



# Town of Yountville

6550 Yount Street  
Yountville, CA 94599

## Staff Report

**Agenda Item #:** {{section.number}}B

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## Yountville Town Council Staff Report

**DATE:** July 19, 2022

**TO:** Mayor and Town Council

**FROM:** Kirsty Shelton, Planning & Building Director  
Kyle Johnson, Assistant Planner

**PREPARED BY:** Kirsty Shelton, Planning & Building Director

**SUBJECT:**

Staff presentation of the OpenGov Citizen Services Online Building Permit services.

### **DISCUSSION/BACKGROUND**

In March, the Town Council authorized Staff to work with Open Gov Citizen Services to develop a custom online building permit program. As a part of our efforts to increase utilization of technology and improve customer service we are proud to announce that staff launched our online building permit portal on July 1<sup>st</sup>. Originally, we were expecting to only launch over the counter permits but after working in the software we are pleased to report that all building permits are processed online via the Citizen Services portal.

That means, that both Minor and Major building permit plans will be uploaded electronically which will allow Town Staff, plan checkers, building inspectors and the applicant access to these documents via the new online portal. Plan check comments will be provided within the portal.

This change in process will provide applicants with a more efficient inter-departmental review. Inspection requests will continue to be requested via email and by voicemail and now the portal.

We received eight building permits in the first week of the launch. Overall, staff has been happy with the system and the public have responded with some areas for improvement that we were able to immediately fix. Routine contractors are thrilled for this opportunity.

Please note that all online building permits will be visible to the public. For the public to review they will need to set up an account. That same account will work for all permits that you request. **All users need to set up an account to use the portal.** Please follow the below steps to submit an online permit application.

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1. STEP ONE: Register for an account at the OpenGov Public Portal  
Go to Town's website for a direct link or go to <https://yountvilleca.viewpointcloud.com>
2. STEP TWO: Follow the prompts
3. STEP THREE: Upload your digital plans and submit your application
4. STEP FOUR: You will receive an email confirming your application is complete for processing and a request to pay the permit fee.
5. STEP FIVE: All communication regarding your building permit will be on the OpenGov Public Portal, you will receive an email when activity has happened on your account.

6. STEP SIX: Inspections can be made via the portal, email to [binspector@yville.com](mailto:binspector@yville.com) or by calling Town Hall.

The purpose of this presentation is to show the Town Council and the members of the ZDRB the software and answer any questions. It is the Planning and Building Division's goal for all land use related applications to go through this online portal by the end of the calendar year.

### **ENVIRONMENTAL REVIEW**

Categorically Exempt per California Environmental Quality Act (CEQA) Guideline; Class 2, Replacement or Reconstruction

### **FISCAL IMPACT**

Is there a Fiscal Impact? Yes

Is it Currently Budgeted? Yes

Where is it Budgeted? 01-2115-4240 and - 4241: Building Permit and Plan Check services

Is it Mandatory or Discretionary? Discretionary

Is there a Staff Resource Impact? Yes

### **STRATEGIC PLAN GOAL**

Is item Identified in Strategic Plan? Yes

If yes, Identify Strategic Goal and Objective. **Engaged Residents:** The Town embraces our residents' commitment to community as seen through volunteerism, civic engagement, and public participation that enhances the quality of life in Yountville. **Exceptional Town Services and Staff:** The Town supports its talented staff who deliver high quality municipal programs and services while maintaining public infrastructure for the benefit of the community. **Visionary Leadership:** The Town's leadership maintains an open-minded, forward-thinking decision-making process. We value engagement and participation from all members of the community as we work together to create policies and plan for the future.

Briefly Explain Relationship to Strategic Plan Goal and Objective. Online building permit will benefit residents and the Town Staff by providing an efficient and transparent building permit process.

### **RECOMMENDATION**

Receive staff presentation.

Receive public comment.

Conduct Council and ZDRB discussion on OpenGov Citizen Services and direct any feedback to Staff.