

Memorandum



CITY OF DALLAS

DATE July 14, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Development Services Department Continues to experience IT Connectivity issues**

This memorandum serves as an update on the progress and efforts the Development Services Department (DSD) has made on improving the previously reported queue of single-trade permits.

On June 30, 2023, DSD reported a queue of single-trade (re-roofs, fence permits, foundation repairs, demolition) permit applications at **870** due to delays caused by the May 2023 Ransomware Attack. Staff's efforts and activities to improve the progress of single-trade permits consist of staff working overtime and weekends, in conjunction with cross training additional team members from various work groups to perform the needed task.

Those efforts contributed to the current number of single-trade permit applications in the queue decreasing to a total of **52**. Additionally, all new permit application submittals are being issued the same day over the counter.

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

A handwritten signature in blue ink, appearing to read 'M. Al-Ghafry'.

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

c: T.C. Broadnax, City Manager
Tammy Palomino, Interim 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