



City of Dallas

Department of Development Services: Update

**Government Performance &
Financial Management Committee
January 31, 2022**

Will Munding, Executive in Residence
Development Services
City of Dallas

Presentation Overview



- Activity Overview & Single-Family Permits
- Performance Targets
- Performance Metrics: New Single-Family Permits and New Commercial Permits
- Technology
- Organizational Overview



Activity Overview



	November 2021	December 2021
General Permit Applications	3,311	3,482
Issued and Complete	2,262	2,257
Under Review	109	116
Waiting for Application Info	909	1,089
Field Inspections	17,663	17,571



Single Family Permits



	FY 20	FY 21	
Permits Submitted	1,976	2,639	↑ 33.6%
Permits Approved/Issued	1,422	2,100	↑ 47.7%



Performance Targets



	Prescreen	First Review	Final
New Single Family	5 Days	15 Days	42 Days (6 Weeks)
New Commercial	10 Days	21 Days	84 Days (12 Weeks)



Performance Metrics – New Single Family Permits



	1 st Quarter, 2021			4 th Quarter, 2021		
	Jan	Feb	Mar	Oct	Nov	Dec
New Permits Issued	225	158	250	156	130	198
Average Time to Issue (in Days)	112	140	87	36	41	58



Performance Metrics – New Commercial Permits



	1 st Quarter, 2021			4 th Quarter, 2021		
	Jan	Feb	Mar	Oct	Nov	Dec
New Permits Issued	9	20	50	46	61	66
Permit Sites	4	4	8	8	9	10
Average Time to Issue (in Days)	46	143	110	143	229	160



Technology



- Project Dox – Permitting Software
 - Internal review from user perspective
 - Providing an upgraded version
 - Outside users
 - Roll out with training opportunity internal and external



Technology



- Posse Replacement – Land Management system
 - Manages our information, inspections and process
 - Demonstration from last week
 - Internal review and coordination to produce a schedule and implementation plan



Organizational Overview



- People
 - 33 current openings
 - Prioritizing hiring for top 12 selected positions
 - Hiring a Building Official
- Compensation
- Training
- Skills: Management & Customer Service



Organizational Overview



- Organization
- Review/structure/functions
- Draft of Best Practice and Reviews
- Provide Provider Alternatives
 - Self Certification
 - Permit Process
- Currently providing plan and code review





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