

June 4, 2020

# Advisory

## CityView Electronic Permit System

As part of an ongoing Corporate Initiative to enhance service to our residents and customers, Planning & Development Services (P&DS) has recently completed the new CityView Electronic Permit System (EPS).

This new EPS will unite two older legacy systems (Permit Tracking and Business License), which have been in place since approximately 2005. These old legacy systems were majorly paper based systems which required customers applying at the counter to submit their applications and supporting documents in paper format. In addition, the City's Information & Computer Services department has deemed the legacy systems are end-of-life and will not be enhanced to meet new and upcoming business needs.

The EPS aligns with the following Council Strategic Priorities:

- Fiscal Responsibility
- Economic Vitality
- Community Safety & Vibrancy
- City Government

and provides opportunities to:

- Enhance existing over the counter service to our residents and customers;
- Encourage the use of electronic data when making applications;
- Have live permit and licensing information, being available to both internal office staff and Safety Codes Officers who work in the field;
- Automate the P&DS workflows through software which will increase consistency in terms of how similar applications are processed;
- Reduce the possibility of data entry errors by having data only being entered once into a common data base;
- Automating the P&DS workflows will streamline P&DS business processes, making it easier to do business in Medicine Hat; and,

- Enhance customer service through the use of future web based transactions, facilitated by the EPS public online Portal. The Portal will enable customers to apply for and determine the “status” of their applications online.

The EPS is scheduled for a “soft” Portal opening on Monday, June 15<sup>th</sup> to a select group of contractors. Therefore, P&DS will be partially closed for business on Thursday, June 10<sup>th</sup> and Friday, June 11<sup>th</sup> to allow for the legacy databases to be converted into the new EPS database as well as for P&DS staff training. Please note though, inspections will occur if booked by June 11<sup>th</sup> and the department’s general phone line (403.529.8374) will be operational to take general inquiries only.

The **June 29<sup>th</sup> GO-LIVE** EPS public Portal will:

- Ease the application process and allow for the online review of the application status.
- Enable customers to apply for and determine the “status” of their applications.
- Improve customer service through the use of future web based transactions.

Questions or concerns should be directed to Imran Ahmed, Manager of Development Services – P&DS via [imrahm@medicinehat.ca](mailto:imrahm@medicinehat.ca) or 403 502.8546.

Yours truly,



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