

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: June 6, 2022

SUBJECT: Smart Gov Permitting Software Implementation

PRESENTER: Toby Linville, Floodplain Administrator

ATTACHMENTS: Yes
1. PowerPoint

SUMMARY OF REQUEST:

At the June 16, 2021 meeting, the Board approved a contract with Dude Solutions for a new permitting software system. Since that time, County Staff from Information Technology, Building Services, Planning, Code Enforcement, Environmental Health and Emergency Services have been working on implementing the new system, which is expected to go live on June 20, 2022.

Staff will present information on how this new software system will provide greater accessibility to the public and allow quicker review times. Documents and permit information will be available online, and the new system will interface with existing systems in the Finance and the Tax Departments. Additionally, the system will allow for greater data analysis to help small business owners, citizens, and the government direct resources.

BOARD ACTION REQUESTED:

No Board Action is requested, this item is for information only.

Suggested Motion(s):

No motion suggested.



SmartGov Overview Henderson County

Smarter assets, sustainable communities.

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SmartGov Ecosystem

Back Office

Public Portal

Mobile Application

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P&I History

- Purchased 2004
- Program has become unstable, obsolete and unsupported
- Operates in Windows Explorer in version 6

Software RFP

- RFP Process began in 2016
- 5 bids
- Dude Solutions/Brightly/Smartgov lowest responsive bidder
- Lowest Annual Cost/Implementation Fees



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Dashboard



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Dashboard

All Departments

- Workspace
- Favorites
- Permitting
- Code Enforcement
- Licensing
- Recurring Inspections
- Common
- Accounts
- Receipts
- Administration
- Recent

Permit Counts

Month	Submitted	Issued
Nov	45	5
Dec	20	5
Jan	75	5
Feb	55	5

Average Days To Issue

Month	Average Days To Issue
Nov	75
Dec	60
Jan	20
Feb	5

Quick access to statistics and User To Do List

User To Do List

Searching on: Type: Parcel; Address: Case Number

Search by: [Icons]

Select User or Group: PERMIT TECH REVIEW GROUP

Show Past-Due Show Almost-Due Show Others Show All Workflow Steps

Print

Sel	Case Number	Address	Task	Case Type	Status	Status Date	Due Date	Users/Groups
<input type="checkbox"/>	20200033	48780 W HIGHWAY 84	APPLICATION COMPLETENESS REVIEW	HOTEL/MOTEL RESORT PROJECTS	PENDING	01/21/2020		PERMIT TECH REVIEW GROUP
<input type="checkbox"/>	20200041	6047 N POPLAR ST	APPLICATION COMPLETENESS REVIEW	BUILDING PERMIT	PENDING	01/30/2020		PERMIT TECH REVIEW GROUP
<input type="checkbox"/>	20200072	605 N JENKINS WAY	APPLICATION COMPLETENESS REVIEW	BUILDING PERMIT	PENDING	02/10/2020		PERMIT TECH REVIEW GROUP

3 Records



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Permits



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Permitting

The screenshot displays a permit management interface. On the left is a navigation sidebar with categories like 'Workspace', 'Favorites', and 'Permitting'. The main area shows a permit card for 'Smith Deck Replacement' with the following details:

- Permit Number: 20200076
- Permit Type: BUILDING PERMIT
- Status: ROUTED FOR REVIEW
- Process State: Technically Complete
- Applicant: Chapin, Sam
- Primary Contractor: Chapin, Sam
- Last Activity: 02/11/2020 09:13
- Submitted: 02/11/2020 (Application is 1 day old)
- Completed: 02/11/2020 (3 of 3 submittals received)
- Approved: 0 of 3 (0%) steps approved
- Ready: \$25.00 paid (62%), \$15.00 due
- Issued: 0 of 5 inspections completed
- Expired: 08/09/2020 (\$0.00 deferred fees due)

At the bottom, there are fields for 'Site Address' (9055 N JOHNSON CT, MARICOPA) and a 'Verify Address and Coordinates' button. Action buttons at the very bottom include Save, Reset, Back, Reports, Audit, Change Permit Number, Copy, Change Permit Type, and Cancel Permit.

Track permit status, contacts, and parcels, fees, and approval steps

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Permitting

The screenshot shows the 'Contractors' tab in the software. It displays a list of contractors with columns for Primary, Doing Business As, Expd, Susp, License Number, Other Licenses, Expiration Date, Status, and POC / Licensee. A search bar contains 'acrylic d'. A dropdown menu is open, showing a contractor entry:

- Acrylic Decking Of Arizona LLC
- License #: 190964 Type: CR-5 Dual Status: Expired Expires: 12/31/2019

Manage contracts and contractors including license # and expirations

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Permitting

Fee Code	Partial Pay State	Based On	Current Value	Calc. Value	Amount Paid	Fee Amount
BUILDING PERMIT	Ready		180000.00	180000.00		\$1,797.26
BUILDING PLAN REVIEW	Complete		180000.00	180000.00		\$1,168.22
MECHANICAL PERMIT	Ready	Mechanical Fixtures	4.0000	4.0000		\$101.00
PLUMBING PERMIT	Ready	Plumbing Fixtures	2.0000	2.0000		\$65.00
STATE BUILDING CODE SURCHARGE	Ready	Residential/1	Residential/1	Residential/1		\$6.50

Collect, process, and track fees

Address (2): WYLAND, WA 98034
 City: WYLAND, WA 98034
 State: WA
 Zip Code: 98034
 Receipt Date: 02/22/2020

Payment Type	Reference	Amount Paid	Total Amount
CHECK	456	337.98	\$3,137.98

Total Fees: \$2,137.98

Fee Code	Fee Amount	Amount Due	Amount Paid
B-12-06-19-01 BUILDING PERMIT	\$1,797.26	\$1,797.26	\$1,797.26
B-12-06-19-01 BUILDING PLAN REVIEW	\$1,168.22	\$1,168.22	\$1,168.22
B-12-06-19-01 MECHANICAL PERMIT	\$101.00	\$101.00	\$101.00
B-12-06-19-01 PLUMBING PERMIT	\$65.00	\$65.00	\$65.00
B-12-06-19-01 STATE BUILDING CODE SURCHARGE	\$6.50	\$6.50	\$6.50

Total Due: Amount Total: \$3,137.98
 Tax Due: \$0.00
 Total Due: \$3,137.98

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Permitting

Main **Workflow** Submittals Fees Contractors Contacts Details Valuations Parcels Inspections Notes

Permit #: 20200076 Status: ROUTED FOR REVIEW Contact: Chapin, Sam Site Address: 9055 N JOHNSON CT MARICOPA, NC 85139
 Type: BUILDING PERMIT Project: Jensen House Contractor:

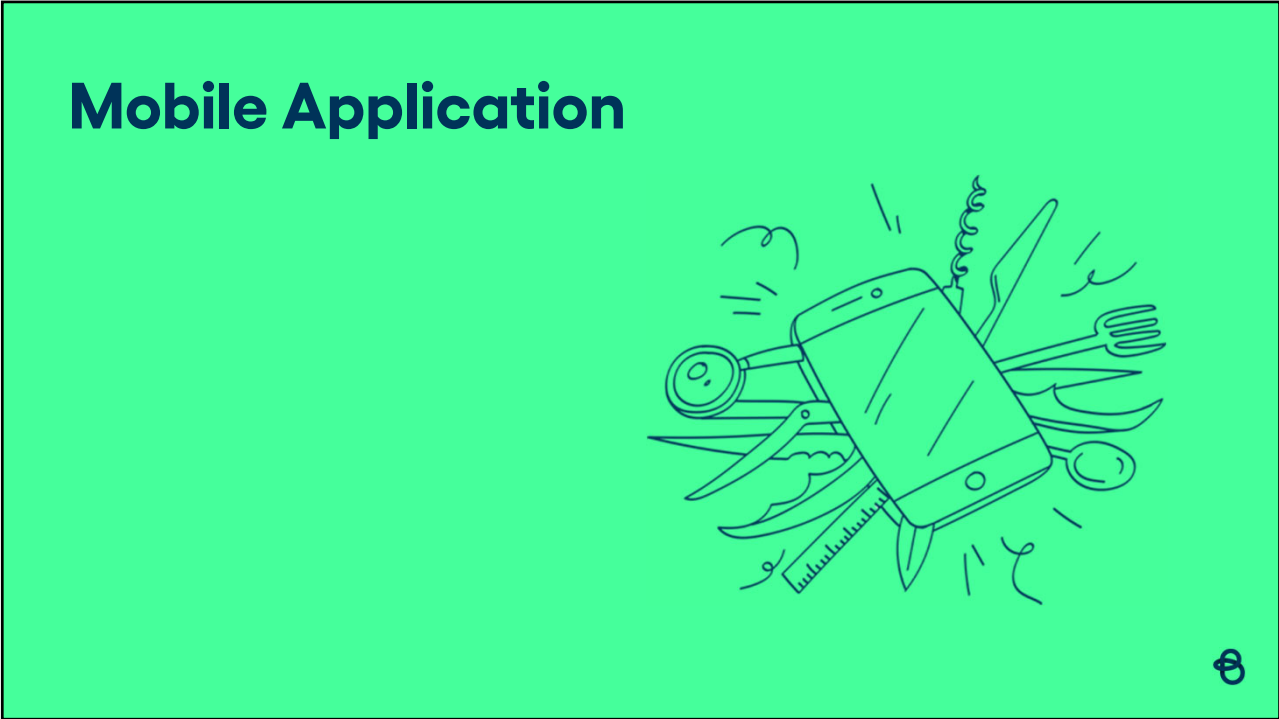
Display Worklist: Administrative Review Final

Name	Workflow Step Status	Status Date	StatusBy	Assigned	Due Date	Required	Hours
PLANNING DEPT REVIEW	APPROVED*	02/11/2020	Helen Wytko	PLANNING & ZONING	02/19/2020	Required for Approval	3.50
HEALTH DEPARTMENT REVIEW	PENDING	02/11/2020			02/19/2020	Required for Approval	0
ENGINEERING DEPT REVIEW	PENDING	02/11/2020			02/19/2020	Required for Approval	0
NOTICE COMPLETE	PENDING	03/01/2020				Required for Approval	0
HEARING EXAMINER PROCESS	PENDING				03/31/2020	Required for Approval	0

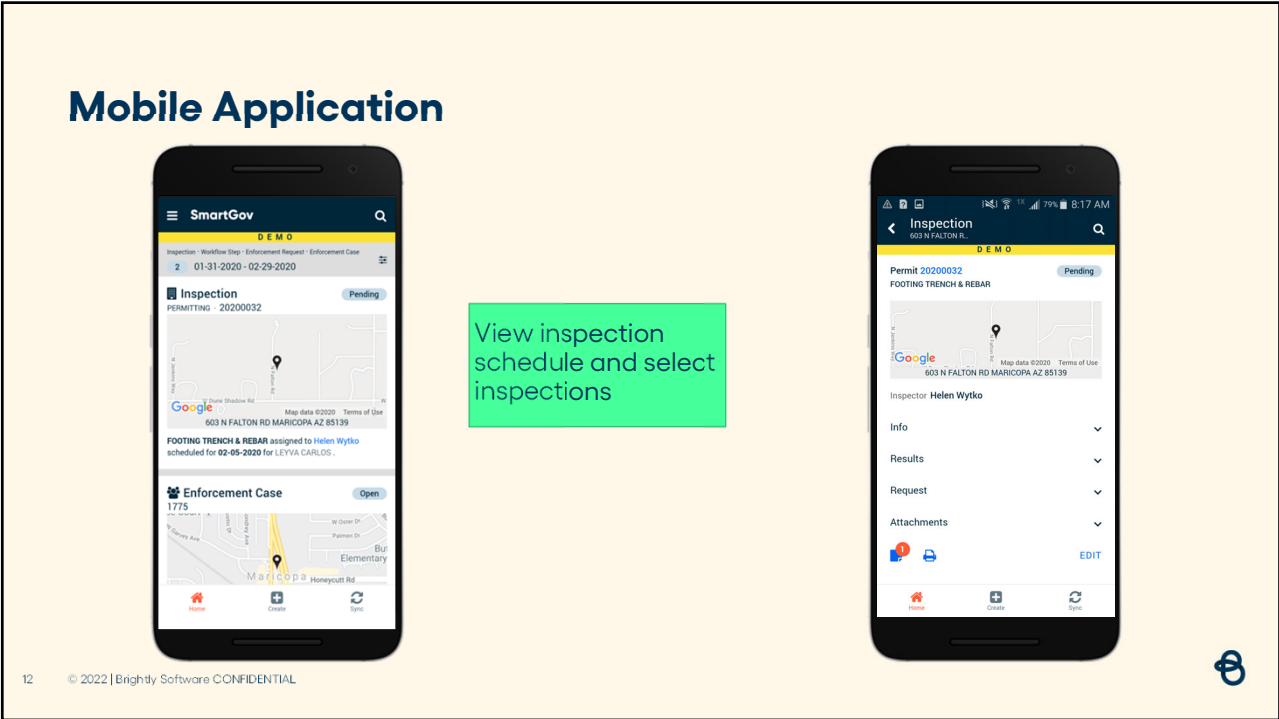
Step Maintenance Total Hours: 3.50

Track reviews, revision requests, and project timelines

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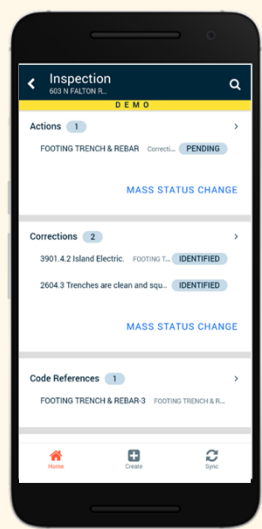


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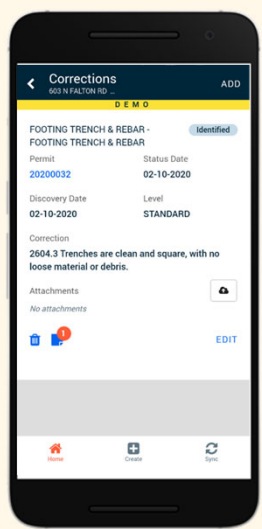


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Mobile Application

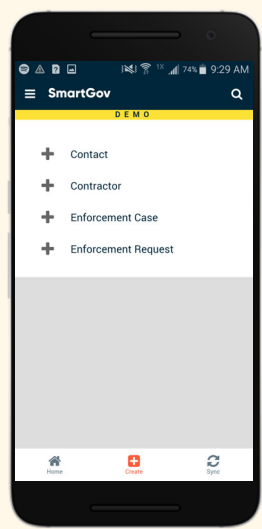


View permit and inspection details from the app and add corrections and pictures

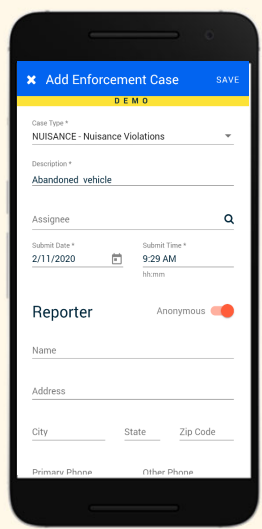


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Mobile Application

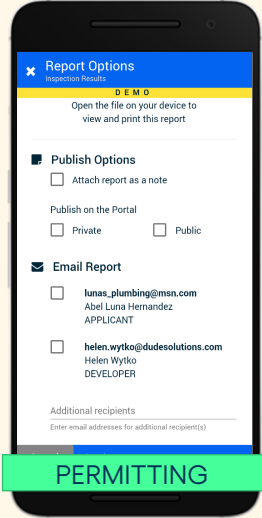


Capture code enforcement violations in the field

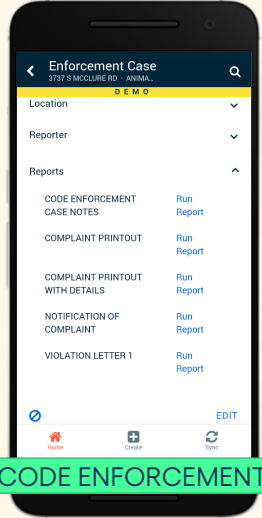


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Mobile Application



Publish inspection results in the field and issue notices and citations

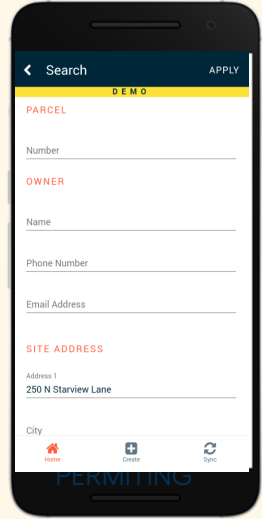


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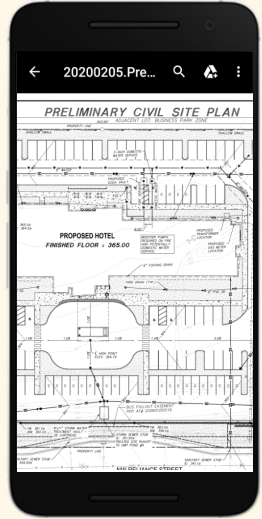


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Mobile Application



Search for permits and access details and plans



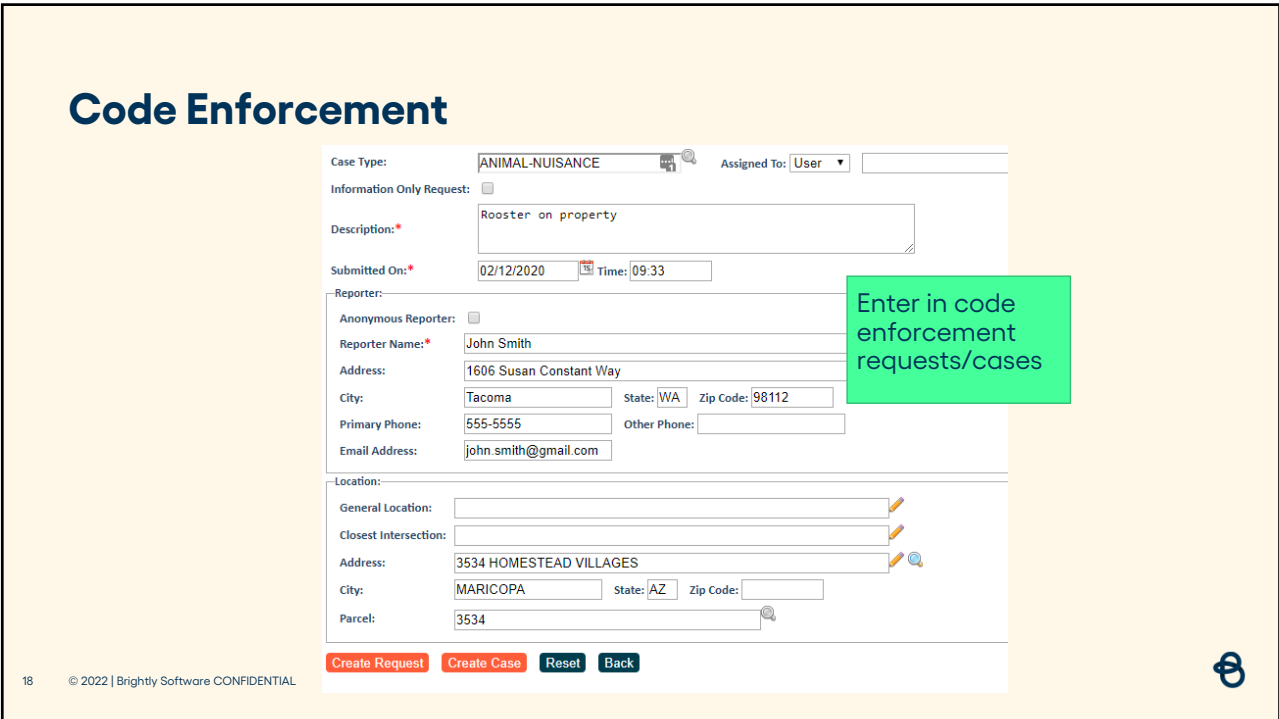
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Code Enforcement

Main Details Violations Contacts Reporter Workflow Items Citations Liens Parcels Notes Fees

Code Enforcement Number: 1812 Case Request: CR-20-0042 Add Note

Code Enforcement Type: NUISANCE Parent Code Enforcement:

Status: OPEN Last Worked On: 02/11/2020 12:27

Assigned To: User

Submitted On: 02/11/2020 Closed:

0 of 1 inspections completed. \$0.00 paid (100%), \$0.00 due.

Case Description: Abandoned vehicle

Site Address:

General Location:

Closest Intersection: Pearl St and 1st Ave

Site Address:

Site City:

State: Zip Code:

Inspection Area:

Primary Parcel:

Latitude:

Longitude:

Verify Address and Coordinates

Build your code enforcement cases

Code Enforcement

Generate infractions or violation letters

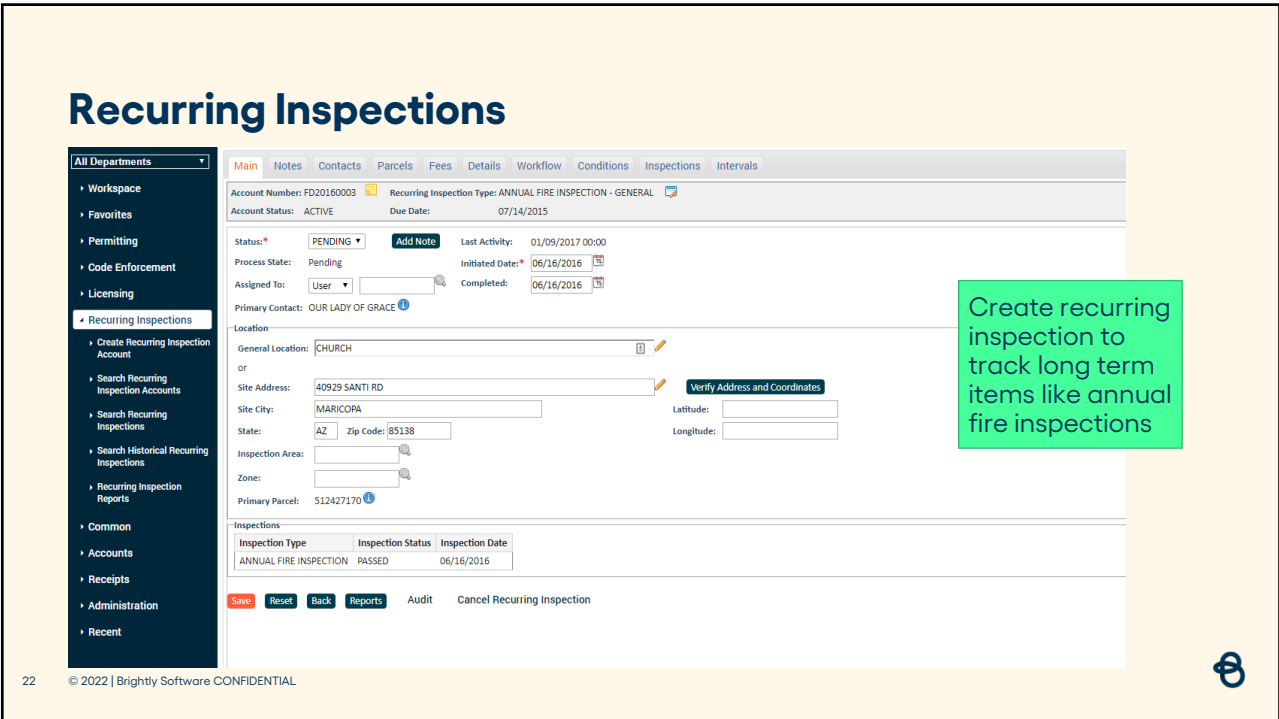
CODE COMPLIANCE DIVISION
18070 Collins Avenue
Cary, NC 27518
Phone: (919) 674-8733
Fax: (919) 674-8733

UNIFORM CIVIL VIOLATION NOTICE

CDEF2019-237			INSTRUCTIONS	
Date/Time Issued	Code Enforcement Officer	Badge #	<ol style="list-style-type: none"> Questions on this uniform civil violation shall be directed to: COMMUNITY DEVELOPMENT DEPARTMENT CODE COMPLIANCE DIVISION (305) 792-1760 Payments and/or Requests for hearing shall be submitted in writing and directed to: COMMUNITY DEVELOPMENT DEPARTMENT CODE COMPLIANCE DIVISION (305) 792-1760 ** Payment of the penalty does not constitute a correction of the violation. ** Hearings will be set for the next regularly scheduled hearing date or as soon thereafter as is practical and all parties will be notified at the mailing address shown on this notice. No additional civil penalties will accrue if a request for hearing is received within seven (7) calendar days, as provided for in the city ordinance 2001-141. You may appear with or without counsel, and produce 	
05/17/2019 14:46:00	Dustin Elliott	1160		
Name of Violator(s)	Folio Number			
SAM CHAPIN	3122110241470			
Mailing Address of Violator(s)	Repeat/Recurring Violation?	Yes No		
301 174TH ST APT 912 Cary, NC 27518				
This notice summons you to answer the complaint that on 03/14/2019 at 12:30 PM you committed a violation of Section 183-1 (A) PERMITS REQUIRED of the Code of Ordinances of the City of Sunny Isles Beach as adopted, to wit: Obtain required building permit prior to commencing any work: change a building structure, conduct work in the public right-of-way, alter land, water or beach sand. Daily fine of \$500.00.				



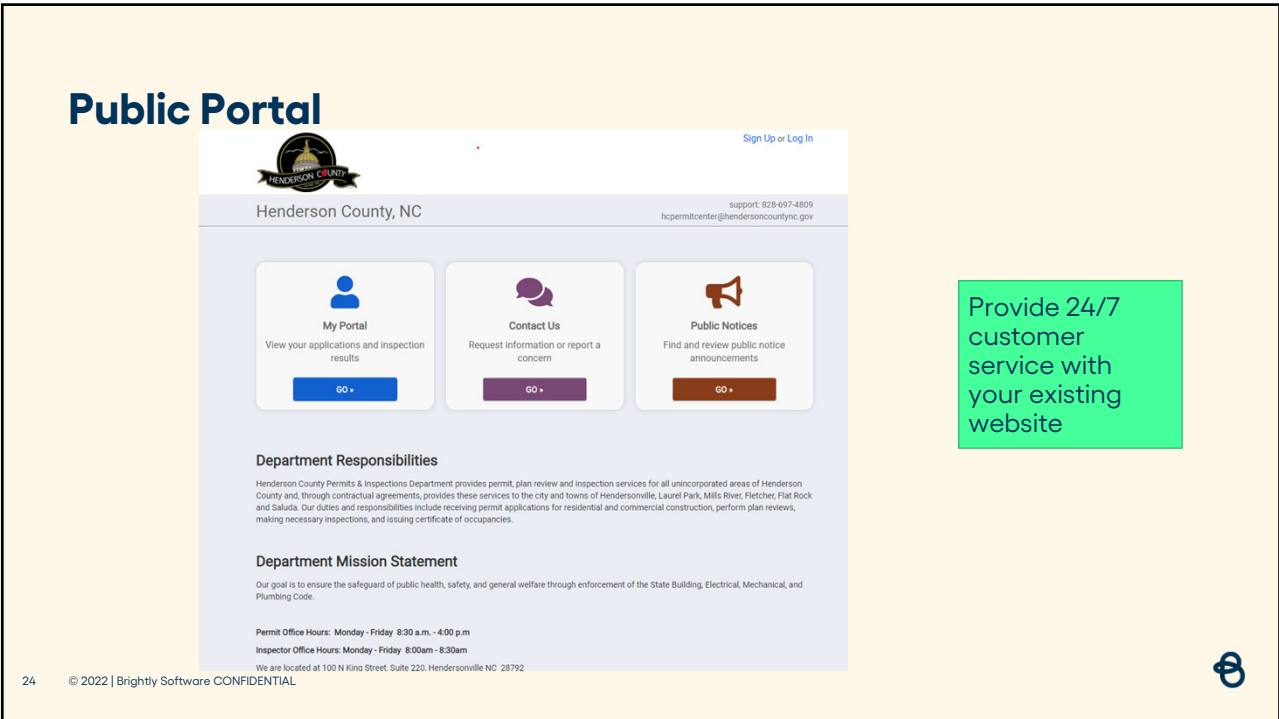
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Public Portal

Accept applications online

Collect details and information necessary to process a permit

A Commercial new building

Building Department
 Permit Number: COMMERCIAL-21-0015
 Current Status: Not Submitted

Estimated Fees
\$450⁰⁰
 Additional fees may be required

Please complete the following information to submit your permit application. [NEED HELP?](#)

My Project Done

Please verify the address and provide a project name and description

Location

40001 W SANDERS WAY Parcel
 MARICOPA, AZ 85138 512494330

City of Maricopa, Bureau of L...

Created: 3/3/2021
 Approved: --
 Issued: --
 Closed: --
 Expires: 6/1/2021

Give your project a name

Describe the purpose of the permit

[SAVE](#) [CANCEL](#)

Permit Contacts Done

Permit Contractors Not Complete

Permit Details Not Complete

[View Applications](#)

Estimated Fees **\$450⁰⁰** [SUBMIT APPLICATION](#)

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Public Portal

Permit Submittals

At least 1 file must be uploaded for each submittal requirement

Done

! These submittal items are required as part of your application. Please upload your documents (as applicable) within 2 business days of application date, incomplete applications will not be processed and re-application will be required.

To avoid plan review delays please follow the Electronic Plan Review Submittal Instructions, this guide can be found under the Documents Menu link on the home page.

To upload your documents click on the link in the last column (0 Files)

* Required for Application
 Ⓞ Required before permit can be closed

Submittal Name	Received	Version	Status	
Truss Specification	n/a	1	Pending	0 Files
Structural Drawings	n/a	1	Pending	0 Files
Site Plan depicting driveways, parking spaces, street frontage and general layout of the property	n/a	1	Pending	0 Files

Applicants can upload electronic documents and submittals

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Public Portal

Request an Inspection

Application: Select an Option
Only ISSUED Permits with No Fees Due or PENDING/VALID Licenses that are NOT EXPIRED will be available for inspection requests

Inspection Type: Select an Option

Requested For: 12/29/2020 📅

Requested For Time Slot: Select an Option

Comments:

[✔ REQUEST INSPECTION](#)

Permit Inspections

There are 5 required inspections for this permit

📌 Inspections are available Monday-Thursday, excluding holidays.

Re-inspections are subject to a \$100.00 re-inspection fee when inspections are requested and there is a failure to provide access to the work site; approved plans are not available at the job site at the time of inspection; work for which the inspection was requested has not been completed; corrections to the work called for by the inspector have not been made; and/or construction does not conform to the approved plans and requires submission of revised plans.

AM or PM times are not guaranteed. Work must be completed and ready for inspection regardless of the time requested.

Inspection	Date	Status	
FOOTING TRENCH & REBAR	9/20/2021	Approved	
FINAL FRAMING	9/20/2021	Pending	CANCEL
FINAL CEILING			REQUEST
FIREPROOFING			REQUEST
FINAL			REQUEST

[← View Applications](#)
[PRINT PERMIT](#)
[REQUEST INSPECTION](#)

Applicants can request inspections and view inspection status, correction notices, and notes from the inspector

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Public Portal

Permit Approval Steps

📌 Follow your application through the approval process.

Step	Status	Date
Comments - Building Department	Pending	8/18/2021
Comments Engineering Department	Pending	8/18/2021
Comments - Fire Department	Pending	8/18/2021
Comments - Planning Department (view notes)	Approved	8/31/2021
Comments - PUD	Pending	8/18/2021
Comments - Parks Department	Pending	8/18/2021
Comments - Public Works	Pending	8/18/2021
Staff Work Prior To Hearing (Type III, IV, & VI)	Pending	8/18/2021
Staff report	Pending	8/18/2021
Hearing Examiner Process	Pending	8/18/2021

Communicate with the applicant and interested parties through the application process

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Public Portal

Pay Online Click "add" to add the item to your shopping cart.

BL20160016 Commercial Business License HYPONEX CORPORATION	14419 N WHITE AND PARKER RD Effective 1/1/2019	<input type="button" value="Remove"/>
Fees: \$50.00 Payment: \$50.00		
<hr/>		
20200032 Building Permit 101 Room Hotel with swimming pool and restaurant. ...	603 N FALTON RD	<input type="button" value="Add"/>
Fees: \$15.00		
<hr/>		
PLAN20-0017	807 N ABBEY RD	

Cart

BL20160016	\$50.00
Total: \$50.00	
<input type="button" value="Proceed to checkout"/>	

Applicants can pay for permits or licenses online

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Centralized Database



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Reports

Over 150 comprehensive reports and the ability to create custom reports through an ad-hoc report builder

Report Type	Name	Description
Adhoc	SMARTGov Published Reports/Permitting/Buildable_Land_ Residential_By_Calendar_Year (2)	Buildable_Land_ Residential_By_Calendar_Year (2)
Adhoc	SMARTGov Published Reports/Permitting/Building Dept Permits Issued - SF	Building Dept Permits Issued - SF
Adhoc	SMARTGov Published Reports/Permitting/Chart Test	Chart Test
Adhoc	SMARTGov Published Reports/Permitting/CrossTab Test	CrossTab Test
Adhoc	SMARTGov Published Reports/Permitting/RFI Test Issue ReCreated	RFI Test Issue ReCreated
Adhoc	SMARTGov Published Reports/Permitting/PEP_Test	PEP_Test
Adhoc	SMARTGov Published Reports/Permitting/Permit Cycles	Permit Cycles
Adhoc	SMARTGov Published Reports/Permitting/Permit Process Times	Permit Process Times
Adhoc	SMARTGov Published Reports/Permitting/Receipt Report with Cashier Information	Receipt Report with Cashier Information
Standard	ACTIVE FEES LIST	Active Fees List
Standard	ACTIVITY RECAP REPORT	Activity Recap Report
Standard	APPLICATIONS EXPIRATION LTR	Applications Expiration Letter
Standard	APPLICATIONS IN REVIEW	Applications In Review
Standard	APPLICATIONS STATUS	Applications Status Report
Standard	BOND STATUS REPORT	Bond Status Report
Standard	CASE TYPE WORKFLOWS	Case Type Workflows
Standard	COMPLETIONS	Completions
Standard	CONDITIONS LIBRARY LIST	Conditions Library List
Standard	CONSTRUCTION CERTIFICATE	Construction Certificate
Standard	ESTIMATE	Estimate Report

Run Report Export PDF

Section	A (Date Accepted)	B (Date Approved)	C (Date Submitted)
Page Header	Number of Applications		
	Date Accepted	Date Approved	Date Submitted
	Permit Submittals Date Accepted	Permit Submittals Date Accepted	Permit Submittals Date Submitted

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Reports

Case Activity

August, 2017

Building Permit Issued by Type

Building Department Permits Issued 05/01/2017 - 05/31/2017

Automatically generate and distribute useful reports

Commercial Addition					
Permit	Date Issued	Site Address	Project Description	Total Fees Paid	Total Valuations
20170384	05/30/2017	45012 W HONEYCUTT AVE	MARICOPA HIGH SCHOOL-INTERIOR RESTROOM ADDITIONS TO CTE CLASSROOM	\$1,404.66	\$75,000.00
1 Permit Issued				Totals:	\$1,404.66 \$75,000.00

Demolition Permit					
Permit	Date Issued	Site Address	Project Description	Total Fees Paid	Total Valuations
20170534	05/23/2017	19685 N. MARICOPA RD	DEMOLITION - 3 PARKING LOT CANOPIES - COM FIRE ADMIN. BUILDING	\$300.00	\$18,000.00
1 Permit Issued				Totals:	\$300.00 \$18,000.00

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Reports

PERMIT ESTIMATE: EST-17-0009
ESTIMATE TYPE: Commercial Alteration (Minor Interior Alterations)

PROJECT NAME: DAIRY QUEEN - MINOR REPAIRS/ALTERATIONS
SITE ADDRESS: 19680 N JOHN WAYNE PKWY MARICOPA
PARCEL: 51019083A

ESTIMATE DATE: 08/16/2017
PLANNED SUBMITTAL DATE: 08/16/2017

APPLICANT: MARICOPA SHELL LLC 19802 N 53RD WAY SCOTTSDALE, AZ 85254	OWNER: MARICOPA SHELL LLC 19802 N 53RD WAY SCOTTSDALE, AZ 85254
--	--

VALUATION DETAILS	ESTIMATED FEES SUMMARY
Entered Valuation Amount: \$50,000.00	Fire Alarm Systems Modifications: \$0.00
Total Estimated Valuation: \$65,000.00	General Plan Review: \$503.91
	Commercial Building Permit Fee: \$775.25
	Fire Plan Review Fee: \$0.00
	Permit Issuance Fee: \$10.00
	Building Safety Hourly Review Fee: \$0.00
	Total Estimated Fees: \$1,289.16

SUBMITTAL DOCUMENT CHECKLIST

Required Submittals
The following documents are required for a complete application.

- Structural Drawings
- Site Plans
- Project Narrative (scope of work proposed)
- Construction Plans

Dude Solutions™ Dude County **INVOICE**

11000 Regency Parkway, Cary NC 27518 **Date: 12-Feb-20**

Chapin, Sam

Application No.: 20200076	Parcel No.: 510620280
Project: Jensen House	Subdivision:
Permit Type: BUILDING PERMIT	BLOCK / LOT:
Site Address: 9055 N JOHNSON CT MARICOPA	

Description	Fee Amount	Paid/Credit	Balance Due
City Building Permit Fee	\$25.00	\$25.00	\$0.00
City Plan Review Fee	\$15.00	\$15.00	\$0.00
High Impact Activity	\$250.00	\$0.00	\$250.00

Total Fee Amount: \$290.00

Total Paid Credits: \$40.00

Balance Due: \$250.00

PAYMENT DUE UPON RECEIPT

Contacts:	Type	Name	Address
	APPLICANT	Chapin, Sam	

Create estimates and invoices

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Implementation

- GoLive 6/20/22
- WNC Homebuilders/Hendersonville Board of Realtors July
- User Groups July-August
- Public Portal Training August

