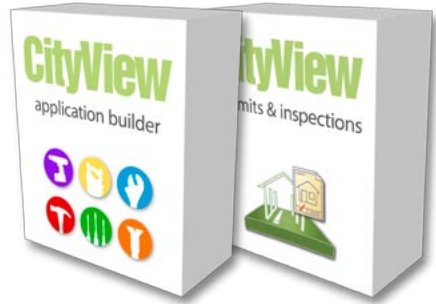


CityView[®]

complete solution



At Municipal Software we understand you need a software solution that provides value immediately. We also understand you want a solution that easily adapts to your business practices as they change. That's why we created out-of-the-box CityView software solutions for:

- **Property Information**
- **Permits & Inspections**
- **Planning**
- **Code Enforcement**
- **Licensing**
- **Cashiering**

Packed with the forms, reports and automation you need these CityView **PreBuilt** solutions are the key to automating departments quickly and easily.



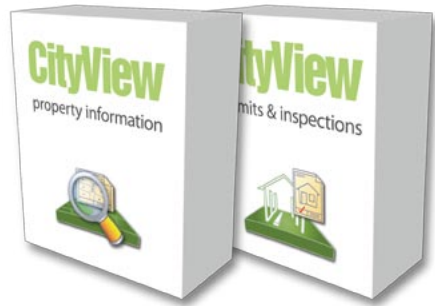
We also provide **CityView Application Builder**, a powerful set of application development tools that let you change CityView PreBUILTs as your organizational needs change. Or, like many of our clients, you can develop your own unique applications or have us build them for you.



The CityView solution is a **complete solution**, combining the promise of a quick return on investment with the potential for long-term growth.

CityView[®]

prebuilts



CityView PreBuilts are out-of-the-box software solutions that automate Property information, Permits & Inspections, Planning, Code Enforcement, Licensing and Cashiering. They are easy-to-use, intuitive and robust packages of software that let you improve efficiency and lower costs.

What sets them apart from other out-of-the-box software is the fact that you can use CityView Application Builder to change your CityView applications as your organization grows. This means you are never locked into a boxed solution, as comprehensive as it may be.

- Can be up and running in 90 days so that you begin to enjoy real results right away.
- Packed with intuitive and logical forms, reports and automation.
- Include full support and training.
- Integrate with your financial systems.
- Use wherever you work – on the desktop, in the field and on the Web.
- Create an enterprise system by using multiple CityView PreBuilts together.
- Work with your GIS.
- Attach images and files.
- Adapt to your business practices as they change, thanks to CityView Application Builder.

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property information



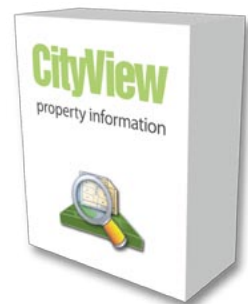
CityView Property Information fully integrates with your GIS and gives you the automation you need to make your department work. It makes your job easier by doing the work for you, eliminating manual processes, repetitive data entry and inaccurate information.

Forms:

- The *Property* form allows you to view and add property details like property values, owner and contacts information and legal descriptions.
- The *Related Activities* form lets you view code enforcement cases, planning permits or building permits applied to a property.
- Other forms include: *Addressee/Subdivisions and Mergers, Alerts, Restrictions and Structure* and *Business Locations*.

Automation:

- Subdivide and consolidate parcel records automatically.
- Auto-generate parcel ID numbers and contact information fields.
- More



CityView[®]

permits & inspections



CityView Permits & Inspections streamlines the process of issuing and tracking permits, automating the entire process from initial application to the issuance of the Certificate of Occupancy.

Forms:

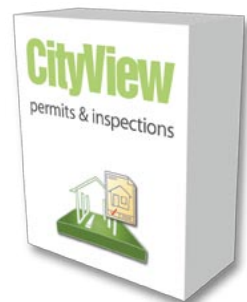
- The *Permit Application* form lets you add and view all data for permits from permit number and structure height to description of work and owner information.
- The *Inspections* form allows you to add and schedule inspections, add comments, arrange for re-inspections and then add inspection correction details.
- The *Inspections To Do List* is a record of inspections to be completed including permit number, type, status, date scheduled, inspector and time frame.
- The *Contractor License Application* lets you track contractor information like license number, address, contact information, ownership information, and license information like license type, issued by and license period.
- Other forms include: *Sub Permit/Valuation, Conditions, Permit Extensions, Utility Release, Plan Check to Do List, Submittals, Fees and Correspondence.*

Reports:

Application Log, Pending Applications, Outstanding Plan Reviews, Application Values, Fees and Payments, Property History, Permits Issued, Inspections to Do.

Automation:

- Auto-generate permit numbers, calculation of fees, determination of plan checks, inspections required based on permit type, contact information.
- Create a Daily Inspection Roster.
- More



CityView[®]

planning



With CityView Planning you can easily track and manage all types of planning applications and processes from beginning to end, reviewing permit milestones along the way.

Forms:

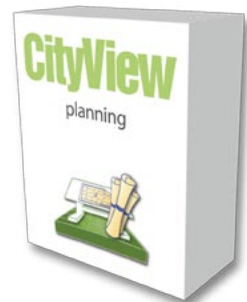
- The *Planning Application* form lets you view and add application details like the name of the planner, a public notice summary, structures, floor area, parking spaces and units information.
- The *Applications To Do List* provides a list of permit numbers, dates entered, planners, planning application names and status.
- The *Plan Review To Do List* lets you see what needs to be done, including permit numbers, department, type, date entered and milestone dates.
- Other forms include: *Property Restrictions, Contacts, Other Properties and Units, Fees, Correspondence, Documents and Images, Meetings/Hearings, Agenda, Minutes, Submittals, External Reviews, Conditions, Milestones.*

Reports:

Applications Under Review, Application Status, Fees and Payments.

Automation:

- Auto-generate approval track, review process milestones, submittal requirements, fees and required reviews.
- Email notifications of planning meetings, departmental plan review requirements and past due notices.
- More



CityView[®]

code enforcement



Based on the principles of priority-based inspector workflow management, CityView Code Enforcement provides a comprehensive system to track your code enforcement issues from citizen request to case resolution.

Forms:

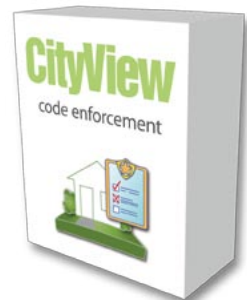
- The *Case Information* form lets you view and add property and owner information, case details and other information.
- The *Inspector To Do* form shows case details and all case numbers assigned to an inspector including important milestone date details.
- The *Violations* form allows you to track an unlimited number of violations per case, dispositions, multiple violation locations for a single offense, case generated hearings and appeals.
- Other forms include: *Contacts, Referrals, Vehicles, Letters, Documents and Images, Unassigned and Non-Accepted.*

Reports:

Application Log, New/Open Cases, Outstanding Referrals, No First Contact, Property History, Inspections to Do.

Automation:

- Auto-generate milestones, inspection deadlines, daily rosters, case assignments based on geography, fees, correspondence delivery and recipients.
- Create batches for separate cash drawers.
- Audit trail of entire process, from start to finish.
- More



CityView[®]

licensing



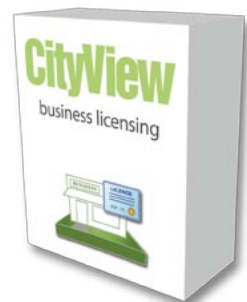
CityView Licensing opens the door to accurate and timely data, increasing your revenues and decreasing your stress.

Forms:

- The *Business License* form lets you view and add business and ownership data, business types, issuance and all other information relevant to business licensing.
- Other forms include: *Contacts, Referrals and Security, Documents and Images, Fees, Associate Business to Address.*

Automation:

- Automatically calculate correct penalty fees and interest.
- Create tax certificates.
- Produce correspondence logs.
- Generate batch renewal notices.
- More



CityView[®]

cashiering



CityView Cashiering integrates with all other CityView PreBuilts for a seamless cashiering process, giving you the power to manage the revenue from all your community development initiatives. With CityView Cashiering, correct revenue collection is no longer an ongoing challenge, but a simple matter of using the right software.

Forms:

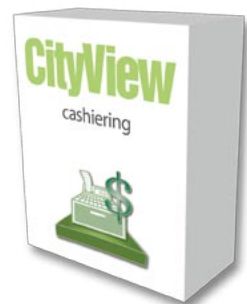
- The *Payments* form allows you to process payments and join and split them; view transaction details; view and add receipt and credit card information including transaction number, date paid, amount, date entered and entered by; browse payment histories that include details of batches, transactions and individual fees paid.
- The *Batch Management* form lets you add batches, select transactions to pay and/or refund and track fees paid.
- The *Receipt* form allows you to see the receipt that the customer will receive.

Reports:

Daily Cash-Out, Detailed Daily Cash-Out, Payment Summary by Batch, Transaction Detail by Date, Refund Checks Required, Paid Transactions by Batch.

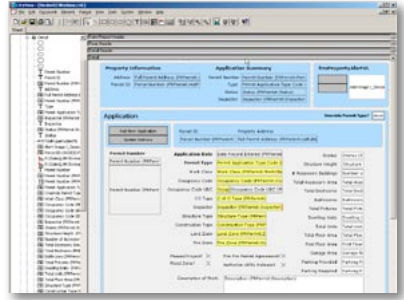
Automation:

- Split payments into multiple payment methods or join them into a single transaction.
- Reverse and refund transactions as required.
- Update any application, permit or license with fee payment information.
- Export transaction batches into your accounting system.
- More



CityView[®]

application builder



CityView Application Builder lets you make changes to the CityView PreBuilts as your business process needs evolve. CityView Application Builder also allows you to develop your own unique applications to perfectly match your organizational needs. When you invest in CityView Application Builder, you invest in complete control and flexibility, for life.

Use CityView Application Builder to:

- Change any of the CityView PreBuilts to suit your needs.
- Design the layout of your own unique forms including everything from the order of the data that appears on your form to background and font colors to where you place images and maps.
- Provide automation on your forms including automatic routing, fee calculations, emailing, scheduling of events and accuracy checks.
- Design your own unique reports that compile statistics, flag bring forwards and provide for ad-hoc analysis
- Develop your own databases and seamlessly integrate with you other municipal systems including departmental, financial and GIS.

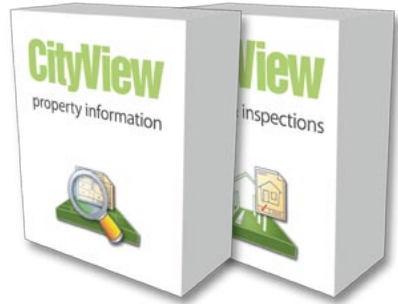
Clients across North America have used CityView Application Builder to create their own applications. Other clients have contracted us to build custom applications for them - using CityView Application Builder.

- Columbia Heights, MN - *Special Assessments, HR, Work Orders*
- Grove City, OH - *Disaster Management, Vendor Permits, Vehicle Tracking*
- Kane County, IL - *Animal Licensing*
- Regional Municipality of Niagara, ON - *Customer Relationship Management (CRM)*



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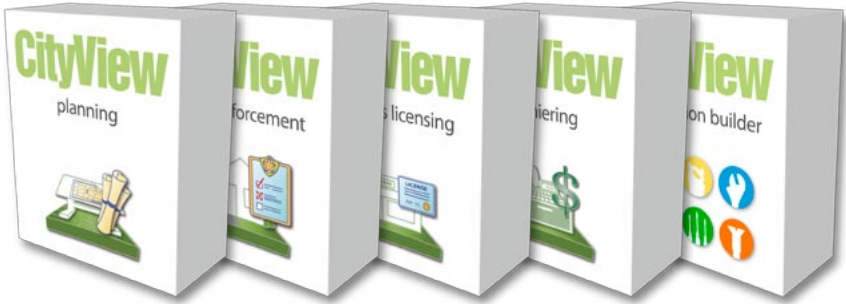
complete solution



The CityView solution is a complete solution, combining the promise of a quick return on investment with the potential for long-term growth.

The CityView solution lets you

- Automate Property Information, Permits & Inspections, Planning, Code Enforcement, Licensing and Cashiering with CityView PreBuilts, out-of-the-box software solutions that include comprehensive forms, reports and best practices automation.
- Use CityView Application Builder to change your CityView applications to suit your ever-evolving needs.
- Use CityView Application Builder to design your own unique applications, from forms to reports to automation so that they match your exact requirements.
- Configure your own fees and lookup tables for things like inspector initials or types of permits.
- Attach files and images to every property record, from code violation photos to memos sent to owners.
- Offer key services over the Internet, like the ability to apply for building permits or business licenses.
- Maximize staff time out in the field by allowing them to enter and retrieve data on laptops, PDAs and tablet PCs.
- Integrate CityView applications with other systems like financial software and IVR.
- Buy CityView PreBuilts and CityView Application Builder separately at any time.



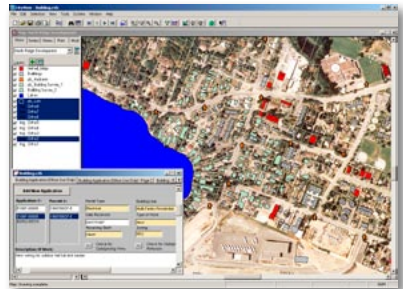
GIS Integration

CityView works with your GIS so that staff can view, manipulate and print their own maps, showing important data like property boundaries, zoning, infrastructure and construction costs or any other vital information you track in CityView.

Staff can add map layers that include information about structures like fire hydrants, or address information, or the number of trees on a lot. Mailing lists can be generated by simply pointing and clicking to include the properties to be targeted. For example, users can create a list of owners who occupy a street where construction work will be completed. This way a jurisdiction can send letters to inform these owners of impending road closures. Or, staff can use CityView to create a map layer of properties with expired permits and then send notice letters to residents.

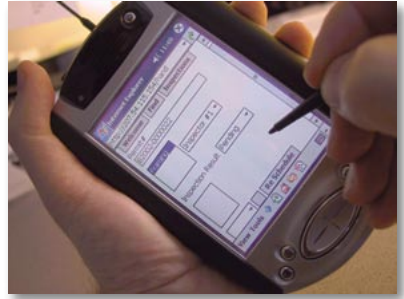
In CityView you can display map layers in different colours to represent important data such as a particular inspector's case load or the value of permits. This gives your users a quick visual overview of vital information.

Industry standard GIS and mapping formats such as Shapefiles (from ESRI's ArcView or ArcInfo), CAD files (such as from AutoDesk's AutoCAD), DXF, and GeoTiff geographically referenced aerial photos can be linked to property data through CityView. Municipal Software is an ESRI International Business Partner, giving us access to the latest technology from the leading GIS solution provider.



CityView[®]

works where you do



On the Web

CityView lets you offer the access to information and services that your citizens, councilors, contractors and staff demand over the Internet, 24 hours a day, 7 days a week. Users can complete entire processes from start to finish online, from simply looking up information to applying for permits, to paying fines or permit fees.

Internally, your IT administrator will appreciate CityView's seamless integration with the Web. Administrators can deploy CityView forms and reports to an Intranet or the Internet at any time and CityView handles all the details so no HTML or ASPX programming is required.

CityView on the Web allows you to improve customer service within your department, across your organization and with the citizens in your jurisdiction.

In the field

CityView's field automation solution allows your staff to enter and retrieve the information they need when they're out in the field, eliminating wasted travel time and data entry duplication. Inspectors, appraisers and others can access maps, images, plans and sketches via wireless devices, including laptops, PDAs and cell phones.

Thanks to CityView, an inspector can enter all building inspection data immediately while on-site, rather than recording information on paper and traveling back to the office to enter the data. Supervisors can provide Daily Inspection Rosters to their field staff without requiring that they come into the office and new assignments can be sent to staff while they're still in the field.



Municipal Software

Our Mandate

It is our goal to provide easily installed, powerful and long-term software solutions that manage the everyday business processes of municipalities. These solutions are based on our 23 years of experience in municipalities and on a product that is easy to adapt to the changing practices of clients. We are committed to providing a variety of comprehensive services for this software, from installation and training to ongoing technical support. We want to be a trusted advisor, coach and supporter. More than just a vendor, we want to be the company to partner with.

Our products have evolved from our experience in helping municipalities throughout North America implement solutions that help them grow, make them more efficient and improve their ability to offer better services to their constituents. The company was founded by local government employees, built on industry best practices and technology vision. The company was established with the goal of creating easily installed, powerful and long-term software solutions that manage the everyday business processes within municipalities with a variety of comprehensive services for this software, from installation and training to ongoing technical support.

In recent years Municipal Software has grown to provide custom solutions to larger metropolitan centers like Miami and Denver while still remaining close to our roots of mid-size municipalities who are growing and looking to automate their processes. The release of the CityView PreBuilts in 2005 marks a renewal of the product offering for the needs of modern municipalities.

Municipal Software is a company that wants to grow with our clients. We provide innovative and practical solutions that empower our clients. Our whole focus is on local government and we can bring a wealth of experience. We are honored that our clients feel they can depend on us.

With some 140 different accounts across the country from small villages to major urban centers we have proven solutions to offer.



Services Offered

Our services packages include installation, custom development, training and support. From the moment you purchase CityView to after your new software is installed, we provide the partnership you need to make a smooth transition to the CityView solution.

Installation

We have a team of experts to get you up and running with CityView PreBuilts and/or CityView Application Builder. Our Project Managers work with you to create a Project Plan, collect and convert your data and then install and test your new software.

Custom Development

Just as we used CityView Application Builder to create CityView PreBuilts, we can use these same powerful development tools to create applications for asset management, customer relationship management, public works, disaster management and more.

Training

Our training courses provide you with everything you need to know about CityView PreBuilts and/or CityView Application Builder, from how to use a form or design one, to how to create reports or run them.

Support

The goal of our support department is to resolve any issue on the same call and most issues are resolved in the same day. You receive unlimited telephone, email and Web technical support as part of your Annual Software Maintenance Agreement (ASM) with us.



Case Study: La Plata, CO



As wildfires blazed just North of Durango in the summer of 2002, La Plata County began to realize the full potential of CityView.

The county had used their CityView and GIS software for mostly beneficial but mundane tasks, such as tracking permit applications to the building department and updating maps used by the county's assessor's office. But when wildfires began to spread, followed by destructive floods, the very same technology helped defend residents, businesses and infrastructure from natural disasters.

As soon as the fire broke out, departmental staff generated lists in CityView that contained information such as site address and structure types as well as the name and address of owners. Paper copies of the lists were distributed to emergency service personnel who contacted owners and removed them from harm's way before it was too late.

CityView's mapping features gave emergency personnel and inspectors detailed information on the exact location of properties. The building department printed out maps in which parcel locations were highlighted. This gave fire inspectors the information they needed to report on the damage to houses and other structures as well as how many buildings in individual parcels were still standing.

After the fires ended a heavy rainfall caused floods and mud slides in the same area. Again the county's investment in CityView and GIS technology helped it combat the effects of a natural disaster. The GIS department began by scanning Federal Emergency Management Agency (FEMA) floodplain maps into TIFF format and exported the maps into CityView, where the images could be viewed with the software's mapping features.

La Plata's use of CityView for their disaster response needs is just one example of how our software makes a real difference for municipalities across North America.



Case Study: City of Keene, NH

The City of Keene was in need of an automated cemetery management system to replace a manual system in which information was stored on paper cards. Every time there was a new interment, as well as a burial or a genealogical inquiry, staff had to thumb through thousands of cards. So the city began to look for an automated cemetery management system that had the latest search capabilities and could efficiently handle new transactions.

The city selected CityView because it was simple, affordable, and flexible enough to meet Keene's unique needs. Now, CityView has made cemetery management at the City of Keene much more efficient and has greatly improved both the data entry and data retrieval process. Staff can find historical and genealogical information within just a few keystrokes and send cemetery maintenance work orders by e-mail to maintenance staff.

The city also needed to replace its outdated voter registration system. The new CityView voter registration system included the custom design of data entry forms so that it met the individual requirements for federal, state, county and municipal elections. CityView allows staff to register voters, check them in on election days at the polling places and track voter history (including party of vote, election type, date, etc.) for every election. In addition, there is a link to each voter's address, so that if they move, their voting history moves with them. The system generates custom voter history reports on demand and in industry-standard formats.

CityView was first used in the 1999 presidential primary, and has been used in federal, state, county and municipal elections since then. The new system was well received by the election workers and even received compliments from voters. Four years after the new voter registration system was put in place, the City of Keene today has a ward checklist that is always complete and up to date. The system enhances customer service by giving staff the tools necessary to provide timely information on demand.

CityView®

Case Study: Glenview, IL



The Village of Glenview chose CityView to replace an old legacy system that forced inspectors to complete five-part carbon forms out in the field and then return to the office to enter the same data again into a computer. Now, thanks to CityView, pen tablet computers and portable printers, inspectors can do most of their 'paperwork' from their vehicles, saving driving time to and from the office and eliminating duplication of data entry.

After using the paper-based system for almost 15 years, the Village of Glenview knew it had outgrown it. The village wanted better reporting capabilities and software that would support a Geographical Information System (GIS). They found what they were looking for in CityView, including:

- the ability to integrate easily with other applications, especially financial and GIS
- ease of use
- the ability to customize without vendor involvement
- the necessary functionality to improve efficiency
- the ability to automate all inspections from building to engineering, health to code enforcement

Today, each inspector's pen tablet contains a replica of the village's main permit database. In the morning, when the field inspectors pick up their pen tablets and set out on their rounds, every tablet contains a copy of the database with the exact same information. During the day the inspectors make changes to the database on their individual pen tablets out in the field and then at the end of the day they return to the office and re-synchronize their database with the central database.

CityView allows the Village of Glenview to run more efficiently. Since installing it they have been able to eliminate more than 25 different permit and inspection forms and use one form for almost everything.



Case Study: New Jersey Meadowlands

Since 2001, the New Jersey Meadowlands Commission (NJMC) has used CityView to automate Land Use Management functions, overseeing application reviews for planning, zoning and building code. Automation of standard procedures, such as Violation Notices for Code Enforcement being automatically populated with text, fines, and citations, has helped streamline and simplify permitting processes. Since their initial purchase, the NJMC has developed several of their own forms and workflow automation to meet their exact needs.

The NJMC GIS department uses CityView to track mapping requests and to automate the generation of data distribution agreements, documents that legally restrict external use of NJMC GIS data. Thanks to CityView, the GIS Department has accurate records of inter-departmental requests as well as external agency and company requests. Since records also calculate time spent on projects, the GIS Department can substantiate the need for funding for additional hardware, software and staff to accommodate documented workloads.

Hydrology Engineers at the NJMC use CityView forms to log and track public telephone calls, letters and applications pertaining to flood incidents in the District. The CityView forms are a direct replica of standard flood incident templates. Reports are automatically generated that provide data on flood incidents, incidents requiring inspections, and public requests for pamphlets on FEMA flood insurance.

In addition, the information logged into CityView forms is set to export out as GIS shapefiles. Using location analysis along with CityView's flood incident data, Hydrology Engineers can analyze patterns of flood characteristics. For example, numerous flood incidents pertaining to basement flooding on a particular street may not be as apparent when looking at an on-screen form. However, when layered on a map, engineers can see patterns that were not initially obvious.

The NJMC's use of CityView is a perfect example of how the flexibility of the total CityView solution allows a municipality to be flexible in its internal processes and evolve over time.

find out more

www.MunicipalSoftware.com

toll free:

1.800.665.5647