



MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC # **333-2016**

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: August 10, 2016

SUBJECT: Tyler Permitting Project Update

A handwritten signature in black ink, appearing to read "J. Morales", written over the "FROM" line.

The purpose of this Letter to Commission (LTC) is to provide an update regarding changes to the Permits Plus historical search system after the launch of the City's new permitting and licensing system, known as Energov. The last LTC providing an update of the project was provided April, 2016.

Permits Plus, the prior permitting system replaced on May 2, 2016, had a website that allowed customers the ability to perform their own online historical archive searches. This website was commonly known as the Velocity Hall website. Velocity Hall reflected information that was specific and particular to issues that were handled by the Building Department and by the Code Department. The information was specific to the selected folio number or address only.

If the researched property was located within a multi-family property, such as a condominium, there may have been outstanding building violations or liens attached to the commonly owned areas. These areas, such as lobbies, hallways, elevators, pools, etc., may have had separate violations and/or liens and could be found under the folio numbers for that separate property. Velocity Hall users were directed to contact the Utility Billing Division and Code Compliance for more information about Liens and Code Violations.

Although the tool was very useful to its users, the information it held started to become obsolete when the new system, Energov, was implemented in May 2016. The information accessible by Velocity Hall was "frozen" as no further changes were made in Permits Plus after the end of April 2016. Some users of Velocity Hall erroneously continued to assume that the information in the searches was up-to-date and this created confusion since the accurate information was now in Energov. As time passed, the content "frozen in time" became more obsolete and the amounts of complaints about its accuracy increased.

To eliminate the possibility of mistakenly using outdated information as current information, the City will discontinue access to Velocity Hall. In its place, the City will post a statement with the most efficient way to obtain the correct information being sought. The statement will read as follows:

The City of Miami Beach understands that you, our customer, relied on Velocity Hall to conduct historical searches. Velocity Hall is part of the permitting program that has been replaced. The records in Velocity Hall became outdated at the end of April 2016, as we transferred to the new system. Since historical research is a very important function, the City has set up the following

options to assist you with your tasks:

- *To search for permits, visit our Citizen Access Portal page at <http://www.miamibeachcap.com>, and click on the Search button under the Permits tab. Once in this section, you can search by Address or Permit number.*
- *To search for inspections scheduled before May 2nd, 2016, you may come to City Hall and make your request at the Building Department counter. Information on inspections scheduled on or after May 2nd, 2016 is available at <http://www.miamibeachcap.com> when searching by address or permit number.*
- *To search for code cases opened before May 2nd, 2016, you may come to City Hall and make your request at the respective department's counter. To search for code cases opened on or after May 2nd, 2016, visit our Citizen Access Portal page at <http://www.miamibeachcap.com>, and click on the Search button under the Code tab. Once in this section, you can search by Address or Code Case number.*
- *You may also make a Public Record Request by visiting the City Clerks Office located at 1700 Convention Center Drive, floor 1.*

Additionally, the City is developing its own new research tool that will soon allow customers to have functionality similar to that found through Velocity Hall. This new tool will produce reports that would be clearly labeled with warnings regarding the accuracy of the findings based on the fact that a new system is in place and the user is researching inside the old system. This warning, although intuitive, was very challenging to include in Velocity Hall as the City did not publish that application, it was owned by a separate entity.

Should your office receive questions or concerns regarding the new systems, please refer all these issues to Assistant City Manager Mark Taxis. Mr. Taxis will ensure that the issues are addressed by the proper city departments.

Please contact me if you have any concerns or require additional information.