

# Memorandum



CITY OF DALLAS

DATE March 25, 2022

TO Honorable Mayor and Members of the City Council

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

This memo serves as a bi-weekly update to the Development Services permitting efforts, starting with the memo that was provided to the City Council on March 11, 2022.

First, with the City Manager's recent announcement that city operations will be expansively open by April 2022, OCMC continues to be staffed with a hybrid staffing model with the goal to transition to more in-person staff availability during the month of April.

## **ProjectDox:**

IT and Development Services continue to work on improving ProjectDox. The upgrade and transition to a cloud base system has created current operating problems. Despite focused attention this issue is improving but not fully resolved. IT staff is exploring additional improvements including file splitting and on-going monitoring of intake to ensure applicants continue to submit plans online and can conduct business normally.

The ProjectDox 9.2 upgrade is progressing with trial run User Acceptance Testing (UAT) underway. This will progress to formal UAT testing which is the first step in a roll out sequence tentatively scheduled for late May. The IT and Development Services team are also working on establishing a training program for internal and external users.

## **Posse Replacement:**

IT, Development Services, and Procurement staff are engaged in Statement of Work negotiations. Gartner, an IT consulting firm who previously reviewed the proposal provided by the preferred vendor, will be retained to finalize negotiations and match our operations with the terms of the contracts. They will also assist in the implementation, testing, and technical support of the conversion to a new platform.

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**Performance Metrics:**

Development Services, Data Analytics, and IT staff are focusing on our services of data to track activity and measure performance. Our key goal is creating a new dashboard including an upgrade of the website.

**New Single-Family Permitting:** While this is an early estimate, Development Services will approve more permits (240 plus) than any month other than March 2021. The average time of approval of 36 days will also be an improvement over other months during the past couple of years.

**Committee:**

Staff continues to engage with the Development Services Advisory Committee along with the Mayor's Task Force to share progress and finalize and implement the permanent plan of improvement.

**Third Party Provider:**

Development Services is in the process of onboarding an additional vendor, which is expected by April 2022.

Staff will provide an additional update to the Government Performance and Management Committee meeting at its next meeting on March 28, 2022. In the meantime, if you have any questions or concerns, please contact me at 214-948-4588 or [william.mundinger@dallascityhall.com](mailto:william.mundinger@dallascityhall.com)



Will Munding  
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, 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