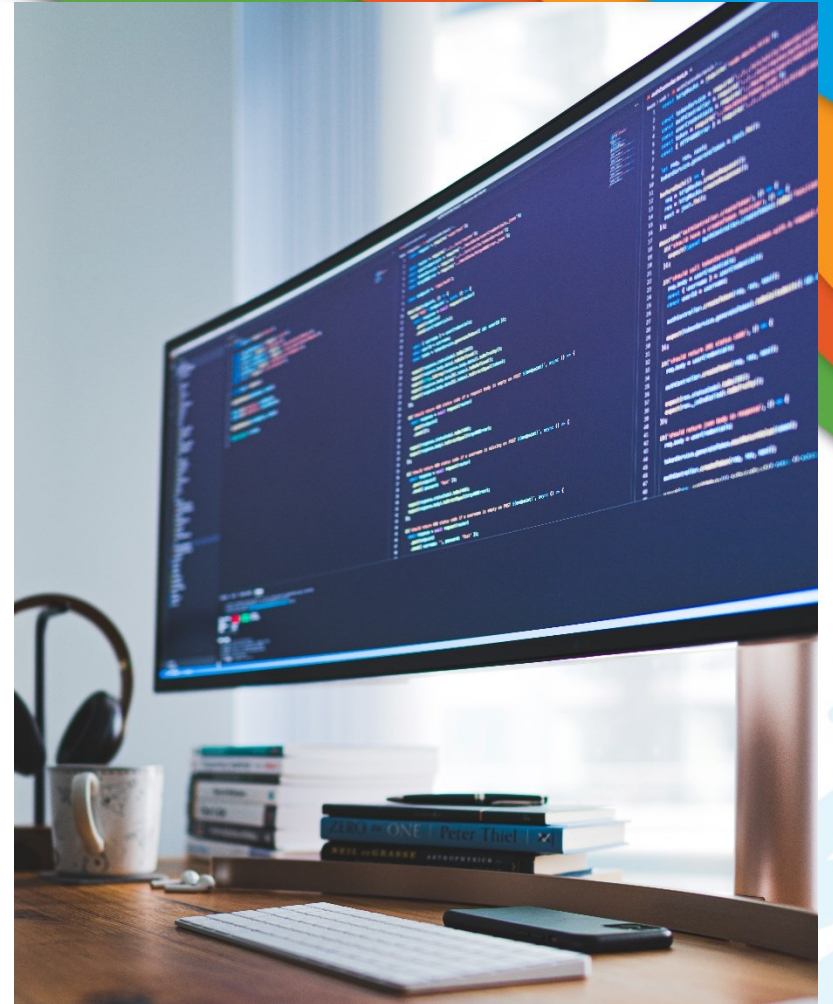# CityView Update and Demonstration

February 22, 2022

Background

- Began March 2019
- Needed full replacement, not update
- 4 Modules
- 100+ application types
- Customer facing portal

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Outcomes

- Customers (Portal)
  - Self-service permit submission, payment and tracking

- Staff (Workspace)
  - Streamlined workflow
  - Online record keeping
  - Greater consistency and transparency

- Management
  - Improved reporting and monitoring

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Soft Launch

- Conversion to new CityView on January 24, 2022
  - CityView and new website launched directly to builders and developers only for initial testing
- Successful launch, some challenges to be worked through
  - Existing permits part-way through process
- Weekly reviews
  - Quickly address issues, prioritize and adapt
  - Focus specific tasks (e.g. Cash-out, Portal support) to specific staff who then train others
- Full public launch

Demonstration of Portal

1. Register
2. Submit a permit
3. Review status of a permit

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Questions