

City of St. Louis Park PIMS RFP/Q Questions and Answers
April 29, 2026

Question	Answer
<p>Can you please confirm the below list of integrations (do you want these included in the project pricing)?</p>	<ul style="list-style-type: none"> • ProjectDox – permit system needs to kick-off a project in ProjectDox for our two main workflows. Ideally, there would be two-way communication (such as project closeout, but our current system does not have that ability). • InvoiceCloud – seamless integration with fee payment processing. Ability to collect payment based on fees associated with the permit/application/license. Ability to collect a convenience fee on credit card and/or debt card transactions. • JDE – ability for JDE to receive functional reports for daily, monthly reconciliation of permit transactions. • Office365 – primarily we were interest in Outlook/Calendar for scheduling inspections. • The proprietary PIMS software would be phased out. We would seek to transfer the tabular data (and maybe metadata) that is not archived, yet, from that system to the new one.
<p>For the OpenGov budgeting and JDE Enterprise interfaces, what are the use cases? What will trigger data to be exchanged? What data will be exchanged? Will the integration be one- or two-way?</p>	<p>Finance staff have indicated that reporting is their most critical need. Currently, the reports they receive from the permits and inspection system aren't usable. They would like to have daily and monthly reports that plainly show the permits and inspection activity so they can reconcile the information. OpenGov draws data from JDE, so integration with JDE would be preferred over OpenGov, if that's a possibility. Data would be one-way, with reports flowing into JDE. We are also interested in learning about potential integrations with other enterprise resource planning applications.</p>
<p>What format will the legacy PIMS data be provided in for data migration?</p>	<p>Exact information will be identified once a vendor is chosen and the planning process begins. We are aware of the following:</p> <ul style="list-style-type: none"> • Structured 2019 SQL database • Master records with details records associated; paginated and tabular reports

	<ul style="list-style-type: none"> • No API • LOGIS can generate reports using Crystal Reports and can generate backup files
Can you outline the need for the following integrations: ProjectDox, InvoiceCloud, JDE, Office 365, and your proprietary software?	<ul style="list-style-type: none"> • ProjectDox – permit system needs to kick-off a project in ProjectDox for our two main workflows. Ideally, there would be two-way communication (such as project closeout, but our current system does not have that ability). • InvoiceCloud – seamless integration with fee payment processing. Ability to collect payment based on fees associated with the permit/application/license. Ability to collect a convenience fee on credit card and/or debt card transactions. • JDE – ability for JDE to receive functional reports for daily, monthly reconciliation of permit transactions. • Office365 – primarily we were interest in Outlook/Calendar for scheduling inspections. • The proprietary PIMS software would be phased out. We would seek to transfer the tabular data (and maybe metadata) that is not archived, yet, from that system to the new one.
Is there an incumbent vendor? How satisfied have you been with their performance?	Yes. The current PIMS software is provided by a government consortium, LOGIS, of which the city is a member. The PIMS environment is 20-plus years old and while it’s been maintained and is secured, it’s limited by old functionalities and old decisions that were made.
Were any vendors consulted during the drafting of this RFP?	No
Have you already seen demos from other vendors? If so, from whom?	In 2023, the city participated in demos with OpenGov, Tyler Technologies, Clariti and Accela.
Are you aware of how similar municipalities in your region have solved this problem?	Yes, we are aware of the typical software used by cities in our region for permits and inspections.
Who has final budget authority — department head, city manager, or does it require council approval?	Funding was approved as part of the 2026 budget to support overlap and transition from the current system to a new software system. Any contract over \$175,000, including multiyear contracts that equal \$175,000 or more, must be approved by the city council. City staff may seek council approval for contracts less than \$175,000 depending on the public visibility of the project and potential risk.

<p>Who serves on the evaluation committee, and what expertise do they represent?</p>	<ul style="list-style-type: none"> • Communications and Technology Director and Deputy Community Development Director (project leads) • Existing permit system users (e.g., permit techs, inspectors, plan reviewers, planning and zoning staff) • Consumers of the reports from the system (finance department for daily and month reconciliation reports, city assessor). • Staff from GIS, finance and engineering who would like to take advantage of permitting through the system, or see opportunities to integrate systems and make data from permitting and licensing activity/history of various department more accessible across the enterprise. • Information Technology Manager and other IT staff.
<p>Can you extend the due date for the proposal to allow for higher quality responses?</p>	<p>No, we do not intend to extend the due date for proposals.</p>
<p>Is the budget for this project already approved in the current fiscal year?</p>	<p>Funding was approved as part of the 2026 budget to support overlap and transition from the current system to a new software system. Any contract over \$175,000, including multiyear contracts that equal \$175,000 or more, must be approved by the city council. City staff may seek council approval for contracts less than \$175,000 depending on the public visibility of the project and potential risk.</p>
<p>What is the budgeted range for this initiative?</p>	<p>We have budgeted an amount for 2026 that we think is appropriate to support overlap and transition from the current system to a new software system. Vendors should provide their best pricing rather than aiming for a specific dollar amount. Any contract over \$175,000, including multiyear contracts that equal \$175,000 or more, must be approved by the city council. City staff may seek council approval for contracts less than \$175,000 depending on the public visibility of the project and potential risk.</p>
<p>Can this be purchased through a cooperative contract (Sourcewell, HGACBuy, OMNIA, NASPO)?</p>	<p>Yes, the city can purchase through cooperative contracts.</p>
<p>Can you explain which departments currently use software versus paper, Excel, or manual processes?</p>	<p>All departments are automated and use either citywide software applications such as Office365 or specialized software applications specific to their disciplines.</p>

<p>Does the city have a defined budget allocated for this project? If so, what is the specific budget amount and have the necessary spending approvals been secured by the City?</p>	<p>Funding was approved as part of the 2026 budget to support overlap and transition from the current system to a new software system. Any contract over \$175,000, including multiyear contracts that equal \$175,000 or more, must be approved by the city council. City staff may seek council approval for contracts less than \$175,000 depending on the public visibility of the project and potential risk.</p>
<p>What specific limitations have been experienced with the current consortium-provided PIMS, ProjectDox, and Laserfiche that the new system should address?</p>	<p>LOGIS provides PIMS; it doesn't provide ProjectDox or Laserfiche. The PIMS environment is 20-plus years old and while it's been maintained and is secured, it's limited by old functionalities and old decisions that were made.</p>
<p>The RFP references a proprietary PIMS provided through a local government consortium. Can the city clarify the name of the current system/vendor?</p>	<p>The current system is provided by Local Government Information Services (LOGIS), a local government consortium of which the city is a member. https://logismn.gov/</p>
<p>What is the expected initial term of the contract and are there specific renewal options the city prefers?</p>	<p>The city will be interested to hear the options for contract terms and renewals. Any contract over \$175,000, including multiyear contracts that equal \$175,000 or more, must be approved by the city council.</p>
<p>Did the city conduct a formal Request for Information (RFI) or vendor demonstrations prior to the release of this RFP/Q? If so, which vendors participated?</p>	<p>No, the city didn't conduct an RFI process. In 2023, the city participated in demos with OpenGov, Tyler Technologies, Clariti and Accela.</p>
<p>What is the estimated total database size (in GB/TB) and the total number of historical records to be migrated? From what year does the city require historical data to be migrated?</p>	<ul style="list-style-type: none"> • The permits and licenses section of Laserfiche contains 438GB of data, totaling just under 394,000 total documents. These are both images and electronic files. • This excludes records in PIMS and ProjectDox that have not been archived, yet.
<p>Can the city provide a breakdown of internal users by department and role, along with an estimate of external users (e.g., citizens, contractors, businesses).</p>	<p>Please see the RFP for this information.</p>
<p>With the 25-page proposal limit, can vendors include sample mock-up screens in an appendix without those pages counting toward the limit? Also, are the cover page and table of contents included in the 25-page count?</p>	<p>The city has decided to lift the page limit for proposals. Vendors are encouraged to submit thoughtful and concise proposals to support timely review.</p>
<p>The city processes permit applications through multiple channels. Can the city clarify the intake methods currently used (e.g., in-person, phone, online) and whether any telephony or IVR systems are in place or planned for integration?</p>	<p>On-line primarily, but we also accept some application types via email/mail/in-person. When received via some of those other methods, our permit techs sometime assist customers by entering the information into the online system.</p>

Can the city provide a complete list of all future prospective integrations in addition to those already listed in the RFP?	We tried to be exhaustive in potential future integrations based on the systems currently used at the city.
Could the city provide further detail regarding the expected use cases and specific requirements for the AI-assisted plan review or any other AI capabilities mentioned in the RFP? Furthermore, does the city permit integration with an AI chatbot?	We are open to reviewing proposals that include generative AI capabilities.
Would the city consider granting a two-week extension to the proposal submission deadline to allow vendors adequate time for a comprehensive response?	No, we do not intend to extend the due date for proposals.
What data formats and volumes exist in the current legacy PIMS system? What condition is the data in, and what migration tools/APIs does the consortium vendor allow?	Exact information will be identified once a vendor is chosen and the planning process begins. We are aware of the following: <ul style="list-style-type: none"> • Structured 2019 SQL database • Master records with details records associated; paginated and tabular reports • No API • LOGIS can generate reports using Crystal Reports and can generate backup files • The permits and licenses section of Laserfiche contains 438GB of data, totaling just under 394,000 total documents. These are both images and electronic files. • This excludes records in PIMS and ProjectDox that have not been archived, yet.
Which integrations are must-haves for go-live vs. nice-to-have? Specifically, is the proprietary property data system (consortium) available via API, and who controls access?	<ul style="list-style-type: none"> • PIMS, ProjectDox, InvoiceCloud • Consortium vendor controls access with direction from city staff – no API
Does ProjectDox stay in place post-implementation, or is the new PIMS expected to replace it?	ProjectDox will stay in place post-implementation.
Is there a template you can provide for letters of recommendation, or should we just follow the guidance of "who can speak to their experience working with your company and staff members on your team?"	There's no template for letters of recommendation. Please follow the guidance in the RFP/Q.
Are licensing functions (liquor, business, etc.) in scope, or only building/construction permits?	Yes, all licensing and permit functions of the city are in scope.
Is Cartegraph integration required? (It appears in the proof-of-capabilities list but not the earlier integration list.)	No. We would like to know if it is possible.

<p>What specific data ownership/export format is expected — real-time API access, periodic bulk exports, or both?</p>	<p>Staff would like as much flexibility as possible to format and run their own reports. Data ownership should remain with the city.</p>
<p>Is there a budget range or not-to-exceed ceiling the city can share to help vendors right-size proposals?</p>	<p>Funding was approved as part of the 2026 budget to support overlap and transition from the current system to a new software system. Any contract over \$175,000, including multiyear contracts that equal \$175,000 or more, must be approved by the city council. City staff may seek council approval for contracts less than \$175,000 depending on the public visibility of the project and potential risk.</p>
<p>Will the city consider SaaS/subscription pricing, or is a perpetual license preferred?</p>	<p>The city will consider all options for pricing.</p>
<p>What level of city staff time is realistically available during implementation? (This affects how vendors scope the project.)</p>	<p>We recognize this will be a time-intensive endeavor and have discussed options for ensuring staff can focus on the project. Having said that, we don't have staff available who can make this a full-time job at any point. We estimate the assigned staff may have 15-20% of their time to devote to this transition over the course of the project.</p>
<p>Will the interdisciplinary workgroup have decision-making authority, or is it advisory only?</p>	<p>The final recommendation will be made by the communications and technology director and the deputy community development director, taking into account the feedback of the workgroup following the proof-of-capability sessions. Final decision-making authority rests with the city manager and city council (if over \$175,000).</p>
<p>What are the city's minimum uptime/SLA expectations?</p>	<p>This is one of the city's most important systems. A minimum uptime/SLA of 99.9 – 99.99% is expected. Any planned downtime should be coordinated with city staff to occur during the least busy days and times of the week, and with at least 48 hours advance notice. In the event of emergency security patching or other critical remediation required to address active vulnerabilities or threats within the vendor's software, this notice requirement may be waived or shortened. Vendor should address how failure to meet uptime requirements will be handled, such as service credits, etc.</p>
<p>Is the city seeking to migrate legacy permit information in a static, tabular format without attachments, or does the City require a full migration of legacy permits—including attachments, metadata, and reportable records—into the new system?</p>	<p>We assume we will migrate tabular data into the new system. We expect to link to or retrieve data such as PDF documents and plans from other archival and document management sources in use at the city, such as Laserfiche. It is unclear how much metadata can and should be migrated.</p>

<p>If the city requires active and reportable legacy permits to be migrated, could you please confirm the approximate number of permit records to include; and the average number of associated files or attachments per permit?</p>	<ul style="list-style-type: none"> • Our estimate from the available metadata is that we have approximately 230,000 permit records in Laserfiche associated with our permits and licenses. Another 15,000 permit records are in the legacy PIMS system and haven't been archived to Laserfiche. Ideally, proposals will explain the pricing model and ways for the city to manage its costs, such as limiting the number of records that must migrate into the system. • In Laserfiche, most permit/application records' associated documents (370,000) are three pages or fewer. 40 records have more than 100 pages associated with them. Ideally, proposals will explain the pricing model and ways for the city to manage its costs, such as linking to archival records versus storing them in the new system.
<p>Can the city please confirm if a cover page, cover letter, table of contents and additional appendices count toward the 25-page maximum?</p>	<p>The city has decided to lift the page limit for proposals. Vendors are encouraged to submit thoughtful and concise proposals to support timely review.</p>
<p>Will the city provide current-state process maps for permitting, inspections, and licensing workflows, and which of these processes require department-specific customization versus citywide standardization?</p>	<p>While staff can provide information about current processes, the implementation of new software is an opportunity to analyze, improve and potentially change processes. The processes would be specific to the departments that most heavily use the permits and inspection system.</p>
<p>What are the most significant operational pain points and systematic process inefficiencies within the legacy PIMS that the proposed solution must explicitly prioritize and remediate to ensure compliance efficiency and the city's confidence?</p>	<p>The current PIMS environment is 20-plus years old and is a legacy system. It's limited by old functionalities and old choices that were made. It has been maintained and is secured, including data validation. Please review the list of evaluation criteria under the proof-of-capabilities section of the RFP/Q to understand the main functionality the city is seeking in a new system.</p>
<p>Is formal technical documentation, including a system architecture specification or a comprehensive database schema, available for the current proprietary PIMS to facilitate accurate data mapping, integration, and migration activities?</p>	<p>More specific information will be identified once a vendor is chosen and the planning process begins. We are aware of the following:</p> <ul style="list-style-type: none"> • Structured 2019 SQL database with a .net windows application on the back end that feeds database <ul style="list-style-type: none"> ○ Access to databases is IP range limited and port restricted • Master records with details records associated; paginated and tabular reports • No API

	<ul style="list-style-type: none"> • Access property data system (PDS) for parcels and addresses; PDS is considered the source of truth for accurate addresses. <p>Visit https://www.logismn.gov/solutions/permits-inspections to learn more about the functionality of the current system.</p>
<p>The RFP notes that hosting approaches will be evaluated; does the city have a firm preference or technical constraint regarding SaaS, vendor-hosted cloud, or on-premises deployments?</p>	<p>The city is open to options. IT staff will be involved in both proposal review and proof-of-capability sessions to ensure compatibility with existing systems and security. On-premises deployment is unlikely.</p>
<p>To establish a baseline for the required WCAG 2.1 A & AA compliance, are there existing accessibility audit reports available for the city's current public-facing portals?</p>	<p>No. We are in the process of gathering these from other third-party vendors. Proposals should include your company's current WCAG 2.1 A & AA compliance. While the deadline has been extended to April 2027 for cities over 50,000, the City of St. Louis Park will not enter into a new software contract with a company that can't show current or imminently planned WCAG 2.1 A & AA compliance of the public-facing components of its system.</p>
<p>Given that contracts exceeding \$175,000 require the city council approval, has the city established a specific budget cap or allocated funding range for this system implementation aligned to ensure fiscal compliance, transparency, and feasibility?</p>	<p>Funding was approved as part of the 2026 budget to support overlap and transition from the current system to a new software system. Any contract over \$175,000, including multiyear contracts that equal \$175,000 or more, must be approved by the city council. City staff may seek council approval for contracts less than \$175,000 depending on the public visibility of the project and potential risk.</p>
<p>How does the city currently assess cleanliness consistently and standardize its legacy PIMS data, and are there any defined data quality benchmarks or cleanup goals that the city intends to achieve and enforce during this transition?</p>	<p>Data entered from city staff and the public (PIMS and ePermits/eLicenses) is validated through a number of defined fields to feed the current PIMS database.</p>
<p>What specific data export formats (e.g., CSV, XML, SQL dumps, or API endpoints) are currently supported for extracting records from both the proprietary PIMS and the consortium-provided property data system?</p>	<ul style="list-style-type: none"> • For PIMS: <ul style="list-style-type: none"> ○ Generate reports using Crystal primarily. LOGIS builds reports for city staff to use ○ For ad hoc reports, uses Stonefield Query software and provides a set of views for staff to create their own reports ○ Also can query grids, dynamic searches/queries that can be exported as Excel, comma delineated or PDFs ○ No API:

	<ul style="list-style-type: none"> ○ LOGIS has created views for external vendors to be able to access specific data sets or backup files (.bak) ● The property data system is managed by LOGIS along with PIMS so would involve the same staff for any questions or processes involved in the transition.
<p>Given the 2,600 permits issued in 2025 and 6,200 user accounts created over nine years, what is the estimated total volume of historical data (in gigabytes and total record count) slated for migration?</p>	<p>Our assumption is that tabular data of permit/application will all migrate from the legacy PIMS system. Any supplemental electronic documents link to or retrieved from Laserfiche. Any records outside of Laserfiche would continue to be processed and added to Laserfiche.</p>
<p>Can the city provide detailed insights into the underlying database technology supporting its current proprietary PIMS, including the specific platform, version, and architectural characteristics, to enable accurate assessment of compatibility, data migration strategies, and compliance with federal interoperability standards?</p>	<p>More specific information will be identified once a vendor is chosen and the planning process begins. We are aware of the following:</p> <ul style="list-style-type: none"> ● Structured 2019 SQL database with a .net windows application on the back end that feeds database <ul style="list-style-type: none"> ○ Access to databases is IP range limited and port restricted ● Master records with details records associated; paginated and tabular reports ● No API ● Access property data system (PDS) for parcels and addresses; PDS is considered the source of truth for accurate addresses. <p>Visit https://www.logismn.gov/solutions/permits-inspections to learn more about the functionality of the current system.</p>
<p>To ensure seamless interoperability between the new system and the city's existing technology stack, will the IT team be able to provision the requisite API keys, developer documentation, and sandbox environments during the initial planning phase to support secure integration, testing, and compliance validation?</p>	<p>While the city can offer limited-scope, guided access to various third-party systems, such as access rights to a specific folder or partitioned area for testing and proof of concept, the city can't provide a fully separate sandbox environment. There is no API for the current PIMS system.</p>
<p>Given the breadth of requested information, including detailed technical approach, implementation methodology, integration capabilities, pricing, and supporting materials such as case studies and references, would the city consider increasing the page limit from 25 pages to 75 pages?</p>	<p>The city has decided to lift the page limit for proposals. Vendors are encouraged to submit thoughtful and concise proposals to support timely review.</p>
<p>Of the estimated 70-80 users, would any of these be considered "view-only" users? If so, how many?</p>	<p>The city's current system doesn't distinguish between user types. Of the estimated 70-80 users, about 35 are active. With expanded</p>

	<p>capabilities, more active users may be involved with a new permit and inspection system. Preferably, the vendor will allow unlimited users. Proposals should explain the pricing model and any ways to manage costs, such as limiting users or permissions.</p>
<p>Does the city require the ability to manage citizen requests/complaints submitted via an online portal or from a mobile app?</p>	<ul style="list-style-type: none"> • While that was not within scope of the RFP/Q, we would be interested in hearing what capabilities are available for integration with the Accela/PublicStuff CRM currently used by the city. Information about other CRM compatibility or offerings would be appreciated. • Code enforcement records are also contained within the current PIMS system. A potential solution for code enforcement tracking would be appreciated.
<p>How many data sources require migration to the new system?</p>	<ul style="list-style-type: none"> • At least two sources will need to migrate. <ul style="list-style-type: none"> ○ The city’s legacy permit system has data that is eventually archived in Laserfiche as permits are closed out. ○ ProjectDox also holds records that have not yet been archived to Laserfiche archives. • A possible third source would be the index of pre-1995 planning and zoning applications. This is currently an Excel spreadsheet and still needs data cleanup. That effort would most likely be handled by city staff and may need to occur later after go-live for this project. • Laserfiche is the city’s primary archival repository. The system should be able to link to Laserfiche both to save and retrieve documents. • Data is also stored in SharePoint for some of other property and planning and zoning records. Migration of this data is outside the scope of this proposal and would be handled by city staff.
<p>For the Office365 integration, what scope is the City expecting? Is this for email, calendar, or something else?</p>	<p>Calendar integration for scheduling inspections is desired. The city will be interested to hear if there are other integration possibilities with Office365, such as emailing – however, any use should also detail how data duplication will be avoided.</p>
<p>For the JDE interface, what type of data does the City hope to be exchanged with the permitting system?</p>	<p>Financial reporting is the most critical need. Currently, the reports received from the permits and inspection system aren’t usable. They would like to have daily and monthly reports that plainly show the</p>

	permits and licensing transaction activity so they can reconcile the information. OpenGov draws data from JDE, so integration with JDE would be preferred over OpenGov, if that's a possibility. Data would be one-way, with reports flowing into JDE.
How does the City envision the integration with OpenGov working? Is this real time or a batch processing? What type of data is to be exchanged?	Daily batch processing/reporting to JDE of daily revenue/expense transactions.
Can you provide a list of all permit and license types?	See list after this table.
Are there business processes that are not in your legacy system that you would like to implement in the new system?	Potential additions include permits and licenses issued by the city clerk's office, including lawful gambling, raffle, liquor license, temporary liquor license. Also, the engineering department could expand use to include permits for work in city right-of-way.
Can you please provide details on all legacy systems (i.e., names, structure, API availability)?	More specific information will be identified once a vendor is chosen and the planning process begins. We are aware of the following: <ul style="list-style-type: none"> • Structured 2019 SQL database with a .net windows application on the back end that feeds database • Access to databases is IP range limited and port restricted • Master records with details records associated; paginated and tabular reports • No API • Access property data system (PDS) for parcels and addresses; PDS is considered the source of truth for accurate addresses.
How many TB/GBs need to be migrated?	<ul style="list-style-type: none"> • The permits and licenses section of Laserfiche contains 438GB of data, totaling just under 394,000 total documents. These are both images and electronic files. [JS1.1][SW1.2] • This excludes records in PIMS and ProjectDox that have not been archived, yet.
What are the file formats to be migrated?	Exact information will be identified once a vendor is chosen and the planning process begins. We are aware of the following: <ul style="list-style-type: none"> • Structured 2019 SQL database • Master records with details records associated; paginated and tabular reports • No API • LOGIS can generate reports using Crystal Reports and can generate backup files

Is it correct to assume that you will cleanse the data before the migration effort begins?	Likely, yes.
How many systems and tables will be migrated?	PIMS is the only system to be migrated.
Is it correct to assume that only digital documents are included in the migration?	Yes. Any data that is not already digital would be added later after it is in digital format.
There are integrations listed. Please indicate whether each has complete, up-to-date, and accurate technical documentation, including API specifications, data schemas, authentication methods, error-handling protocols, and sample datasets.	This information will be part of the planning phase once a vendor is chosen.
For each integration/software, please answer if the other software has an API (REST, GraphQL, SOAP) and if you know of any rate limits and authentication requirements (OAuth, API key, SSO). Additionally, what data formats are supported (JSON, XML, CSV), and is the API read-only, or can it also read, write, and update data?	This information will be part of the planning phase once a vendor is chosen.
Are the integrations bidirectional?	Varies. This information will be part of the planning phase once a vendor is chosen.
What is the annual number of new submissions?	Varies.
What is the number of annual renewals?	We have 28 types of licenses that renew annually. We have around 4,000 license holders that renew their licenses annually.
How many staff will be using the system?	Number of users was provided in the RFP. Of the estimated 70-80 users, about 35 are active. With expanded capabilities, more active users may be involved with a new permit and inspection system. Preferably, the vendor will allow unlimited users. Proposals should explain the pricing model and any ways to the city may manage costs, such as limiting users or level of permissions.
What is the total number of users overall?	Number of users was provided in the RFP.
Can you provide a list of the reports that need to be included in the implementation and available on day one of go-live?	TBD. The city has access to 41 reports in the current system, but we use very few of those. Perhaps 5-10 maximum right now.

We have 130 permits. We may have more permit/application types than needed and we could potentially consolidate the number of forms. We have the current structure for a couple reasons. In some cases, the different permit/license names have been used to clarify for customers which permit they should choose. In other cases, the limitations of the current PIMS system to charge different fees within one permit requires more permit types.

Permit Name

Commercial - Addition
Commercial - Alteration
Commercial - New
Commercial - Roof or Reroof
Commercial - Solar PV System
Commercial - Windows and Doors
Commercial- Outdoor Patio/Seating/Deck
Residential - Attic Insulation Only
Residential - Chimney Repair
Residential - Garage Door Replacement
Residential - Interior Drain Tile
Residential - Re-Roofing Garage Only
Residential - Re-Roofing House Or House And Garage
Residential - Reside Garage Only
Residential - Reside House Or House & Garage
Residential - Roof Sheathing
Residential - Window/Door replacement (same size)
Residential - Above or In Ground Pool / Hot Tub
Residential - Addition
Residential - Deck- replace/repair existing or new
Residential - Egress window
Residential - Flat Roof/ Metal Roof
Residential - Garage
Residential - Interior Remodel
Residential - New House
Residential - replace window(s)/door (size change)
Residential - Replacement of Steps or Stoops
Residential - Retaining Wall
Residential - Solar PV System
Commercial - Electrical Alteration

Commercial - Electrical Solar PV System
Commercial - New Commercial Electrical
Residential - Wire Ventilation/fan
Residential - Air Conditioner/Mini Split
Residential - EL Wiring After Re-Siding
Residential - Electric Vehicle Charger
Residential - Electrical PV Solar Panels
Residential - Furnace and AC -both appliances
Residential - Interior Remodel
Residential - New Service/Service Upgrade
Residential - NSP Supersaver Switch
Residential - Replace Boiler
Residential - Water Heater
Residential - Wire Furnace
Residential - Wire New House
Residential - Wire new/replace Dishwasher etc.
Residential - Wire Radon Fan
Residential - Wire Swimming Pool/Hot Tub/Sauna
Residential - Wiring New Detached Garage
Residential -Electrical wiring fireplace or insert
Erosion Control Commercial
Erosion Control Residential
Excavation Within the Right of Way Sewer and Water
Fiber Optics
Install Driveway, Curb and Gutter, Sidewalk
Road, Lane or Sidewalk Closure
Soil Borings or Test Holes (9 inches or smaller)
Trenching Within the Boulevard
Trenching Within the Roadway
Fire Alarm

Fire Alarm with Plan Review
Fire extinguishing System with Plan review
Fire Sprinkler
Fire Sprinkler System with Plan Review
Recreational Fire Permit
Tank Install for Temp Heat
Tents and Membrane Structures (Over 400 sq ft)
Commercial - Mechanical Alteration
Commercial - Mechanical New Commercial
Commercial - Mechanical - Temp Heat
Mechanical - Gas Piping- multiple lines
Mechanical HVAC New House
Replace Furnace/Boiler Or Furnace/Boiler & A/C
Residential - Ductwork Alteration
Residential - Gas Meter Relocation
Residential - Install/Replace Air Cond/Mini split
Residential - Install/Replace Gas Dryer or Stove
Residential - Mechanical Misc.
Residential - Replace Boiler
Residential - Single Gas Fireplace/ Gas Heater
Residential - Venting bath fan/dryer/range hood
Planning & Zoning Application
Vacation Petition Application
Zoning Text Amendment
Residential - Plumbing New House
Annual Backflow Assembly Registration and Test
Commercial - Backflow Assembly - New/Replace
Residential - Backflow Assembly - New/Replace
Commercial - Plumbing Alteration
Commercial - Plumbing Double Check Assembly

Commercial - Plumbing New Commercial Bldg
Commercial - Plumbing No Plans to Review
Commercial - Plumbing PVB
Commercial - Plumbing RPZ
Commercial - Plumbing Water Heater
Residential - Install Backflow Preventer/PVB
Residential - Install, Repair/Replace a Dishwasher
Residential - Install/Replace of a Drinking System
Residential - Install/Replace of Water Softener
Residential - Installing New Basement Bathroom
Residential - New Main FL or Upper Level Bathroom
Residential - Plumbing - Replace Multiple Fixtures
Residential - Plumbing Kitchen Remodel
Residential - Plumbing Misc.
Residential - Plumbing Replace Single Fixture ONLY
Residential - Remodel Existing Bathroom
Residential - Replace (1) Toilet
Residential backwater valve installation
Residential Install, Repair/Replace a Water Heater
Property Maint Certificate Condominium
Property Maint Certificate Duplex
Property Maint Certificate Single Family/Townhome
Commercial - New Storm Sewer
Commercial - Water Line Repair
Commercial - New Fire Line
Commercial - New Water Line
Commercial - New/Repair Sanitary Sewer
Residential - New Storm Water Work
Residential - Sewer Line Repair
Residential - Water Line Repair

Tree Protection Permit

Certificate of occupancy/land use registration

Driveway Permit - New/Replacement/Expansion

Fence Permit - Zoning

Parking Lot Permit - Zoning

Shed / Accessory Structure / Detached Deck

Sign Permit - Temporary (Wall, Banner, A-Frame)

Sign Permit - With Footing (Pylon/Monument)

Sign Permit - Without Footing (Wall, Roof)

Planning Applications

- Planning & Zoning Applications
- Vacation Petition Application
- Zoning Text Amendment