CitiSphere™

THE CHALLENGE

"For years, the City of Euclid struggled with parcel management software for this combined department. There were products strong in housing but insufficient in building and vice versa. We needed one cohesive parcel-based program so we could see what was happening in totality with each location. Information couldn't be shared instantaneously and therefore greatly slowed progress."

CITISPHERE'S SOLUTION

"Daily inspections have more than doubled! CitiSphere allows inspection results to be entered into tablets and emailed right from the field. There is very little time spent in the office. We were at 6 inspections per day and are now at 12-15 per day. We were consistently 1½ years behind on inspections. We are completely caught up!"

Kristal Grida, Assistant to the Mayor

POPULATION
48,000

DEPARTMENTS IMPACTED
Building, Housing, Law, Mayor's Office, Finance, Service / Waste Water Reclamation and Planning and Zoning.

THE CHALLENGE

The City's Building and Housing Departments needed help in managing its inspections and permitting processes and coordinating its data with other City Departments. There was little visibility between department records regarding parcel and property management, requiring clerks to search for information from multiple systems and files. Inspection scheduling was complicated, requiring manual steps to access shared calendars and little to no visibility of scheduling data in the field. Inspections were laborious and time-consuming, requiring inspectors to collect their information in the field and then process that data back at the office.

All of this led to a growing backlog of permit applications, inspections and collections, resulting in lost revenue, customer and end-user frustration, and even increased risk to public safety, with missed or delayed code violations. The City needed a cohesive, real-time digital property management solution that not only supported the building and housing department's needs but also allowed for greater communication with the Mayor's office, Planning and Zoning, Law, Fire and Public Works Departments.

The City tried other software packages, but to gain the required capabilities, the City would have had to use modules from more than one software company, decreasing visibility and efficiency. They found other software solutions could not be customized around the City's processes and information couldn't be shared instantaneously. Lastly, the license fees of other software packages were cost prohibitive.

THE SOLUTION

Our team proposed CitiSphere to handle all their existing workflows as well as improve on their legacy software, with additional features and functionality to help improve efficiencies. Our developers worked directly with the City to understand its unique processes, workflows and challenges. The CitiSphere team worked hand in hand with city employees, shadowing office workers and accompanying City staff on site visits to gain a deep functional understanding of the inspection and permitting processes.

THE RESULT

A highly available, comprehensive and intuitive property management solution that integrates all aspects of the City's building and housing, planning and zoning, engineering, inspecting and any other departments. By streamlining and automating processes, CitiSphere increased the City's efficiency and improved customer satisfaction. Lastly, the CitiSphere package was affordable and met the City's budget requirements.

> "Clerks' workloads have been reduced by 50%. The number of key strokes required to complete some processes have been reduced by over 75% which has led to a reduction in the workload. This enables us to spend more staff time with investigations: looking for unregistered rentals and for illegally transferred properties, and reinstituting our vacant property registration." - **Kristal Grida, Assistant to the Mayor**

THE BENEFITS

The benefits of implementing CitiSphere were numerous.

- Daily inspections more than doubled. The City was over a year and half behind on inspections. Once CitiSphere was deployed with improved scheduling and mobile access inspection modules, they were caught up in a few months, increasing overall revenue for the City

- The City's Legal Department now resolves compliance issues more frequently due to the real time information

- Law Department employees can look at a parcel, contact the owner via phone or email as recorded on the site, see photos of the unaddressed violations (and use these for court) and record and attach any compliance agreement they negotiate with the customer

- Changes and additions to parcel/address data on both the building and the housing side are viewed in real time.

ABOUT CITISPHERE, LLC

CitiSphere is a web-based municipal management system and is one of the first software solutions that was specifically designed by all levels of city employees, from administration personnel to inspectors to city leaders. We have worked with cities' processes, workflows and challenges, gaining a deep functional understanding of the inner workings of government through years of assisting and listening to our municipal clients.

CitiSphere 2.0 is now available, with an improved, mobile-friendly user interface to an integrated set of modules that encapsulate all aspects of city management. In addition to standard modules such as location management, scheduling and code/fee maintenance, CitiSphere allows for the creation of dynamically built "Activities." An Activity can be anything that is important to your municipality to track and maintain, such as permits, licenses, registrations, fleet management, and code enforcement.

WANT TO LEARN MORE?

Contact us today for a consultation on CitiSphere
or visit us at www.citisphere.com or call 800.618.4427

Euclid
THE LAKEFRONT CITY
CASE STUDY