



**City of Dallas**

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

**Government Performance &  
Financial Management Committee  
November 15, 2022**

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

# Presentation Overview



- Technology
- Permit Metrics
- Communications
- Recruitment and Hiring
- Next Steps



# Technology

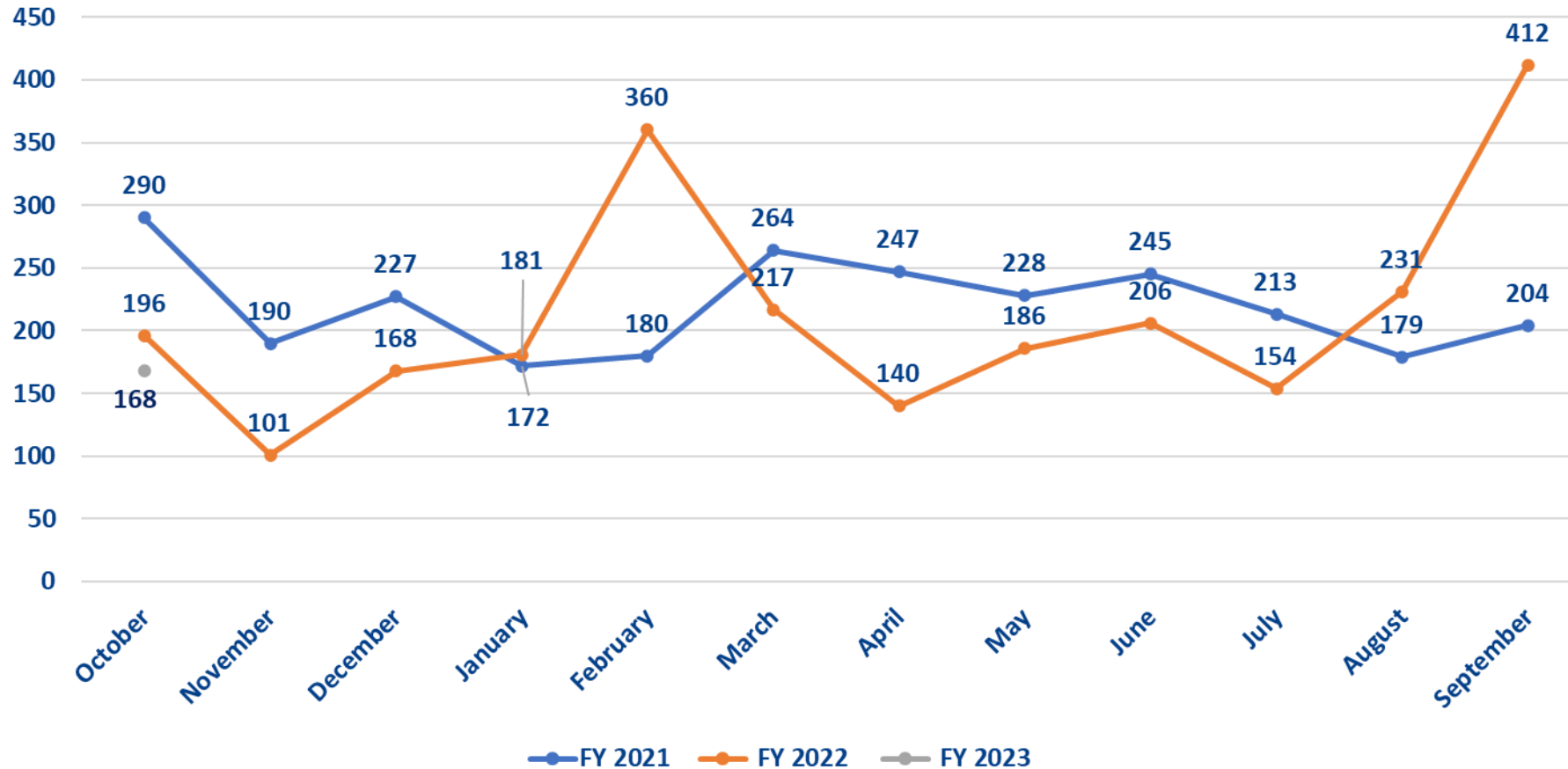


- Plan Review Project Dox
  - Meeting is scheduled for November to review enhancement requests
- Land Management Permitting Software
  - Statement of Work (SOW) completed November 2022
  - Once completed contract will be reviewed by City Attorney's Office

# Residential Permit Volume



## New Single Family Permits Created



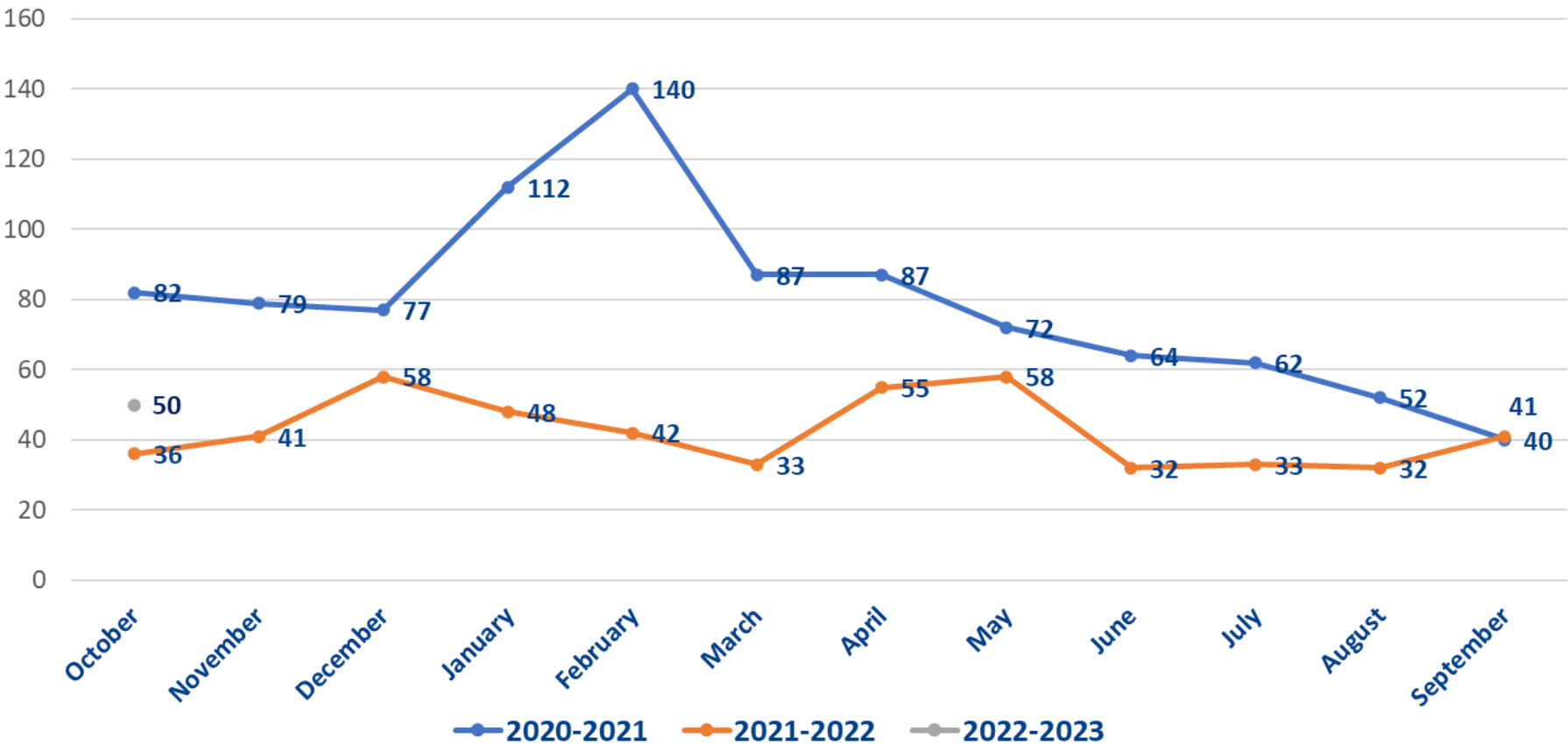
**A total of 168 were processed for the month. This represents a 60% decrease compared to the previous month of September.**



# Residential Permit Average Turnaround



Residential New Single Family Permits-Average Days to Issue YTD  
Comparison

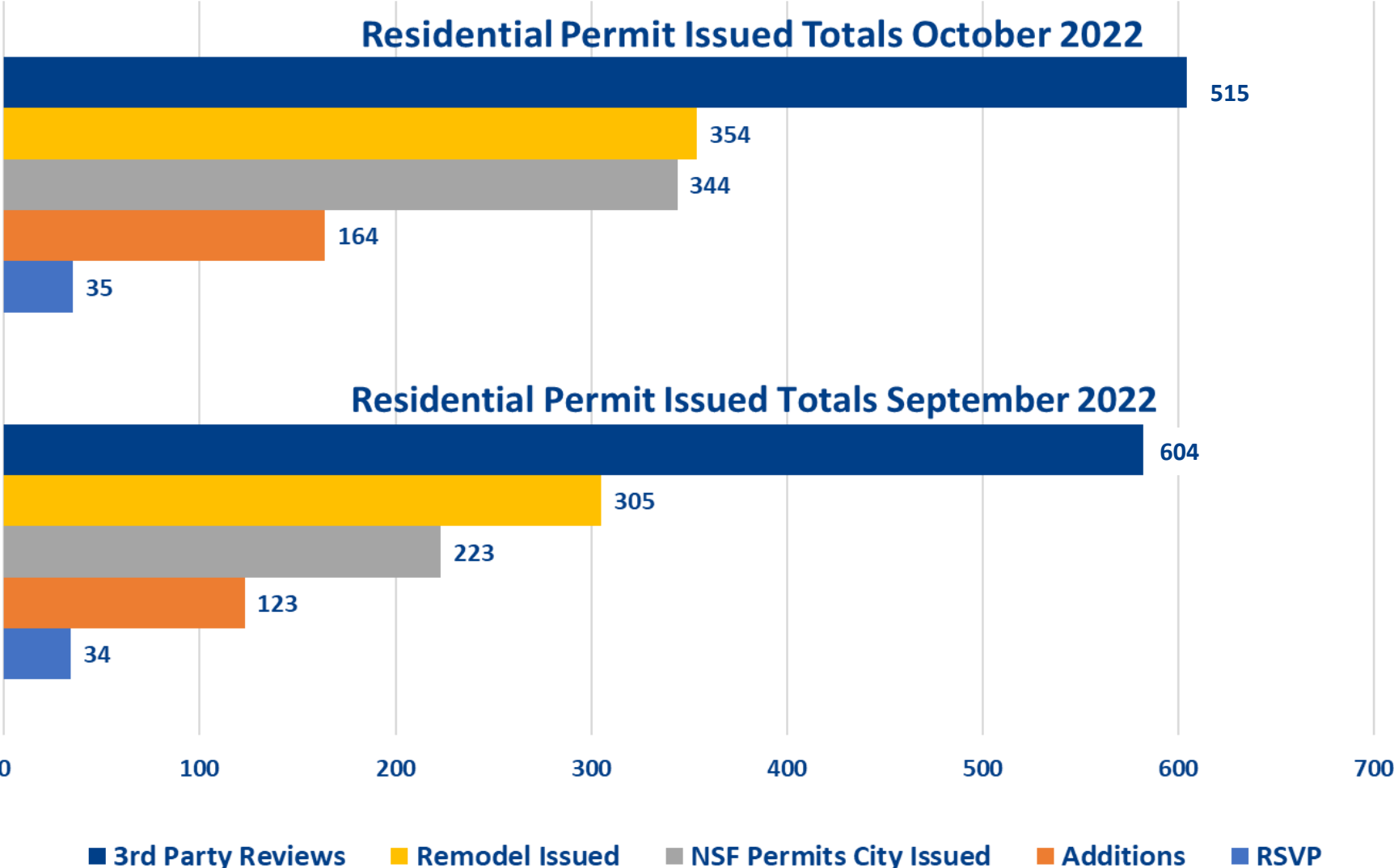


An increase of 9 days to issue new single family permits for the month of September.

\*\*\*Note: As of November 14, 2022 there were 131 applications in “Over Due” status.



# Residential Permit Average Metrics



**35 RSVP New Single Family permits issued the same day for October**

**344 NSF permits issued for October a 54% increase in issuance from previous month**

**Third Party Vendors performed 604 reviews**





# Communication and Outreach

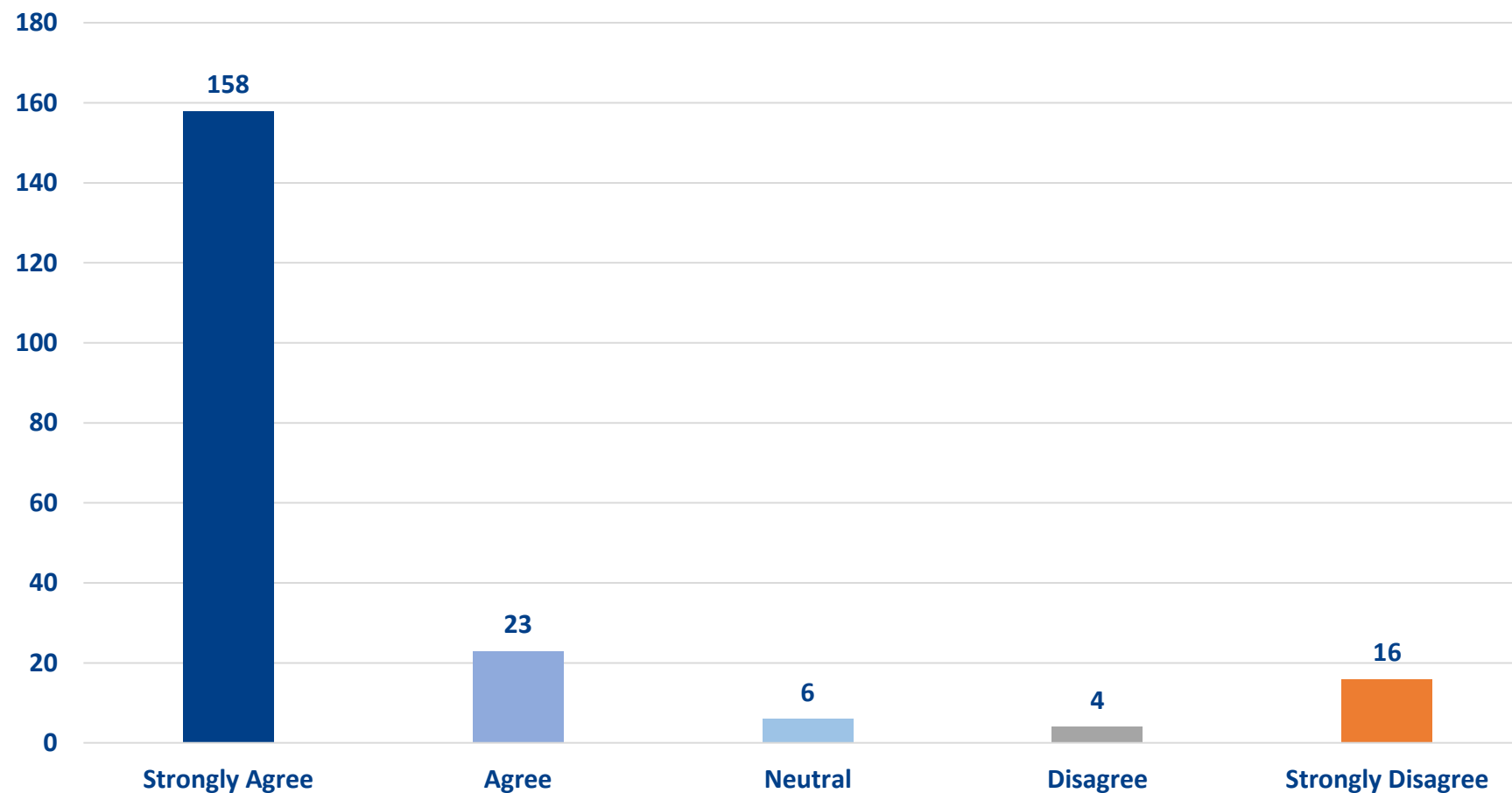


- Pop Up Saturday, October 22<sup>nd</sup>, 2022
- Total of 7 outreach engagement sessions
- Lunch and Learn Series
  - 36 attendees
- Social Media (Last 28 days)
  - Facebook post reach up 3.6% (4,127)
  - Facebook page visits up 342.7% (2,995 visits)
  - Constant Contact (Last 30 days) 1,371 sends/690 opens

# Communication and Outreach



August 2022-October 2022 Customer Survey Feedback



**207 total Customer Service Surveys of 181 were positive. This represents an approximate 87% Customer Satisfaction rating**





# Recruitment and Hiring



- Hosting 3rd Hiring Event November 28, 2022
- Currently have 80 vacancies

Position Status	Position Count
Pending Hires	20
New Job Postings	31
Candidates in Review/Interview	12
Pending Reclassification	12
Pending Reassignments	5
Total Vacancies	80

- Continue to work with the Matrix Group and HR Compensation/ on finalizing compensation study and Incentive Pay Program



# Next Steps



- Complete Land Management Contract Negotiations and submit Final Recommendations (November 2022)
- Finalize online permitting plan review customer enhancement recommendations (November 2022)
- Implementation of Matrix Recommendations (Ongoing)
- Continue recruitment efforts (Ongoing)





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