



**SERVICE
FIRST,
NOW!**

Jason Pool

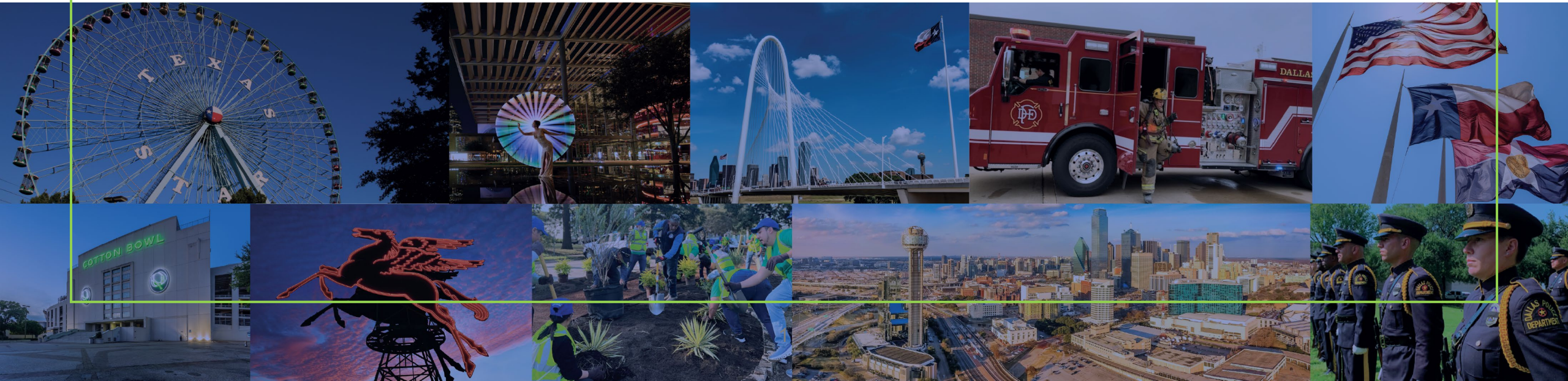
Assistant Director – Customer Experience

Planning & Development Department

Planning & Development Department: *DallasNow* Year One

Economic Development Committee

June 1, 2026



Purpose



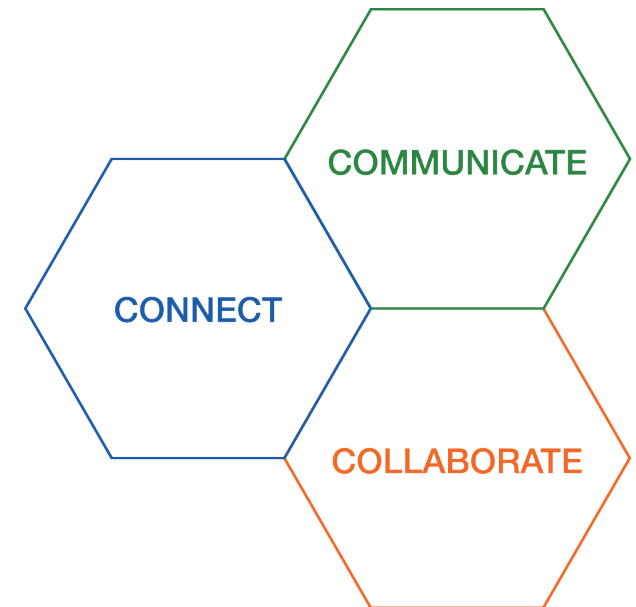
Today's briefing is a one-year update on *DallasNow*, the city's unified land management system that launched on May 5, 2025.

DallasNow integrates Permitting, Planning, Platting, Inspections, and Engineering into one cloud-based platform.

DallasNow: Scale

DallasNow has fundamentally changed the scale & accessibility of our services

- By the Numbers (since launch):
 - Records Created: 126,680
 - Accounts Created: 35,560
 - Contractors Registered/Renewed: 14,365
 - Inspections Completed: 213,680



DallasNow: Launch & Transformation

Immediate Impact

- Launched May 5, 2025, ahead of schedule
- Replaced 20+ year old LMS system
- Unified Planning, Permitting, Inspections, Engineering, & Partner Department workflows
- Transitioned fragmented and paper-based processes into one centralized digital platform
- Created a shared system supporting PDD and partner department coordination

Operational Transition

- Significant operational transition for PDD staff & our customers
- New workflows and processes required more coordination across teams & departments
- Daily use has identified opportunities for refinement & enhancement
- Ongoing system updates & process improvements will continue to improve overall performance & user experience

DallasNow: Continuous Improvement

- Dedicated innovation team supporting ongoing system & process improvements with ITS and Vendor partners
 - Ongoing, regularly scheduled improvements based on feedback
 - Long-term system maintenance, reporting, troubleshooting, & future enhancements
- Dedicated training team providing ongoing staff & customer support helping users adapt to an all-digital environment
 - Supports process standardization, documentation, & consistent delivery
- SPARC driving process alignment & improvements
 - Leading cross-team coordination & implementation of changes



Integration & Modernization

DallasNow: Integrated Across Systems & Departments

- *DallasNow* is positioned to be a City-wide integrated platform
- Integrates our development partner departments into shared workflows for coordinated reviews, inspections, approvals, & fee collection (DWU, PKR, T/PW, AVI, DFD)
 - Reduces handoffs, improves process alignment, and expands visibility across services
- Integrated with 15 different City & external systems
 - Additional integrations & expanded department services continue to be developed & implemented

DallasNow: Planning & Zoning Modernization

- Before
 - Paper-based processes, records stored across multiple shared drives & physical locations, requiring in-person visits for some services
- Now
 - Centralized, fully digital application
 - Review process fully accessible online
 - Reduced silos with staff able to see permitting & inspection activity
- Ongoing Enhancements
 - Expand public-facing transparency, including dashboard creation
 - Improve visibility within a Council district context
 - Continue refining the overall user experience

DallasNow: Why it Matters

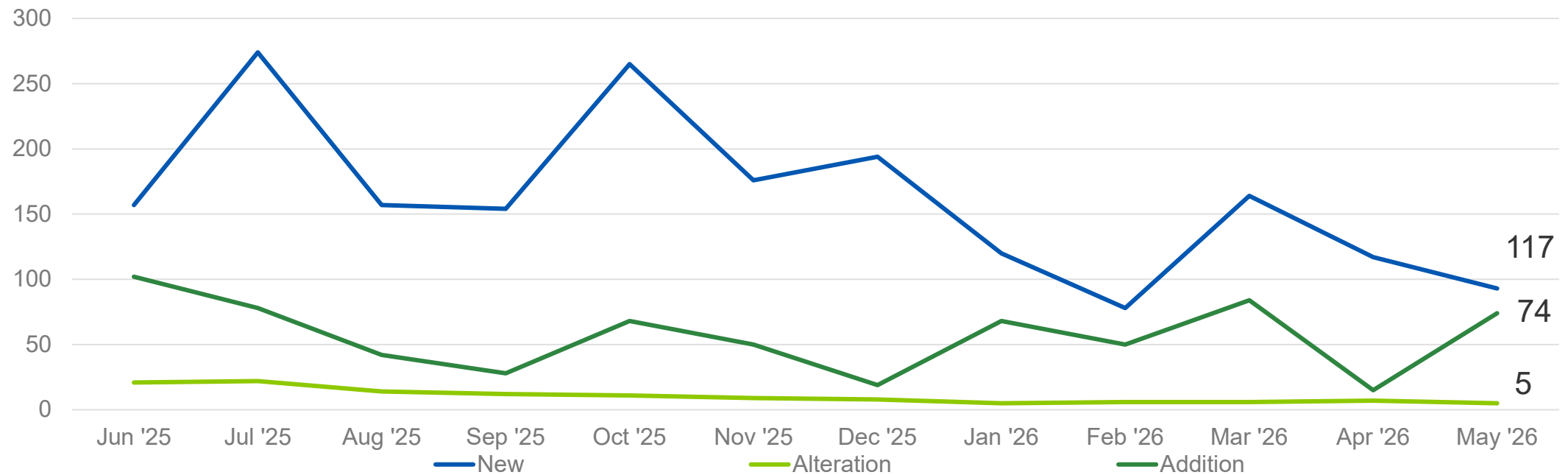
- Creates a more unified, predictable development process
 - Improves coordination across planning, permitting, inspections, & partner departments
- Improves transparency, accountability & visibility across services
 - Expands access to digital records, workflows, and project tracking
- Enhances the ability to track & support data-driven decisions
 - Improves evaluation, reporting, and operational refinement
- Establishes the foundation for continued modernization & improved customer experience
 - Supports enhancements, expanded services, & emerging technologies



DallasNow Performance Trends

Since *DallasNow*: Commercial Trends

Monthly Median Issued Days
(includes Regular & Q-Team reviews)

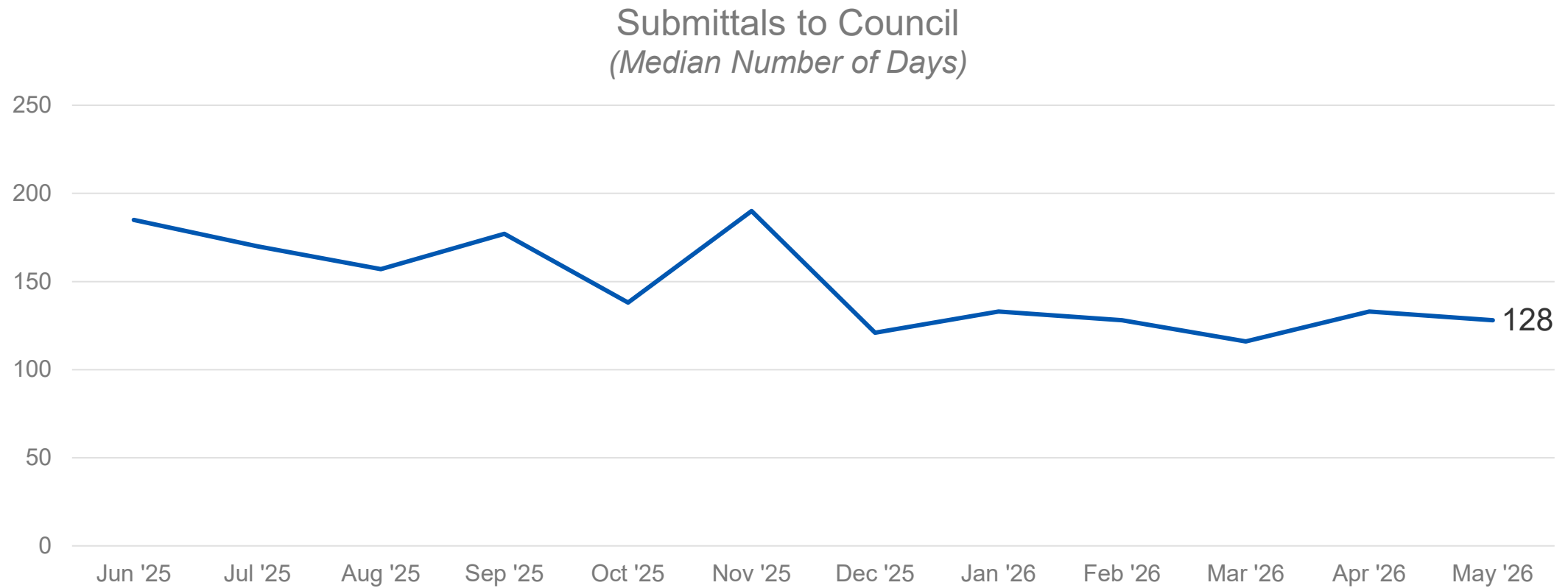


Since *DallasNow*: Residential Trends

Monthly Median Issued Days
(includes Additions, Remodel, & New reviews)



Since *DallasNow*: Zoning Case Trends

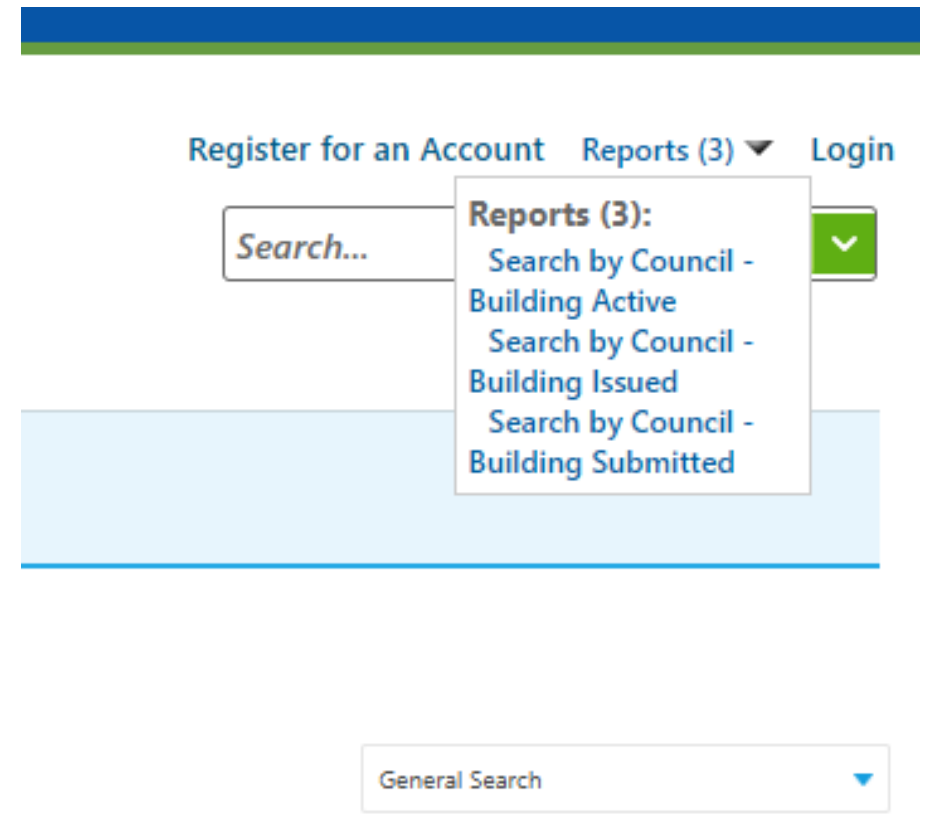




New Feature & What's Next?

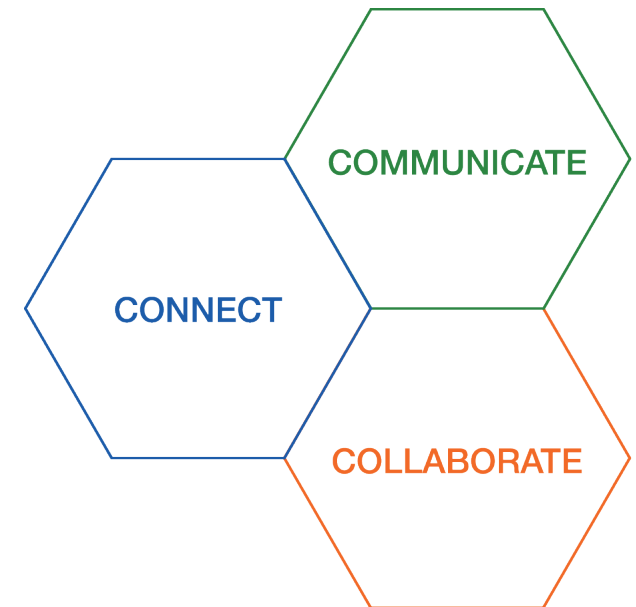
New Feature Demo – Records by Council District

- New public facing reporting options
- Focused on searching both Building & Planning records by month & by Council District.
- Records can be reported for:
 - One or multiple Council Districts
 - Records currently active
 - Records applied for or completed by month



What's Next

- Improve the user experience through continued improvements to *DallasNow*
- Launch a new *DallasNow* public portal
- Expand system integrations & partner department workflows
- Explore AI tools to simplify & streamline processes & increase efficiency



***DallasNow* is not the finish line – it is the foundation**



Questions & Comments



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