



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



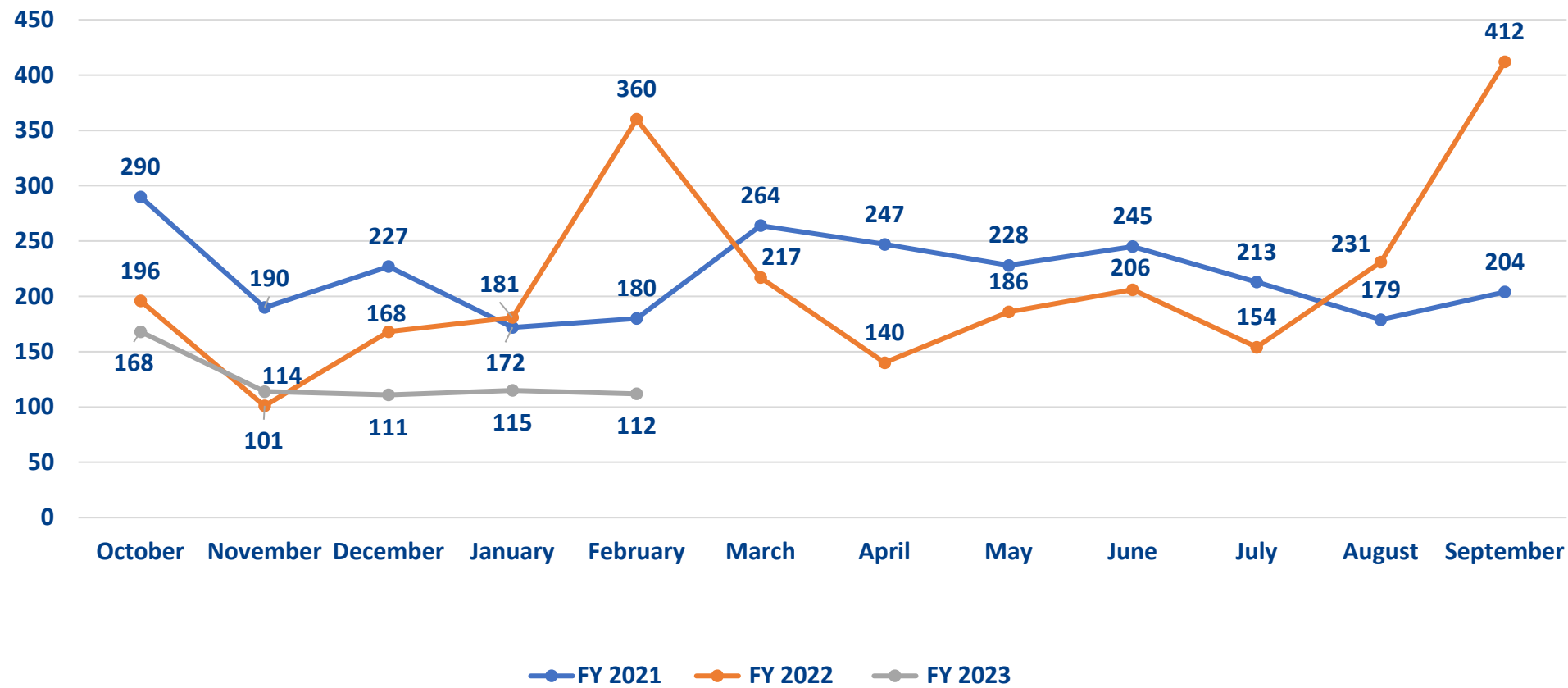
- City Council Approved ACCELA as the Land Use Management Software on February 27, 2023, and Contract was officially signed March 13, 2023
- DSD and ITS software project agents (9) have been identified with 100% of staff time dedicated
- Dedicated meeting space and equipment needs are being identified
- 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.

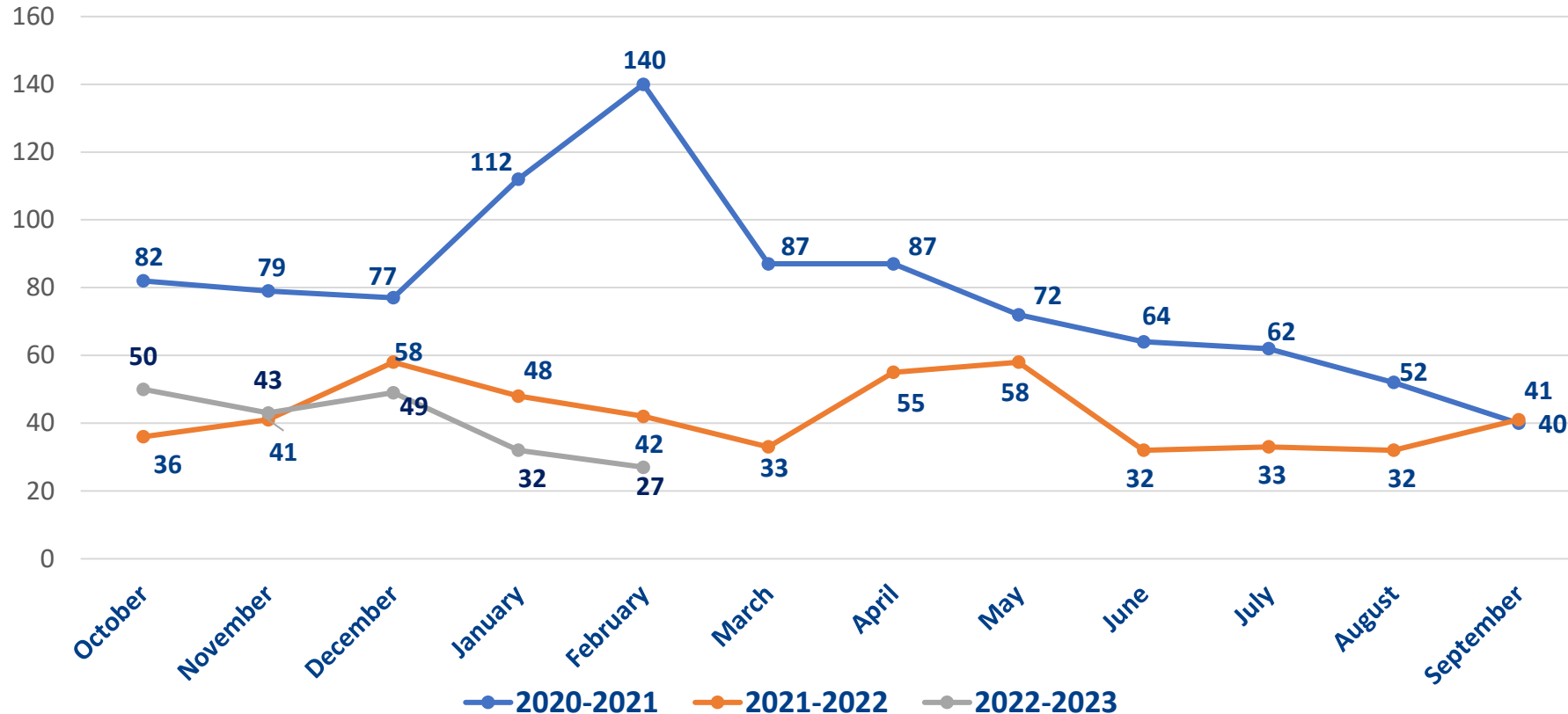
172 permits were issued for the month.



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

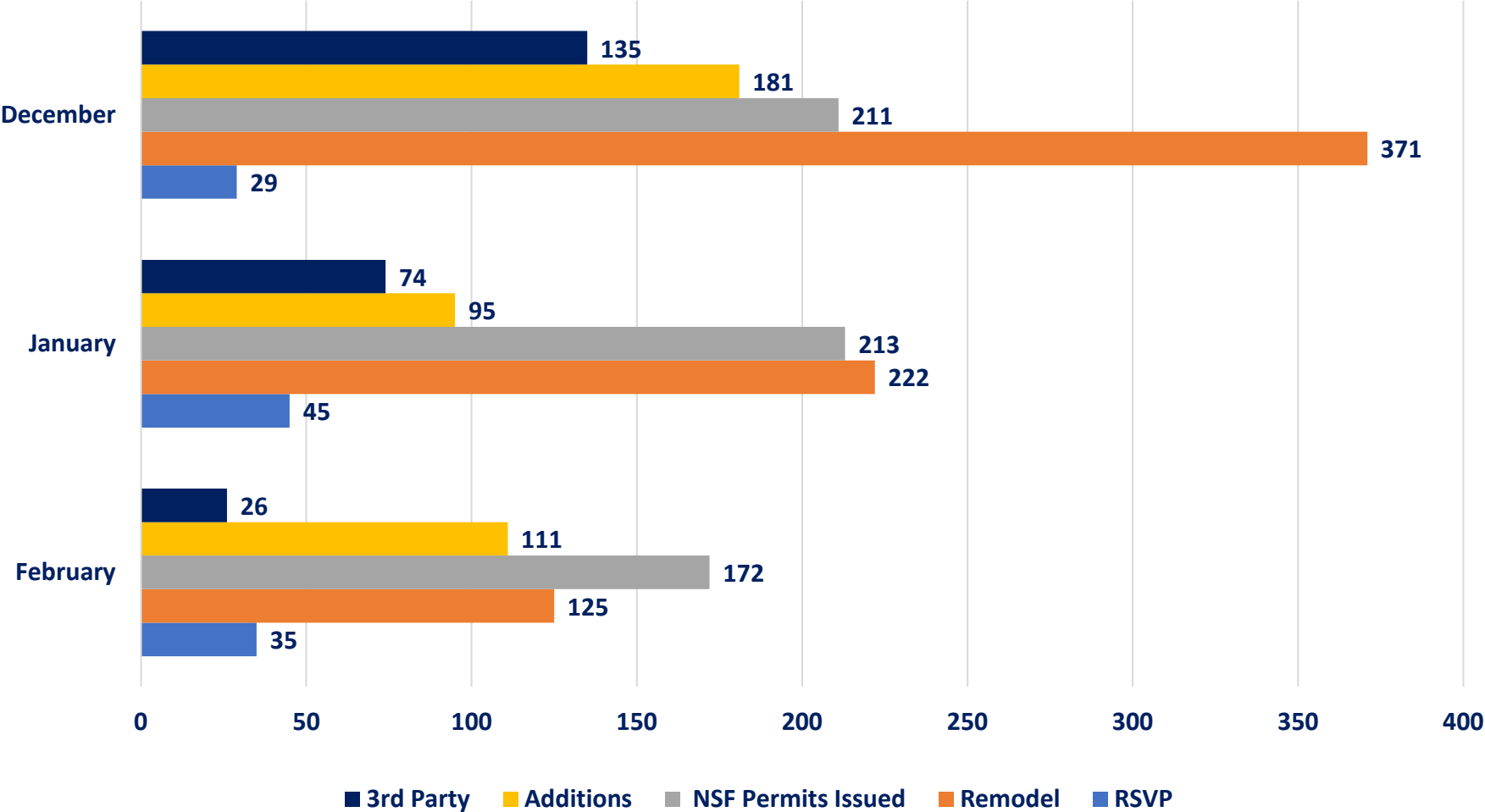
Submitted	% Issued Median Issued Days	# of Median Issued Days
February 2023	59%	9 Days
Dec 2022-Jan 2023	82%	16 Days
Sept 2022-Nov 2022	86%	49 Days
Before Sept 2022	98%	57 Days



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
Department Totals				68	40	25	133	50

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 5th 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 1st, 2nd, and 9th 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 3rd Saturday of the month
 - March 18th, 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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