DallasNow: Update

Economic Development Committee
April 7, 2025

Jason Pool
Assistant Director – Customer Experience
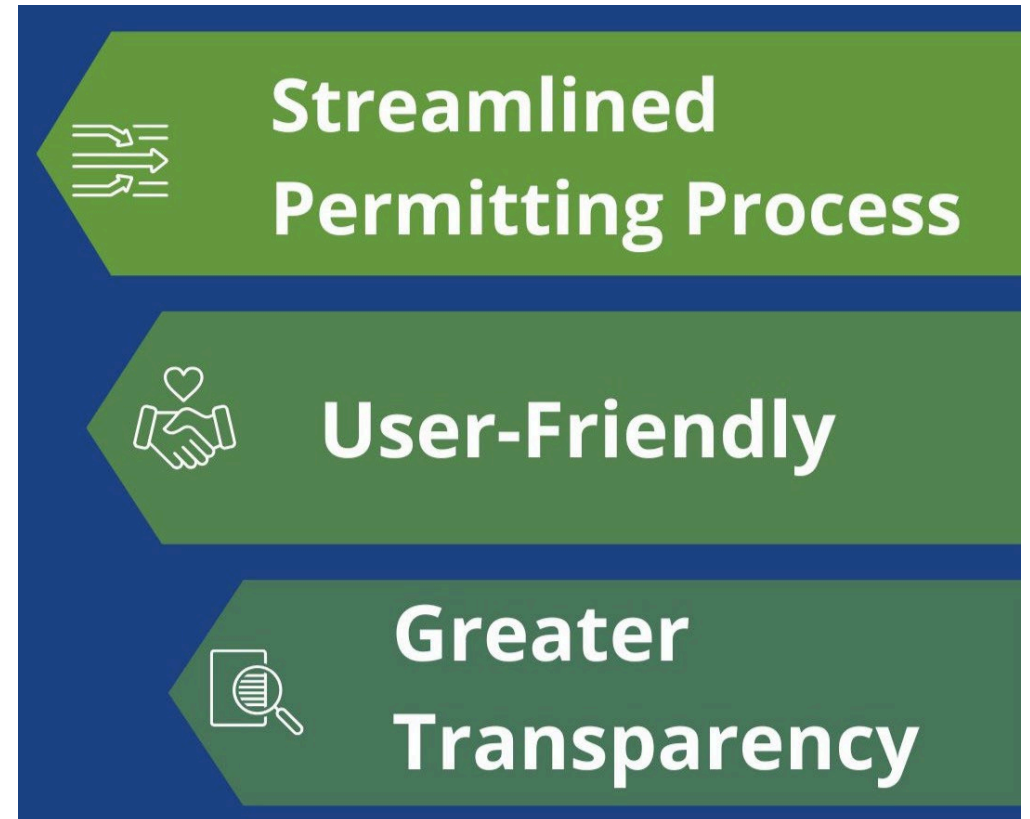Planning & Development Department

Purpose

- Introduce *DallasNow*
- Provide an overview key highlights & benefits
- Share important dates, planned downtime, & support resources

What is *DallasNow?*

- Land Management System software for managing land use & permitting
  - Current system, Posse, has been in place for more than 20 years

Streamlined Permitting Process

User-Friendly

Greater Transparency

Why DallasNow?

- A Unified System for a Unified Department
  - Integrated & Accessible
  - Fully Digital
  - Real-Time Transparency
- *DallasNow* Video

DallasNow: Preparation & Support

- Planning & Development is currently holding staff training in hands-on practice environment

- During the coming weeks PDD is providing announcements, demos, workshops & engagement sessions – https://Dallas.gov/DallasNow

- After Go-Live on May 5th, PDD will provide ongoing support & enhancements

DallasNow: System Integration

- Integration & Downtime
  - April 25th to May 4th Limited services due to data migration & testing.
- The following services will continue to be available during the scheduled downtime:
    - Inspections
    - Emergency Releases
    - Consultations

DallasNow: Next Steps

Customer Service Initiative

- Phase One - <u>April 14th thru April 24th</u> (before Go-Live)
  - Extended hours from 8am to 6:30 pm at Oak Cliff Municipal Center
- *DallasNow* Official Go-Live – <u>May 5th</u>
- Phase Two - <u>May 5th thru May 16th</u> (after Go-Live)
  - All PDD team members will be available to support customers

DallasNow is Coming Soon!

- *DallasNow Opens May 5th*

Access | Anywhere | Anytime

DALLAS

Planning & Development

NOW

Dallas.gov/DallasNow