

# Your New Dallas Experience

How can the City of Dallas provide a better experience for our Residents and Citizens?

## Challenge Statement:

Using the available data sources provided, this challenge is to create an experience for residents to easily find out about changes happening near them. This challenge is looking for the BEST citizen experience to discover and/or be informed about changes that will potentially impact them; in addition to the citizen experience, submissions should include information on how the proposal is feasible and maintainable.

We have included background information and data sets for proposed zoning changes, capital projects, right of way permits, and home permits. How many of these you choose to use is up to you, and if you know of other relevant information that is great too!

## Call to Action:

The City is looking for approaches to provide enhanced citizen experience that are reliable, secure, and cost efficient to both implement and operate. Please prototype your ideas for how to more effectively interact with citizens. Dallas' motto is Service First, and the City hopes to get prototypes that would translate to better serving our citizens in the future.

## End Users:

Dallas' residents and business owners.

## Current Situation – Proposed Zoning Changes

The City of Dallas' Sustainable Development and Construction Department caps the number of zoning cases processed for each submittal deadline based on the type of zoning requests submitted and the number of full-time planners on staff. The standard number of applications accepted per deadline is 14. The number may be reduced if a large number of planned development districts are submitted during one cutoff period. Any cases accepted beyond the number assigned will be placed on the next cutoff.

The Dallas Development Code, 51A-1.106(b)(c), requires one sign for every 500 feet or less of street frontage, with one additional sign required for each additional 500 feet or less of street frontage, with at least one sign required but not to exceed five signs, are to be posted on the request site within 14 days after an application is filed and remain until a final decision is made on the application. At specific points in the Zoning Case process, notifications are sent to property owners within the required notification area. In addition to the two previously mentioned mechanisms, information about proposed zoning changes is disseminated by being:

- published in the City Council agenda when the council votes to approve or reject a zoning change
- searchable on a webpage where end users can search for new zoning change requests
- viewable on the City of Dallas Interactive Zoning Website (GIS)

Many citizens do not know about or how to effectively use these mechanisms, and as a result are not aware of zoning change requests until very late in the process or until after a change has impacted them.

Using the available data sources provided, this challenge is to create an experience for residents to easily find out about proposed zoning changes near them. This challenge is looking for the BEST citizen experience to discover and/or be informed about proposed zoning changes that will potentially impact them; in addition to the citizen experience submissions should include information on how the proposal is feasible and maintainable.

## Leveraging Data Sets – Proposed Zoning Changes

The 2019 Zoning Submittal schedule as well as daily updates regarding the number of zoning cases submitted for the upcoming deadline can be found at:

<https://dallascityhall.com/departments/sustainabledevelopment/Pages/default.aspx>).

For an overview of the process to request a zoning change, please visit:

<https://dallascityhall.com/departments/sustainabledevelopment/planning/Pages/zoning.aspx>.

The City has a webpage where it is possible to search for Zoning cases based on a date range or other criteria:

<https://developmentdata.dallascityhall.com/zoning/loadZoningSearchForm/>

In addition, there exists an interactive Zoning Webpage with maps and GIS information. One of the available layers is a map with zoning cases submitted in the current year:

<http://gis.dallascityhall.com/ZoningWeb/>

The City's GIS services provide other useful information which can be found at:

<http://gis.dallascityhall.com/>

[http://gis.dallascityhall.com/wwwgis/rest/services/Sdc\\_public/Zoning/MapServer](http://gis.dallascityhall.com/wwwgis/rest/services/Sdc_public/Zoning/MapServer)

## Current Situation – Right of Way:

This challenge is to create an innovative citizen experience to enable easy localization and identification of how the city right of way is being used today. The City of Dallas provides several ways to obtain information about Right of Way usage today – including a web page where you can search for permits and an interactive map of right of way permits. On the interactive map, clicking on a map item provides the ability to get many details about the permit. Not all citizens are aware of these tools or how to effectively use them. What type of Right of Way use information is of interest to Dallas residents? Prototype your ideas for how this information could be shared with residents in a meaningful way!

## Leveraging Data Sets – Right of Way:

Right of Way Permitting is handled by the City of Dallas Public Works Department. A permit is required to perform any construction work within the public right-of-way or any construction work outside of the public right-of-way that will cut, break, or otherwise damage the public right-of-way. A number of standards have been adopted by the City of Dallas that govern how the Right of Way may be used.

<https://dallascityhall.com/departments/public-works/Pages/right-of-way-management.aspx>

View an Interactive Map of Right of Way permits with an Issued or In Warranty Status: **\*\* check with Casey how often this is updated\*\***

<http://gis.dallascityhall.com/rowms>

Search Licenses in the Public Right of Way:

<https://developmentdata.dallascityhall.com/licenses/searchLicenses/>

Search for Right of Way Permits:

[https://rowmanagement.dallascityhall.com/Default.aspx?PosseMenuName=PC\\_Search](https://rowmanagement.dallascityhall.com/Default.aspx?PosseMenuName=PC_Search)

## Current Situation – Capital Project Finder:

Currently several datasets, maps and digital experiences exist for residents to become informed on projects that are planned or are happening in their neighborhoods, but many residents are not aware of these tools or do not know how to effectively use them. The City of Dallas has a number of departments that fund and execute capital projects including, but not limited to, Public Works and the Dallas Water Utility. There are several datasets that provide information about planned and in progress capital projects.

This challenge is to devise an efficient and user-friendly experience for Citizens to identify projects in their neighborhoods. Citizens should easily be able to access information regarding projects from disparate datasets that would be helpful in submitting questions to the City of Dallas regarding the impacts to their community and opportunities for optimization.

## Leveraging Data Sets:

There are several GIS maps available for bond projects and DWU projects which can be accessed at:

<http://gis.dallascityhall.com/>

<http://gis.dallascityhall.com/cipdwu/>

<http://gis.dallascityhall.com/bond/>

<http://gis.dallascityhall.com/shapefileDownload.aspx>

The 2017 Bond Website can be located at: <https://dallascityhall.com/departments/public-works/dallasbondprogram/Pages/default.aspx>

## Current Situation – DIY Permits:

Currently the City of Dallas provides a website for citizens and contractors to access information regarding building permits and inspections. In addition, the City offers an online permitting system for registered contractors. Neither of these resources are designed with homeowners doing DIY home repairs and updates as the primary target audience. As a result, it can be challenging for citizens not working with a contractor to determine whether they need a permit and what is required to obtain one. With the current society trends being adoption of self-service and resistance to calling help lines or taking time off work to visit a physical location to obtain information, there may be an opportunity to enhance the way information and services are provided to lower barriers for DIY homeowners to effectively work with the City on home update and repairs permitting. This challenge is to create an easy to use mechanism for Do It Yourself savvy citizens to determine what types of permits are offered by the city and discover what types of permits may apply for their next home improvement project.

Point of interest – Integration with Alexa/Google Home type of service.

## Leveraging Data Sets – DIY Permits:

The permitting for home repair and remodel projects is handles by the City of Dallas Department of Sustainable Development and Construction. An introduction to construction permits can be viewed at:

[https://dallascityhall.com/departments/sustainabledevelopment/buildinginspection/DCH%20documents/pdf/BI\\_Permit%20Center%20and%20Introduction\\_Rev%2004-06-2016.pdf](https://dallascityhall.com/departments/sustainabledevelopment/buildinginspection/DCH%20documents/pdf/BI_Permit%20Center%20and%20Introduction_Rev%2004-06-2016.pdf)

The current Building inspection FAQs are located at:

[https://dallascityhall.com/departments/sustainabledevelopment/buildinginspection/Pages/building\\_inspection\\_faqs.aspx](https://dallascityhall.com/departments/sustainabledevelopment/buildinginspection/Pages/building_inspection_faqs.aspx)

The city has published data sets including the Master Permits and Certificates of Occupancy on the open data portal at:

<https://www.dallasopendata.com/City-Services/Building-Inspection-Master-Permits/ks9j-qki8/data>

<https://www.dallasopendata.com/City-Services/2018-Building-Inspection-Certificates-Of-Occupancy/9qet-qt9e>

Some permit requirements are zoning specific, here is the location of the Zoning Map:

<http://gis.dallascityhall.com/zoningweb/>