

# Memorandum



CITY OF DALLAS

DATE May 2, 2025

TO Honorable Mayor and Members of the City Council

SUBJECT ***DallasNow* Update and System Launch**

This week, the Planning and Development Department (PDD) successfully completed the scheduled system downtime period in preparation for the *DallasNow* public launch. We are excited to announce that the new Land Management System will go live on Monday, May 5.

Beginning on Friday, April 25, PDD, in partnership with the Information and Technology Services (ITS) department and vendor partners, began working around the clock and throughout the weekend to complete the migration of data from the legacy Posse system. By mid-day Tuesday, the data migration was completed. Since then, PDD staff, ITS, and vendors have conducted extensive testing to ensure data integrity and system functionality. PDD will continue to work over the coming weekend to prepare for public use of the system on Monday.

To prepare the development community for this launch, PDD reached out to each of the Development Advisory Committee member organizations to offer on-site demonstrations of the *DallasNow* system. Over the past two weeks PDD has actively engaged with these organizations to promote system awareness and preparedness across the development community. These sessions have created valuable opportunities for dialogue, hands-on training, and early feedback. We will continue to engage these stakeholders in the months ahead to gather input, enhance service delivery, and ensure successful long-term adoption.

To support the launch, PDD is implementing Phase Two of its customer service initiative. From May 5 through May 16, PDD team members will host a *DallasNow* Open House at Oak Cliff Municipal Center (OCMC), offering guided one-hour sessions between 8:30 a.m. and 11:30 a.m., and again from 1:30 p.m. to 4:30 p.m. These sessions will help customers set up accounts, submit applications, and navigate the new system. Additional sessions will be added weekly based on demand.

To further support our customers:

- PDD has extended call center hours until 6:00 p.m.
- PDD team members will be stationed throughout the department's offices to provide in-person assistance.
- PDD has developed a suite of public-facing resources—including instructional videos, user guides, and FAQs—available at [Dallas.gov/DallasNow](https://dallas.gov/DallasNow), which also serves as the central hub and access point for the new system. These resources

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will continue to evolve as we anticipate and respond to emerging user needs and system enhancements.

If you have any questions, please contact me or Emily Liu, Director of Planning and Development, at [yu.liu@dallas.gov](mailto:yu.liu@dallas.gov).

Service First, Now!



**Robin Bentley**  
Assistant City Manager

c: Kimberly Bizer Tolbert, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety  
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager  
Robin Bentley, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors