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1550 Thompson's Station Road W.  
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**DATE:** November 1, 2019

**TO:** The Board of Mayor and Aldermen (BOMA)

**FROM:** Tyler Rainey, IT Coordinator

**SUBJECT: Approval of Proposal for the SmartGov Permit software**

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**INTRODUCTION:** The growth of the Town in recent years has required personnel expansions to the Planning/Zoning and Building Codes Departments. Continued growth requires the updating of paper-based processes with the implementation of a digital system to track/review developments, permits and code inspections.

**BACKGROUND:** The Town currently uses paper-based processes for plan review, permit applications, code enforcement and inspections. All applications must be submitted either in person or by mail during regular office hours. Inspection requests are made through a website form and inspectors are given daily printed inspection sheets where they record the inspection results. Builders must either call in or locate the pass/fail sticker on-site to determine the status of their inspection. Plan reviews are done on full-size construction documents and when revisions are necessary, the plans must be picked up, revised, reprinted and dropped off again. Full plan sets must also be delivered to and reviewed by Civil Engineers, Sewer Operators, Codes Officials, etc.

**DISCUSSION:** With the current system, many of the processes associated with the life-cycle of a permit are redundant and require excessive staff time to complete. Paper plan reviews not only take additional time to hand-write and deliver but also lack the ability to track the progress of a permit or development in a way that is accessible for all employees and contractors. This not only is an inefficient use of staff time, but it also does not provide a desirable level of customer service.

After consulting with planning & zoning employees and Town codes officials, several requirements for a permit software system were determined. These include:

- Cloud-based to allow 24/7 customer and employee access from multiple locations.
- Contractor portal to allow builders to submit, review and track permits online.
- Customizable workflows that can accommodate our specific permitting and reviewing processes and track projects from plan submittal to Certificate of Occupancy.
- Mobile device access to allow town officials to conduct building and code enforcement inspections while out in the field from a tablet or mobile phone. Results can automatically be sent electronically to contractors.
- Merchant connector portal to allow online payments of permit/inspection fees by contractors.

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- Electronic Plan Review to streamline the reviewing process.
- GIS Integration to allow permits/inspections/codes enforcement issues to be tracked by location and/or attribute feature.
- Code Enforcement module that allows each step taken in a codes enforcement case to be tracked and recorded.
- Reporting features that automatically send customized emails on a regular basis for building and financial reports.

Based on these requirements, Town Staff conducted interviews and demos with multiple permit software companies used by local municipalities. The vendors were narrowed down to the top three candidates that met our requirements and additional presentations were made to provide insight into implementation, process management, training and support, and overall functionality of the software being presented. The SmartGov software provided by Dude Solutions was unanimously chosen as the recommended software solution.

**FINANCIAL SECTION:** The 2019-2020 Town Budget includes \$100,000.00 for Municipal Software Upgrades under Capital Improvements. The first year's subscription cost (\$11,312.25) and the one-time implementation costs (\$23,280.00) are included in the \$34,592.25 quote with the first annual renewal due one-year from the date the software is in service at a cost of \$15,083.00.

Staff recommends that the Board of Mayor and Aldermen approve the execution of a contract with Dude Solutions for purchasing a subscription for the SmartGov Permit Software.

Attachments

Resolution 2019-029  
SmartGov Proposal/SOW  
Online Subscription Agreement  
Software Product Information  
Sample Implementation Timeline  
Permit Software Review Spreadsheet