

Record Expiration Summary – Public Works Module

Expiration Date and Status are listed on the ‘Description of Work/Copy Recs’ portlet:

Expiration Date

07/28/2019

Expiration Status

Active

Update to Record Expiration Date and Expiration Status takes place during these events in the record lifecycle:

- Record is created in the back office or on Citizen Access.
- Workflow task is updated with any of the following statuses:
 - Permit Issued
 - Reinstated
- Inspection on the record is resulted EXCEPT for the following results:
 - Information Only
 - No Access
 - Wrong Inspection Requested
 - Cancelled
 - Denied
 - Holdover
 - Not Ready

Permit / Application Extension:

When a permit or application is about to expire, customer submits a form to the jurisdiction to request a permit or application extension. Jurisdiction staff with supervisor permissions goes to the “Expiration” portlet and manually updates the Expiration Date.

Permit / Application Reinstatement:

A permit or application could be closed due to **expiration** or because the record was **withdrawn** or **voided**. In each case, the workflow task “Close Out” has been completed with a relevant status. Jurisdiction staff with supervisor permissions uses the workflow “Supervisor” button to activate the “Close Out” task. “Close Out” task should be updated with a status of “Reinstated” which changes the record status to “Reinstated” and also updates the expiration date. This helps leave a paper trail for the reinstatement process. Jurisdiction staff with supervisor permissions should also use the workflow “Supervisor” button to activate the last active task in the workflow before the record was closed. Once active, the task should be updated with the last status to also update the record status.

Create Expiration List:

Option 1:

Automatic batch process that creates a list (set) of records about to expire on a routine schedule.

It looks for records with the following criteria:

- All PublicWorks records
- Record status:
 - Skips records with the following status:
 - "Closed","Expired","Finaled","Void","Withdrawn"
 - Determines if record is a **Permit** from the following statuses:
 - "Insp Process Complete","Permit Issued","Permit Issued/Under Insp","Under Insp/Revisions Needed","Under Insp/Revisions Rcvd"
 - Determines if record is an **Application** if the status is **not** any of the Permit statuses listed above.
- Record Expiration Date falls in the date range (today's date + 35 days in the future) **and** Expiration Letter Sent ASI date field value (current date is 60 days past the original expiration letter sent date)

All records that meet the criteria above will be added into one of 2 different Record Sets that include a list of pending expiration records:

- PENDING_EXPIRATION_RECORDS_APPLICATIONS_PW: (date)
- PENDING_EXPIRATION_RECORDS_PERMITS_PW: (date)

An email will be sent to the agency with a summary of what the script processed.

Jurisdiction staff can run the "Expiration List by Set ID" report for each Record Set. Then staff has the opportunity to review both Record Sets to update expiration date and remove any record that should not be included.

Option 2:

No batch process will be used – Jurisdiction staff will manually search for records about to expire.

Send Letters to Customers:

Option 1:

Manually execute a script against a set of records that sends out warning letters.

Once the Record Sets are reviewed and updated, Jurisdiction staff will click Execute Script > Expiration_Letter_PublicWorks for both Record Sets (Applications and Permits) and trigger the following actions from the system:

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PENDING_EXPIRATION_RECORDS_PERMITS_PW:

If Applicant email exists

Sends email to the applicant with letter attached and saves a copy under “Communications”
Adds comment “Pending expiration notice to *applicant* emailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

If Owner email exists and it doesn’t match Applicant email

Sends an email to the owner with letter attached and saves a copy under “Communications”
Adds comment “Pending expiration notice to owner emailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

If Applicant email does not exist

Sends email to Agency with report named:
“1a-Pending Expiration Notices for PublicWorks Permits - Applicants Not Emailed”
Adds comment “Pending expiration notice to applicant mailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

If Owner Email does not exists and mailing address does not match applicant address

Sends email to Agency with report named:
“1b-Pending Expiration Notices for PublicWorks Permits - Owners Not Emailed”
Adds comment “Pending expiration notice to owner mailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

PENDING_EXPIRATION_RECORDS_APPLICATIONS_PW:

If Applicant Email Exists

Sends email to the applicant with letter attached and saves a copy under “Communications”
Adds comment “Pending expiration notice to applicant emailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

If Owner Email Exists and it doesn’t match Applicant email

Sends email to the owner with letter attached and saves a copy under “Communications”
Adds comment “Pending expiration notice to owner emailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

If Applicant Email does not exists

Sends email to Agency with report named:
“2a-Pending Expiration Notices for PublicWorks Permit Applications - Applicants Not Emailed”
Adds comment “Pending expiration notice to applicant mailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

If Owner Email does not exists and mailing address does not match applicant address

Sends email to Agency with report named:
“Pending Expiration Notices for PublicWorks Permit Applications - Owners Not Emailed”
Adds comment “Pending expiration notice to owner mailed on current date”
Adds current date to ASI field “Expiration Letter Sent”

An email will be sent to the agency with a summary of what the script processed.

Option 2:

No batch process will be used – Jurisdiction staff will manually generate and send warning letters for each record.

Method to Expire Records:

Option 1:

Automatic batch process that expires records on a routine schedule.

It looks for records with the following criteria:

- Expiration Date that matches the current date
- All PublicWorks record types
- Skips Application Status:
 - Void
 - Withdrawn
 - C of O Issued
 - Closed
 - Finaled
 - Expired
 - Denied

It then updates the workflow:

- Deactivates the active task(s)
- Completes the “Close Out” tasks with a status of “Expired”
- Time tracking closes

It also updates the record status:

- Record Status: Expired

And it also updates the Expiration Status found in the Record Details portlet:

- Expiration Status: Expired

An email will be sent to the agency with a summary of what the script processed.

Option 2:

Manually run a batch process against a list (set) of records that expires each record in the set.

It looks for records with the following criteria:

- All PublicWorks record types in the set
- Expiration Date is <= to today’s date.
- Record status is not already Expired

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It then updates the workflow:

- Deactivates the active task(s)
- Completes the “Close Out” tasks with a status of “Expired”
- Time tracking closes

It also updates the record status:

- Record Status: Expired

And it also updates the Expiration Status found in the Record Details portlet:

- Expiration Status: Expired

An email will be sent to the agency with a summary of what the script processed.

Option 3:

No batch process will be used – Each record will be expired manually by jurisdiction staff.