

Memorandum



CITY OF DALLAS

DATE September 2, 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 Department (DSD) activities and progress.

CUSTOMER INITIATIVES:

DSD staff continues to conduct training for the updated electronic plan review system. To date, approximately 30 external stakeholders have participated, and one training session remains scheduled for September 10, 2022. Interested parties may register by clicking this link: <https://bit.ly/pdox92>.

DSD will launch a series of Lunch and Learn training sessions which will be available to internal and external stakeholders. The Lunch and Learn events calendar can be found on the DSD website. On August 31, 2022, the Land Development Division will kick off the series with a presentation by Subdivision and Survey staff outlining the platting submittal requirements and DSD processes. Staff will continue to host these training events on a monthly basis.

TECHNOLOGY:

OnBase, the document management system utilized by the DSD, was upgraded to the 2.0 version on Friday, August 26, 2022. Testing occurred over the weekend, and the software will be fully rolled out to staff by the end of the week. OnBase is an electronic storage system that stores plans, drawings, and other historical documents related to properties.

HIRING AND RECRUITMENT:

A new Talent and Acquisition Team has been created to manage DSD hiring and onboarding processes. The team consist of a Supervisor, one Administrative Specialist and three Office Assistants. The team will partner with Human Resources to streamline DSD hiring procedures. Additionally, the team is in the planning phase of another hiring event planned for October 2022. The focus will be on hiring hard-to-fill positions.

NEW SINGLE-FAMILY RESIDENCES, REMODELS/ADDITIONS PERMITTING

On September 1, 2022, DSD will launch the Rapid Single-family VIP Program (RSVP). The RSVP program will be appointment-based only and will be scheduled for a maximum two-and-a-half-hour review time slot for each individual permit application.

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Customers will be required to make appointments no sooner than one (1) week in advance. This will allow City staff to coordinate and ensure appropriate reviewers are assigned to the daily intake of applications. Customers would be limited to the submittal of two (2) applications per day and a total of four (4) per week. This will allow staff to assist a wide range of customers in an equitable manner. The following parameters will be required:

- Appointments and plan review services will only be provided on Monday, Wednesday, and Friday
- Only new, single-family dwelling units $\leq 5,000$ ft² will be reviewed
- Maximum of three (3) stories
- Must not be in a special district (Historic, Floodplain, Conservation, or Complex PUD's)
- Property must be platted or have early release approval
- Appointments will not be scheduled two (2) hours prior to office closure
- Water/Wastewater verification is required in advance

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



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Assistant City Manager

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

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