

Memorandum



CITY OF DALLAS

DATE October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Right of Way Management System Payment Processing**

In April 2024, Information Technology Services (ITS) in collaboration with Transportation and Public Works (TPW) identified a technical payment processing error with the Right of Way Management System. The issue impacts 289 customers that were not charged for permit issuance in an amount totaling \$512,000.00. Incapsulate, the vendor responsible, has acknowledged the issue and provided support to resolve it. In collaboration with the vendor, ITS, the Controller's Office, and TPW, has developed a plan to address these issues.

This week all impacted users received a letter which included a comprehensive "How-To" guide for the payment resubmission process. Incapsulate has offered further assistance for any necessary follow-up.

If you have any questions, please contact Dr. Brian Gardner, Chief Information Officer and Director (I) of Information & Technology Services at brian.gardner@dallas.gov.

Service First, Now!

A handwritten signature in cursive script that reads "Donzell Gipson".

Donzell Gipson
Assistant City Manager (I)

c: Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Dominique Artis, Chief of Public Safety (I)
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Robin Bentley, Assistant City Manager (I)
Jack Ireland, Chief Financial Officer
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
Directors and Assistant Directors