

Executive summary

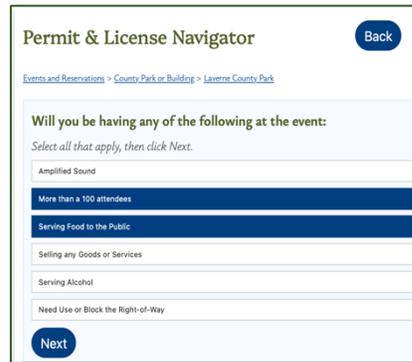
Residents and businesses often start with a simple question: What do I need to do? But requirements are spread across departments, pages, PDFs, and forms. PermitFinder Pro creates a single, guided experience that helps the public identify the right permits, licenses, and registrations the first time.

Public journey (simple, consistent, and cross departmental)

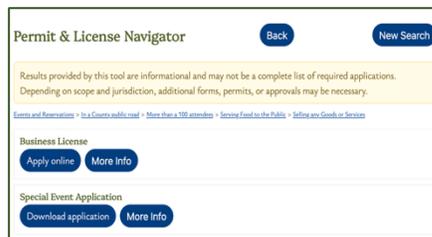
1 Choose a topic
Public selects a tile that matches their need (build, business, events, records, and more).



2 Answer 3 to 5 questions
Plain language prompts guide people without forcing them to know department structure.



3 Receive the complete set
Results include all required applications and prerequisites, regardless of which department owns them.



Findings and product vision

Common challenges in permitting

Siloed information

People must guess which department owns the answer.

Repeated interactions

Applicants call, email, or visit counters to confirm basics.

Incomplete packets

Missing prerequisites leads to rework and delays.

Inconsistent guidance

Different pages and PDFs create different interpretations.

3 to 5
Questions

Questions to guide the public in plain language (not department jargon).

1
Experience

Unified front counter experience across departments and service areas.

2026 Product vision

We are building an end-to-end holistic solution. We have lots of features planned for this year. Even at that, most of our competitor end-to-end platforms still struggle with the public intake layer and complex maintenance programs to make changes. PermitFinder Pro modernizes the front counter first and complements back-office tools.

Unified discovery -> packet generation

- Integration for permitted use and floodplain GIS maps
- Multi-jurisdiction collaboration
- Enhanced admin tooling for catalog and content management

Shared forms and packet workspace

- Enter details once and reuse across multiple forms (mapping)
- Packet workspace for checklists, attachments, and instructions

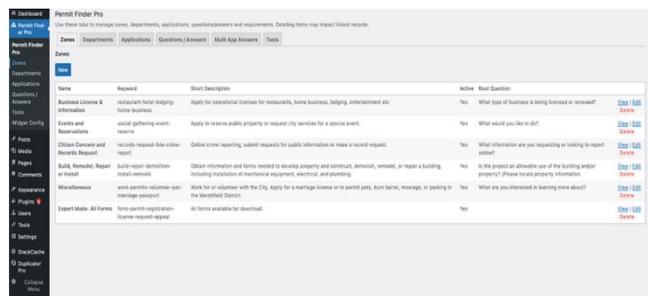
Online submission and routing

- Online submission for forms
- Routing rules to department queues and intake review portal
- Applicant dashboard with notifications and status visibility

Administration is designed for non-technical teams

Edit information zones, tiles, questions, and forms in minutes - without a programmer or consultant.

- Add or reorganize tiles to reflect new services or structure changes
- Update links to PDFs, online forms, checklists, and informational documents
- Publish changes quickly to keep guidance consistent across departments



Name	Keyword	Short Description	Active	Real Question	Tile ID	Details
Business Context & Information	business context & information	Apply for operational licenses for restaurants, home business, lodging, entertainment etc.	Yes	What type of business is being licensed or renewed?	Tile ID	Details
Events and Reservations	events and reservations	Apply to reserve public property or request city services for a special event.	Yes	What event are you planning?	Tile ID	Details
Citizen Concern and Request Report	citizen concern and request report	Online crime reporting, submit requests for public information or make a record request.	Yes	What information are you requesting or looking to report on?	Tile ID	Details
Public Records Request	public records request	Submit request information to obtain property and contract, financial, records, or repair a building, including installation of mechanical equipment, electrical, and plumbing.	Yes	Is the project an alteration use of the building and/or property? (Please locate property information)	Tile ID	Details
Marriage License	marriage license	Work for or volunteer with the City. Apply for a marriage license or to permit pets, lawn care, meetings, or parking in the designated district.	Yes	What are you interested in learning more about?	Tile ID	Details
Expert Made All Forms	expert made all forms	All forms available for download.	Yes		Tile ID	Details