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*Director of Development Services*

David Fuller  
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TO: Eileen Donoghue, City Manager *EMD*  
FROM: R. Eric Slagle, Director of Development Services  
DATE: September 25, 2019  
RE: Motion by C. Elliott - Req. City Mgr. Provide a Report Regarding Developing On-Line Building Applications and Permits

This memorandum addresses the request from Councilor Elliott regarding the City's plan for online permitting.

As the Council knows, the City currently uses MUNIS as its data management system for the vast majority of City functions. Development Services is no exception to this, with the vast majority of our permitting and violation issuance occurring through the MUNIS platform.

For this reason, the most efficient way to incorporate online permitting for building and trades permits is to use the Customer Self-Service module in MUNIS, so that the permitting is streamlined with our pre-existing processes. In fact, this is the route that Development Services and MIS have taken to accomplish this goal. Over the past year, we have been working with MUNIS to digitize our forms and applications in preparation for implementing online permitting.

In addition, MIS has been working diligently with the Finance Team (including the Treasurer's Office and Auditor's Office) to enable online payments for permits. Staff realizes that these functions are both required to maximize the efficiency of the online permitting process.

At this time we are working on finalizing the online documentation and anticipate rolling out a pilot program for online permits before the end of FY20. Assuming the pilot is successful, we'd like to see a full roll-out in FY21.

Development Services is committed to providing this access to our customers to increase efficiency, and will keep the City Council informed of our progress towards this goal.

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