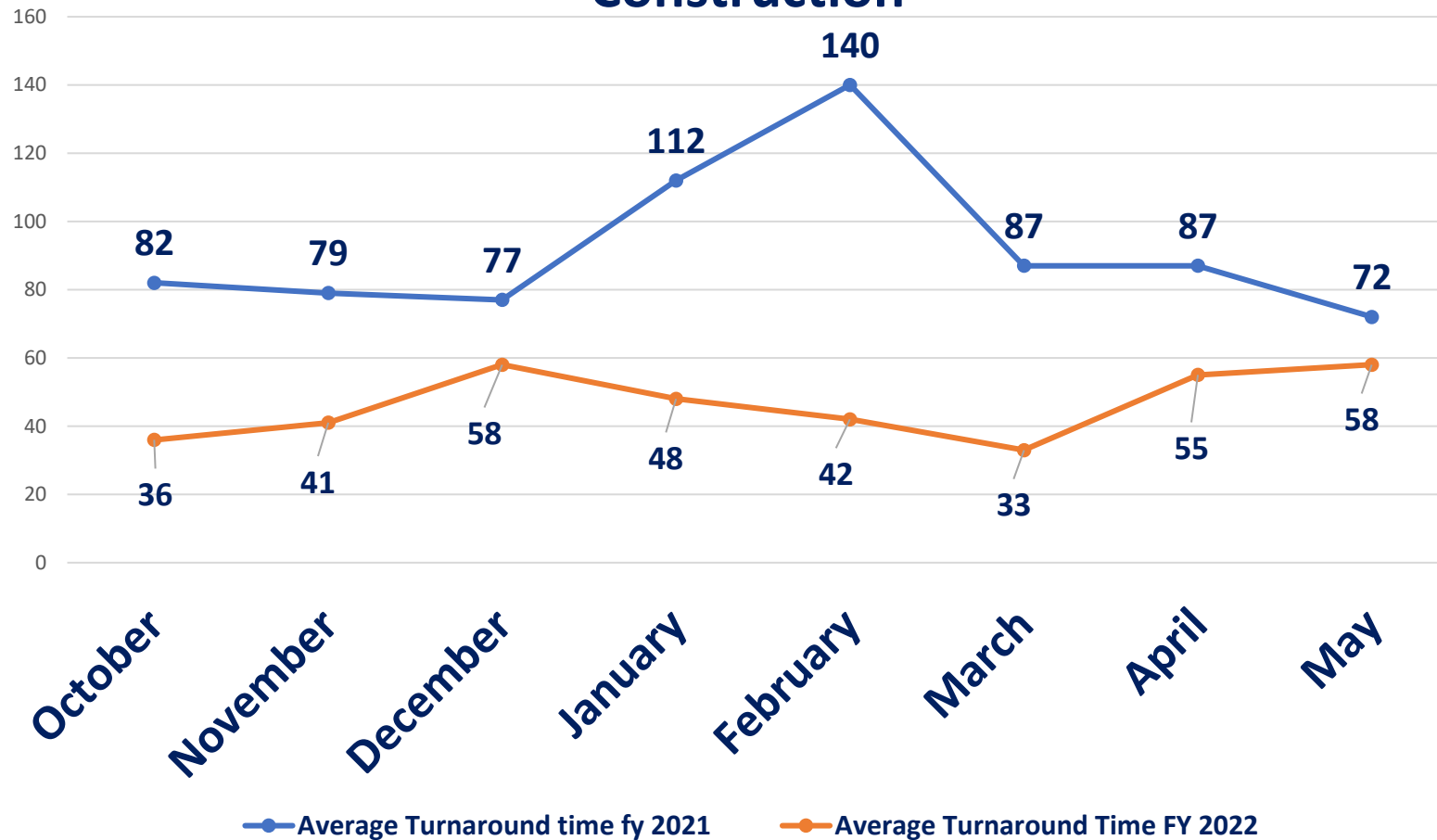
Legend: FY 20-21, FY 21-22

Total Fiscal Year (FY) to Date 2,164 = 16% Increase from FY 2021

Residential Permit Metrics

Average # of Days to Issue Residential New Construction

Average # of days 46.3* days FY 2022 to date and is a 49.5% decrease from FY 2021

*Note: This represents a combined total time between City and Customer

Performance Goals

Residential Permitting Performance Metrics (Initial Review)			
Process	**Current Goal**	**Proposed Goal**	**Current Average**
Prescreen	7 Days	5 Days	10 Days
New Single-Family Residence Review	6 Weeks	15 Days	24 Days
Zoning Reviews New Single Family	6 Weeks	15 Days	20 Days
Single-Family Resubmittals	N/A	5 Days	17 Days

Recruitment and Onboarding

Hiring Review Phase I					
	PRIORITY 1	**PRIORITY 2**	**PRIORITY 3**	**PRIORITY 4**	**TOTAL OPEN POSITIONS**
Open positions as of: **FEBRUARY 17, 2022**	5	5	17	14	41
Open positions as of: **JUNE 14, 2022**	0	1	1	3	5
Positions Filled	5	4	16	11	36

Recruitment and Onboarding (continued)

Key Positions Needed Phase II	
NUMBER OF VACANCIES	**POSITION TITLE**
2	Senior Inspector - Zoning
1	Senior Engineer
6	Permit Clerk
8	Senior Plans Examiner
3	Plans Examiner
6	Senior Inspector – Mechanical/Plumbing
2	Senior Inspector - Building Inspection
2	Administrative Specialist I
2	Project Coordinator - Development
1	Senior Project Coordinator - Development
1	Senior Engineer - Fire Protection
3	Engineer Assistant I - Fire Protection
2	Senior Engineer
Total: 39	**Requested FY2022/2023 FY Budget**

Recruitment and Onboarding (cont.)

Hiring Efforts

- Advertising and marketing efforts
- Organizing departmental Job Fair for critical positions and partnering with other Departments
- Exploring the implementation of a hiring and talent acquisition team
- Draft an incentive pay program, create scalable work titles and development growth series within the Department
- Proceed with compensation study