



City of Dallas

Development Services Monthly Technology and Metrics Review

**Economic Development
Committee
March 6, 2023**

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

Presentation Overview



- Technology
- Residential Permits
- Minor Commercial Q-Team Express Plan Review
- Recruitment and Onboarding
- Update on Hiring Engineers
- Communications and Outreach
- Next Steps



Technology



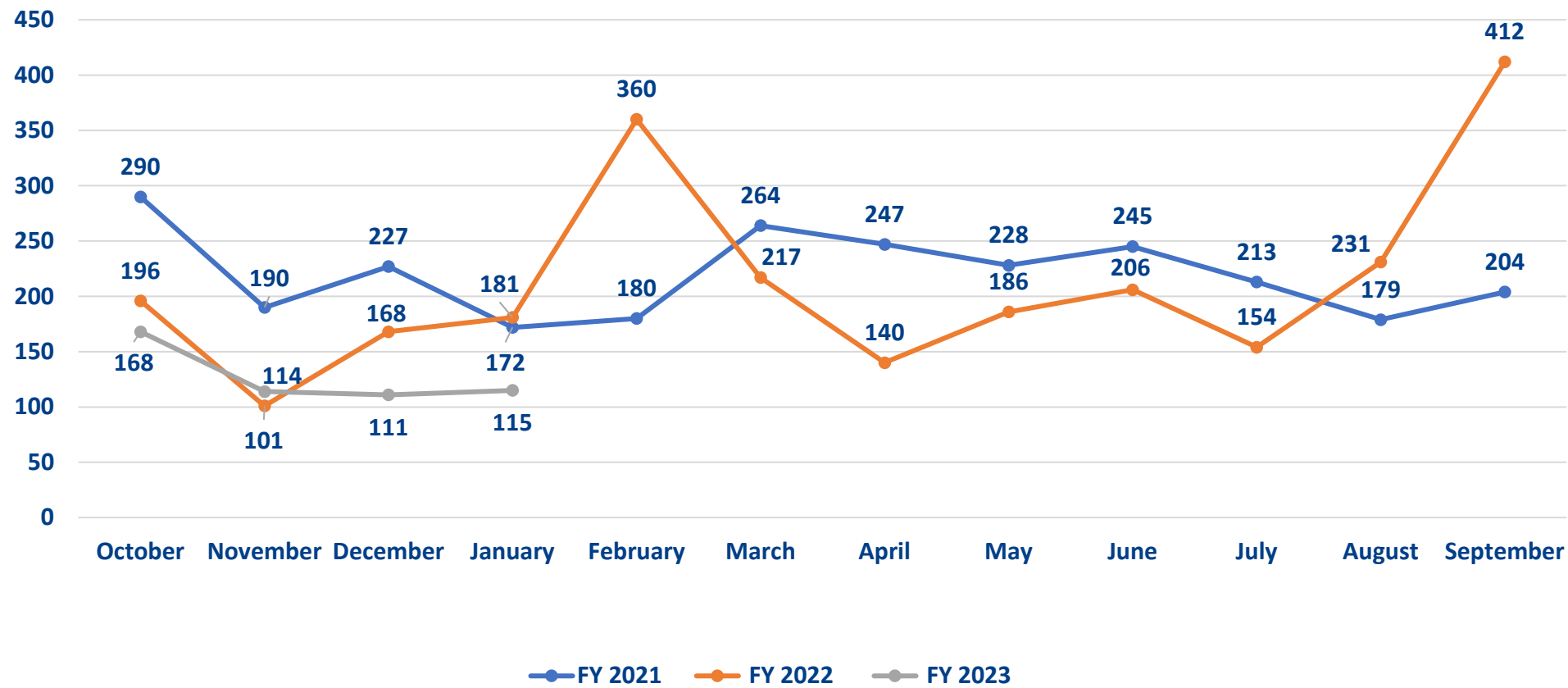
- City Council Approved ACCELA as the Land Use Management Software on February 27, 2023
- Automated customer payment task
- Streamlined "Review Complete" task process to reduce staff time
- Automated Residential and Commercial permit types to automatically route to designated teams
- Automatically expire incomplete application submittals per ordinance
- Ongoing enhancements/recommendations continue with software vendor



Residential Permit Volume



New Single Family Permits Created



A total of 115 permits were processed for the month.

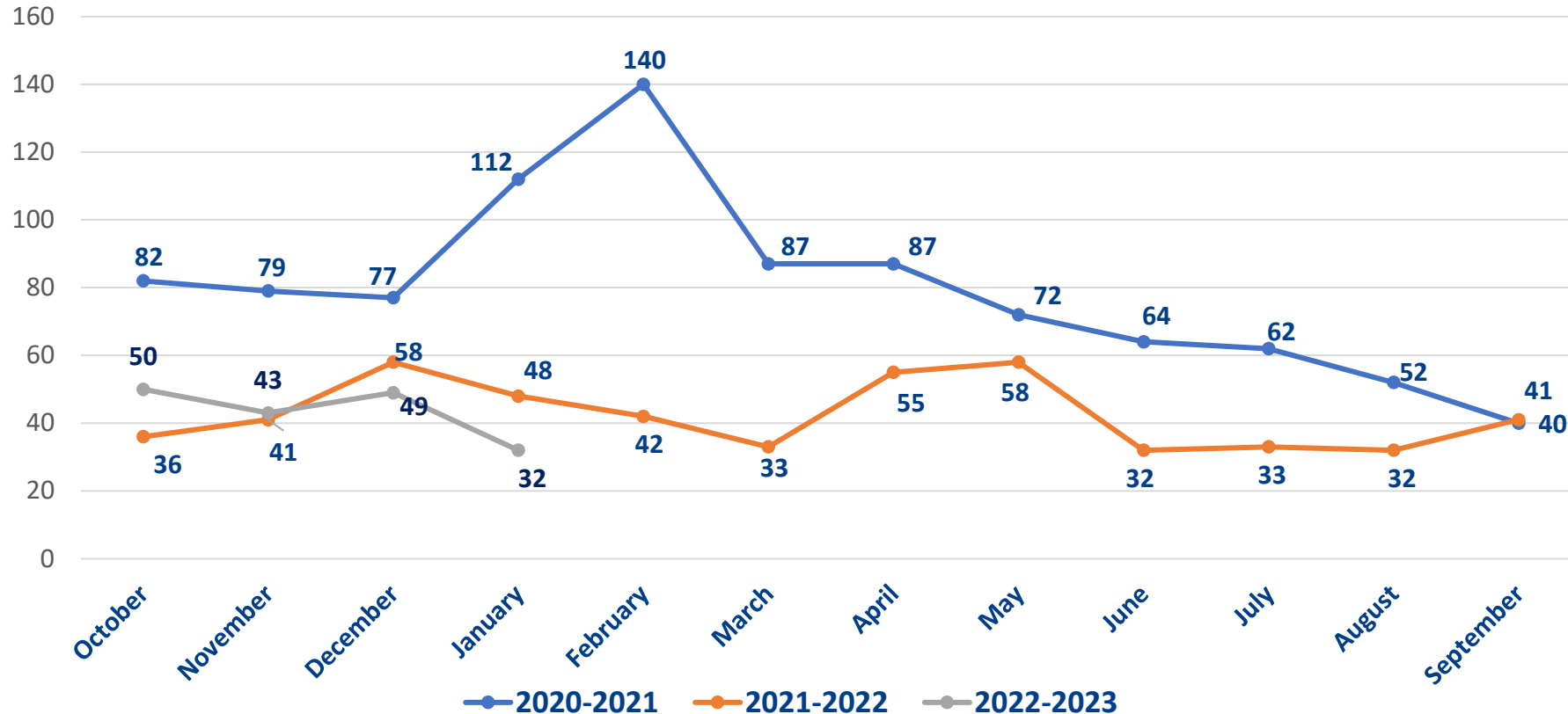
213 permits were issued for the month.



Residential Permit Turnaround Times



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



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

**98% of
building and
zoning reviews
submitted met
Department
Performance
Goal of 15
business days.**



Residential Permit Turnaround Times



Permits Issued by Application Submitted Date

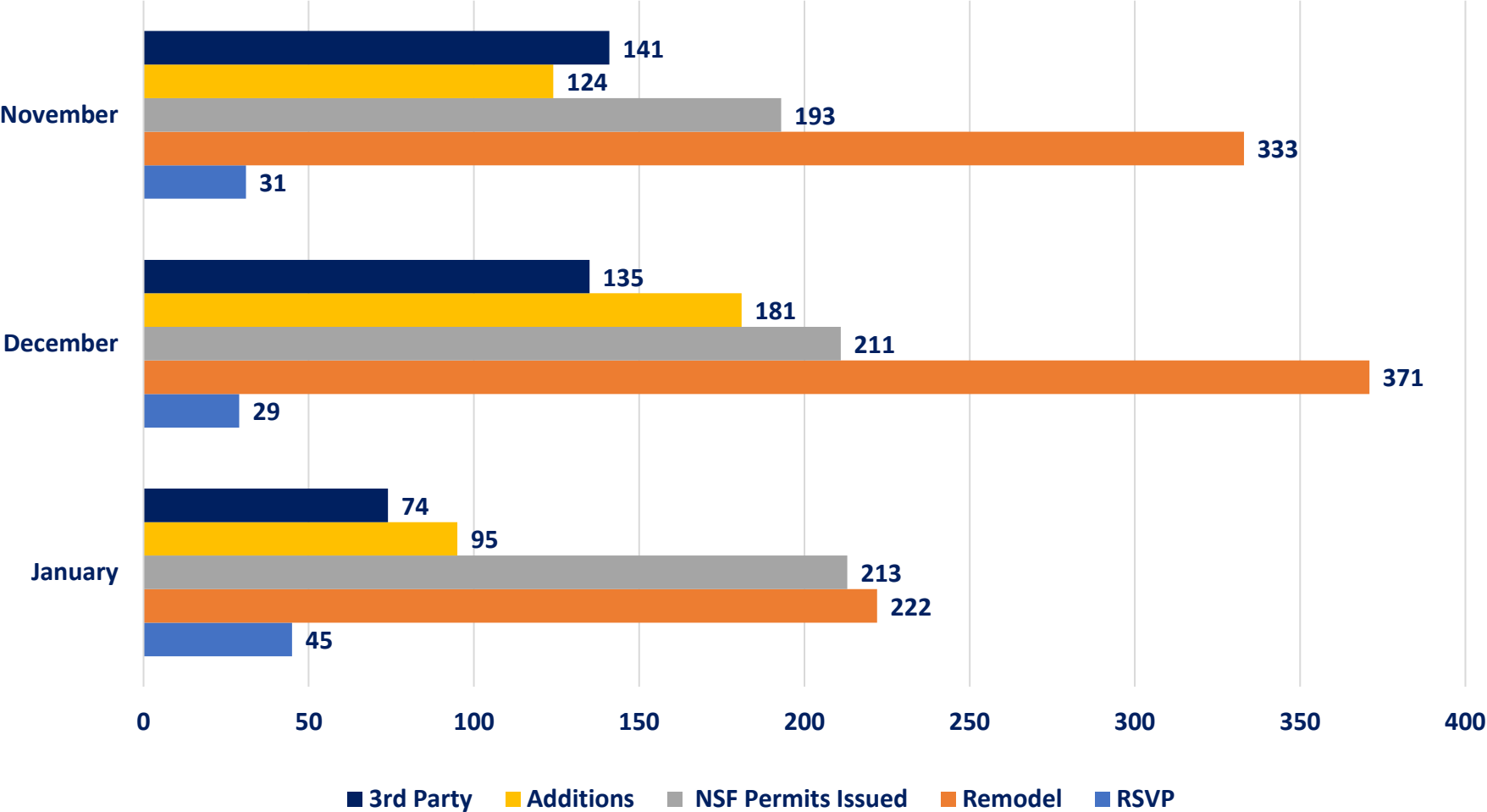
Submitted	% Issued Median Issued Days	# of Median Issued Days
Last 30 Days	46%	11 Days
31-90 Days	72%	17 Days
91-180 Days	80%	49 Days
Over 180 Days	98%	57 Days



Residential Permit Average Metrics (Permits Issued)



Residential Permit Metrics by Month 2022



45 RSVP New Single-Family permits issued the same day.

213 NSF permits issued for the month. 85% more permits issued for the month than received.



Minor Commercial Q-Team Express Plan Review



- 2nd Q-Team started January 31, 2023
 - 11 applications received (2 permits issued, 9 projects require plan revisions)
- **Same Day** expedited plan review for qualifying commercial projects:
 - Interior renovations and finish outs
 - Less than 10,000 square foot of floor area
 - All occupancy classifications and land use
 - Appointment based



Recruitment and Onboarding



Month	Total Positions	Vacant Positions	Vacancy Rate	New Hires	Internal Dept. Lateral Promotions	External Dept. Lateral Promotions	Total Hires	Attrition
February 2022	286	40	13%	0	0	0	0	1
March 2022	286	43	15%	1	0	0	1	3
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
Department Totals				63	30	23	116	52

Note*: 39 new positions added to Department Budget

Note**: 15 new positions added to Department Budget



Update On Hiring Engineers



- Interviewing and hiring engineers with different disciplines than civil engineering such as Electrical, Mechanical, and Computer Engineers
- Hiring plans examiners without an engineering degree, but know how to read plans
- Visiting universities to recruit graduating students. However, consulting firms provide an offer letter to students in their junior year, resulting in a struggle with City recruitment efforts
- Will expand job fairs to other universities and institutions



Communications and Outreach



- **Social Media Metrics (last 30 days)**

- Facebook – 84% increase in page visits/209% increase in reach
- Instagram – 194% increase in page visits/79% increase in reach

- **Email Marketing**

- 4,425 emails sent/48% open rate
- 690 subscribers/19 added organically within last 30 days

- **Outreach**

- **January 2023**

- Development Advisory Committee
 - 24Hour Dallas, DISD campus visits

- **February 2023**

- Lunch and Learns (Green Construction Codes, Water/Wastewater & Paving/Drainage)
 - DISD CTE Month – Students visit Development Services

- **Customer Feedback Surveys**

- 44 surveys received/86% satisfaction rate



Next Steps



- Continue to reduce review times for new single family permits to reach 3 to 5 business day turnaround goal
- Monitor and track 2nd Q-Team outcomes
- Working with IT and vendor on design and implementation of software purchase
- Continue our Pop Up Saturday Events
- Promote our Lunch and Learn proactive educational training sessions
- Finalize Self-Certification Program Details



Highlights



- Plan to move to “One Stop Permitting Shop” located at 7800 N Stemmons in phases
 - Phase I: Occupancy of 5th floor - April 2023
 - Phase 2: Conceptual design of 9th floor - February 2023
- Submitted updated contractual agreements to secure the services of a 3rd party software implementation consultant
- Launched and deployed Affordable Housing Team on January 31, 2023
- Hired and filled 43 positions in the first quarter of FY2023
Currently have 68 vacancies and a Vacancy Rate of 20%





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