

Memorandum



CITY OF DALLAS

DATE May 13, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Delayed City Council Materials for the May 18 Update on the Permitting Issues for Development Services**

This memorandum serves as a notification of delay in City Council materials for the upcoming Update on the Permitting Issues for Development Services briefing to be presented on May 18, 2022.

Staff is diligently working to collect pertinent data, valuable feedback from the development community, and assemble an action plan with proposed changes for the future.

The materials are expected to be available by Tuesday, May 17, 2022. The key topics will entail:

- Data metrics and statistics measurable from the past, present, and projected future.
- Major improvements and changes throughout the department and the permitting process, including:
 - Increased productivity and streamlined hiring process.
 - Customer service improvements and accessibility.
 - Survey feedback and communication with the development community.
- Visionary changes for the department and the plan to implement:
 - Short-term and long-term permitting timelines comparable to other top-performing departments.
 - Standardization of processes to provide smooth permitting approval.
 - Improving communication by:
 - Upgrading to user-friendly technology,
 - Providing training internally and externally,
 - Detailed and clear application specifications,
 - Website updates that encourage transparency, and
 - Proposed upgrades to the structure and organization of Oak Cliff Municipal Center.

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Should you have any questions, please contact me at (214) 671-7827 or majed.al-ghafry@dallascityhall.com, or William Munding, Executive in Residence, Department of Development Services at (214) 671-9293 or william.munding@dallascityhall.com



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Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors