



City of Dallas

Development Advisory Committee

May 5, 2023

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City of Dallas

Topics



- **Technology**

- Accela Update
- Call Center and Permit Center Queuing System

- **New Initiatives**

- Affordable Housing Team
- Self-Certification
- Same-day Fire Plan Review
- Third-party review for DISD
- Streamline Commercial Permit Review Process

- **Recruitment and Hiring**

- **Metrics**

- Residential
- Commercial

- **Relocation to 7800 N. Stemmons Update**

- **Open Discussion**



Technology - Accela



- Kickoff meeting –May 1st, 2023
- Core Team review of the approved Statement of Work [SOW]
- Development and Test environments have been setup
- Core team Training this week.
- Tailoring sessions



Technology – Call Center



- New call center system allows now to generate activity report
- Building Inspections (BI) Dashboard allows to see real-time information
 - Number of calls
 - Status of agents
 - Average hold times
 - Average handle times
- Currently waiting on profiles settings to allow saving information on each call.



New Initiatives – Affordable Housing



- Two senior plans examiners and one project coordinator.
- 500 upcoming projects through the Housing And Neighborhood Revitalization Department.
- 20 projects have been reviewed and approved through this program.



New Initiatives – Self-Certification



- Consultant services retained
- Draft Program Guidelines in review
- Establishing
 - Eligible Projects
 - Authority of the City of Dallas
 - Registration process
 - Minimum Qualifications
 - Quality Control
 - Policies



New Initiatives – Same-day Fire Plan Review



- Moving gradually to 100% electronic Fire plan submittals.
- Electronic submittals will also include leveraging third-party review.
- Reduce the turnaround review time significantly.
- Develop plan for same-day fire plan review



New Initiatives – Third-Party plan Review for DISD



- Currently paper submittals only.
- Transition to 100% electronic submittals.
- 41 projects currently in review, 56 projects in the pipeline to be submitted.
- Partnering with third-party review vendor to assist with qualifying projects.



New Initiatives – Streamline Commercial Plan Review



- Commercial projects have been allowed to initiate the permit process while outstanding land development items are in the process.
- Attempted parallel reviews artificially inflates permitting times.
- A linear review process will allow development services to more accurately reflect the building permit review times.



Recruitment and Hiring



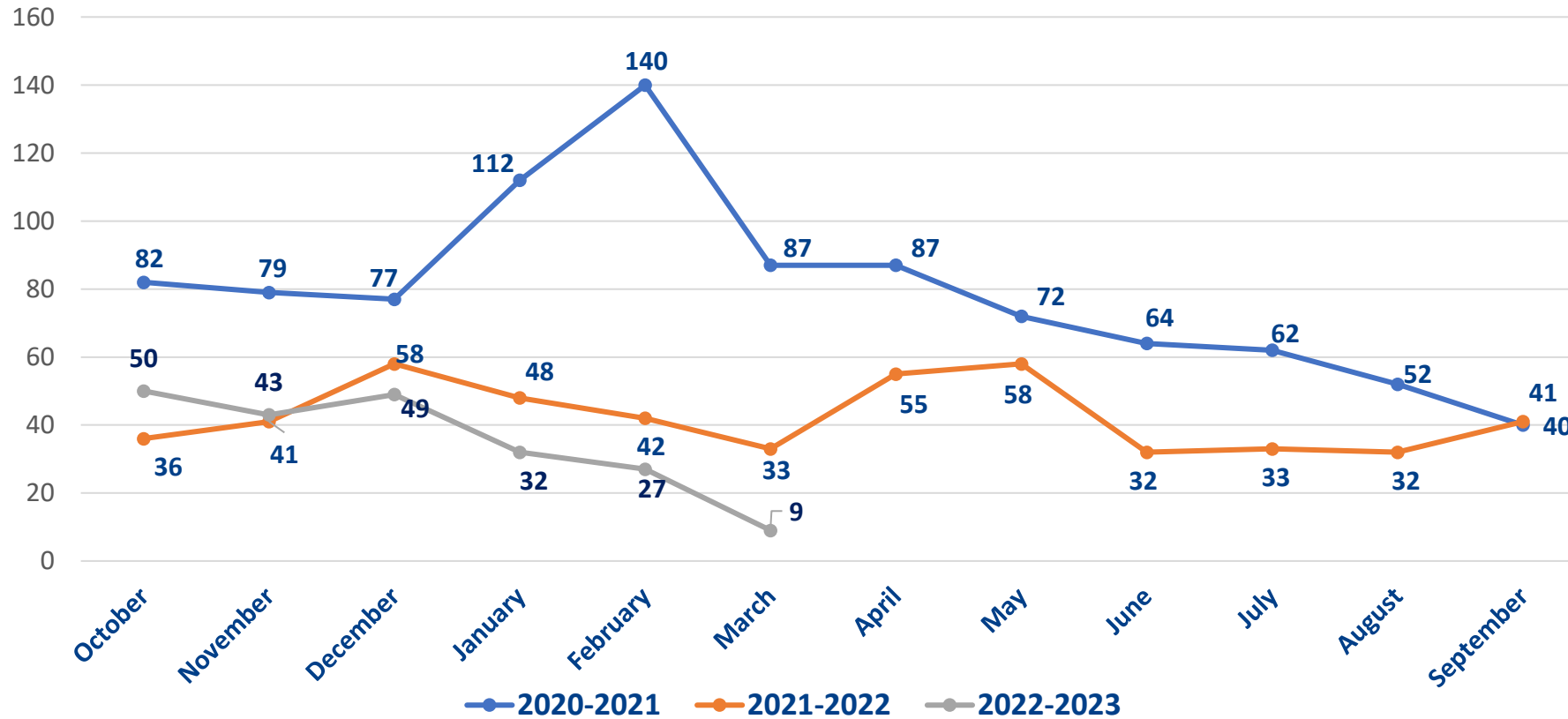
- From a total of 344 positions in the department, 51 positions were still vacant at the end of April.
- Hiring event to be held on May 10.
- Recruitment and retention strategies are being evaluated .



Metrics – Residential permit turnaround times



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



A decrease of 18 days from the previous month.

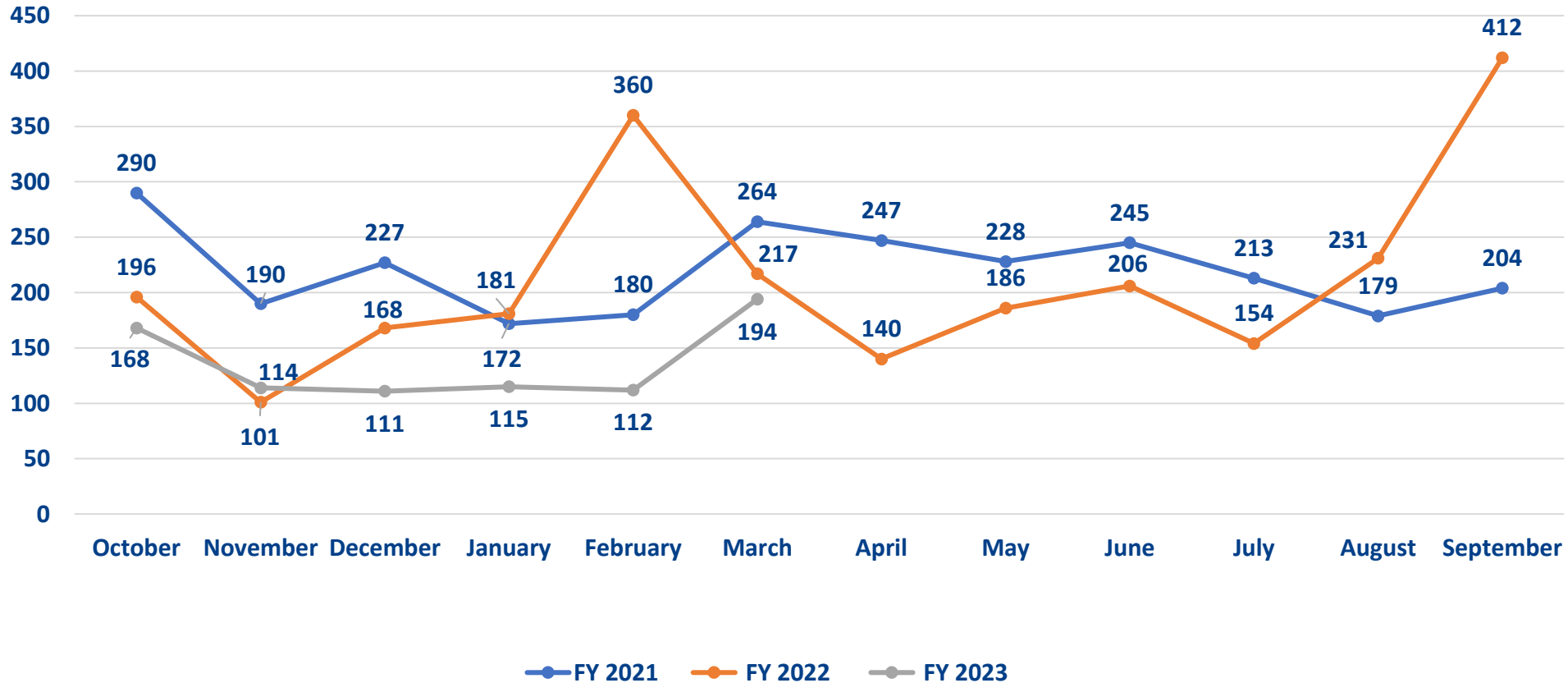
Submittals that did not require customer revisions in March were issued in 7 median days.



Metrics - Residential Permit Volume



New Single Family Permits Created



A total of 194 permits were processed for the month.

226 permits were issued for the month.



Metrics - Commercial Permit Volume



| Dallas Development Services Department Performance Goals FY2022-2023 | | | 2022 | | | 2023 | | | |
|---|---------|---------|------|-----|-----|------|-----|-----|-------|
| Metrics | Goal | FY21-22 | Oct | Nov | Dec | Jan | Feb | Mar | YTD |
| # of Commercial Plan Review Submittals | | | | | | | | | |
| Commercial New | N/A | 171 | 11 | 10 | 6 | 8 | 11 | 12 | 58 |
| Commercial Additions | N/A | 156 | 19 | 17 | 28 | 16 | 33 | 26 | 139 |
| Commercial Remodels | N/A | 4,179 | 281 | 247 | 404 | 281 | 295 | 339 | 1,837 |
| Express Plan Review (Q-Team) | N/A | 842 | 23 | 16 | 20 | 23 | 22 | 51 | 155 |
| Express Plan Review Minor Commercial (Q-Team 2) | N/A | N/A | N/A | N/A | N/A | N/A | 10 | 8 | 18 |
| Average # of Days for Initial Review | | | | | | | | | |
| New Commercial/Remodels | 15 Days | 12 | 10 | 10 | 11 | 10 | 9 | 9 | 10 |
| Express Plan Review (Q-Team) | 10 Days | 7 | 5 | 5 | 2 | 3 | 2 | 5 | 4 |
| Express Plan Review Minor Commercial (Q-Team 2) | 1 Day | N/A | N/A | N/A | N/A | N/A | 1 | 1 | 1 |



Metrics-Subdivision Plats



- Averaging 25 to 30 preliminary plats processed per month.
- 15 preliminary plats and approximately 10 to 15 early releases monthly.
- Currently, there are approximately 900 active plats.



Metrics –Subdivision Plats



- Averaging 25 to 30 preliminary plats being processed a month
- 15 final plats recorded and 10 to 15 early releases per month.
- Currently here are 900 active plats.



Relocation to 7800 N Stemmons - update



- Phase I of the move is expected to occur mid-June.
- Development Services is coordinating with Bond Office and contractors to establish dates for the following phases.





- OPEN DISCUSSION





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