

# Memorandum



CITY OF DALLAS

DATE June 10, 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 (DEV) activities and progress.

## **CUSTOMER INITIATIVES:**

Staff is finalizing an offer to purchase a new Oak Cliff Municipal Center (OCMC) and will be presenting the terms to the City Council in a closed session on June 22, 2022. This facility will include over 200,000 square feet of office space and over 700 parking spaces and is ideally suited to function as the new DEV facility as well as other City departments.

A workgroup meeting is scheduled for the week of June 18, 2022 to establish a partnership between DEV leadership and a diverse group of residents and stakeholders. This workgroup will regularly meet to provide feedback and suggestions as the department streamlines established processes and creates new ones. This is an expanded outreach effort designed to promote additional DEV engagements and partnerships with community stakeholders.

This week DEV executive staff met with the Dallas Independent School District (DISD) to discuss upcoming bond projects and permit facilitation and with the president of the Regional Black Contractors Association to explore partnership opportunities.

The permit center which was previously known as, "Room 118" has now been renamed the "Customer Advocate Team". This rebranding clearly communicates the department's commitment to providing the highest level of customer service. The Customer Advocate Team has implemented a partnering workstation that allows City staff to assist customers with navigating through online submittals and other web services. This will help facilitate the customer service experience allowing staff to engage with our customers.

Staff has created a "Tell Us How We Are Doing" customer service feedback survey. The short survey is designed to connect the leadership team with real-time customer service experiences. The survey link will be attached to email signatures and placed on business cards.

The next DEV briefing update will be presented to the Government Performance and Financial Management Committee scheduled for June 27, 2022.

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**TECHNOLOGY:**

ProjectDox 9.2 User Acceptance Testing was completed the week of June 6, 2022. Staff training is scheduled to begin late June 2022. Training opportunities for external stakeholders will begin in early July 2022. ProjectDox 9.2 relaunch should occur late July 2022 and ITS continues working with DEV staff to facilitate hardware requirements in the training center.

Staff engaged ITS to redesign the DEV website and the first phase is scheduled to go live the week of June 25, 2022. The DEV homepage, Strategic Business Unit, and Engineering websites will feature the new design. Redesigning the Building Inspection website is estimated to begin the week of July 11, 2022.

**HIRING AND RECRUITMENT:**

Hiring efforts have resulted in improved recruiting and onboarding. Position vacancies are down to four (4) from the 41 critical open positions identified in February 2022. Staff is still collaborating with the Matrix Consulting Group to request a comprehensive compensation study with a completion timeline of by mid-July, 2022.


The recruitment team has received the City Manager's approval to create and onboard 39 additional positions to support residential housing permits, Q-Team customer service deliverables, and call center support.

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

The Residential Plan Review Team has issued 215 new permits month-to-date with an average approval time of 58 days. The approval times are currently estimated at 8 to 10 weeks. Staff continues to work overtime during evenings and weekends to expedite and clear the current residential backlog.

Staff has contracted additional services from a third-party vendor, Bureau Veritas, to help relieve the workload for Residential Plan Review.

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).



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Carl Simpson, Assistant City Manager  
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