CityView Update and Demonstration
February 22, 2022
Background

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