



## REQUEST FOR DECISION

**MEETING DATE:** February 22, 2022

**TITLE:** CityView Presentation and Demonstration

**DIVISION:** Planning & Infrastructure

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### SUMMARY:

A brief presentation along with a demonstration of the CityView Portal will be provided.

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### PROPOSED MOTION:

No motion required.

### BACKGROUND / ANALYSIS:

CityView is a software program that enhances public service by using technology to automate municipal business processes related to planning and development.

The City was using an outdated version of CityView to review and issue permits and approvals electronically. The update will add more processes electronically and include a portal for builders, developers, contractors, businesses and residents to submit applications and pay for permits, business licenses, and land development online. There are four modules with a wide variety of Apps, or individual application processes; a diagram is included in Attachment 1.

The system was converted on January 24 and shared with a select group of builders and developers to allow time for staff to test and work through the new system prior to launching it to the public.

**OPTIONS / ALTERNATIVES:**

n/a

**CONSULTATION / ENGAGEMENT:**

n/a

**IMPLEMENTATION / COMMUNICATION:**

This will provide Council with a general overview of the system and how it can be used by members of the public.

**IMPACTS:**

CityView is expected to have a positive impact on customer service, application and permit processing efficiencies, and monitoring and reporting related to the work in Planning and Development.

**FINANCIAL IMPLICATIONS:**

n/a

**STRATEGIC VISION ELEMENT:**

This topic relates to all three of the City's strategic vision elements contained in Council's Strategic Plan

**RELATED GOAL:**

n/a