COMMUNITY DEVELOPMENT DEPARTMENT

Departmental Software Comparison

	Citizenserve	GovBuilt
MAJOR FEATURES		
Works Offline	X	✓
Daily Beacon Integration	X	✓
Easy for Citizens to Use	X	✓
Clickable Map/Beacon Integration	X	✓
Drag and Drop Form Creation	X	✓
At-a-glance Views of Entire Property History including Permits, Rentals, Abatements, etc.	X	✓
Easy to use Android and Apple App	X	✓

	Citizenserve	GovBuilt
MAJOR FEATURES		
Easy to use Android and Apple App	X	✓
Data Integration with Current Finance Software (Civic)	X	✓
Unlimited Users	X	✓
Offline Syncing	X	✓
Popup Alerts	X	✓
Communication Tracking within Each Permit or License	X	✓
Automated Expiration Notices	X	✓
Two-Way Outlook Calendar Integration	X	✓

	Citizenserve	GovBuilt
Permitting		
Online Portal	✓	✓
Contact contractor within app regarding why inspection failed	X	✓
Mobile Access	X	✓

	Citizenserve	GovBuilt
Rental Registration & Inspections		
Bulk entry of multiple properties and bulk pay vs. individually only pay	X	✓
Each permit is prepopulated with all of the required inspections	X	✓
Does Not Accidentally Delete Your Report	X	✓
Start-to-Finish Inspection Report On-site	X	✓

	Citizenserve	GovBuilt
Abatements/Code Enforcement		
Add multiple pictures in one upload	X	✓
Start-to-Finish Reporting On-site	X	✓
Online Complaint Tracking	✓*	✓

	Citizenserve	GovBuilt
Reporting		
Easy-to-Use, Reliable Report Generation	X	✓
User Created Reports	X	✓
Map-Based Visual Reports	X	✓

	Citizenserve	GovBuilt
Up-front Cost	0	$37,000
Annual Subscription Fee	$9,600 for four users(price in 2022 was $7200, was $5400 in 2021)	$12,800 for unlimited users
	Civic	GovPilot
Up-front Cost	$45,025	$40,000
Annual Subscription Fee	$7,625 for four users	$20,004 for very limited function, $36,360 for next tier of function

Civic, the software used for other inter office functions, did not meet our required expectations for functionality. It is $9k more in initial setup cost, it is missing critically important features necessary for setting up our rental inspection program, and lacks major features in a general sense compared to GovBuilt.

QUESTIONS?

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