

# SmartGov™

## Simplified Service for Your Community



**Provide a better experience for your citizens, businesses and staff by managing permitting, planning, licensing, inspections and code enforcement in one centralized system.**

**Using SmartGov™, you can streamline your plan review, reduce liability, increase transparency and facilitate your community's needs by optimizing your processes.**

**With the add-on of the intuitive citizen portal, you can better engage citizens and dramatically reduce time, costs and errors for your organization.**

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### How does it work?

SmartGov is a configurable, cloud-based licensing and permitting solution for local and state jurisdictions that promotes revenue growth, citizen confidence and cost savings in one easy-to-use platform. Manage permits, business licenses, inspections, code enforcement, planning and reporting with customizable plan review, permit routing flows and forms that reduce labor costs and engage your community on the web or mobile platforms.



## Key Benefits



**Customize your community and internal experience.** Use custom forms and low-touch permit routing to simplify community engagement and lower training costs. Manage permit form requirements for citizens to reduce friction and improve permit routing and tracking so staff can quickly see tasks and approvals.



**Increase citizen confidence and satisfaction.** Build a stronger connection with your community while saving time and money by allowing citizens to complete applications and check real-time status updates online 24/7. This way, citizens can work with you anywhere, anytime.



**Improve safety.** Make requests and applications easy to submit and maintain more reasonable response times to ensure citizens follow through with proper permitting procedures and work is done safely. With automated code enforcement, compliance is enforced more quickly and accurately, minimizing violations and increasing public safety.



**Automate reports and notifications by user.** Eliminate time-consuming redundancies and reduce labor costs by automating processes like permit approvals and weekly reports. Schedule reports and approval notifications to streamline scope of work for staff.



**Drive development, growth and revenue.** With optimized processes for functions like permitting and licensing, you'll capitalize on development opportunities faster, ensure revenue is collected quicker and provide an optimized experience for the business and development community. You and your department will maintain a positive reputation and continue to attract new development.

“User-friendly, manageable and efficient, [Dude Solutions] software has allowed us to successfully implement streamlined and efficient permit processing at a time when resources (staff, time and funding) are strained and customer satisfaction is a priority.”

— Nikki Hollatz, Environmental Health,  
Skamania County, WA



**Improve decision-making.** Maximize visibility and transparency with a full suite of reports and charts. Provide analytics to elected officials to enable data-driven decisions to improve efficiencies, deliver meaningful outcomes and justify funding.



**Maximize efficiencies.** Back-end process automation combined with an intuitive public portal provide an end-to-end solution that eliminates guesswork and dependence on paper, while enabling faster revenue generation for your jurisdiction.



**Gain critical portability.** Conduct on-site inspections and code enforcement from anywhere with a system that can be used on virtually any mobile device. Print notices and receive tasks from the field to reduce unnecessary trips to the office.



## Product Features

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### Permitting & Planning

- > Centralize permit and project data
- > Monitor contractor license, property and contact information
- > Automate and customize permitting review and approval process
- > Define an unlimited number of permit and project types
- > Tag properties into categories like historical sites
- > Collaborate internally between departments or externally with clients
- > Calculate fees automatically, including late NSF penalties
- > Attach notes, scanned images and electronic files to a permit or project
- > Manage special zoning and conditional requirements for planning applications
- > Assign inspections based on geographical area, violation type or inspector workload
- > Integrate with existing GIS systems

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### Public Portal

- > Customize and streamline permit application line items and required fields
- > Submit permit applications, including digital documents, digital plans, fee payments and inspection requests
- > View the status of permits, inspections and violations
- > Print reports and required forms
- > Access fee information
- > View daily and pending inspection schedules, as well as year-to-date metrics
- > View and respond to digital plan markup and comments
- > Review real-time plan check comments and inspection results

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### Enforcement

- > Automate enforcement, from complaint submittal to resolution
- > Centrally track and manage unlimited case types, code violation activity and deadlines
- > Assign inspections based on geographical area, violation type or inspector workload
- > Track investigations, hearings and legal actions
- > Manage and assign public complaints
- > Automatically calculate violation fines
- > Attach notes, scanned images and electronic files to a case
- > View case resolution and create a permanent case history
- > Integrate with existing GIS systems



## Product Features (cont'd)

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### Inspections

- > Unify automated workflows, task lists, scheduling and note-taking into a single platform
- > Define inspection types and requirements
- > Create checklists of actions for each inspection type
- > Assign inspection types and checklists to every project, permit, case or license
- > Schedule inspections based on geography, type or inspector
- > Track every inspection as part of a permanent digital record
- > Sort, query and access records easily, from anywhere at any time

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### Mobile

- > Inspections and code enforcement tools in the field via any laptop, tablet or smartphone
- > Access assigned tasks, property information and contractor or owner data from anywhere
- > Document updates or code issues and communicate them with coworkers and clients in real time
- > Print any letters, certificates or reports from your mobile device

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### Business Licensing

- > Manage licensing from new applications to renewals and expirations, including timelines, fees and inspections
- > Issue business licenses
- > Automatically send interval notifications to business owners prior to business license expiration
- > Generate notice letters for applicants from anywhere via mobile app
- > Enable online application submittal and fee payment
- > Allow for expirations or blocking of permit and inspection requests
- > Enable users to view business license history

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### Map Integrations

- > Enable visualization of any number of GIS layers alongside permits, projects, inspections and code enforcement cases with an ArcGIS integration
- > Five Esri GIS layers included: parcel boundaries, sewer or water lines, school districts, floodplain boundaries and zoning districts. Additional GIS layers are optional.
- > GIS layers can be displayed in conjunction with the standard base maps included as part of the core feature set
- > Display inspection search results and enforcement actions as a point on a map
- > Navigate existing cases and initiate new cases starting from a map



## Product Features (cont'd)

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### Online Payments

- > Define fee types and rates
- > Assess fees and invoice for payment
- > Receive partial or full payments and issue partial or full refunds
- > View transaction history and generate financial reports
- > Integrate with payment processors and financial management systems
- > Manage security and accessibility to allow for payments 24/7

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### Reporting

- > Access library of formatted reports, form letters and related output documents for managing the lifecycle of permits, licenses and enforcement cases
- > Ad hoc reporting in a variety of formats, generated with user-defined parameters and available on scheduled intervals or in real time
- > On-screen queries using integrated search tool



## Technical Requirements

We suggest the latest version of all browsers and mobile operating systems (OS) for the best experience. Please consult with your IT department to ensure that all browsers are up to date and capable of supporting SmartGov.

### INTERNET BROWSER

Latest versions are recommended

- › Google Chrome
- › Internet Explorer 11
- › Microsoft Edge

## Implementation Information

All Dude Solutions clients have our support, starting with implementation. Your dedicated project manager and implementation specialist will support you with a call to outline your objectives and guide you through every step of the process. And our support doesn't stop there. As a client, you'll have our Legendary Support Team on your side to ensure you get the most out of our solutions. From initial installation to your first permit processed, we've got you covered.

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<p>Legendary Client Support <i>Cost: Included</i></p>	<ul style="list-style-type: none"> <li>› All Dude Solutions clients have unlimited access to our Legendary Support Team</li> <li>› Reach support via phone or email for answers</li> </ul>
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<p>Implementation support <i>Cost: Included</i></p>	<ul style="list-style-type: none"> <li>› Dedicated implementation resources, including a project manager and an implementation specialist</li> <li>› Orientation call to establish objectives and answer questions</li> <li>› Project collaboration tool for implementation management</li> <li>› Weekly status meetings and implementation updates</li> </ul>
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### ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to government organizations both large and small. For 20 years, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering government operations leaders to transform the most important places in our lives. Today, more than 1,700 municipalities use our award-winning software to manage maintenance, assets and infrastructure, energy, community development processes, IT, events and more. For more information, visit [dudesolutions.com](http://dudesolutions.com).