SOUTH JORDAN, UTAH

Committing to a paper-free future with CityView

With a population of 70,000 and the planned community of Daybreak with over 4,000 acres in development, South Jordan, Utah is a rapidly growing city. A paperless process was crucial to meeting the demands of their double-digit population growth.

In 2015, South Jordan implemented CityView's community development software. They deployed solutions for office, public and mobile Permits & Inspections, Planning, Electronic Plans Review, Code Enforcement, and Business Licensing to take the City paperless.

Changing the way people access information

One of the key ways they transformed their business process is with CityView Portal. The CityView Portal provides an intuitive web interface for citizens, contractors, and businesses to self-serve, alleviating the workload on City employees. Users are able to complete the entire permit and development application process online, then track the progress themselves.

Prior to roll out, South Jordan hosted a series of training sessions to help local contractors become comfortable with the new process. After "go live", the City also invited their contractors to bring their own devices to the customer service center to be helped through the online application process, with CityView staff on site to assist.

The result? 99% percent of permitting, planning and licensing applications are now submitted online. Applications are checked for completeness and then reviewed, issues are communicated to the applicant and drawings are resubmitted - all electronically.

For South Jordan, digitizing the process has enabled them to manage an ever-increasing number of applications while maintaining the same staff count. There are no more lines at the City application counter. There are no large plan sets to store and manage, and the review team is able to spend more time examining documents instead of processing paper.

South Jordan is now meeting their goal of a 14-day turnaround from acceptance of a permit application to approval.

The key benefits to rethinking a paper process:

By envisioning a digital future, South Jordan has reduced turnaround times for all applications and approvals and improved customer service through:

- Simple and intuitive online application submission for citizens, contractors and businesses.

- Electronic document review, processing and approval by City staff.

- Exceptional process visibility.

- Inspections results entered in the field.

"CityView allowed us to set a new building department standard of 90-days from permit application to certificate of occupancy issuance."

Cory Day, Chief Building Official City of South Jordan

The CityView Suite

The CityView Suite is your comprehensive software solution to manage Property Information, Permits and Inspections, Planning, Code Enforcement, Licensing, Animal Licensing, Service Requests, Rental Housing, Cemetery Management, Parking Management, and Cashiering out-of-the-box.

CityView Mobile

CityView Mobile provides inspectors with the necessary tools to manage and record their inspections in real time from their smartphones or tablets.

The CityView Portal

The CityView Portal provides the ability to initiate code cases, apply for permits, request meetings and inspections, view public information, subscribe to activity in jurisdictions of interest, and more.

Data on the go

In keeping with the paperless strategy, South Jordan implemented CityView Mobile. The solution allows inspectors to view all the information they need for their day (schedules, application details, and inspections) on a mobile device.

Inspections scheduled through CityView are immediately accessible on each inspector's mobile device. Inspectors are able to plan their days, notify their contractors, initiate and process their inspections in the field. As they move through the inspection, they can document discrepancies through photos and videos, which are uploaded to the database. At the end of the inspection, all notices are sent directly from the job site. Contractors have their inspection results immediately and inspectors have no redundant work to do back at the office.

CityView helped South Jordan successfully transform their paper-based processes and improved how citizens and businesses interact with the City. Today, they offer a completely paper free process.

CityView

Local Government Building, Licensing, Inspections, Public Works and other departments use CityView to reduce customer call volume, shorten issuance times, increase citizen self-service, increase inspector productivity, and reduce paper and manual processes.

Public sector organizations across North America have consistently chosen CityView as their community development solution for more than three decades.

Ready for a paperless future? Call us at 1.800.665.5647.

1.800.665.5647
www.municipalsoftware.com

CityView®