

Memorandum



CITY OF DALLAS

DATE May 27, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Development Services Updates**

This memorandum is to provide you with an update on Development Services activities and progress.

CUSTOMER INITIATIVES:

Development Services (DEV) hosted staff customer service and professionalism training on Thursday, May 26, 2022. The Values of Service training module was presented to 18 staff members.

DEV is partnering with Building Services to redesign the Permit Service Center and Call Center. The project is currently in the design phase.

Staff has established and implemented a specific Building Official email address for escalated requests and faster resolution. All emails sent to buildingofficial@dallascityhall.com will route directly to the Chief and Deputy Building Officials. Customers will receive responses within 24-48 hours. This email address will be shared with the Development Advisory Committee and will be posted on the DEV website and social media channels.

DEV Executive staff will meet with the Dallas Builders Association (DBA) the week of May 30, 2022 to introduce the new Chief Building Official and Deputy Building Official to the DBA's leadership.

TECHNOLOGY:

The ProjectDox vendor was on-site May 25-26, 2022, to provide staff with an enhancement update and training. They also toured individual workgroups to identify potential business enhancements. A panel discussion was held to answer software functionality-specific questions. User Acceptance Training (UAT) for the ProjectDox 9.2 upgrade should be completed early Summer 2022.

DEV is currently exploring the purchase of a Customer Management Queuing System for the Permit Service Center and Call Center. Staff plans to have preliminary recommendations in the Summer of 2022.

ITS is working with DEV staff to complete programming of all training workstations in the new training center located at 400 S. Zang Boulevard (Oak Cliff Tower).

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Staff has acquired a third-party software that allows the public to opt-in to receive communications from DEV that include newsletters, emails, and text messages, and DEV continues its partnership with Gartner to develop a Statement of Work (SOW) with the selected land management software vendor.

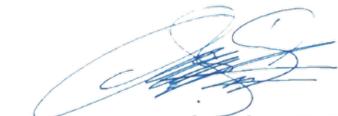
HIRING AND RECRUITMENT:

Hiring efforts have resulted in improved recruiting and onboarding. DEV continues to hold weekly meetings with Human Resources to receive status updates on recruitment efforts. Vacancies have been reduced to six (6) from the 41 critical open positions identified in February 2022. Staff is collaborating with the Matrix Consulting Group to request a comprehensive compensation study with a completion timeline of four (4) weeks.

NEW SINGLE-FAMILY RESIDENCES, REMODELS/ADDITIONS PERMITTING

The Residential Plan Review Team has issued 162 permits month-to-date with an average approval time of 55 calendar days. Staff continues to work overtime during evenings and weekends to expedite and clear the current residential backlog.

Should you have any questions, please contact me at (214) 670-1875 or majed.al-ghafry@dallascityhall.com or Andrew Espinoza, Director/Chief Building Official, at (214) 542-1227 or andres.espinoza@dallas.gov.



Majed A. Al-Ghafry, P.E.
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