

Memorandum



CITY OF DALLAS

DATE July 8, 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:

The Development Services Department (DEV) will host two virtual demonstrations of the ProjectDox 9.2 update to provide the public with an introduction to the new software. Both sessions will occur online, via zoom, and provide a step-by-step walk-through utilizing the software from the applicant's point of view. The first session will take place on [Tuesday, July 12, 2022, at 9:00 AM](#), and the second will occur on [Wednesday, July 13, 2022, at 3:00 PM](#).

DEV is launching a new outreach initiative called "Pop Up Permit Saturday." The goal is to provide walk-in permitting services on one Saturday of the month to homeowners and other members of the public requiring basic services such as consultations, fence permits, and swimming pool permits. The Permit Service Center will have a condensed staff available to serve customers. The first event is scheduled for Saturday, July 23, 2022, from 8:00 AM until 2:00 PM at the Oak Cliff Municipal Center located at 320 E. Jefferson Dallas, TX 75203.

TECHNOLOGY:

ProjectDox 9.2 staff training began on June 27, 2022 and is scheduled to conclude on July 29, 2022. A total of 145 staff members are engaged in this effort. ProjectDox 9.2 is scheduled to "go live" on August 8, 2022. The current version will be taken offline on August 4, 2022, in order to migrate to the new, cloud-based platform. Following the rollout of the new version, community training will begin on August 13, 2022, at the Development Services Training Center located at 400 S. Zang Blvd., Dallas, TX 75208.

HIRING AND RECRUITMENT:

Hiring efforts have resulted in improved recruiting and onboarding. Position vacancies are down to three (3) from the 41 critical open positions identified in February 2022. An additional 39 approved positions were added to the 2022 Fiscal Year to address immediate needs in customer service, inspections, zoning, and residential plan review.

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DEV is partnering with Human Resources and Civil Service to host a departmental hiring event on July 28, 2022, at the J. Erik Johnson Central Library. Interviews will be held onsite and Civil Service staff will be available to qualify applicants and begin the onboarding process once verbal offers have been made.

The comprehensive compensation study conducted by the Matrix Consulting Group has been initiated and is estimated to be complete within four weeks.

NEW SINGLE-FAMILY RESIDENCES, REMODELS/ADDITIONS PERMITTING

The Residential Plan Review Team has created 201 Single-Family Dwelling (SFD) permits, issued 144 new SFD permits, created 35 Single-Family Addition permits, and issued 39 Single-Family Addition permits month-to-date with an average approval time of 37 days. The approval times are currently estimated at 5 weeks. Staff continues to work overtime during evenings and weekends to expedite and clear the current residential backlog.

Fire Station 49 and Fire Station 51 are in the process of having final inspections completed, and Development Services is ready to issue Certificates of Occupancy once the contractor schedules final inspections. DEV contracted additional services from a third-party vendor, Bureau Veritas, to provide plan review and inspections for the Dallas Independent School District projects.

Should you have any questions, please contact 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