Routt County & City of Steamboat Springs Unveil CityView Software
Departments Target GoLive Date of August 16, 2021

Routt County and the City of Steamboat Springs will transition from the current permitting software "ViewPermit" to a new CityView Land Management Software on Monday August 16, 2021. However, actions are required in advance by users to be able to link accounts on the GoLive date.

"Everyone within the city and county are excited about this endeavor and being able to release the new software to the community," said Routt County Building Official Todd Carr.

CityView software redefines history for City Departments by officially moving from paper applications to 100% electronic submittals providing citizens and professionals fingertip access to apply, track and manage project applications, licenses, and permits online. The program will also feature online fee payments, both credit/debit card, as well as a new Electronic Check payment option, which will carry a $1.00 processing fee, affectively reducing transaction fee charges and time delays in mailing in checks for processing.

CityView software manages all applications, permits, and licenses per property or project as they move through Community Development approval, storing all information under one umbrella for quick reference.

"Our intent and goals are clear, to add efficiencies and improved workflows, and enhanced citizen access and transparency from the point of application submittal, review and approval, inspections and project closeout making this an improved experience for all," continued Carr

The most important aspect to understand is that there will be two versions of the CityView Software solution on GoLive day. A CityView platform will be available for properties located within the city boundaries and a second solution for properties outside of the city including all towns and unincorporated Routt County areas. The new software will look and feel identical for the public in both solutions but will require two independent URLs saved on a person's device or accessed from the city or county websites, as well as independent Log-In credentials to access each solution.

The Routt County Building Department will operate inside both software solutions; and offers full department services in both locations. This means that the Building Dept. will download all historical and active permit data into both software solutions, including Contractor and Professionals account information so you can link your new account to your current active ViewPermit accounts.

ROUTT County Regional Building Department
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Participating departments which will offer applications, permits, and licenses through the CityView Software include Routt County Planning, Building, Environmental Health, and Public Works , and the City of Steamboat Springs Planning & Community Development, Public Works, and Clerks. All other reviewing entities will continue to be invited to the Plan Reviews of applications, permits, and licenses to offer the full round table review. For example. GIS, Finance, Fire Districts, Water/Sanitation Districts, YVEA, ATMOS, Town Departments, and others will continue to perform concurrent reviews and inspections through the CityView Software.

The Portal side of CityView is used by the public and professionals to apply for permits, licenses, and community development applications, and allows full viewing access and updates from permit application intake through project close out. CityView can also be utilized by the public, businesses, realtors, and others to search property records to review past and current projects associated with a property. CityView will offer the public the ability to submit Code compliance concerns through the Portal, allowing quick review and response to your concern. Contractors can submit registration applications through the Portal for the Building Dept to review and register your company as a local contractor. City Clerks will accept applications for liquor, marijuana, and other licenses through the new Portal.

Our goal is to provide users support and education prior to and after GoLive, ensuring a smooth transition. CityView software is user friendly, however it will require your participation and commitment at the beginning to learn how to use the system properly and take full advantage of all the benefits. County and city staff are here to support and provide training, but we will need your patience, time, and devotion towards learning the new process.

CityView Portal Web URLs: In advance of GoLive, the new URL web links to access the homepage for both the City solution, as well as the County solution are provided below. Please note, these URLs are not active at this time, however it is strongly encouraged that you bookmark or save these two URL links in your electronic devices in advance as favorites. In addition, consider renaming them to something that is easy to identify such as "CityView Routt" and "CityView Steamboat". By taking this approach, you can quickly access the correct solution based on the location of your project being inside the City, or out in the County.

SPECIAL NOTE: These Links will not be Live or Accessible until Monday August 16, 2021 at 6:00 AM MST
- Routt County CityView Public Portal: https://cityview2.iharriscomputer.com/RouttCountyPortal
- City of Steamboat Springs CityView Public Portal: https://cityview.steamboatsprings.net/portal

Google Chrome: Google Chrome is the recommended browser; and the preferred engine for the best performance. Chrome also has the option to save username and password . **iPhones/Mobile Devices:** When using a mobile device you will use the same browser Google Chrome and the same web address, username and password. Please note your mobile device will work well to schedule inspections and view status of applications or permits.

ViewPermit Public Portal Termination Date Tuesday August 10 @ 4:00 PM MST Time
The Building Department must terminate ViewPermit on Tuesday August 10, 2021 at 4:00 PM MST time. The public, professionals and contractors will no longer have access to ViewPermit upon this termination date and time.

PUBLIC ACTION ITEM: Prior to the Termination Date, all contractors and professionals, that have a current active account inside of View Permit must review their account information and write down and save your License Number that is currently used in ViewPermit under your active account.
Example 1: General Contractors carry a License Number such as C-4783 which is stored in ViewPermit under your personal account details, you must write this number down so it can be entered in the new software to link to your account.
Example 2: Electrical Contractors and Plumbing Contractors can simply use their State Issued Master Electrician or Plumbers License that the State provides to link to your account, such as M-181505, or PM-6477.
Example 3: Architects and Engineers have current license numbers in ViewPermit as well, example is ENG-274.

IMPORTANT MESSAGE Building Dept Services Between August 11th and August 15th:
New Permit Applications: The Building Dept will not be able to accept new permit applications during the above dates, as we will have no active software start new reviews or perform financial transactions. The Building Department will offer emergency permits only during this time that will be processed on paper, then recorded in the new software on August 16th.
Inspection Scheduling & Inspections: The Building Dept will perform all inspections during the above time frames, however we will not be able to offer Online Inspection requests. Customers must call in all inspection requests between 7:30 AM and 4:00 PM the day before your desired inspection date.
Active Permit Reviews: All active permit plan reviews will continue during this time frame without delays.

Contractor and Design Professional CityView Training Sessions Available

Mike Alfieri with the Routt County Building Dept will be offering local contractors and design professionals training sessions on the new CityView software in advance of GoLive. The training will focus on how to register on the portal, but also how to link your active accounts that will be migrated over from ViewPermit. He will also cover how to apply for permits, manage dashboard, request inspections, and other basic navigation techniques to help transition to the new platform. If you cannot attend one of these training sessions, we are happy to meet in person any time after August 16 in the Building Dept office, to help answer questions and provide support navigating the portal or setting up accounts.

Contact Information:
Mike Alfieri, Permit Technician, Routt County Building Department
Office Phone: 970-870-5335, Email: malfieri@co.routt.co.us

All Training Sessions will be held at the Routt County Courthouse in the BCC Room: 522 Lincoln Avenue
- August 10 6-7pm: General Contractors & Design Professionals
- August 10 7-8pm: Plumbing, Gas and Mechanical Contractors
- August 11 6-7pm: Electrical Contractors
- August 11 7-8pm: General Contractors & Design Professionals
- August 12 6-7pm: Plumbing, Gas and Mechanical Contractors

Seating is limited to 30 participants so pre-registration is required in advance. Please email Malea in the Building Department at mmichael-ferrier@co.routt.co.us to reserve a seat.

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