

Memorandum



CITY OF DALLAS

DATE April 22, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Update on the Development Services Efforts**

Pursuant to the City Manager's announcement regarding a return to work policy, Dallas Oak Cliff Municipal Center (OCMC) is fully open for business. Staff is on-site with some employees still operating on a hybrid model. This memorandum is to provide you with an update on Development Services permitting activities.

ProjectDox

The operating problems with ProjectDox have moderated over the past two weeks. Issues generated by shifting from the 9 version to the 9.2 version and transitioning to a cloud based platform have leveled off, as aggressive focus addressing these problems by the provider and ITS have been most helpful. User Acceptance Testing is underway with completion scheduled for Monday, April 25 or Tuesday, April 26, 2022. Successful completion of this phase will trigger the implementation of the training and rollout phase of the new version. "Go Live" is targeted for late May or early June, 2022.

Posse Replacement

Gartner, a technology consultant, will be on board late April, 2022. The Consultant has been engaged in the City's procurement and negotiation process, beginning with their review of the City's vendor's proposal and statement of work. A kick-off meeting will be scheduled within two weeks with a focus on finalizing the statement of work and a contract, which will be submitted for City Council approval in early Summer 2022.

Hiring

A concentrated effort by HR and Development Services staff has expedited in the hiring of employees for open positions. In the middle of February 2022, Development Services had 41 open positions. The City has been able to hire 23 positions, with 18 open positions remaining as of today.

Residential Permits

Permit processing time showed significant progress during the first quarter of 2022. Development services reduced permit time from 48 days in January to 35 days in March, 2022 when it also processed the highest monthly volume of 288 permits.

During the first quarter of 2022, staff experienced a very high volume of permit applications. February had the highest volume ever, with 357 applications.

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The total first quarter volume generated 290 more permit applications than the final quarter of 2021. This is more than a normal monthly volume added to the current queue for permits. It is estimated this influx of applications will increase approval times of 6-8 weeks, to 8-10 weeks.

The department has three (3) new hires who are now on board. The department is also shifting resources among divisions with zoning and plan review skills to support the permit increase. Additionally, our third-party provider partners have ramped up and will also contribute to expediting reviews.

Staff will provide an additional update to the Government Performance and Management Committee meeting at its next meeting on April 25, 2022. Should you have any questions, please contact me at 214-671-9293 or William.mundinger@dallascityhall.com.



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Development Services

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

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M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Robert Perez, Interim Assistant City Manager
Carl Simpson, Interim Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Genesis Gavino, Chief of Staff/Office of Resilience
Directors and Assistant Directors