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## **City of Branson Shares New and Upcoming Improvements to Citizenserve Platform**

(BRANSON, MO, January 15, 2026) The City of Branson continues to enhance Citizenserve, its online platform designed to make it easier for residents, contractors, and business owners to access City services. During Tuesday night's Board of Aldermen meeting, City staff provided an update to both the Board and the community on new and exciting improvements coming to the Citizenserve platform, highlighting recent progress and what users can expect in the months ahead.

Citizenserve serves as a centralized, online hub for submitting permits and completing other City-related tasks. Current updates focus on improving ease of use, simplifying processes, and creating a more efficient, customer-friendly experience.

One major area of focus is a rebuild of the City's permitting processes. These improvements are designed to streamline applications, reduce confusion, and make it easier for users to track permits from start to finish, whether they're homeowners, contractors, or developers.

The City is also working on expanding the platform to include licensing and tourism tax services, which will go live later this year. These additions will allow local businesses to manage required licenses and tax-related submissions in one convenient location, helping reduce paperwork and improve accessibility.

In addition to new service offerings, several behind-the-scenes system enhancements are being implemented to improve performance, reliability, and long-term functionality. These updates help ensure Citizenserve continues to grow alongside the needs of the Branson community.

Community education and engagement remain a priority as new features are introduced. The City will be sharing updates, resources, and guidance to help users navigate the platform and prepare for the full launch.

The full launch of the enhanced Citizenserve platform is anticipated toward the end of the first quarter, with additional improvements planned into 2026 as part of the City's ongoing commitment to accessible, efficient, and transparent service delivery.