



AGENDA MEMORANDUM *Building Department*

City Council Meeting Date: June 4, 2024

To: Mayor & City Council

From: Craig Molé, Director of Building

Date: May 21, 2024

SUBJECT

Review and Demonstration of the CityView Software System

BACKGROUND

City Manager directed the Building Director to review and evaluate the existing permit processing procedures and Electronic permitting software to improve Customer service. Staff initiated a full review of the existing software and identified 11 critical operational deficiencies. Evaluation included the comparison between the current system and the CityView system. Implementation of CityView software will improve staffing efficiencies, enhance Level of Customer Service to our residents, and position the City of Sanibel to better manage disaster preparedness and facilitate rebuilding. On January 17, 2023 City Council approved the implementation of CityView. This Demonstration will present Customer portal interface and the Sanibel Teams interface to present a sample permit submission. The test system is online, staff estimates go live before October.

RECOMMENDATION

Not applicable