



WEST PALM BEACH

## New Permitting Software & Customer Platform - EPL & Civic Access

*The upcoming changes to West Palm Beach's permitting system and customer platform and how it can effect you and your business.*

Dear West Palm Beach Businesses:

We hope this message finds you well. On Monday, July 31, 2023 the City of West Palm Beach will be implementing a new permitting software called

EPL, along with a customer platform known as Civic Access. Civic Access will replace our current eGov one Stop Shop portal for permits. As we prepare for the launch of EPL and Civic Access, we want to inform you of some temporary changes to our regular processes. Rest assured, we will continue to conduct inspections as usual throughout this transition period.

Please be aware that our system will be unable to accept any permitting fee payments until Monday, July 31, 2023.

During this period leading up to July 31, we will be able to process and issue emergency permits, such as AC change outs and water heaters, for new permit applications. All other permits will be queued in the order of their submission and will be processed after the successful launch of the new system.

We are committed to providing the usual routine of scheduling and completing inspections, including utilizing eGov or our IVR automated system, up to the normal same-day inspection cutoff time of 7 a.m. on Monday, July 31, 2023.

Starting on July 31, 2023, we will fully transition to EPL and Civic Access, discontinuing the use of our legacy permitting system and eGov One Stop Shop Portal.

For more information about EPL, including user guides series of tutorial videos and walkthroughs, please visit our official website at the link below.

[LEARN MORE >](#)

[EPL BROCHURE >](#)

[EPL PERMITTING CHANGES >](#)

If you have any further inquiries or require assistance, please don't hesitate to reach out to our support team.

Thank you for your understanding and cooperation during this period of transition.

Sincerely,

Development Services  
(561) 805-6700 (TTY: 800-955-8771)  
City of West Palm Beach

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of what is happening in  
West Palm Beach

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