

MUNICITY[®]

ePermit & Code Enforcement Software

Working in The Pursuit of Safe, Sustainable
Buildings and Resilient Communities



ICC Community Development is dedicated to making your community safe and resilient in times of change, helping to get more work done faster and more efficiently with Muncity 5.

Whether you manage code enforcement, permitting, inspections, planning, or public works, Muncity 5 is a solution for land & records management that works for you, because it was designed by people like you.

Muncity 5's functionality has evolved from its very beginnings based on the input and guidance of all the users whom we have worked with closely. Its high configurability has allowed ongoing development to adapt to differences in known procedures from community to community, making it easier to plug into daily processes.

With a Software as a Service (SaaS) model, our site licensing providing a scalable solution with access to all of the users you want to connect. Need specific access and security for users based on roles or positions? Muncity 5 can help protect your operation by limiting each user's access and user rights depending on their need and role in the operation.

Our program is able to adapt to the needs of your Community to support a number of different operational areas including:



Application to Certificate

Starting and completing your ePermitting process has never been easier.



Building and Code Enforcement

Digitize your inspection records from the field in real-time with Muncity mobile.



Plan Review

Make collaboration as easy as logging in with Muncity 5's Plan Review tracking and management.



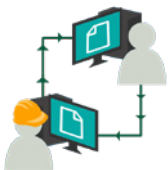
License Management

Keep track of your Professional and Business licenses, including renewals.



Landlord/Rental Registration

Expand what you can keep track of by managing Landlords/Rentals right from the parcel level.



Citizen Connection

Simplify communication with your constituency by taking your applications, inspection requests, work order requests, (and more!) online.



Remote Virtual Inspection

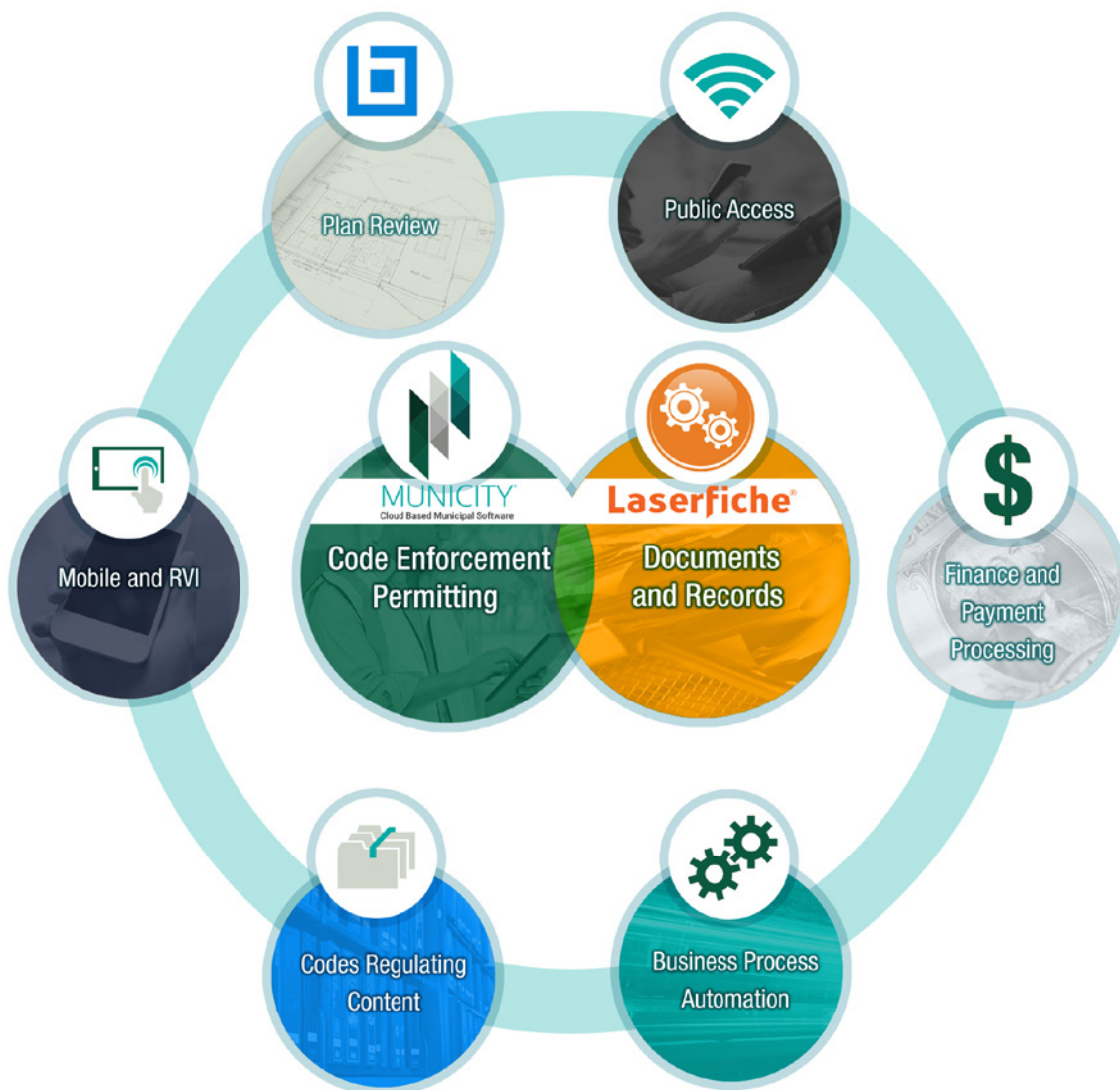
Conduct remote inspections from the office or from the field.

Increase efficiency and data security through software integration

Municipity 5 offers an open API to provide easy connection and sharing of data with other software programs that offer the same open connections.

Whether it's financial software, payment processing applications, 311 call center or many other types of applications, ICC Community Development will lead the process of identifying the objectives of the integration and then building the data sharing in the most efficient and secure way.

Some key integrations Municipity 5 is designed to handle:



Access important building and local ordinance codes while you are working in Municipity 5.

ICC Code Connect is a license subscription service that is available within Municipity 5. You are able to search and connect to the most relevant ICC Codes as well as your local ordinances for research, clarification and citation as part of your planning, building and code enforcement processes.

Managing the operational changeover to new software is the real secret of successfully utilizing new software technology.

Change Management

It is estimated that anywhere from 50% to 70% of new software implementation projects fail due to poor implementation and training practices –taking into consideration how your new software is going to be rolled out, how staff will be trained, etc. is just as important than the software itself.

Our Keys to Success begin with Change Management

- Establishing and communicating the vision for the new software
- Establish sense of urgency
- Creating a guiding coalition
- Empowering action/communication/feedback
- Generating short term wins
- Anchoring the new process in the culture

Implementation and Training

At ICC Community Development, we have a very disciplined, collaborative approach to implementing Muncity 5.

Our Implementation strategy is designed to maximize user and management involvement, building familiarity and confidence in the software so that the ultimate changeover from training to Go Live is a smooth transition.

This phased approach eases the stress & maximizes the efficiency of:

- information gathering
- data migration of legacy information
- product configuration and review
- the rollout of testing of your new database
- the final transition from training to a live site

Another significant barrier to software transition success can be attributed to the lack of support from the vendor after a Go Live is completed.

At ICC Community Development, our live Helpdesk team is available to assist our customers with any issues, as well as the development of new reports/ adjustments to existing reports.

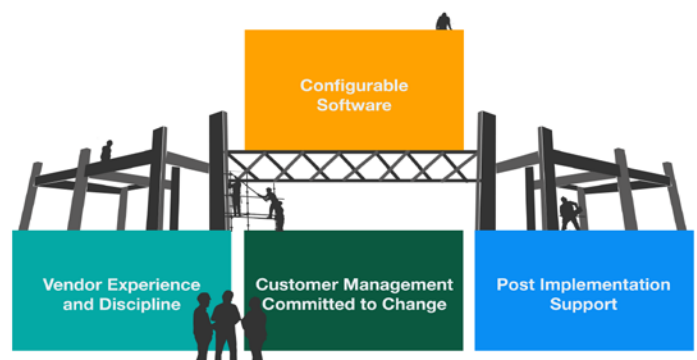
We understand that your front desk and office operations are mission critical and cannot afford significant down time, and pride ourselves on maintaining our response times within established parameters.

Software Development

Muncity 5 experiences ongoing software development --there is an unending stream of product enhancements and new functionality.

Our goal is to add features that allow for configuration within the program that can positively affect all of our customers. We build this flexibility because cloud-based software requires consideration of all of the users, not just one.

There is room for user suggestions as well --additional customizations can be requested and will be considered as part of the needs of the larger customer base. If these changes meet the specs for all of the users, that feature enhancement is added to the larger development schedule and prioritized accordingly.







After implementation support

Municipality 5 works to support many different departmental needs




For Building Departments

Inspectors and code enforcement officers can spend less time in the office filing paperwork and more time on site with immediate access to process tools and the latest information, including:

-  Parcel History, with condominium/multiple occupant support
-  Permits & Permit History
-  Building, Fire & Safety Inspections
-  Complaints & Code Lookups




For Planning & Zoning Authorities

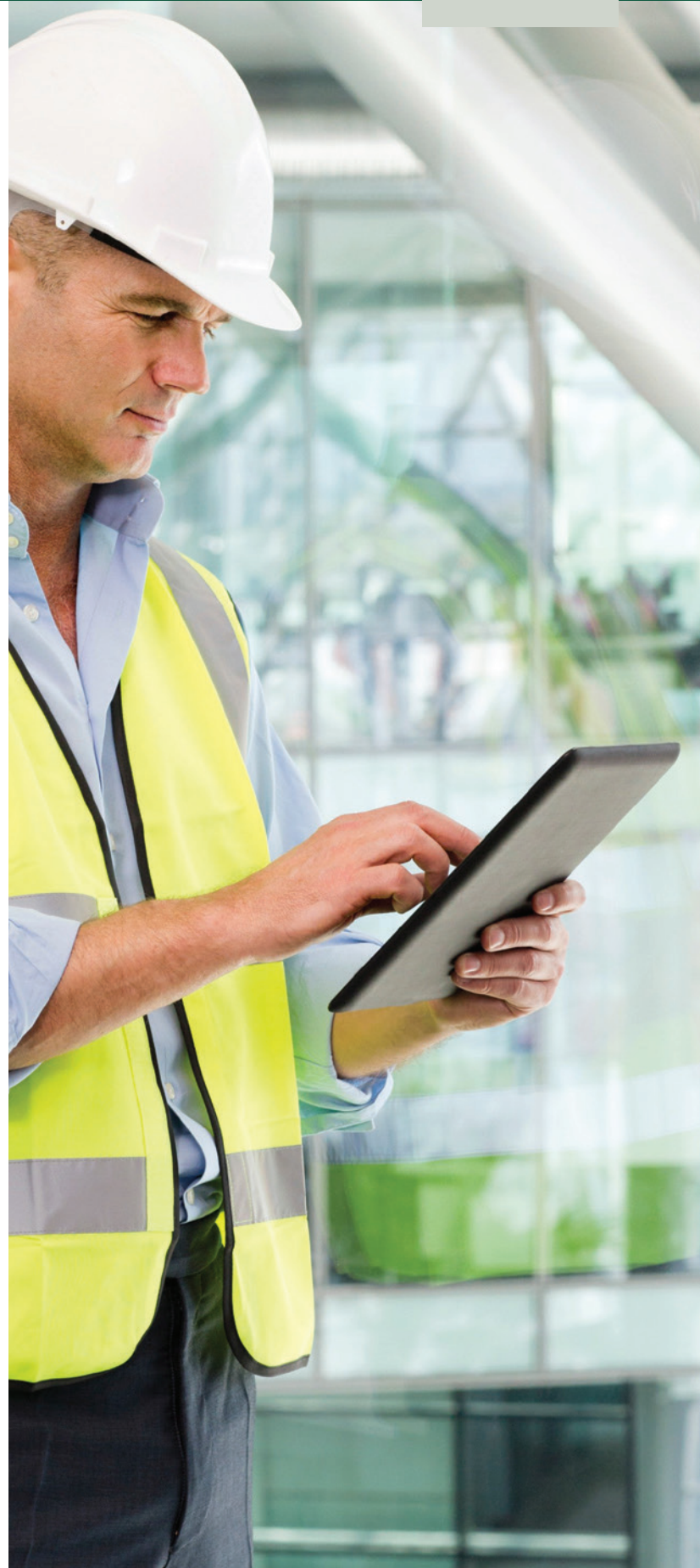
Municipality makes it easier to ensure that land use and construction proposals conform to community needs by facilitating orderly, quality development. Use it to:

-  Simplify the application and approval process for variances, subdivisions, site plans, and more
-  Track scheduled board meetings, bonds, escrow accounts, and fees
-  Document board decisions, arrange inspections, and issue permits to new lots

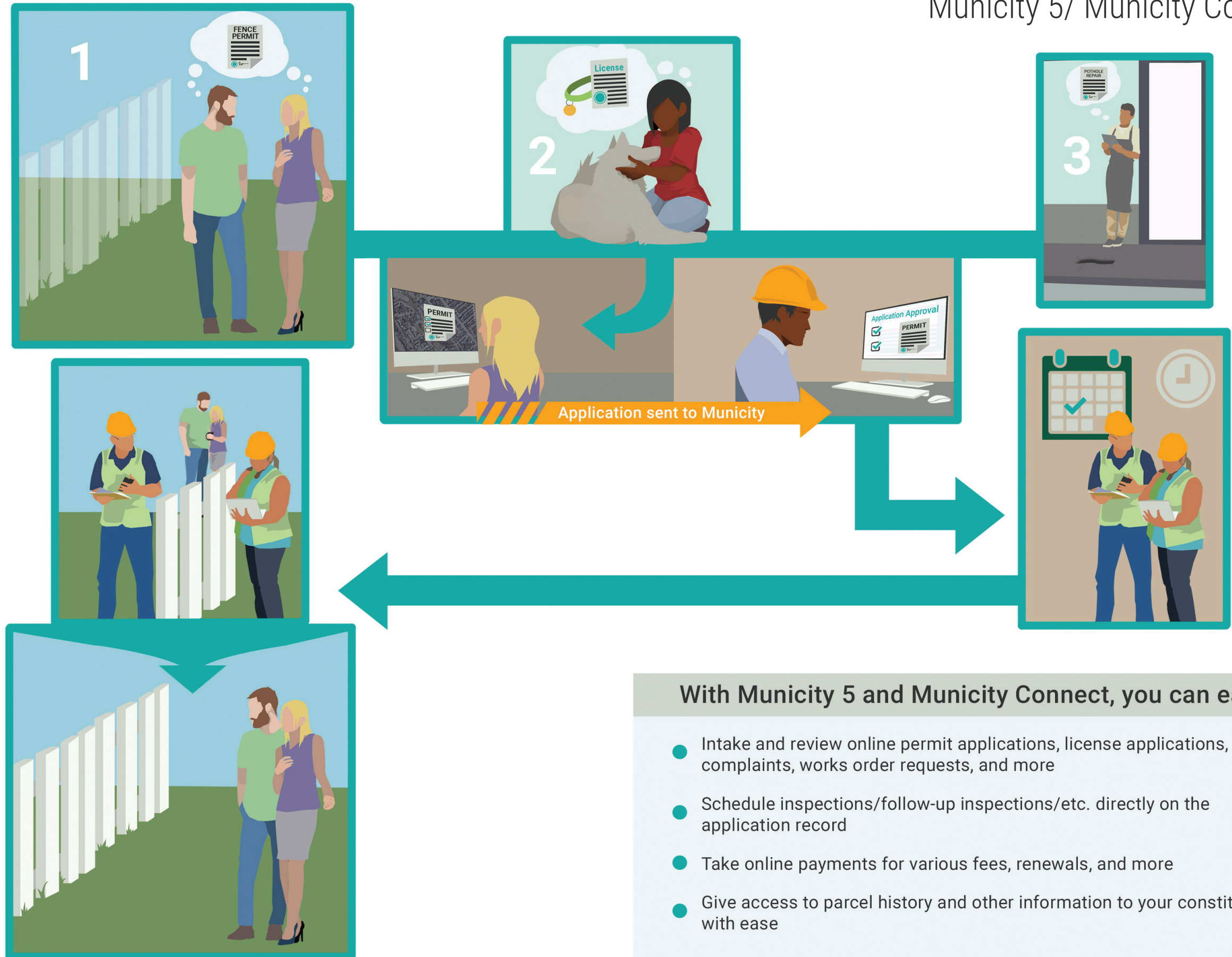
For Public Works & Highway Departments

Stay ahead of aging infrastructure and keep your streets and public properties safe and well maintained by knowing what's out there and managing what needs to be done. You can:

-  Inventory assets like street signs, trees, culverts, wastewater pumps, and so on, with on-site capture within Municipality
-  Close work orders without touching a piece of paper; document conditions by taking and uploading photos automatically tagged with location and asset ID
-  Streamline periodic inspections; Municipality automatically generates and send notifications to specific inspectors when due



Conveniently Manage Your Community Development with Municipality 5/ Municipity Connect



With Municipity 5 and Municipity Connect, you can easily:

- Intake and review online permit applications, license applications, complaints, works order requests, and more
- Schedule inspections/follow-up inspections/etc. directly on the application record
- Take online payments for various fees, renewals, and more
- Give access to parcel history and other information to your constituency with ease



COMMUNITY DEVELOPMENT

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