Laserfiche at Colorado Springs

"America the Beautiful" City

November 2026

Innovation & Technology

Public Works: Development Records

Digitization of historic and modern records

One repository for development records

Subdivisions, inspections, financial assurances, annexations, easements, bridges and other miscellaneous records going back to the 1800's.

Drop it in and it files itself

Staff use one of several methods to import documents into the work queue. A workflow then checks the metadata, renames the file and builds the folder path.

Retention applied at filing

Every record gets its retention schedule. Records are flagged for a records manager, never auto-deleted.

Public self-service

WebLink portal with custom searches so residents and developers can peruse certain records without a formal request

Laserfiche Forms

Built and ready for a phased rollout

- Public inspection requests with routed review and approvals
- Financial assurance release requests
- Paving letters and testing certifications
- Results save straight to the repository

Our approach: *repository first, then add forms as business owners and admin staffing are in place.*

Public Works: GeoDocs

Find records on a map interface by linking GIS features to Laserfiche documents

City GIS layers

Published ArcGIS service the City controls

GeoDocs map

Draw a point, line or shape to search. Import documents from the map

Laserfiche repository

Documents matched to features by a unique ID in the metadata

LAYERS ON THE MAP

Transportation

Bridges, traffic reports

Parks

Golf courses, parkland, urban trails

Land records

Annexations, master plans, parcels

Stormwater

Master drainage development plans

WHAT WE'RE LEARNING

- The join key matters. Stable IDs like asset or roadway IDs hold up best
- Parcel splits and merges break links, and the County owns that data
- Scheduled metadata reports can flag documents tied to retired IDs

Human Resources: Employee Records

Digital personnel files that file, secure and retain themselves

Validated against HRIS

Staff enter an employee ID and name. Laserfiche checks it against our HR system, fills in the rest and files to the employee's folder.

NeoGov integration

New hire documents flow in from NeoGov and auto-file. Anything that fails lands in an error folder we review monthly.

Security and retention

Group-based access for HR, Benefits and Payroll. Retention set at filing, such as separation date plus 10 years.

LOOKING AHEAD

Laserfiche Forms

Onboarding, offboarding and personnel actions

Self-service values

HR updates its own document types

New hire files

Hold by applicant ID until an employee ID exists

City Clerk: Official Records

The City's legislative, election and historical records, searchable by staff and the public

1875

Oldest records in the repository

Weekly

Ordinances and resolutions added

Public

WebLink search for agendas, minutes and ordinances

WHAT'S IN IT

- **Ordinances & Resolutions**
- **Agendas & Minutes**
- **Election Records**
- **Charter**
- **Deeds, Leases & Annexations**
- **Business Licenses & Permits**

LOOKING AHEAD

- Legistar integration so agendas and minutes land in Laserfiche immediately as the long-term record
- Same repository extends to City Council and the Mayor's Office
- Power BI Integration for easier visualization of data
- Forms for open records requests

Questions?

