

Thank you for your advocacy and interest in improving the City's permitting process. When the Mayor asked us to Co- Chair his efforts in resolving the longstanding issues in the City's permitting process, we knew it would be no small task. However, the existential threat that this operational issue poses to Dallas – and its future development – is critically important to resolve.

The Mayor's Working Group on Permitting has been working daily to identify the root of the logjammed process. Problems persist in **high volumes of filed permits, long prescreen wait times, software rollout and fully staffing the department.** The Mayor and City Council have approved 3<sup>rd</sup> party reviewers to assist with the backlog of permits and will be adding an additional 3<sup>rd</sup> party reviewer.

Progress is steadily being made in filling vacant positions, including the Chief Building Official. Customer service initiatives, like a 48 hour response time requirement are being implemented and staff is conducting User Acceptance Training for the updated version of Project Dox rollout expected in May. Project Dox is moving to a cloud based system which has created technical issues that are being worked on.

The challenges that the permitting system poses to the City are hitting Dallas' bottom line. In a time where property taxes are sharply rising, it is our fiduciary duty as policy makers to do whatever we can to lessen this burden on residents. **Simply put, Dallas should make it easier to build and grow its tax base– not harder.**

For this reason, the Mayor's Working Group on Permitting is requesting that the City Manger provide a **full Council briefing on Wednesday, May 18.** This briefing should include the **City Manager's Action Plan on resolving the problems in the permitting system bounded by metrics, timelines and inclusive of the feedback received by residents and industry members alike.** A resolution at a future date will be considered by the Mayor and City Council to institutionalize the action plan.

Prior to this briefing, the City Manager's Action Plan **should be reviewed by the Development Advisory Committee so that their feedback can be included in the presentation.** Building Inspection staff has been working tirelessly and we appreciate their hard work and commitment to the City of Dallas. Should you have any questions or concerns, please do not hesitate to reach out.

Hon. Paula C. Blackmon  
Co- Chair

Macey Davis.  
Co – Chair

**Mayor's Working Group on Permitting**