

About the EnerGov Program

EnerGov is changing the way the City of Lake Forest's staff manages planning, permitting, code enforcement, inspections, maintenance, water quality, and business tracking. Delivering the EnerGov Program supports the City in realizing its strategic vision to provide timely, convenient access to information and services to its constituents. The EnerGov Program will allow:

- **Enhanced Constituent Transactions** to provide the public convenient online access to City services and information, creating a 24-hour "virtual" City Hall. Enabling the public to conduct transactions with the City across a variety of platforms to maximize accessibility to City services.
- **Increased Resource Efficiency** to promote increasing energy efficiency, reducing e-waste, reducing existing legacy systems, and preventing future legacy system development to eliminate continued inefficiencies.
- **Effective Knowledge Management** to provide City constituent tools to access the entire relevant business context when conducting an analysis and/or making recommendations, which includes resident transaction history, relevant permit history, project plans, etc.

The EnerGov program has been established to engage the Planning, Building, Engineering, PW Maintenance, Code Enforcement, Economic Development, IT, and Finance departments/divisions to deliver the EnerGov land management and permitting solution. Delivering the EnerGov Program will enable the City staff with the following:

- **Enhanced productivity**, efficiency and accuracy of processes
- Provision of **more timely response** to requests, resulting in improved citizen satisfaction
- Citizens and businesses to experience **enhanced access to information** at all times
- **Improved ability to track** a project through the review, approval, and development processes
- **Greater coordination** between departments
- **Improved ability to cross-reference** information with other City activities
- **Reduced staff time** required to analyze data and trends and issue reports
- **Reduced requests for support** by counter staff by providing constituents online access
- **Enhanced parcel data** tracking and management