

# Memorandum



CITY OF DALLAS

DATE August 19, 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 Department (DSD) activities and progress.

## **CUSTOMER INITIATIVES:**

DSD staff conducted the first of four community training sessions on Saturday, August 13, 2022. The training classes are designed to teach DSD customers how to navigate the updated plan review system. There are three remaining classes scheduled for August 20, August 27, and September 10, 2022. The public is invited to register for a class by clicking this link: <https://bit.ly/pdox92>.

On Tuesday, August 16, 2022, DSD executive leadership attended the Downtown Dallas, Inc. Board of Governors meeting to provide an overview of department activities and new initiatives. Future outreach meetings include the Dallas Regional Chamber of Commerce Economic Development meeting in September of this year.

DSD will host its second Pop Up Permit Saturday event on Saturday, August 20, 2022, from 8 AM – 2 PM at the Oak Cliff Municipal Center. DSD has extended its marketing outreach to include multi-lingual advertising platforms to include social media, the Dallas library system, Dallas recreation centers, television, radio, and print media.

## **TECHNOLOGY:**

The improved version of the plan review system went live, as scheduled, on Monday, August 8, 2022. The ITS department has confirmed that all data and file migration was completed by August 16, 2022. ITS and DSD staff are working closely with the vendor to monitor the status of all projects converted into the new system. Daily check-ins will continue through the end of the week to raise and resolve documented issues.

## **HIRING AND RECRUITMENT:**

All 33 new employees hired from the July 26, 2022 hiring event are being onboarded. Our focus is now directed towards orientation and training. Two Senior Plans Examiners, two Senior Engineers and one Permit Clerk started with the department on August 15, 2022.

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

The Residential Plan Review Team has issued 110 new Single-Family Dwelling (SFD) permits to date for the month of August. The average approval time for new SFD permits to date for the month of August is 46 days; an increase compared to 33 days from the previous month. The additional days are attributed to the update on the file synchronization process for the plan review system known as ProjectDox last week. DSD has removed the pre-screening requirement for new single-family projects effective August 1, 2022, to improve permitting turnaround times. In addition, the department has implemented a new performance goal of three days for minor residential additions and other similar projects. This will facilitate the expeditious issuance of minor permits, while allowing staff to focus more on complex projects.

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).



**Majed A. Al-Ghafry, P.E.**  
**Assistant City Manager**

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Billierae 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  
Dr. Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors