



CITY OF HAYWARD
AGENDA REPORT

AGENDA DATE 04/19/05

AGENDA ITEM _____

WORK SESSION ITEM WS #2

TO: Mayor and City Council
FROM: Director of Community and Economic Development
SUBJECT: On-Line Permit Processing System

RECOMMENDATION:

It is recommended that the City Council review and comment on this report.

BACKGROUND:

The Eden Systems InForum Gold permit tracking system became operational in July of 2001. Briefly, the Eden Systems package provides a dedicated computerized application for the processing and tracking of development projects from application for land use entitlements through award of certificate of occupancy. (The software also tracks cases under the Community Preservation Program and the Residential Rental Inspection Program.) Since 2001, system upgrades have been instituted to continue to make the system increasingly responsive to both staff and customer needs.

The most recent upgrades have allowed public access to the building permit data via the Web. This allows anyone with access to a computer to look up information on construction projects using the City's website. The home page displays a link to the On Line Permit Center, which allows the user to monitor the status of permit applications during the plan review process and during and after inspection. It also indicates that online services will soon include inspection scheduling, fee estimation and permit issuance for many projects not requiring plan review.

Currently, the public can view permit information, get a fee summary, view a permit's progress through the various routing queues (who the reviewer is, the date they received the permit for review, the date the review was complete and either a punch list issued or the project approved), permit conditions, and inspections associated with the permit. They can query for a permit using several different criteria, including permit number, address, owner name or project name (such as Circuit City). Soon, the public will be able to apply for and pay for permit types that are currently available via FAX.

This evening's demonstration will show all of these features as well as a new feature: the ability to schedule inspections directly on the Web. This latest upgrade allows the user to view scheduled inspections, schedule new inspections, and cancel or change scheduled inspections. This function will be available to the permit holders or their representatives who sign up for

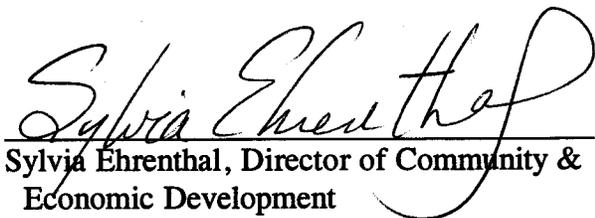
access. Availability of this feature will allow customers to more easily schedule inspections and also reduce the staff time currently used to manually transfer inspection requests from a voice recorder into the permit system.

Prepared by:



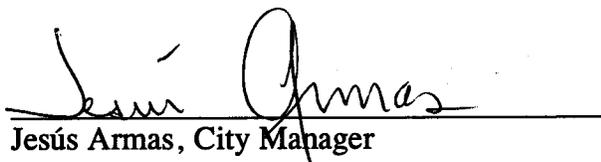
Hilary Herman, Building Official

Recommended by:



Sylvia Ehrenthal, Director of Community & Economic Development

Approved by:



Jesús Armas, City Manager