

Memorandum



CITY OF DALLAS

DATE October 30, 2015

TO Honorable Mayor and Members of the City Council

SUBJECT **City Manager Update (CuSP Report)**

On Tuesday, November 3, 2015, I will be briefing the Council on the following topic during my update to the Council:

- Development Review Process Improvement Initiative

Briefing materials are attached for your review. If you have any questions, please let me know.

A handwritten signature in black ink, appearing to read 'A.S. Gonzalez', written over a circular stamp or seal.

A.S. Gonzalez
City Manager

c: Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager
Eric D. Campbell, Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

City Manager Update (CuSP Report)

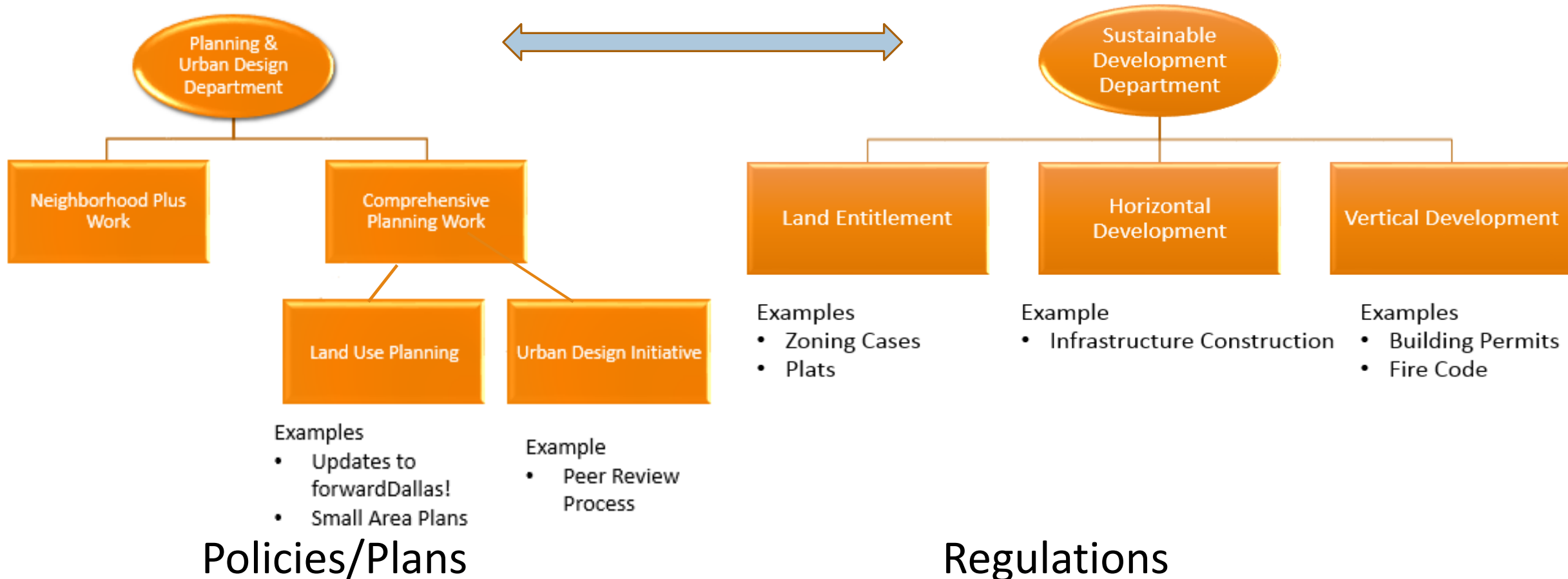
DEVELOPMENT REVIEW PROCESS IMPROVEMENT INITIATIVE

DALLAS CITY COUNCIL

NOVEMBER 3, 2015



Organizational Relationship



Role of Planning & Urban Design's Comprehensive Planning

- Provide small area plans for Neighborhood Plus areas
- Oversee the Peer Review Process
- Provide staff support for establishing the City's vision for the physical development of the City
 - forwardDallas! articulates:
 - What goes where
 - Some of how development should be done

But Questions Arise....

- Peer reviewers evaluate plans based upon what?
 - Multi-disciplinary approach?
 - Multi-modal considerations?
 - Design goals?
 - Style and form considerations?
- We need to be more specific in telling developers how we want the city to look
 - Examples
 - Complete Street treatments
 - Street lighting levels

forwardDallas!

- Begins to answer these questions, but more specifics are needed
- Hence the Urban Design Initiative
- This initiative will address
 - What's the vision for the **physical** development of Dallas?
 - How should the city look?
 - What are Dallas' Urban Design principles and values?
 - How can all departments support this vision and adhere to Urban Design principles.

Effective Development Review

- Depends on:
 - Clear and transparent development regulations and policies
 - The Urban Design Initiative will assist developers in understanding the city's goals and expectations
 - An efficient and predictable development review process
 - Process improvement initiative is underway.

Overview of Process Improvement Initiative

- In the Fall of 2014 the City began a review of the entire development process, in an effort to identify areas for improvement
- The review was a collaborative effort between City staff and private stakeholders representing multiple disciplines within the development industry
- The intent of the initiative was to:
 - Increase efficiencies
 - Decrease review times
 - Improve customer service

Overview, Continued...

- In Spring 2015- an action plan was created with approximately 80 recommendations to enhance the City's development processes
 - Of the 80, 26 have been implemented
 - Estimated two years to fully complete
- In May 2015- a project management team was created to implement these recommendations and to serve as a development problem solving team
- A Stakeholder Committee comprised of City staff and private stakeholders was formed to serve as an advisory group for the process improvement initiative
 - Meetings held quarterly
 - First meeting was September 11th
 - See appendix for list of the stakeholders and the link to the action plan

Progress to Date

- Progress has been made in several areas including:
 - Pre-Development Functions
 - Building Inspections
 - Zoning and Historic Preservation

Progress to Date, Continued...

- Pre-Development Functions

- Added 3 engineers and 2 surveyors to the FY15-16 budget of which 2 have been hired and the rest are in process
- Partnered with DWU to secure additional water/wastewater engineers, on a temporary basis to reduce review times
- Implemented a short term professional services contract for field note review, to reduce survey and plat review times

- **Results:**

Review Type	July 2014	September 2015	Percent Change
Survey	28 days	19 days	32% Decrease
Water/Waste Water	54 days	24 days	56% Decrease

Progress to Date, Continued...

- Building Inspections
 - Added a team of three to focus on “do it yourselfers” to the FY15-16 budget
 - Team will address the permitting needs of home and small business owners
 - Hired 3 development coordinators to serve as project managers within specific areas of the development review process
 - Commercial Development
 - Grow South/Small Business
 - Single Family Homebuilding
- Restored the Northwest District Office to full staff capacity
 - In FY 08-09 the office was shutdown due to the recession
 - In FY 12-13 the office was restored to half staff
 - The FY15-16 budget restores the other half
 - Hiring is underway

Results (Building Inspectors)

- In the community:
 - Total valuation of permits issued in FY14-15 - \$4.28 billion
 - This represents a 27% increase over FY13-14 valuations
- For the Department:
 - Permits issued within 3 days or less in FY14-15 – 80.9%
 - On average a single family permit is issued within 3 days
 - Over 97% of inspections completed in FY14-15 were conducted within the same day as scheduled

Upcoming Initiatives

- A new electronic Document Management System was implemented this past summer.
 - This supports the expansion of electronic plan review from use by the Express Plan Review Team to the rest of Building Inspection
- Remodel of Express Plan Review offices should be completed by the first quarter of FY15-16
 - Second Express Plan Review team is anticipated to be fully staffed by the second quarter of FY15-16 and housed in remodeled space
- Implementing a new appraisal services master agreement, for real estate transactions, which is expected to reduce processing time by approximately 15 days per appraisal
 - This represents a 40% reduction in the overall appraisal process time

Upcoming Initiatives, Continued...

- Staff will continue to provide progress updates to Council
- Creation of an easy to reference, web-based source of adopted Citywide and area-specific policy plans projected for summer 2016
- New policy initiatives to establish clear guidelines to advance the City's strategic goals related to:
 - Complete streets- to Council in December
 - Urban design- briefing to Council on November 18th

Questions

Development Review Action Plan

http://dallascityhall.com/departments/sustainabledevelopment/_layouts/15/WopiFrame.aspx?sourcedoc=/departments/sustainabledevelopment/DCH%20documents/WorkgroupReport.pdf&action=default

Private Stakeholders

NAME	Organization
Jack Baxley	TEXO
Evan Beattie	GFF Architects
Jan Blackmon	AIA Dallas
Macey Davis	Davis Advocates
Suzan Kedron	Jackson Walker L.L.P
James Koch	Pacheco Koch
David Lehde	Dallas Builders Association
Tommy Mann	Winstead
Santos Martinez	Masterplan
Linda McMahan	The Real Estate Council
Frank Mihalopoulos	Corinth Properties
Jim Riley	Brockette/Davis/Drake, Inc.
Neal Sleeper	Cityplace Company