



City of Dallas

Department of Development Services Updates

**Economic Development
Committee
August 1, 2022**

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

Presentation Overview



- Technology
- Residential Permit Metrics
- Performance Goals
- Recruitment and Onboarding
- Communication and Marketing
- Next Steps



- Completed the design, review, and testing of the updated plan review software
- Shift to Training Implementation
- 15 Trouble Tickets were reported from May 1 to June 10, and issues are normally addressed within a day
- Few minor issues since June and will continue to monitor

Technology



- Webinars held on July 12 and 13 were attended by 95 community participants
- Sessions outlined new features and improvements
- City Staff training began in early July and concludes on July 29
 - 145 individuals are included in the in-person program



Technology



- August 4 taking the system offline
- Go Live August 8 platform reactivated
- Paper plan submissions will be accepted
- Developer and Community Applicant Training will continue Saturday, August 13 and continues each Saturday ending September 10
- Development Services Training Center, 400 S. Zang Blvd



- Help Desk – Subject matter expert staff members have been identified and assist customers with questions associated with the new software enhancements
- Internal and External training will be used to establish future training sessions for the new and existing users
- Finalize program by September 21

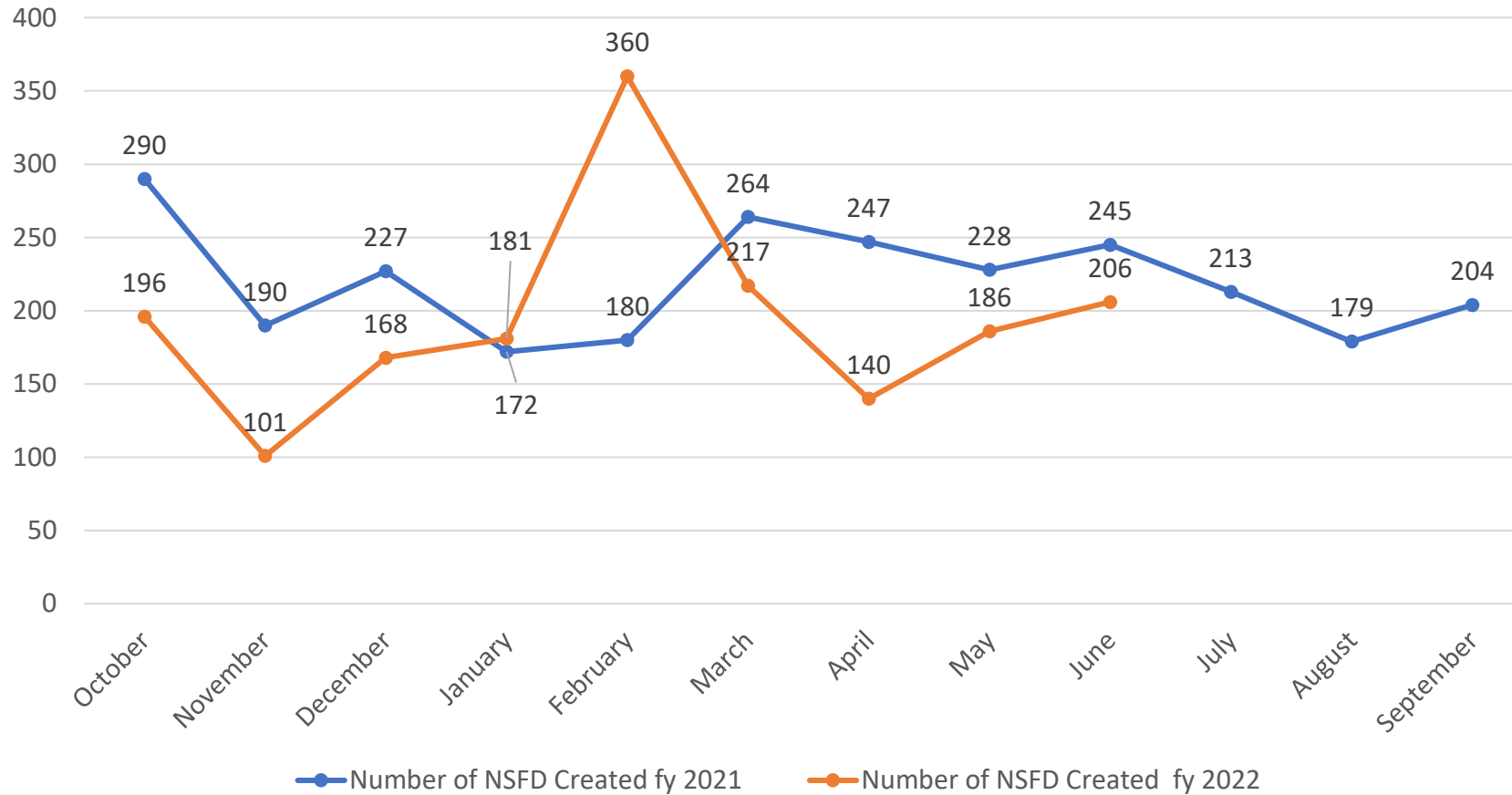
- Consultant reviewing and evaluating the current Statement of Work (SOW)
- That process has identified components of the SOW which need clarification
- Consultant held an in-person orientation meeting on June 23rd with DSD Staff to review the current status and future activities required to finalize the SOW

- Meetings are held to the City's business processes to match the program in the SOW and proposal
- The Department Staff is refining the strategy and procurement process with ITS/Procurement Department with a goal of completing negotiations by October 2022

Residential Permit Volume



New Single Family Permits Created



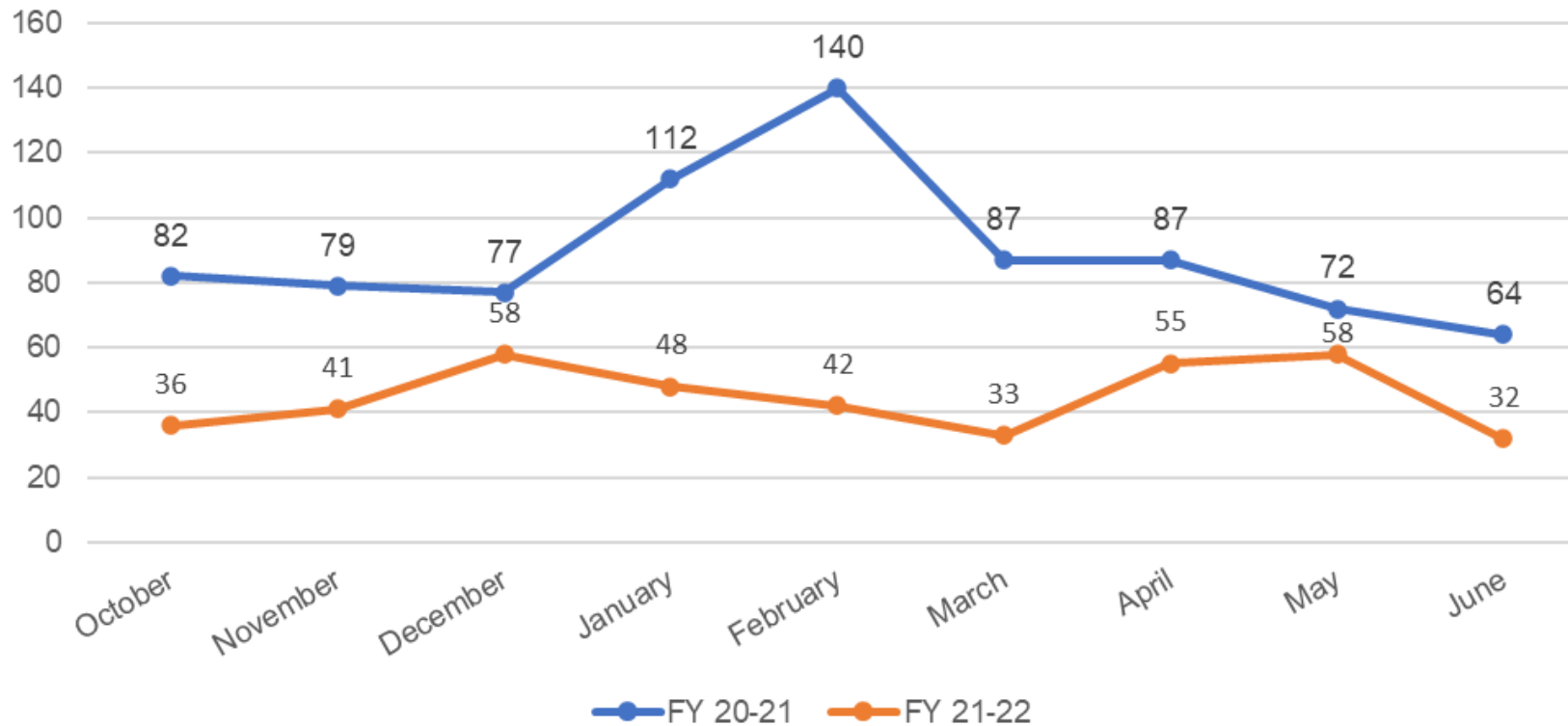
Number of residential single-family permits issued increased from 186 in previous month to 206 which represents an 11% increase



Residential Permit Average Turnaround



Residential Permits - Average Days to Issue
YTD Comparison



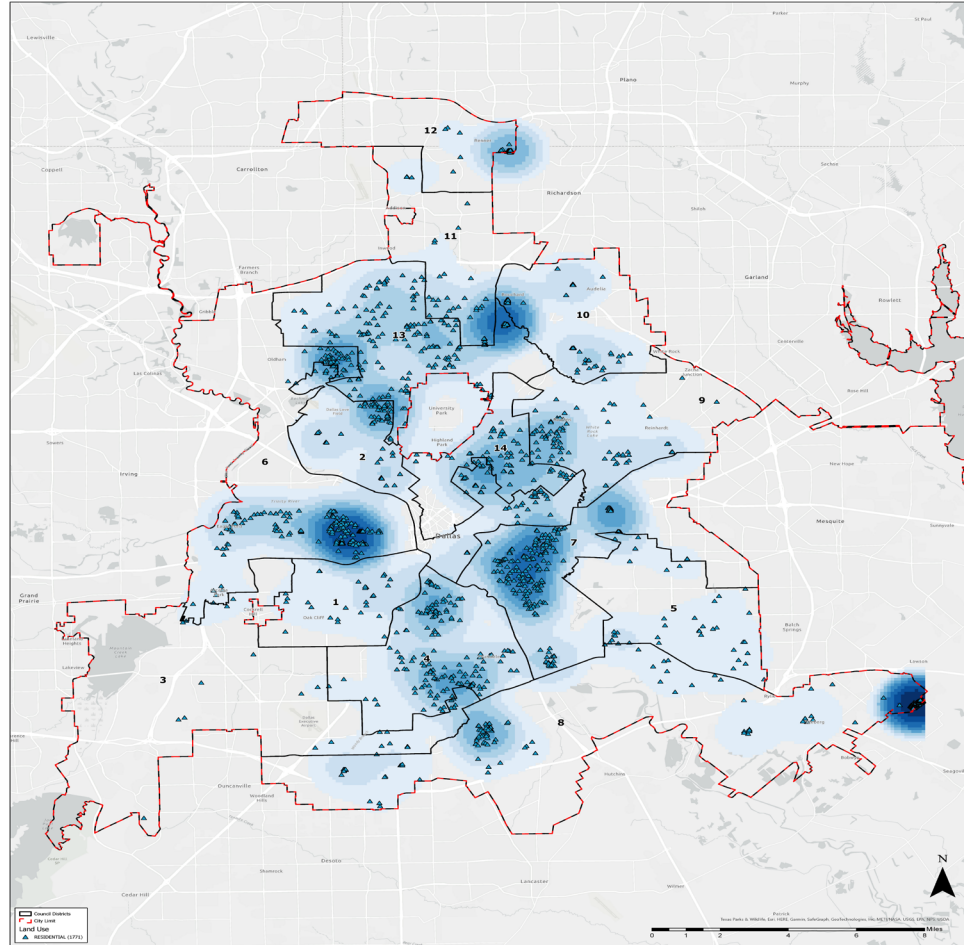
Number of days decreased from 58 days from previous month to 32 days which represents a 55% decrease in turnaround times



New Construction Permit Activities YTD Map

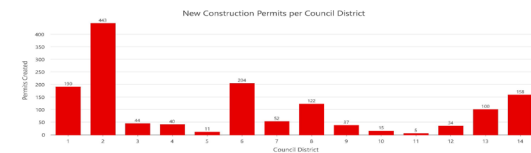
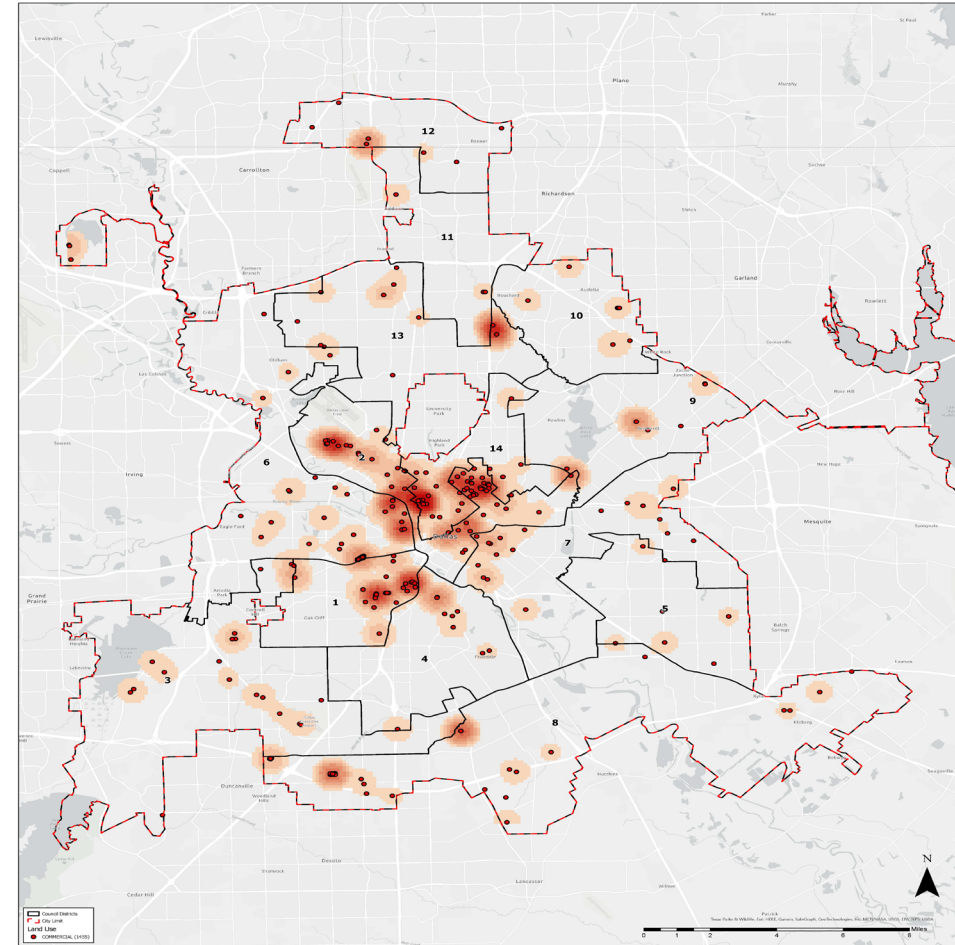


CITY OF DALLAS DEVELOPMENT SERVICES
Year-To-Date Residential New Construction Permits
Created October 1, 2021 - June 13, 2022



Prepared By:
City of Dallas Development Services, GIS Division
Source:
City of Dallas Development Services
Printed Date:
7/13/2022

CITY OF DALLAS DEVELOPMENT SERVICES
Year-To-Date Commercial New Construction Permits
Created October 1, 2021 - June 13, 2022



Prepared By:
City of Dallas Development Services, GIS Division
Source:
City of Dallas Development Services
Printed Date:
7/13/2022



Residential Permits



- RSVP Program
 - New Single-Family Projects and appointment based
- Remodel/Addition Workflow Process
- Affordable Housing Team
- Residential First Service Bulletins & Process workflow marketing materials
- Third Party Plan Review



Performance Goals



Residential Permitting Performance Metrics (Initial Review)

Process	Current	Proposed Goal
Prescreen	7 Days	1 Day/initial review
New Single-Family Residence	6 Weeks	15 Days
Single Family Additions/Remodels (Single Story less than 1,000 square feet)	6 Weeks	3 Days
New Single-Family Resubmittals	N/A	7 Days



Recruitment and Onboarding



- 41 critical positions identified filled
- 39 additional positions were added
- Created positions titles for multi-discipline "Combination" Inspector and Plans Examiner
- Currently implementing a Hiring and Talent Acquisition Team
 - One Supervisor
 - Two Administrative Specialists
 - Three Senior Office Assistants



Recruitment and Onboarding



- Incentive Pay Program
 - Provides financial incentives for acquiring certifications beyond minimum requirements
 - Additional \$150 per certification up to \$450/month (Max \$5,400/year)
 - Submitted to Human Resources July 2022 for review and approval
- 15 additional positions added to critical teams
- Compensation study draft was received on July 27, 2022



Recruitment and Onboarding



- Implementing Affordable Housing Team
- Expanding Meet and Greet Onboarding process training
 - DSD Academy
- Developing new hiring process to address department vacancy rate
- Add second Q-Team



Recruitment and Onboarding



- 320 E Jefferson, Oak Cliff Municipal Center
 - Poor layout/floor plan/not customer friendly
 - DSD to purchase and design a “One-Stop”
 - Economic Development, Housing, Water and other City and development partners
 - Conducting due diligence on potential purchase





- Monthly Newsletter
 - 34% increase in subscribers in the last 30 days
- Monthly Permit Activity Reports
 - Implemented May 2022
 - Permit Maps
 - Permit information for each permit application received
- Customer Service Feedback Survey
 - Implemented June 2022 received 63 surveys received
 - 95% satisfaction rate





- Constant Contact
 - 215 subscribers since May 2022
- Social Media – Increased social media activity has led to more community engagement
 - 0 engagement 90 days ago
 - In the last 28 days:
 - 62 new Facebook followers
 - 17,320 impressions (Prior average was ~240)
 - 1,623 post engagements (reactions, shares, and comments)





Engagement and Outreach (May-July)

- Dallas Builders Association
- Asian American Contractors and Professionals Association
- Regional Hispanic Contractors Association
- American Institute of Architects Dallas





Upcoming

- Downtown Dallas, Inc (DDI) Board of Governors Meeting
- Development Advisory Committee
- Code Amendment Advisory Committee
- Conceptual Development Restaurant Advisory Group
- Neighborhood Community Meetings





Strategic Programs & Initiatives

- RSVP Rapid Single-Family VIP/Minor Permit Program (August 2022)
- Partial Permit Issuance (August 2022)
- Residential Master Plan (August 2022)
- Pop Up Permit Saturday (Continuous)
- Plan Review Software Update Completion (September 2022)
- DSD Internal Talent Acquisition Team (October 2022)
- Complete Scope of Work for New Permitting Software (September 2022)





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