



City of Dallas

Development Services Monthly Technology and Metrics Review

**Government Performance &
Financial Management Committee
October 24, 2022**

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

Presentation Overview



- Technology
- Residential Permits
- Performance Goals
- Recruitment and Onboarding
- Matrix Consulting Group Study Update
- Next Steps





- Electronic plan review software
 - Evaluate list of enhancements
 - Meet with vendor November 2022
 - Procurement process
 - Establishing an ongoing continuous training plan for customers and internal staff



Technology



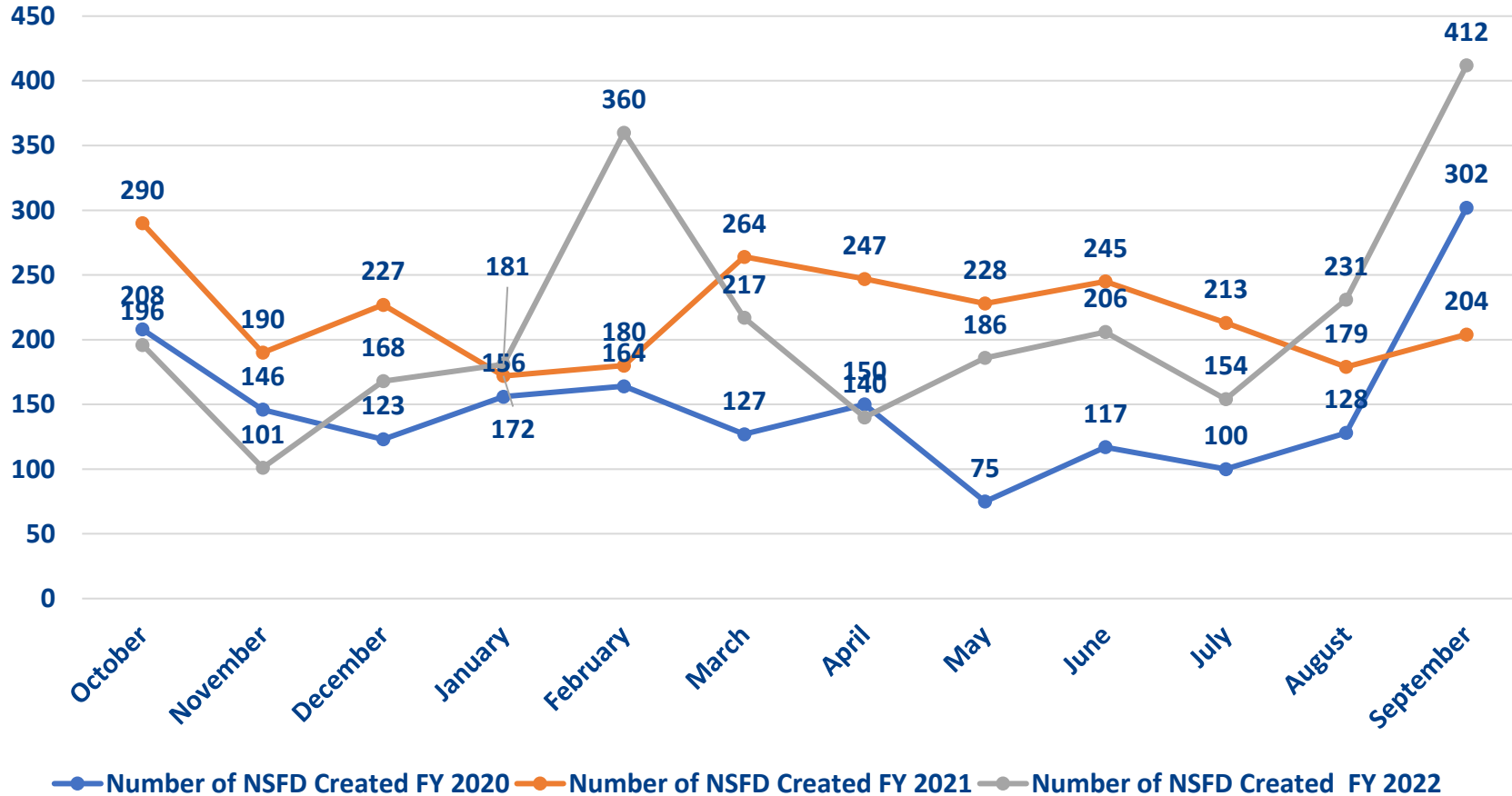
- Land Management Permitting Software
 - Statement of Work (SOW) completed October 2022 -IT, CAO, Procurement, vendor and consultant to finalize process
 - Contract recommendations for City Manager and City Council
 - Implementation anticipated to be a two-year process from date of City Council approval of the contract



Residential Permit Volume



New Single Family Permits Created



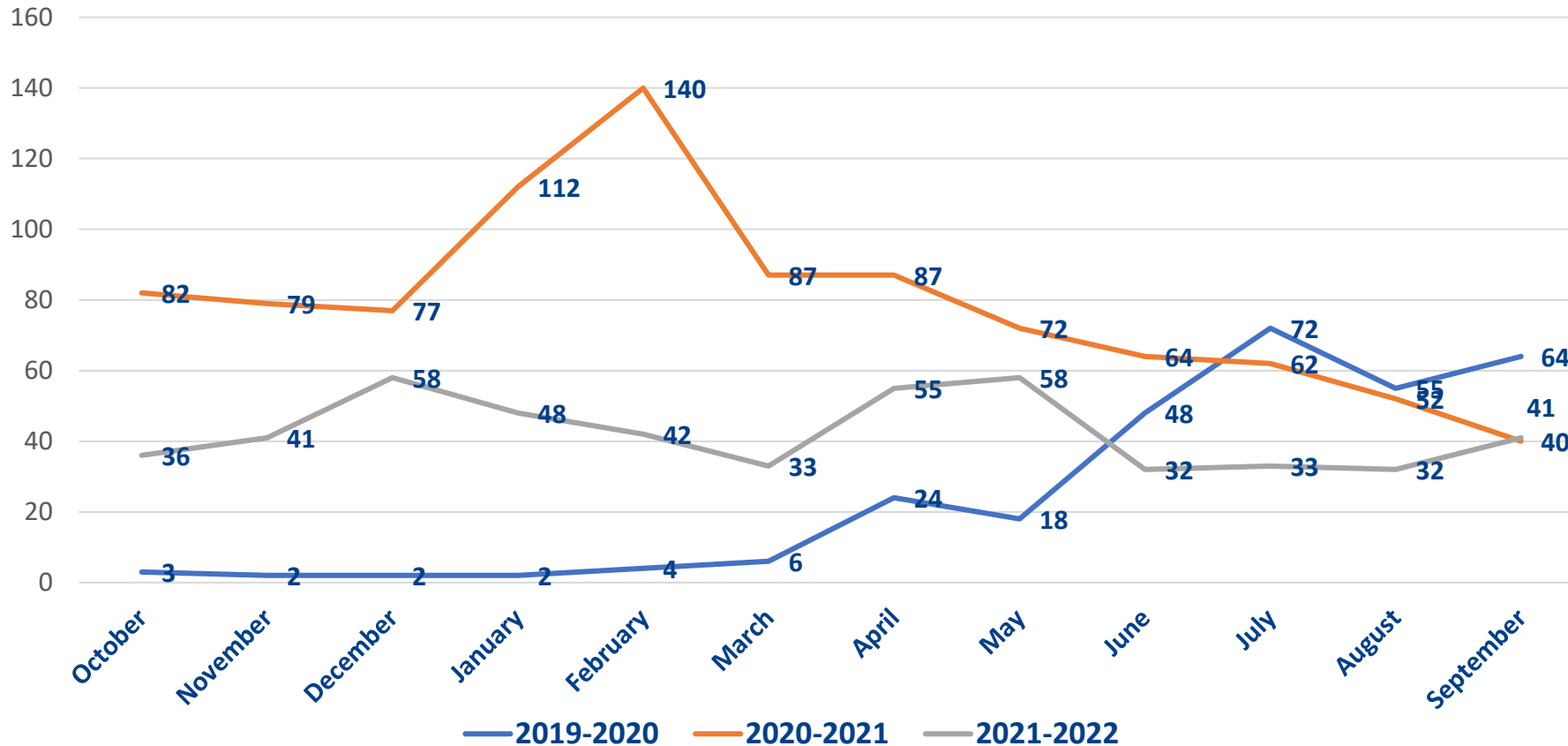
A total of 181 additional permits from the previous month were processed for the month. This represents a 78% increase compared to the month of August.



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: Calendar days are being reported beginning September 2022

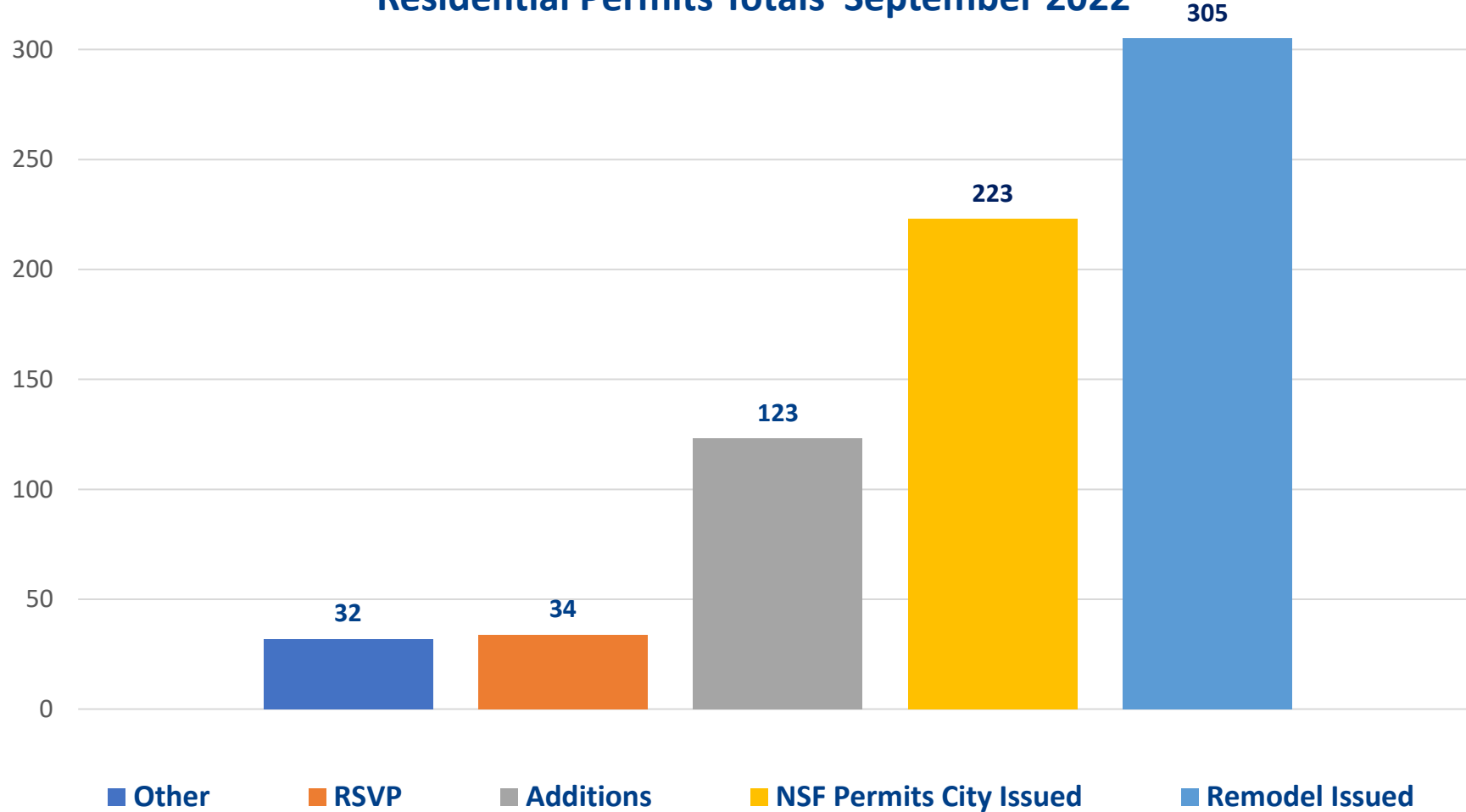


Residential Permit Average Metrics



350

Residential Permits Totals September 2022



34 RSVP New Single Family permits issued the same day

Remodel/Additions single family permits issued on average within 5 business days

Third Party Vendors performed 582 reviews



Recruitment and Onboarding



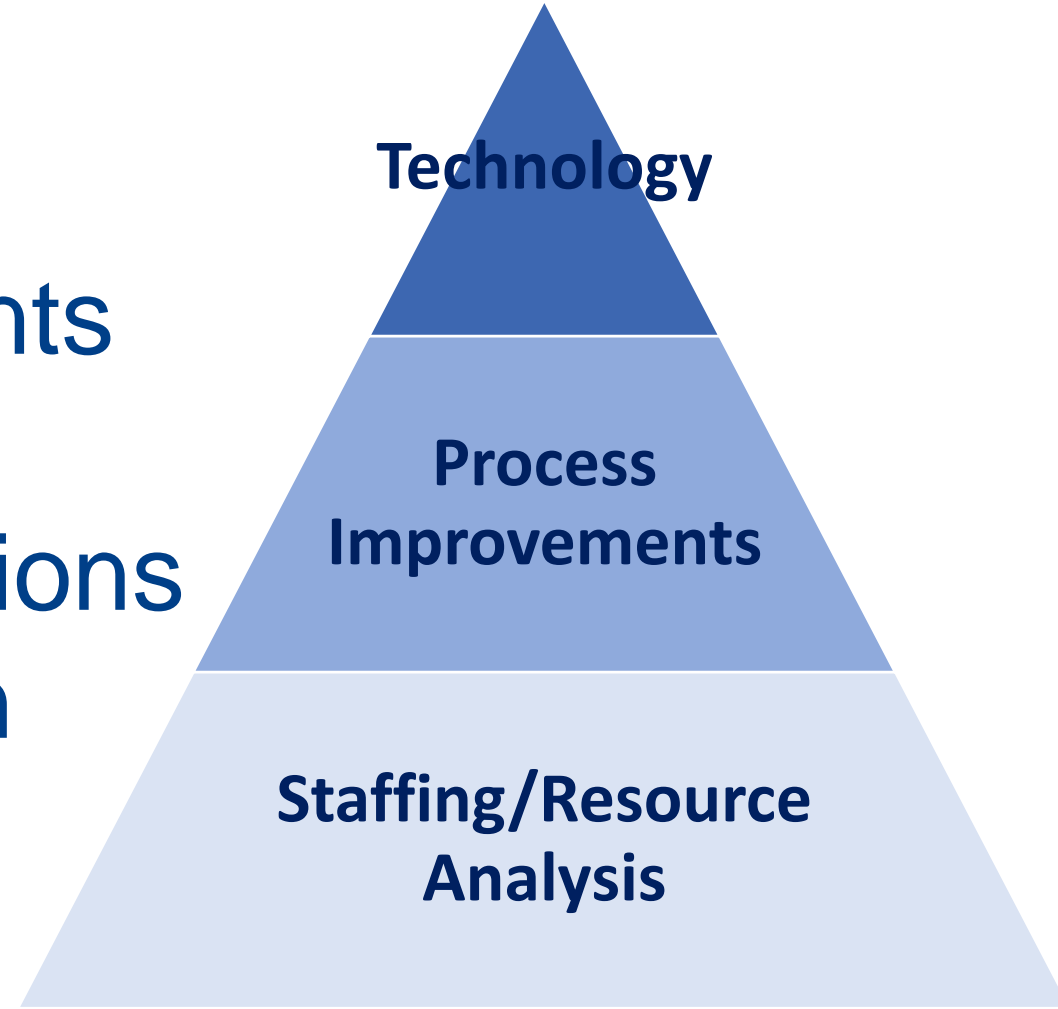
- Filled approximately 40 positions in the last 90 days
 - Approximate 25% vacancy rate
 - Hosted second Hiring Fair October 18, 2022
- Currently have 80 vacancies
 - 54 positions were recently added with FY2023 Budget
 - Continue to work with the Matrix Group on finalizing recommendations with compensation study



Matrix Consulting Group Study



- Identify staffing needs and resources
- Opportunities for improvements
- Understand key challenges
- Best Practices/recommendations
- Strengths of the Organization
- 57 Recommendations



Next Steps



- Complete Land Management Contract Negotiations and submit Final Recommendations (October 2022)
- Finalize online permitting plan review customer enhancements (November 2022)
- Council Briefing recommendations on Matrix Study (November)
- Implementation of Matrix Recommendations





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