PSD Citywide Webinar with BOABC

Digital Permitting for Local Governments

Jeff Muir

Regional Manager

Fernando Barana

Account Manager

Agenda

1. Introduction to PSD Citywide
2. Key Features of Digital Permitting Solutions
3. Workflows & Operational Efficiency
4. Implementation Process
5. Migrating from Legacy Systems
6. Q&A

Why PSD Citywide?

Proudly Canadian

Experienced Experts

- 135+ team composed of former public org employees
- Over 20% of staff is Product Development

Scalable Solutions

- Scalable solution allowing for quick deployment
- Enterprise license available

Holistic Software

- Operations centric platform with fully integrated Permitting and Asset Management tools
- Easy to use mobile field apps

Maximize & Integrate

- REST APIs and CSV exports/uploads
- All modules built in-house for seamless communication between departments

History of Success

- 20+ years in business
- 600+ customers in North America
- Canoe approved vendor

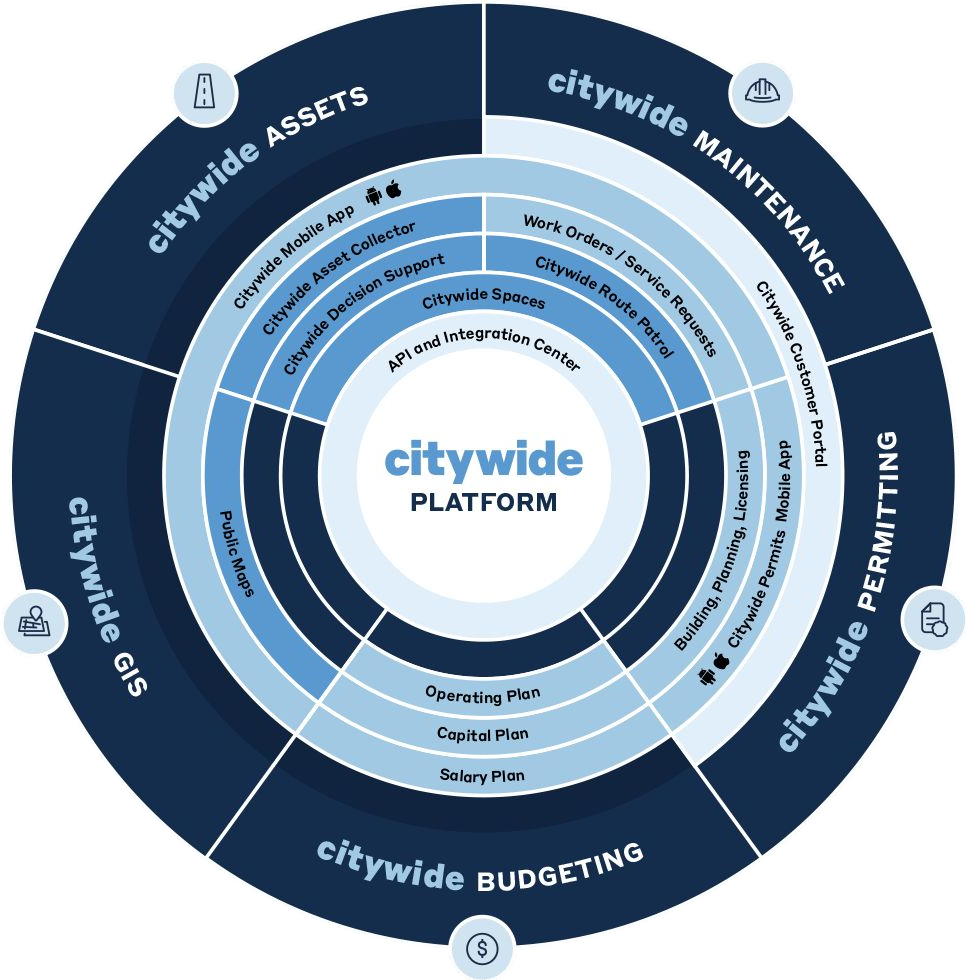
Emphasis on Customer Care

- 97.5% retention rate & 4.6/5 client satisfaction
- Dedicated local Account Manager

Available on the App Store

GET IT ON Google Play

Confidential/Proprietary Information

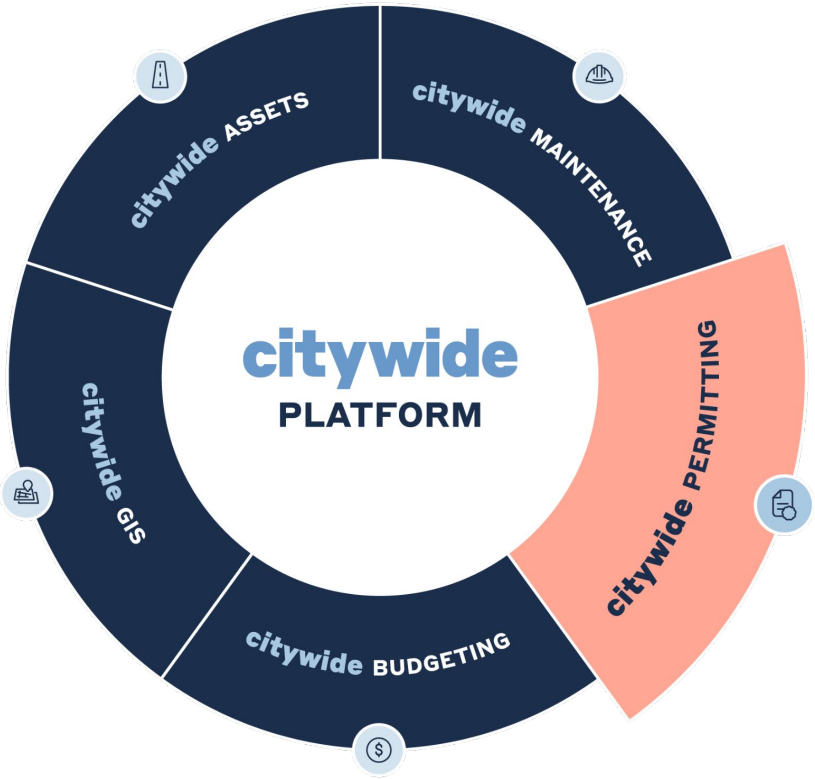

citywide ASSETS
citywide MAINTENANCE
citywide GIS
citywide PERMITTING
citywide BUDGETING
Citywide Mobile App
Citywide Asset Collector
Citywide Decision Support
Citywide Spaces
API and Integration Center
Work Orders / Service Requests
Citywide Route Patrol
Citywide Customer Portal
Public Maps
Building, Planning, Licensing
Citywide Permits Mobile App
citywide
PLATFORM
Operating Plan
Capital Plan
Salary Plan

Key Features of Digital Permitting Solutions

1. Online Citizen Portal & Payment Processing
2. Mobile Access for Inspectors
3. Automating Processes & Workflow
4. Reporting & Notices
5. Agile/Scalable, Integrated (GIS/Planning)

Product Demonstration

- Building Permits
- Citywide Customer Portal
- Mobile Inspection App



The Implementation Process

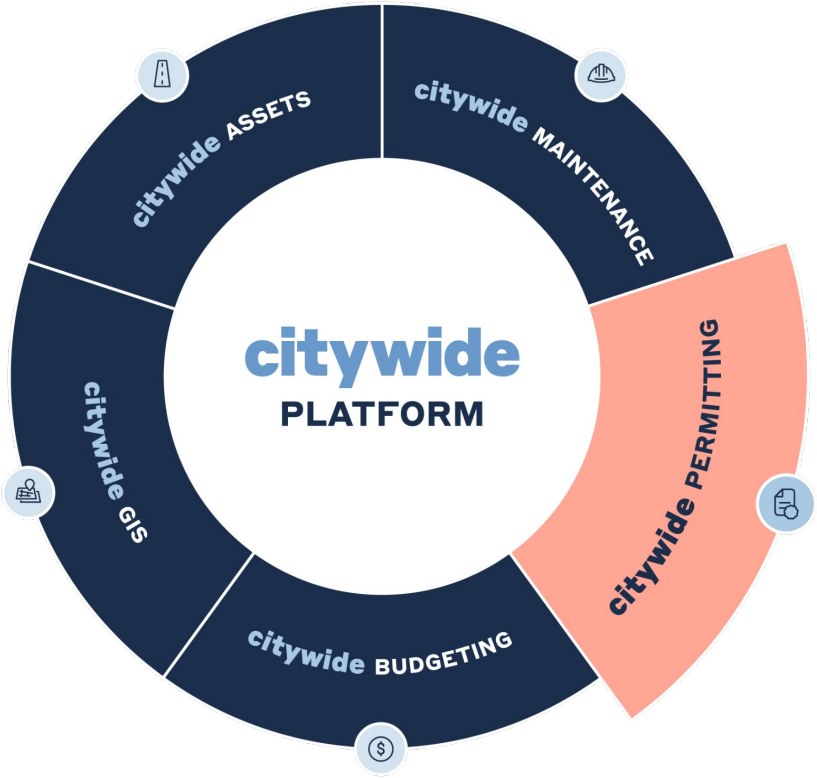
- Customers & Properties (Integrate)
- Permit Type Templates
- Permit Fees, Refundable Fees, Development Charges
- Internal Review Processes & Notifications
- Inspections & Task
- Required Documents

Migrating from Legacy Systems

- System Transition
  - Consider Parallel Systems 30-60 Days
  - Anticipate Potential Resistance to Change
  - Provide Comprehensive Training
  - Testing, Testing, Testing (Citizen Submissions & Notifications)
  - Go-Live Support
- What About the Data???
  - Open Permits
  - Historical Permits
  - Documents (Bulk Upload / Sharepoint)
  - Historical Inspections
  - Comments

citywide PERMITTING

- Building Permits
- Planning Applications
- Licencing
- Citywide Customer Portal
- Mobile Inspection App



citywide PERMITTING

What you need, done faster.

Improve productivity. Automate your permits and store all records in one secured and easy to access location.

- Create and track building, planning and licence applications with configurable reviews and workflow
- Track and schedule all associated inspections
- Easily manage associated fees and payments

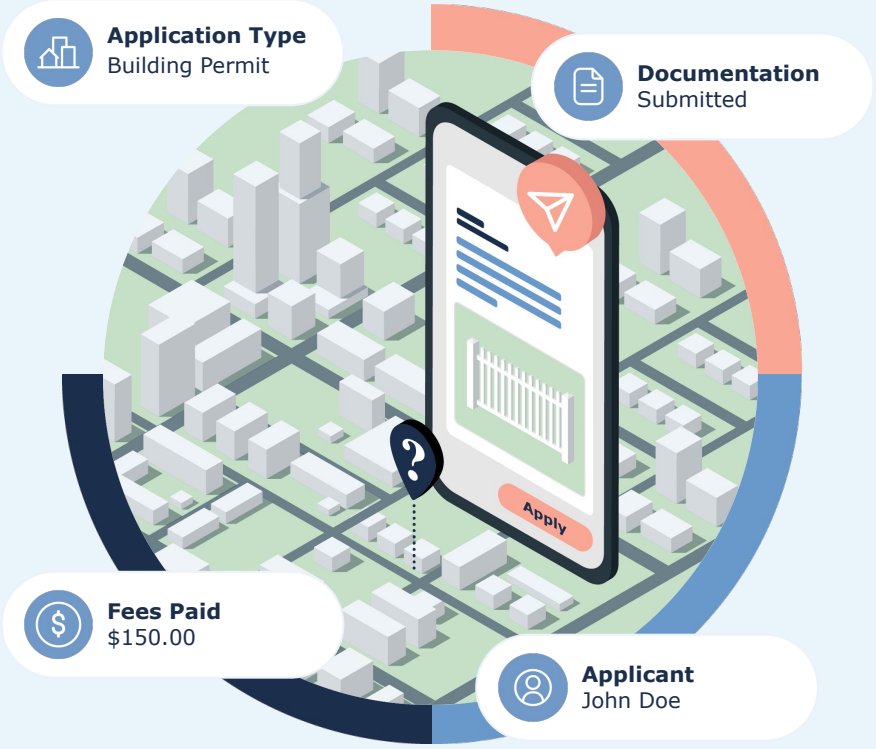
Enhanced feature:

Citywide Customer Portal

Permits made easier for you and your citizens.

Provide fast and easy online submission of permitting, planning, and licence applications with integrated payment processing.

- Request inspections online
- Ability to upload all required documents
- Automated notifications for staff and citizens



Permitting and Inspections Mobile App

Manage Your Inspections in the Field.

- Complete inspection checklists
- Track deficiencies, notes, and pictures
- Email inspection reports

Available on the App Store

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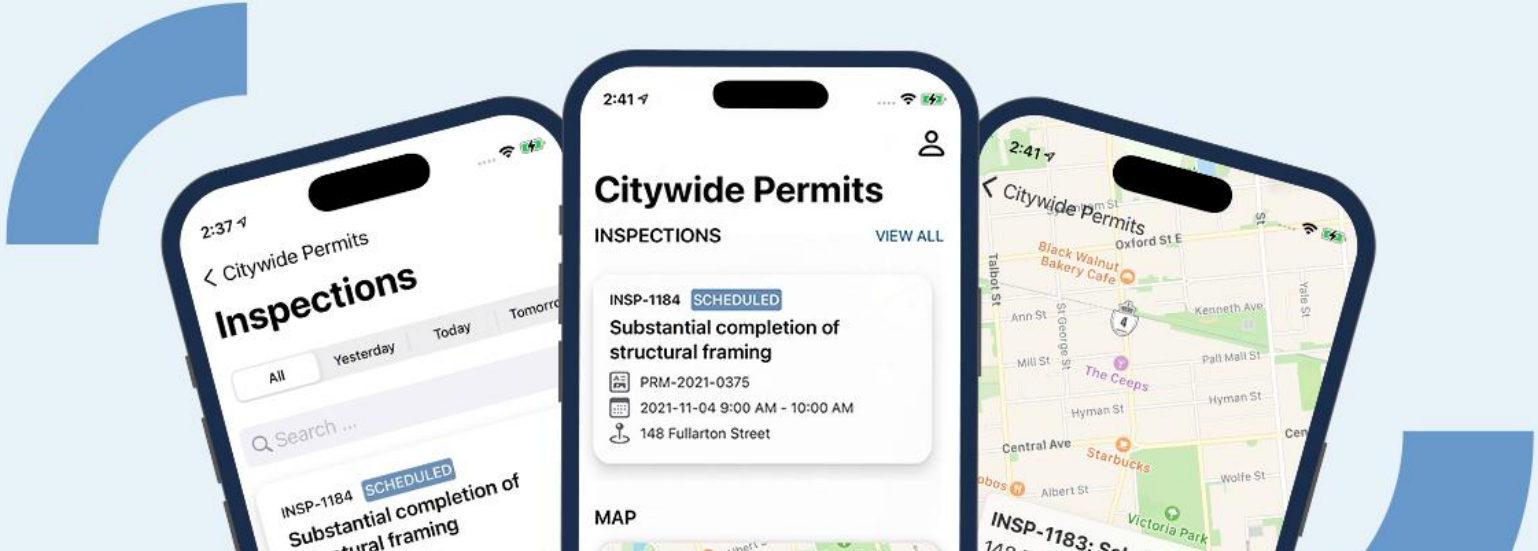

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fbarana@psdcitywide.com

www.psdcitywide.com

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