

Memorandum



CITY OF DALLAS

DATE June 6, 2025

TO Honorable Mayor and Members of the City Council

SUBJECT ***DallasNow Update***

This week marks one month since the public launch of *DallasNow*, the City's new Land Management System. As we reflect on this milestone, the Planning and Development Department (PDD) is pleased to share that the system remains stable, is operating as designed, and has already supported a significant volume of development activity.

Since its launch:

- Over 10,900 public user accounts have been created.
- More than 21,500 new records have been created.
- More than 21,207 inspections have been completed using the new platform.

We are proud of this progress and especially grateful to the ITS department for its technical leadership and to the development community for its patience and partnership as we navigate this transition together.

As expected with a system of this scale, we have received helpful feedback from stakeholders and customers. We have taken proactive steps to address the questions below to improve our customer experience:

1. ***I filed my permit application in the old system. Some of my records did not properly migrate into DallasNow. Why?*** Some in-progress applications from the legacy system required additional attention during migration. Our team has been working to process these in batches, focusing on groups of similar records to ensure consistency and efficiency. We anticipate completing all remaining migrations within the next four weeks.
2. ***I filed my permit application in the old system. My project was migrated into DallasNow, but now I can't see the project's status, reviewer, or timeline. How do I find that?*** Once migrated, applicants can track their project status in real time using the "Processing Status" tab in the *DallasNow* portal. We are also enhancing communication tools to make this information even more accessible.
3. ***I paid my application fee in the old system, but when my project was migrated to DallasNow I was asked to repay the fee. Why?*** A few early migrations incorrectly triggered duplicate payment requests. These have been refunded, and system logic has been adjusted to prevent recurrence.
4. ***My project was submitted on May 19, but shows an expiration date of July 3. Is that correct?*** The expiration date shown is the deadline to clear the prescreening

phase. All applications must clear prescreen within 45 days. Automated reminders begin 30 days before expiration, with additional notices at 20 and 10 days. Extensions are available at no cost.

5. ***The call center wait times remain unacceptably long. Customers have reported that they are more likely to resolve their issues by visiting OCMC in person, which is less convenient. What is the plan to fix this?*** While call center wait times remain higher than ideal, we have made significant progress since go-live. Early on, call queues regularly exceeded 70 to 80 callers at a time. Today, that number is down to 23—a more than 65% reduction. To help address the volume, we have implemented new call scripts, refined our call routing flows, and added support tools that allow staff to resolve more issues on the first call. These changes have already made a measurable impact, and we continue to monitor trends daily. Our goal is to ensure customers can get the help they need quickly and reliably, so that in-person visits are a helpful option but not the only one.
6. ***Batch uploads and multisheet uploads are still not supported. Why?*** Single-page uploads remain the standard, as they were pre-launch. However, we are piloting batch and multi-sheet upload capabilities in collaboration with ITS. Stay tuned for the results of that testing.
7. ***The application seems to ask for information not relevant to my submission. Why?*** Not all form fields are mandatory—only those marked with an asterisk (*) must be completed. Optional fields may be skipped if not applicable.
8. ***There is currently no clear process for making updates to Certificates of Occupancy, such as changing the occupant load or correcting a suite number—items often requested by Code Enforcement. Why?*** While DallasNow does not yet support post-issuance edits to Certificates of Occupancy, we've assigned dedicated staff to manage these requests manually. A streamlined update feature is under development. Customers can schedule a virtual or in-person appointment using the following link: <http://bit.ly/3FgBrwn>.

We recognize the challenges that come with a transition of this scale and remain committed to making it as seamless as possible for our customers. The PDD team is committed to continuous improvement, transparency, and collaboration. In addition to strengthening internal processes, we are:

- Meeting regularly with developers and stakeholders in person to better understand their concerns, gather feedback, and identify opportunities for improvement.
- Increasing staff support at the Oak Cliff Municipal Center and satellite locations.
- Hosting pop-up trainings and outreach events to assist applicants in real time.
- Expanding our library of online job aids and how-to guides.

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- Updating our FAQs regularly at [Dallas.gov/DallasNow](https://dallas.gov/DallasNow).

If you have any questions, please contact me or Emily Liu, Director, Planning and Development at yu.liu@dallas.gov.

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