

CCICC Jurisdictional Survey- Re: Permitting Software
Conducted by Shaunna Mozingo
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Q: Would you please send out a pole and ask if anyone is using a permitting software program that they really like and is compatible with Laserfiche?

Responses:

1. My city uses Laserfiche for archiving documents and MyGov Version 5 for permitting which are not compatible, so we track and review project documents within Microsoft SharePoint and only use the permitting software to track permits and inspections. MyGov has presented us with unintended challenges that are forcing us to seek out new software. A couple of the challenges:
 - There does not seem to be a way to create any type of permit or inspection report without heavily sorting and filtering the report in Excel to get the information that we need.
 - The software does not allow us to set a custom route for inspections and does not provide us a way to set any sort of route without purchasing their GIS software.
 - Their tech support is very limited and does not seem to be very helpful overall.
 - The customer portal experience generates a lot of complaints from residents and contractors and is generally not user friendly.
 - Permits are not customizable once they are entered into the software (an inspection cannot be added or duplicated which results in spotty record keeping and forces us to come up with real time work arounds to the software to track projects in a reasonable manner).

I realize that this is the exact opposite of the information you're looking for and if you choose not to share, I understand (MyGov is well aware that we see the above items as opportunities for improvement and has yet to act). That said, I'm very interested in seeing the results of this poll.

2. Don't use Accela, it is not very user friendly. I've seen the demo & heard good things about the permitting software city of Westminster uses, sorry I forgot the name.
3. **We use Accela and ProjectDox for reviews.**
4. I wish, I do not prefer the permitting software that we use nor is it integrated with a records software that I know of. I suggest reaching out to the Town of Castle Rock, I'm not sure if they picked up Laserfiche but they were looking into it at one time.
5. Tough question. We use Accela (web hosted). I'd be hesitant to say we really like it, but it does what we need it to. Not sure if it is compatible with Laserfiche.
6. For budget software – I loved Blue Prince which is now a subsidiary of Cityview. Not a fan of Cityview as it was installed in some locations, but I'm sure that if it is installed correctly and the scripts written correctly it seemed to be a pretty powerful software. Accela is great but they have priced themselves out of range for most jurisdictions. Some folks really like Amanda which was purchased by Ganicus.
7. We don't have any specific knowledge regarding other software. But...We are interested to see the responses as Laserfiche is something we are considering for integration into our existing system and for integration to other City/County agencies. So, if you can include me in the loop, I'd appreciate it.
8. We use Energov by Tyler Tech but I don't think it is compatible with laser fiche.