

# Memorandum



CITY OF DALLAS

DATE March 11, 2022

TO Honorable Mayor and Members of the City Council

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

The City of Dallas is committed to continuously improving its permitting system. 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 next month.

## **Personnel:**

Hiring the Chief Building Official remains a top priority. While an initial batch of candidates were presented for consideration, applicants did not fit the needs and desired skillset of this critical position. In consultation with the City's Human Resource Department and 3<sup>rd</sup> party search firm HR&A, the application period and recruitment reach have been expanded. It is anticipated that this position will be filled by early summer 2022.

In addition to hiring the Chief Building Official, Human Resources and Civil Service have been collaborating on filling the vacancies that exist in the Development Services Department. This focused effort has prioritized filling 12 skilled positions. Of the targeted 12 positions, 8 have been filled, and staff is making significant progress in remaining 4 positions. There is a continued focus on hiring other vacancies that exist within the Department.

## **ProjectDox:**

For several months, staff from Development Services and IT have been working with the vendors to bring improvements to the ProjectDox software. They have been meeting daily to ensure bugs have been resolved, and an upgraded ProjectDox version will be rolled out to users in late Spring of 2022. Staff and the consultant are ready to roll out the upgrade while ensuring ample internal and external training opportunities for the users of the new system.

## **Performance Metrics:**

Development Services has engaged the City's Data Analytics & Business Intelligence Department to devise a strategy to consistently track and share performance. It is noteworthy to mention that the time it has taken to issue a new single-family permit continues to improve. In December of 2021, the average time it took to issue a permit was 58 days; in February of 2022 that metric was down to 42 days.

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**Self-Certification:**

After conducting research on self-certification, this program is not recommended at this time due to the complexity of the city's zoning practices. In the future, staff can explore a hybrid model that achieves optimum workflow for all.

**Executive Committee:**

The Development Services Advisory Committee has been meeting every other month for nearly two years. To elevate engagement and communication, an executive committee is being formed to provide feedback and set strategic direction for the continuous process improvements to the City's permitting process and will work with the larger group and staff to ensure timely implementation.

I 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 do not hesitate to contact me.



Will Munding  
Executive in Residence, Development Services

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| T.C. Broadnax, City Manager                  | Majed A. Al-Ghafry, Assistant City Manager                 |
| Chris Caso, City Attorney                    | M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager |
| Mark Swann, City Auditor                     | Robert Perez, Interim Assistant City Manager               |
| Billerae Johnson, City Secretary             | Carl Simpson, Interim Assistant City Manager               |
| Preston Robinson, Administrative Judge       | M. Elizabeth Reich, Chief Financial Officer                |
| Kimberly Bizzor Tolbert, Deputy City Manager | Genesis Gavino, Chief of Staff/Office of Resilience        |
| Jon Fortune, Deputy City Manager             | Directors and Assistant Directors                          |