

Memorandum



CITY OF DALLAS

DATE May 13, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Update on the Development Services Permitting Efforts**

This memorandum is to provide you with an update on Development Services permitting activities including a summary, status, and path forward on building permits in Dallas.

PROJECTDOX:

The performance of ProjectDox has improved with no major issues during the last two weeks. Staff is nearing the conclusion of the test environment for User Acceptance Testing of the updated version. Following this final step, the system will convert to the production environment from which staff will conduct final testing and approval of the system. Staff is developing a robust training program for internal and external participants. The go-live date, or system roll-out for public use is delaying to the third week of July 2022.

HIRING:

The interdepartmental effort among Development Services, Human Resources, and Civil Services continues for the hiring activities. This has streamlined the hiring process better and resulted in improving the hiring timeline to two months instead of the previous three-to-five-month process. The 41 open positions in February 2022 have been reduced to 13 open positions today.

NEW SINGLE-FAMILY PERMITTING

Staff processed 188 permits with an average approval time of 55 days. The approval time of slightly lower than 8 weeks was an improvement over the estimated 8 to 10 weeks caused by the influx of permits during the first quarter of the year. Staff believes the impact of the high number of permits should be mitigated following the month of May 2022.

NEW THIRD-PARTY PROVIDER

The additional third-party provider will be onboarded this month, with the goal of presenting an Agenda item to the City Council to approve the full-service amount for the entire year. This will be presented in June 2022.

Staff will provide an additional update to the Government Performance and Finance Management Committee at its next meeting on May 23, 2022.

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Should have any questions, please contact me at (214) 671-9293 or william.mundinger@dallascityhall.com



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Executive in Residence,
Development Services

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

Majed A. Al-Ghafry, Assistant 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