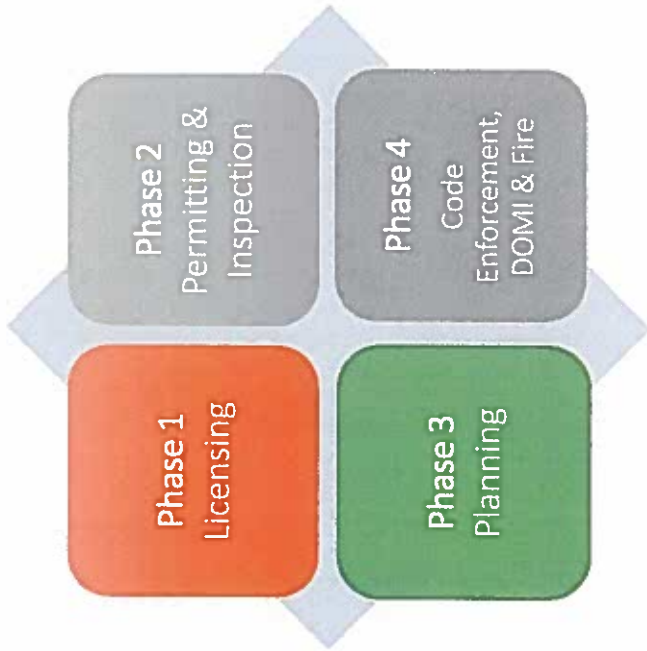




A "one-stop-shop" customer portal where residents can apply, pay for, and receive business licenses and permits, upload development plans, and track violation notices from home, work, or on the go.



OneStopPGH increases productivity and enhances customer experiences

- Over 150 City staff will use the system, including 75 inspectors
- Over 3000 users have created online accounts in the Customer Portal

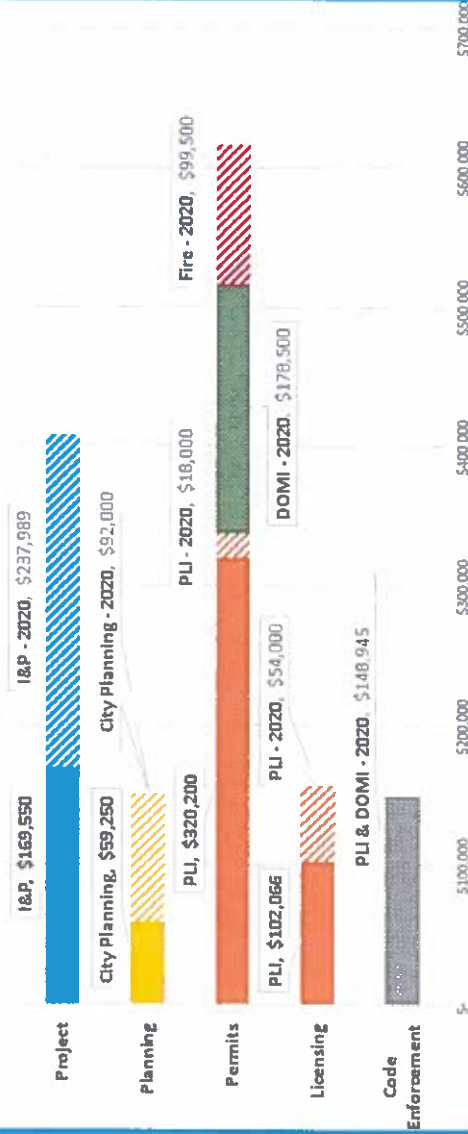
Customer Portal allows applicants to submit licenses and development applications online including:

- 17 Licenses (**November 2018**)
- 11 Building Permits (**May 2019**)
- 8 Zoning Development Applications (**May 2019**)
- 18 DOMI Permits (**Coming March 2020**)
- 10 Fire Permits (**Coming March 2020**)
- Code Enforcement (**Coming March 2020**)

Original 2017 Project Budget = **\$5,139,402**
 Authorizing Resolution 'Not to Exceed' = **\$5,524,000**
 Original Project Contingency = **\$384,598**

- Contingency for the project size was severely underestimated, only 7% of budget
 - Contingency was never budgeted for this amount in the 5-Year plan
- Requesting new 'Not to Exceed' = **\$6,619,402**
\$825,000 already budgeted in I&P 2019 budget but not authorized
 Increase Budget Request for 2020 = **\$655,000**

Change Request Breakdown by Module



Applications	Total Issued	Issued via Online	Submitted Online	Estimated Value to Applicants
Development Applications	1432	327	597	\$ 23,130
Property Certifications	2040	82	112	\$ 4,880
PLI Permits	2941	426	1183	\$ 40,255
PLI Business Licenses	3661	-	1031	\$ 25,785

- * Date range for "Total Issued" counts for Development Applications, Property Certifications, and PLI Permits is 5/29 - 9/9
- * Date range for "Issued via Online" and "Submitted Online" counts for Development Application, Property Certifications, and PLI Permits is 6/17 - 9/9
- * Date range for PLI Business Licenses is 01/01/2019 - 9/9
- * "Estimated Value to Applicants" is a calculation based on eliminating the need for customers to travel downtown to City offices by submitting applications through the online customer portal - (\$25/hour and \$10 transportation costs per trip)