

# Memorandum



CITY OF DALLAS

DATE June 24, 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) leadership met with representatives from the development community and interested residents to create a working partnership centered around updating established processes and creating new ones. This was the first of a series of meetings to encourage and strengthen partnerships between DEV and its stakeholders.

The Director and Deputy Building Official met with President and CEO, Linda McMahon, and key leadership staff from the Texas Real Estate Council (TREC) the week of June 20, 2022. The discussion focused on reestablishing ongoing, collaborative partnerships between the City and their organization.

## **TECHNOLOGY:**

Following the completion of User Acceptance Testing, staff training will begin the week of June 27, 2022. Training orientation for external stakeholders will begin the week of July 11, 2022. Two webinar sessions hosted by Avolve/ProjectDox personnel will be conducted that week. The ProjectDox 9.2 update is scheduled to go-live the first week of August 2022. Also, Information Technology Services (ITS) continues working with DEV staff to facilitate hardware requirements in the training center.

## **NEW SINGLE-FAMILY RESIDENCES, REMODELS/ADDITIONS PERMITTING**

The Residential Plan Review Team has issued 85 new single-family permits, month-to-date with an average approval time of 61 days. The three-day increase in approval time from the last update is largely due to technology/software issues which prevented staff from issuing permits for several days. Staff continues to work overtime during evenings and weekends to expedite and clear the current residential backlog and improve the approval time.


We have contracted additional services from a third-party vendor, Bureau Veritas, to provide a dedicated team for Dallas Independent School District (Dallas ISD) plan review and inspections.

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DEV is drafting a new program called Rapid Single-Family VIP Program (RSVP). It will be available to any homeowner, developer, contractor, architect, or engineer who wishes to participate. The goal would be to conduct plan reviews and issue permits on the same day. The service will be fee based and by appointment only.

Should you have any questions, please contact Andrew Espinoza, Director/Chief Building Official, at (214) 542-1227 or [andres.espinoza@dallas.gov](mailto:andres.espinoza@dallas.gov).



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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