



# CityView

Empowering communities with  
digital innovation

The shift toward citizen-centric  
government services

[municipalsoftware.com](http://municipalsoftware.com)

## About CityView

Our reach

**13 Million**

people live in communities  
where CityView is being used

Our expertise

**350**

implementations in 35 states and  
7 provinces

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Local governments are increasingly prioritizing the customer experience in community development, recognizing its role in driving engagement and satisfaction. However, resource constraints have often slowed progress in delivering the streamlined, user-friendly services that citizens expect.

By embracing technology—such as cloud-based permitting platforms and electronic plans review—agencies can improve efficiency, enhance transparency and provide a seamless experience for residents and developers. These innovations don't just simplify interactions; they also create lasting value, helping communities achieve their long-term goals with greater ease.

## Delivering a modern, consumer-focused experience

The way government agencies handle permitting and development approvals has a direct impact on economic growth and public trust. When processes are cumbersome and slow, projects stall, compliance decreases, and frustration builds. By modernizing these workflows, agencies can ensure faster approvals, fewer errors and a more transparent process.

### Faster approvals, fewer delays

Automated workflows and digital plan reviews eliminate bottlenecks, allowing projects to move forward without unnecessary holdups. This not only benefits citizens but also enhances operational efficiency for government staff.

### Anytime, anywhere access

Cloud-based solutions allow customers to submit applications, track progress and access services 24/7, reducing reliance on office hours and in-person visits. This accessibility improves both customer satisfaction and compliance rates.

### Improved transparency and communication

Unclear processes and outdated communication channels often leave citizens frustrated. A digital system provides real-time status updates and clear messaging, reducing the need for repeated inquiries and manual follow-ups.

*"CityView has provided a platform and a team of support that empowers our city to refine processes in sync with legislative changes, enhance custom experiences and interactions, and cultivate efficiencies for staff."*

*- Tara Donaldson, City of Belleville, Ontario*



### Local government experts

Founded by former local government employees for local government, our unrelenting focus and dedication to the public sector allows us to deliver an outstanding product to our customers. to deliver an outstanding product to our customers.



### Customer-suited design

We work in partnership with our customers to continue to evolve and improve the software, by actively gathering your needs and suggestions to include in future releases.

## Building a more efficient permitting process

A modernized permitting and plan review process brings numerous benefits to citizens, businesses and local government staff. One of the biggest advantages is transparency.

When information isn't readily available, applicants are forced to navigate a maze of emails, phone calls and in-person visits just to check the status of their permits. This can slow down projects and increase administrative workload. With a digital system, jurisdictions can provide real-time access to permit status updates, anticipated next steps, and approval timelines—

eliminating uncertainty and reducing delays.

Another major barrier in traditional permitting is accessibility. Without digital submission options, applicants must work around government office hours, often taking time off work to submit paperwork in person. A cloud-based system allows citizens to file applications at their convenience, helping governments process requests more efficiently while removing logistical hurdles.

# Smart permitting as a competitive advantage

In today's fast-moving development landscape, digital permitting is not just a convenience—it's an expectation. Developers and investors are drawn to jurisdictions with predictable, efficient approval processes.

By embracing modern technology, local agencies can:

- **Attract more investment** by making the approval process smooth and transparent
- **Differentiate themselves from neighboring jurisdictions** by offering a seamless development experience
- **Stimulate economic growth** with faster approvals, leading to increased construction activity
- **Generate more revenue** through additional permitting fees and long-term financial benefits

Communities that embrace smart permitting don't just improve service delivery; they also foster sustainable economic development, making their cities more attractive to businesses and residents alike.

# Digital permitting strengthens compliance

When permitting processes are cumbersome, many citizens may choose to bypass them altogether, leading to unpermitted construction, compliance violations and costly enforcement efforts. A user-friendly, digital permitting system encourages proper adherence to regulations by making compliance easy, efficient and accessible.

By automating key aspects of the permitting process, agencies can:

- **Increase compliance rates** by reducing friction in the application process
- **Minimize costly violations** by providing clear, upfront guidance on requirements
- **Improve safety** by ensuring that all permitted projects meet established standards

Smart permitting doesn't just make life easier for citizens; it also helps agencies reduce enforcement challenges, mitigate legal risks and build safer, more resilient communities.

*"The configurability of CityView allows us to implement changes quickly and at no additional cost. We have support from our own internal IT department, but do not require a dedicated CityView IT person on staff. The system is designed simply enough to allow us to implement business process changes as needed; it doesn't take a developer to make these changes."*

*- Kevin J. Cully, Cherokee County, Georgia*

## CityView Cloud

CityView's cloud-based offering is ideal for municipalities with limited IT resources or those looking to reduce IT costs. CityView takes care of the hosting and software management for you, freeing up staff for other critical duties.

Why choose a subscription solution?

- Lower up-front costs
- Easier administration for your IT staff
- Your data is secure in the CityView data center in either USA or Canada
- Reliable infrastructure in a professionally managed data center

## The CityView platform

Tailor-made for the needs of local government, CityView is a flexible, easy-to-use software solution designed for the long-term.

**Scalable:** Our suite of products has the flexibility and functionality to handle complex organizational needs – large and small.

**Secure:** CityView offers a robust, granular security model with exceptional control over system access and permissions. It includes tools to maintain data integrity, and provides comprehensive auditing of changes.

**Flexible:** CityView is flexible enough to meet the needs of each and every customer we work with. Customers are empowered with configuration tools within CityView to make the changes they need as they need them.

# The business case for digital transformation

To gain support for modernization efforts, local governments must demonstrate both the short- and long-term benefits of technology investments. Decision-makers need to see how these changes will enhance service delivery, improve operational efficiency and drive sustainable growth.

## Immediate benefits

Digital tools streamline workflows, reduce administrative burdens and generate revenue through increased compliance and development activity.

## Long-term impact

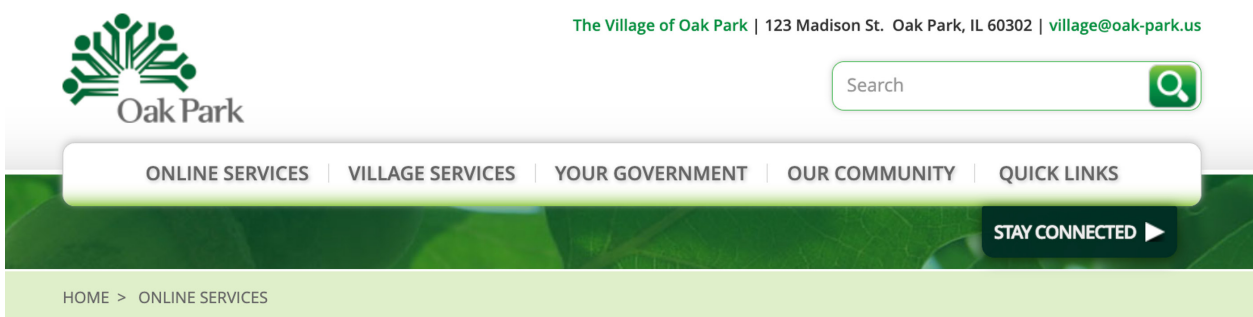
Investing in technology today ensures that cities remain competitive and adaptable for decades to come, positioning themselves as prime destinations for development.

## Attracting diverse developers

A simplified, digital permitting experience makes a jurisdiction more appealing to commercial, residential and mixed-use developers.

## Creating a sustainable future

By embracing digital solutions, agencies support strategic urban planning and ensure that their communities are equipped for long-term success.



### Animal Licensing

[Apply for an Animal License](#)  
[Submit a Complaint](#)  
[Check Status of a Complaint](#)



### Licensing

[Business, Rental, Elevator Certificate, and Short-Term Rental Applications](#)

# Beyond digitization: The need for process innovation

True digital transformation goes beyond simply replicating outdated processes in a new format. Agencies must rethink their workflows to fully leverage automation, integration and modern efficiencies.



## **Eliminating inefficiencies**

Removing unnecessary steps and manual interventions streamlines the entire permitting process.



## **Reducing human error**

Automated data validation and intelligent workflows improve accuracy and free up staff for higher-value tasks.



## **Enhancing speed and accessibility**

Cloud-based solutions enable real-time collaboration between applicants, reviewers and other stakeholders.



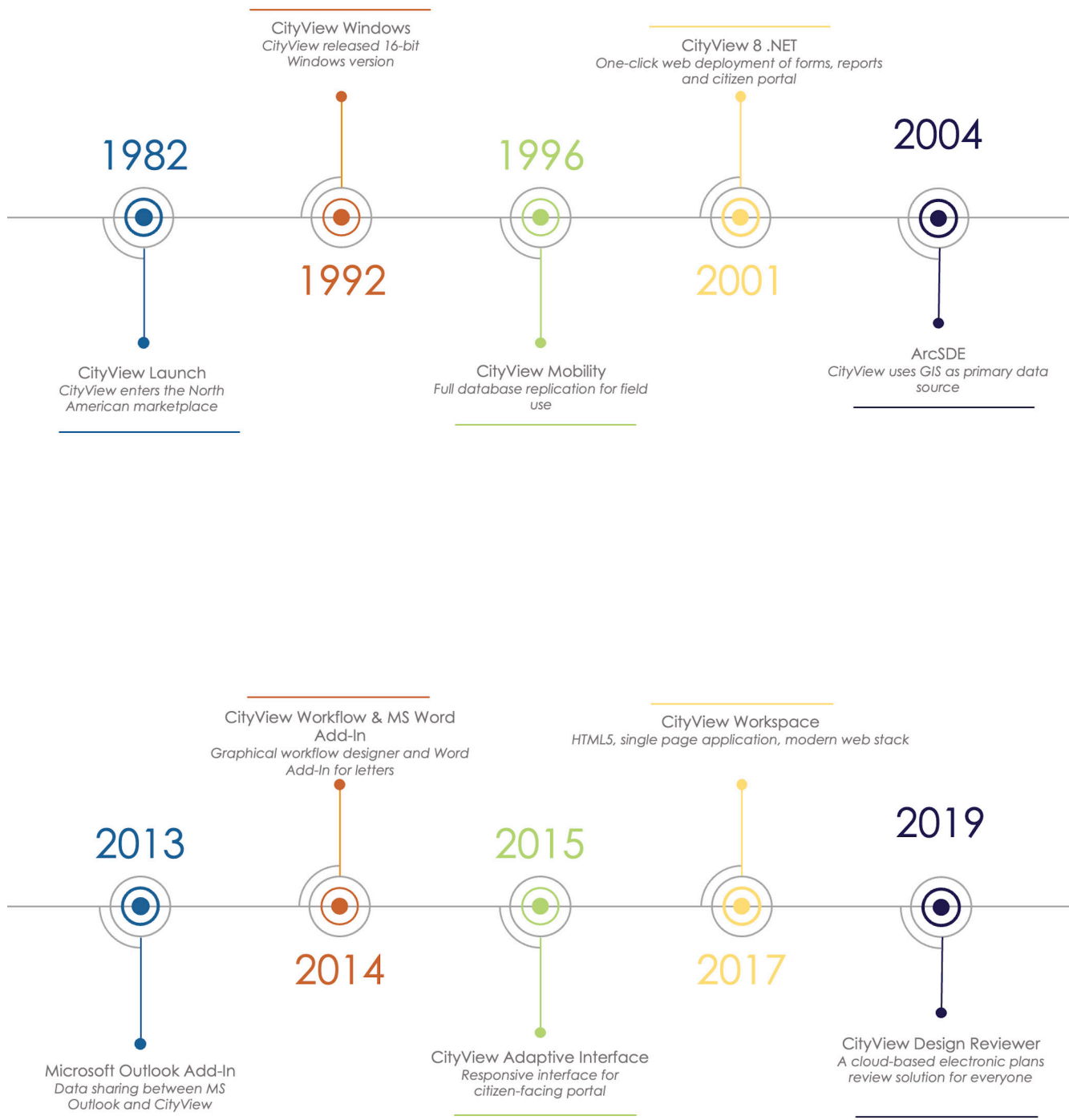
## **Improving user experience**

Cloud-based solutions enable real-time collaboration between applicants, reviewers and other stakeholders.

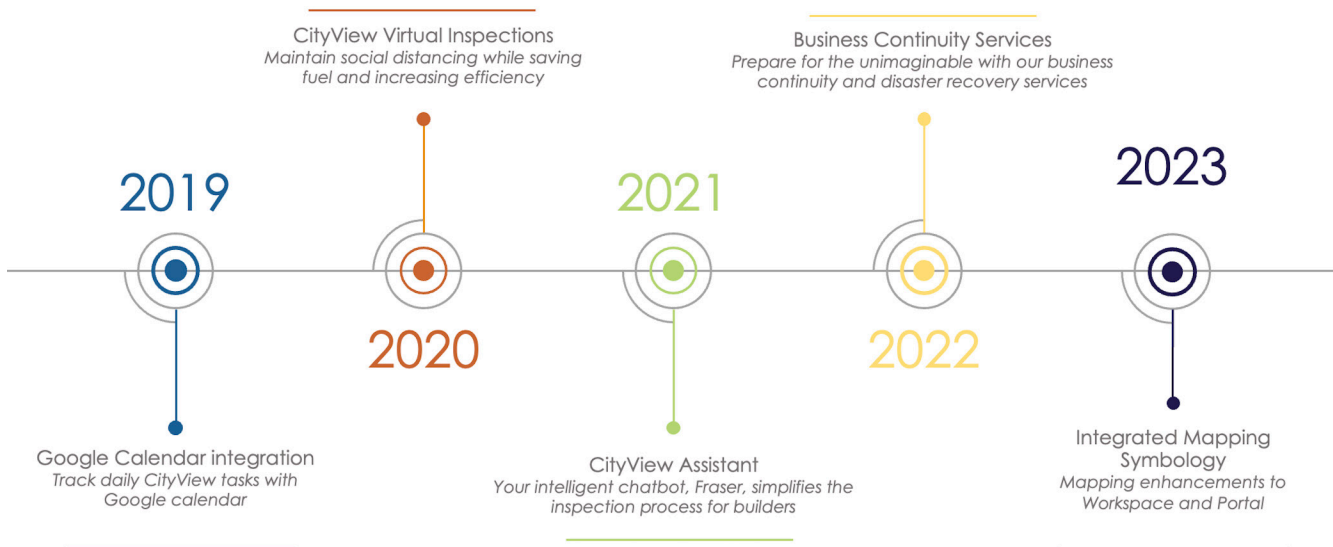
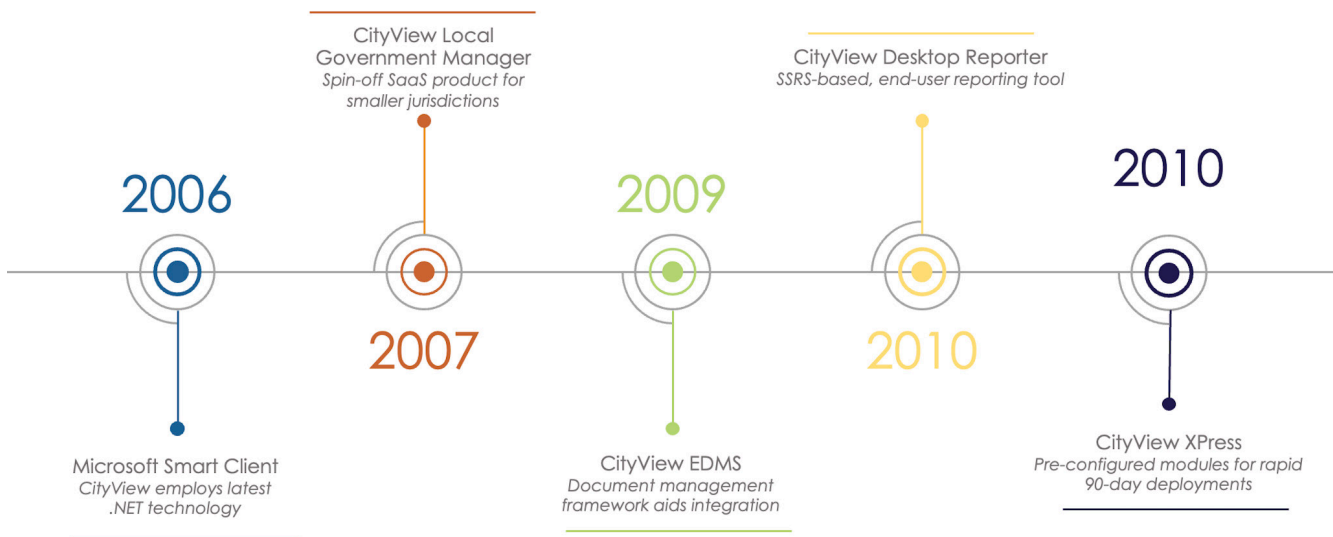
Agencies that take a strategic approach to digital transformation will realize greater efficiency, stronger customer relationships and a more resilient government framework.



# CityView's timeline of innovation







# The key to success: Investing in people and processes

Implementing new technology is just one piece of the puzzle. To maximize the impact of modernization efforts, jurisdictions must also invest in change management, training and ongoing process optimization.

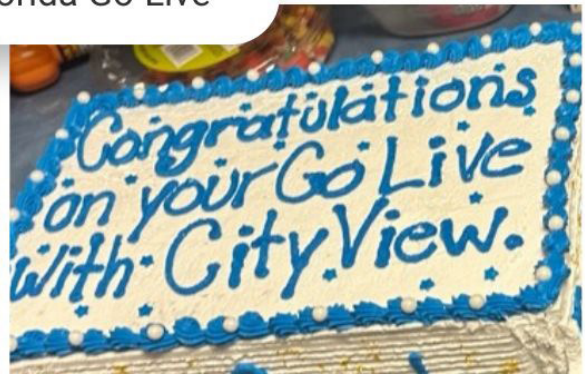
- **Prioritizing change management:** Staff need the right training, support and communication to adopt new processes with confidence
- **Allowing time for adaptation:** A successful transition requires a structured rollout, ensuring teams have the opportunity to refine workflows

- **Engaging key stakeholders:** Collaboration between IT teams, leadership and end-users helps align solutions with real-world needs
- **Providing continuous improvement:** Regular updates, feedback loops and iterative enhancements ensure that technology remains effective

By dedicating the right resources to change management, agencies can ensure smoother adoption, long-term success and a strong return on investment.



Bay County, Florida Go-Live



# The future of government services is digital

Modernizing permitting, plan review and other government services is no longer a luxury—it's a necessity. As citizens and businesses increasingly expect a seamless digital experience, local agencies must embrace technology to stay competitive, drive economic growth and enhance public trust.

By investing in smart permitting, automation and streamlined workflows, governments can build stronger communities, attract new investment, and create a future-ready municipality that thrives for generations to come.

## Take the next step

Want to see how your agency can streamline processes and improve customer experience? [Contact us today](#) for a demo and explore the possibilities of digital transformation.



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