



MY

GovernmentOnline

CREATED BY GOVERNMENT FOR GOVERNMENT

Jurisdiction Software Suite that includes: Permits & Licensing, Solution Center, Planning & Zoning, Public Works, Community Development, Grant & Loans, GPS, Financial and GIS Software Integration and more!



PERMITS & LICENSING

- Apply & Pay for Permits Online
- Work Orders & Inspections
- Document Management
- Complete Permit Administration
- Contractor Licensing



PLANNING & ZONING

- Apply & Pay for Projects Online
- Submit Files
- View Meeting Dates
- Drag and Drop Scheduling



SOLUTION CENTER / 311

- Submit & Track Service Requests
- Code Enforcement/311
- Submit Photos
- Real Time Dashboards
- Call Center or Direct
- Department Routing



PUBLIC WORKS

- Asset Management
- Labor, Inventory, Materials Cost Tracking
- Real Time Work Order Dashboards
- Drag and Drop Calendars

Framework not a Singular Module

All Functions are a set of Shared Libraries or Classes

Features are designed for multiple purposes by being granular, share data with each other, and not tied to any one "module"

Reusable Software Environment with out requiring any custom coding allowing for a highly customizable system.

Ability to create collection of features to deploy a custom module on the same framework as other modules.

Can be modified by writing additional code

Rests Upon a Centralized Database Platform Creating One Common System

Offered as SAAS. Unlimited user accounts with Role Based Permissions



WHO WE ARE

01

South Central Planning & Development Commission (SCPDC)

02

We are **NOT** a private company

03

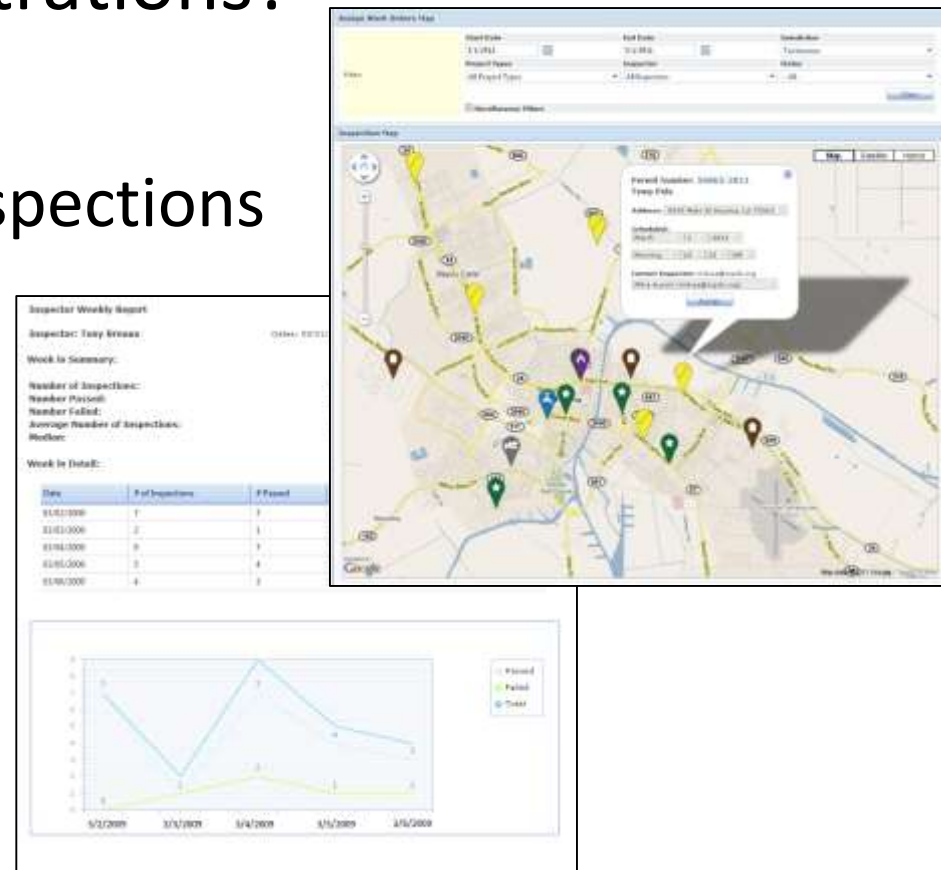
We are an Economic Development District (**EDD**) or Continuity of Government (**COG**)

About Our Software

- Original Project leaders are still with the project.
- Software has been in use for over 18 years.
- Hundreds of implementations in 23 states.
- Created by Government for Government.

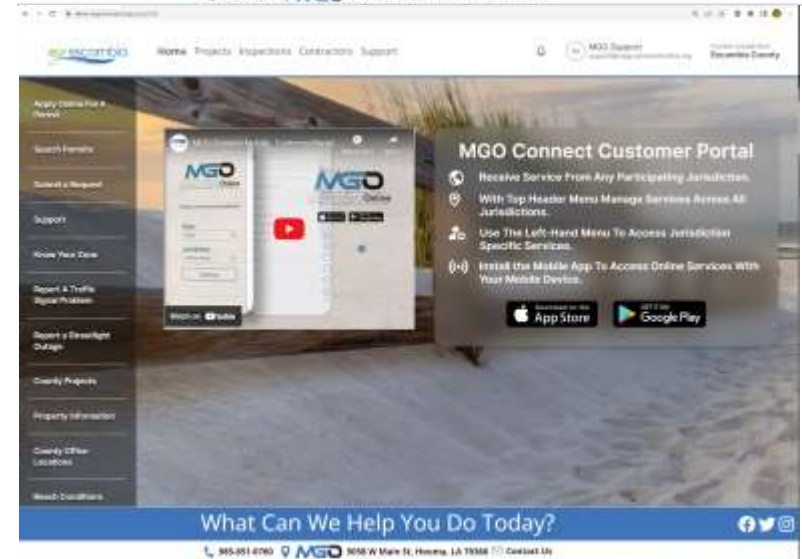
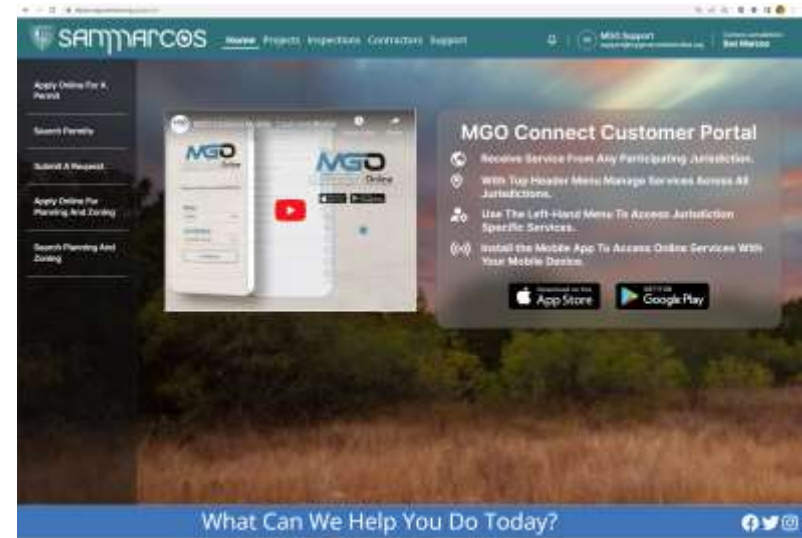
What are Builders and Residents Experiencing to have them Praise the System to Jurisdiction's Administrations?

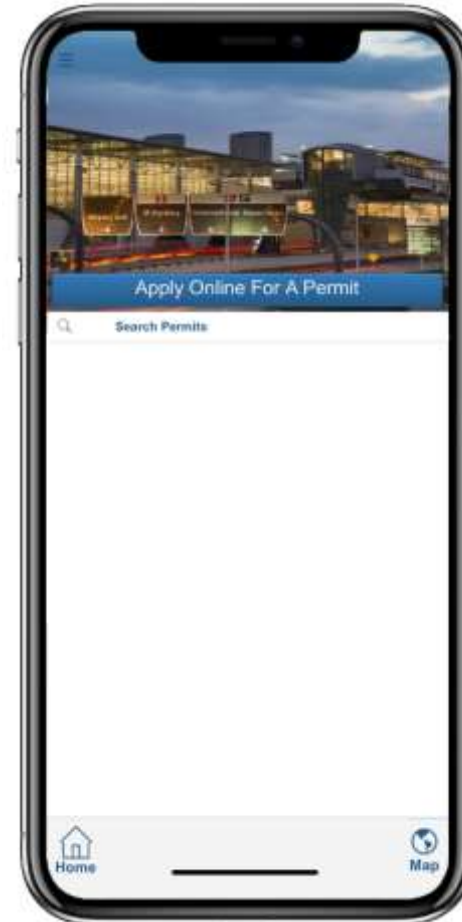
- 24 Hour Customer Portal
- Mobile Work Orders / Inspections
- Digital Plan Review
- Automatic Phone Alerts
- Automated Work Flow
- Customized Reports
- Unlimited Support



MGO Connect Customer Portal

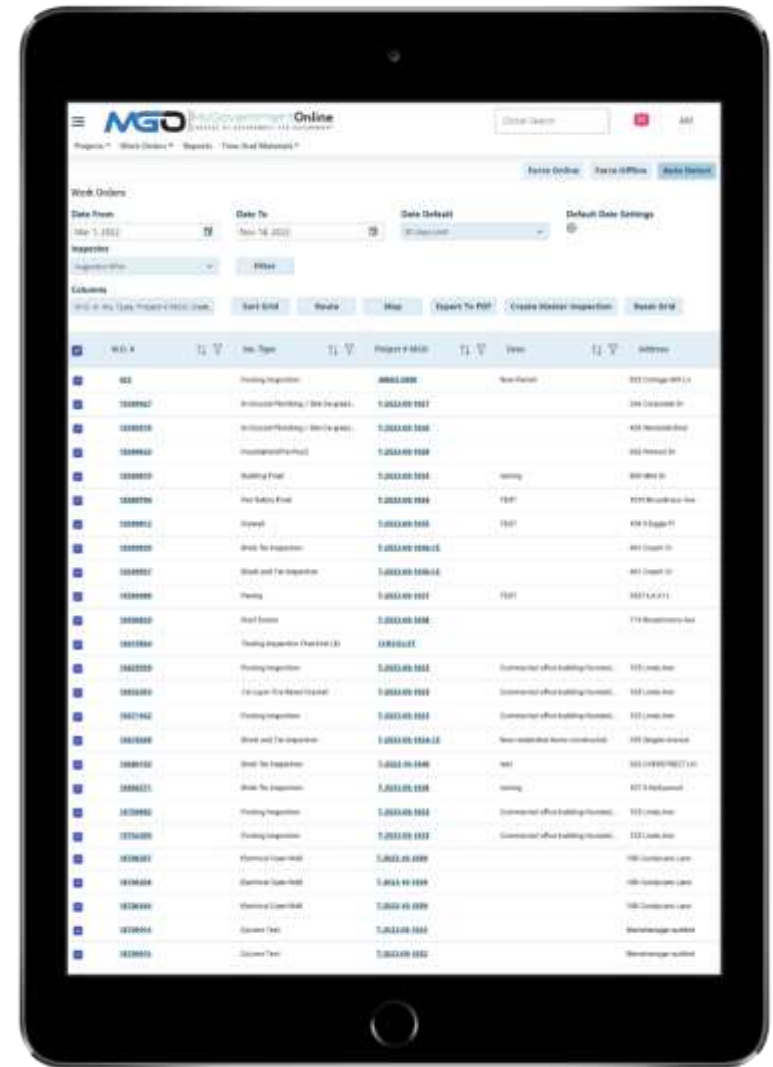
- Apply for Permits Online
- View status of “Check list” items needed to complete permit process in real time
- View Inspection Reports
- View original and revised plans
- One customer portal account allows you to manage permits, code enforcement issues, addressing and more across multiple jurisdictions!
- Historical data is stored online indefinitely
- All features are completely FREE
- There are no charges for any of the functionality of the customer portal





Mobile Work Orders/Inspections

- Complete reports directly on the job site.
- Works without remote internet access.
- New work order alerts are sent in real time via text message and I.A. software.



'WORK ORDER LIST' QUEUE

01

Similar Functionality to the Inspection Anywhere Queue

02

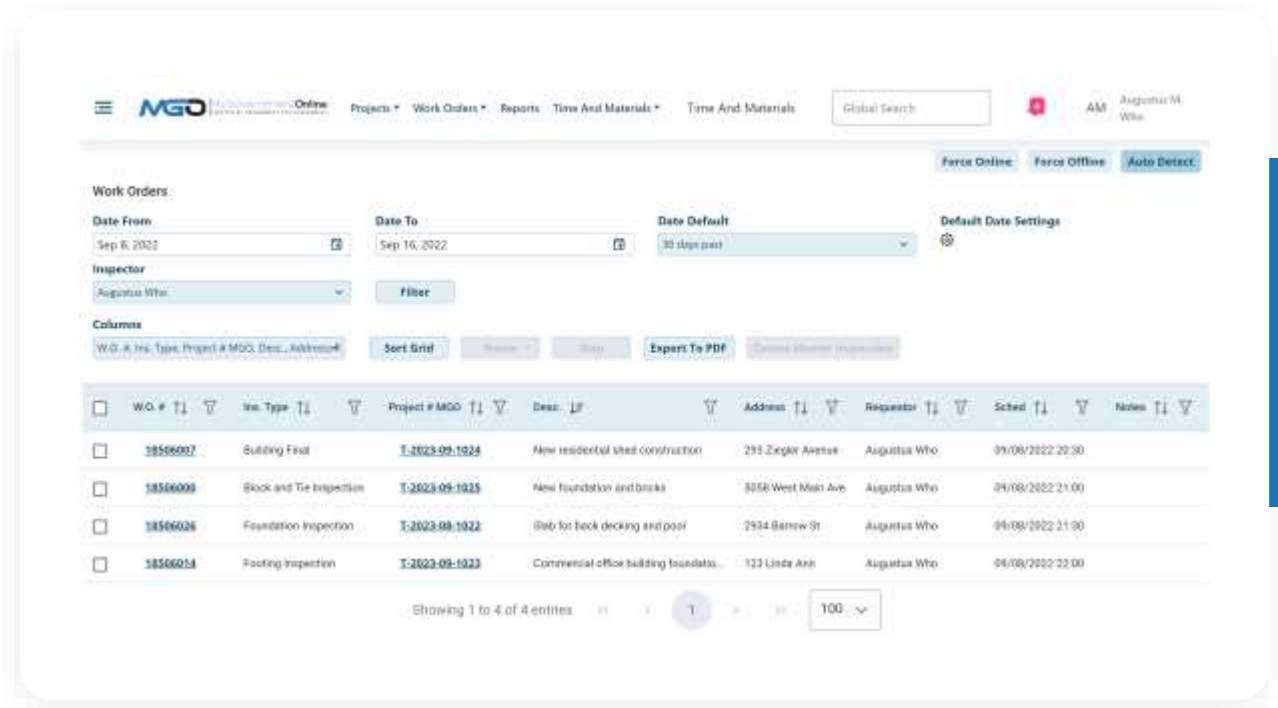
New From and To Date Filtering

03

New Mapping Functionality

04

New Routing / Route Optimization Functionality



The screenshot shows the 'Work Orders' interface in the MGDO system. At the top, there is a navigation bar with 'MGDO MyGovernmentOnline' and a 'Global Search' box. Below this, there are tabs for 'Projects', 'Work Orders', 'Reports', and 'Time And Materials'. The 'Work Orders' tab is active, and the page title is 'Work Orders'. There are buttons for 'Force Online', 'Force Offline', and 'Auto Detect'. The main content area includes filters for 'Date From' (Sep 6, 2022), 'Date To' (Sep 16, 2022), and 'Date Default' (30 days past). There is also an 'Inspector' dropdown menu set to 'Augustus Who' and a 'Filter' button. Below the filters, there are 'Columns' and 'Sort Grid' options. The main table displays a list of work orders with columns for 'W.O. #', 'Inv. Type', 'Project # MGO', 'Desc.', 'Address', 'Requestor', 'Sched', and 'Notes'. The table contains 4 entries, and the pagination shows 'Showing 1 to 4 of 4 entries' with a page number '1' and a dropdown for '100'.

W.O. #	Inv. Type	Project # MGO	Desc.	Address	Requestor	Sched	Notes
18506007	Building Foot	T-2023-09-1024	New residential shed construction	293 Ziegler Avenue	Augustus Who	09/08/2022 22:30	
18506008	Block and Tie Inspection	T-2023-09-1025	New foundation and blocks	805B West Main Ave	Augustus Who	09/08/2022 21:00	
18506026	Foundation Inspection	T-2023-09-1022	Slab for back decking and post	2934 Banow St	Augustus Who	09/08/2022 21:00	
18506034	Footing Inspection	T-2023-09-1023	Commercial office building foundation	123 Linda Ann	Augustus Who	09/08/2022 22:00	

NEW 'WORK ORDER MORE' TAB

01

Similar functionality as the 'Inspection' Tab in Inspection Anywhere

02

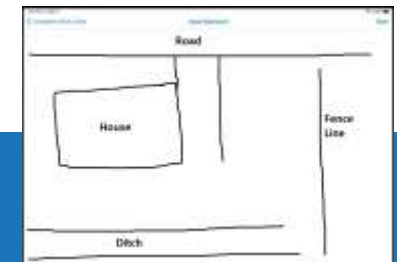
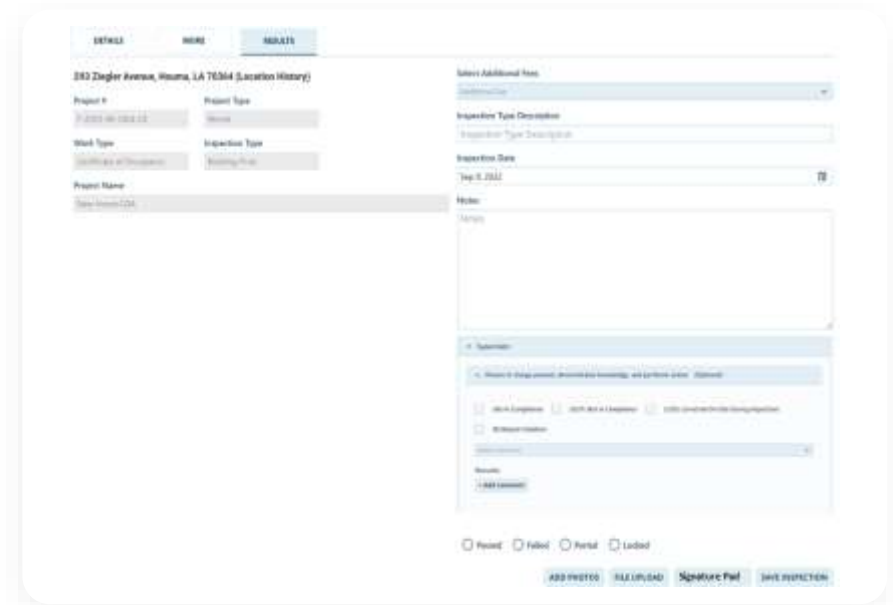
Inspection Checklist Section

03

Project Checklist Sections

04

Signature/Drawing Pad



'WORK ORDER LIST' ROUTING FEATURE

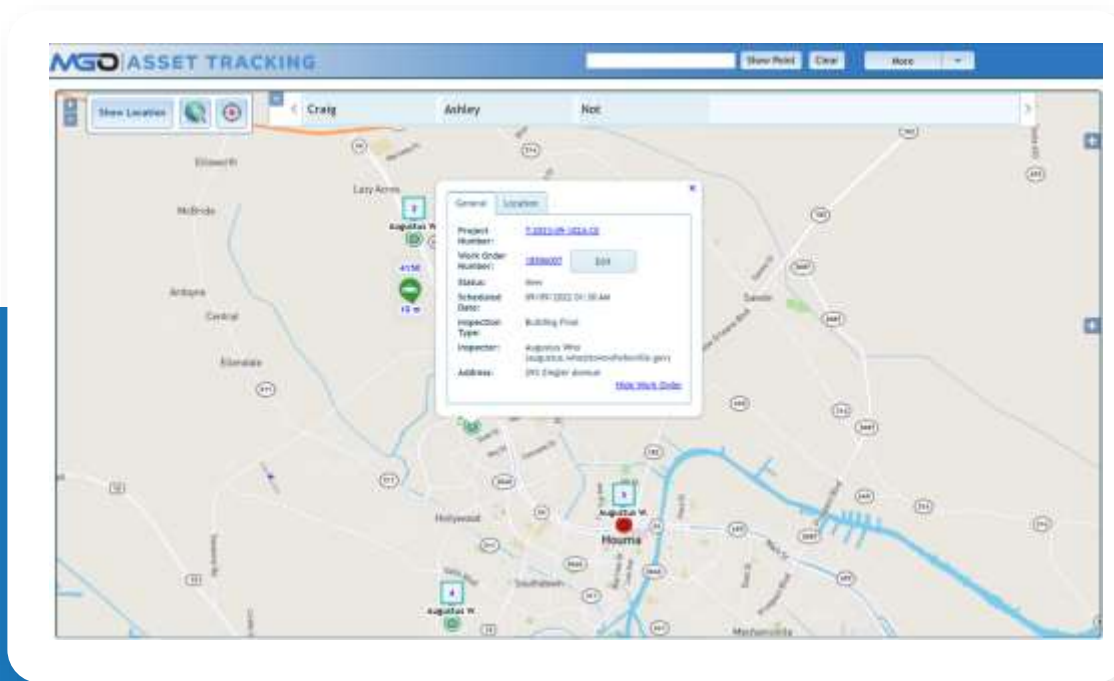
All Work Orders Appear

- Numbering Order
- Drag and Drop Work Order Location
- Sort Grid Functionality

The screenshot displays the 'Route' feature in the MGO system. The top portion shows a map with a blue route connecting four work order locations. The bottom portion shows a table of 'Selected Work Orders' with columns for ID, Type, Project #, Status, Address, Requester, Label, and Date.

#	W.O.#	W.O. Type	Project #	Status	Address	Requester	Label	Date
1	3340463	Reg'd Tree Service	3022-88	Request from City to set up L	1361 SAINT CHARLES ST	Krista Elmore	06/26/2022 07:36	
2	3340467	Street Light	3022-88	Request from City to set up L	1361 SAINT CHARLES ST	Krista Elmore	06/26/2022 08:00	
3	3340464	Tree package needed	3022-88	Request from City to set up L	1006 WEST MARLET	Krista Elmore	06/26/2022 11:39	
4	3338038	Daily Operator Checklist	3022-88		132 BELLAIRE DR	Krista Elmore	06/26/2022 11:36	

'WORK ORDER LIST' MAP FEATURE

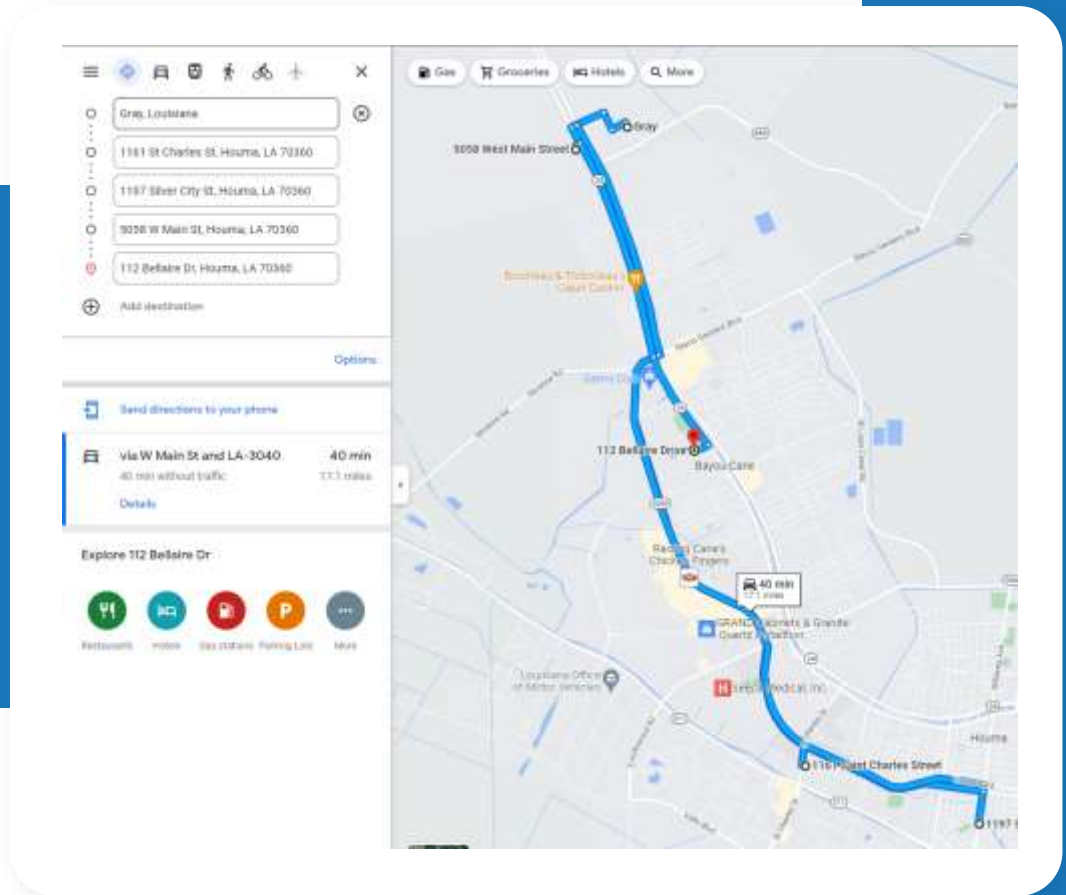


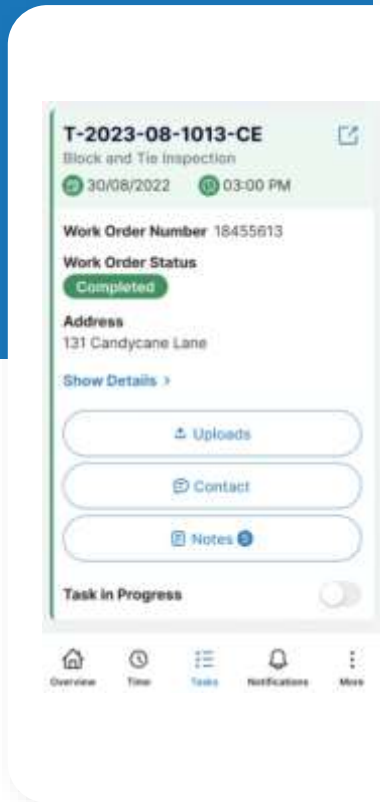
All Work Orders Appear

- Numbering Order
- Drag and Drop Reassign
- GPS Unit View
- Change Work Order Location
- View Work Order Details

WORK ORDER LIST' ROUTING FEATURE CONTINUED

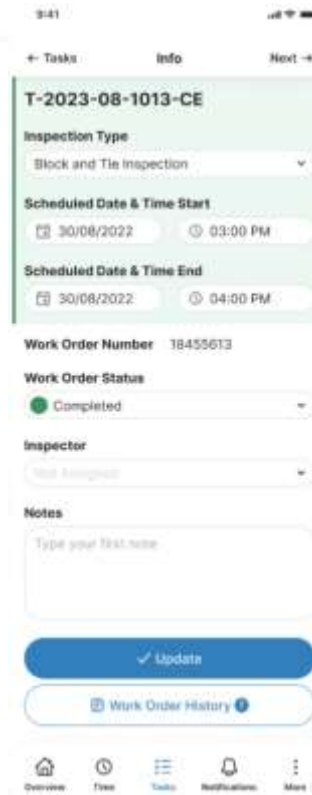
- Directions Based on Order





T-2023-08-1013-CE
Block and Tie Inspection
30/08/2022 03:00 PM
Work Order Number 18455613
Work Order Status **Completed**
Address 131 Candycane Lane
Show Details >
Uploads
Contact
Notes 1
Task in Progress

Overview Time Tasks Notifications More



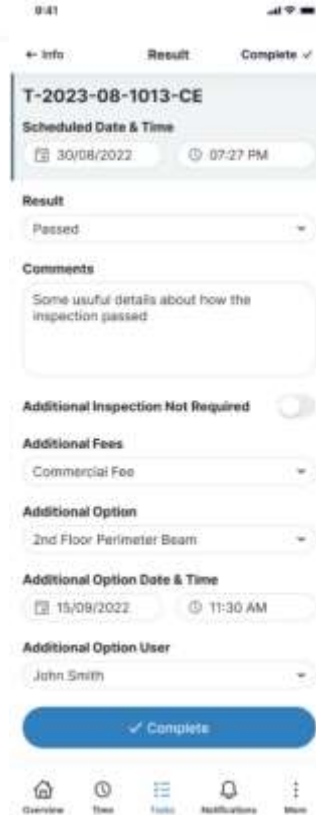
T-2023-08-1013-CE
Inspection Type Block and Tie Inspection
Scheduled Date & Time Start 30/08/2022 03:00 PM
Scheduled Date & Time End 30/08/2022 04:00 PM
Work Order Number 18455613
Work Order Status **Completed**
Inspector Not Assigned
Notes
Type your text note
Update
Work Order History

Overview Time Tasks Notifications More



Uploads
Uploaded By Augustus Who
Date Uploaded 9/14/2022 1:18 PM
File Size 5.1 Mb
Other Files
Plan_A_v14_2022_3.pdf
Plan_B_vA_v1.pdf
Upload File

Overview Time Tasks Notifications More



Result
Scheduled Date & Time 30/08/2022 07:27 PM
Result **Passed**
Comments
Some useful details about how the inspection passed
Additional Inspection Not Required
Additional Fees Commercial Fee
Additional Option 2nd Floor Perimeter Beam
Additional Option Date & Time 15/08/2022 11:30 AM
Additional Option User John Smith
Complete

Overview Time Tasks Notifications More

Digital Plan Review

- Go green with our completely paperless plan review process to track all revisions.
- Allow multiple users and departments to review documents simultaneously.
- Drag and Drop code references and diagram schematics.



Digital Plan Review

The screenshot displays a software interface for digital plan review. The main window shows a floor plan with various annotations and a stamp. A yellow stamp in the upper left corner reads: "South Central Planning & Development Commission Approved Plans Per IRC Section R106.3.1 With Attached Exooptions Plans Examiner: [Signature] By Carl Dupre at 2:20 pm, Mar 02, 2011". A red box with a red border and text "windows must meet egress minimum standards." is placed over a window area. Handwritten notes in black ink include "2567 Brady Road", "(905) 217-7953", "Lassy Naguin's Electrical", "Durocell Plumbers", and "Lorraine Russell". The software interface includes a menu bar with "File", "Edit", "View", "Tools", "Help", and a toolbar with various drawing and review tools. A "New Stamps" menu is open, showing options like "Dynamic", "Sign Here", "Standard Business", "Favorites", "Paste Clipboard Image as Stamp Tool", "Create Custom Stamp...", "Manage Stamps...", and "Show Stamps Palette". The floor plan itself shows dimensions such as 17.5", 6.2", 3.50", 1.75", 12ft, 1.52", 6.11", 1.20", 1.25", 1.20", 1.25", 1.20", 1.25", and 10'. There are also circular symbols and dashed lines on the plan.

Automated Comment Letters

- Automated Letter Generation.
- List of common comments to select from.
- Letters fully editable and e-mail ready.

1/14/2016 7:27:51 AM
East Ascension High Freshman Academy
2015-168
Page 1



City of Gonzales
135 South Irma Blvd.
Gonzales, LA 70737
(225) 647-8970
www.gonzales.com

Date: Friday, November 04, 2016

Travis Parker
Ascension Parish School Board
9650 Airline Hwy
Barringer, LA 70778
travis.parker@apssb.org

Parcel Number 2015-168
Job Address: 912 E. Worthey Road, Gonzales, LA 70737

Dear Travis Parker,

Staff has completed its review of plans for the project that is to be located at 912 E. Worthey Road, Gonzales, LA 70737. The following comments have been provided by the building official for the City of Gonzales, and based on your plan submittal. These are the codes and regulations which we strongly enforce.

Engineering Department Comments

The plans are approved as submitted.

Sewer Review Comments

Please provide a letter of conformity from DPH regarding grease trap requirements including size of grease trap. DPH approval letter required prior to final inspection.

Grease trap inspection is required on the day of initial installation. If grease trap inspection is not scheduled during installation, contractor will be required to pump vessel EMPTY at their expense in order for proper inspection to take place.

Grease Traps must be installed in such a manner as to facilitate inspection. (Cover shall be easily opened by one city employee and accessed for cleaning/maintenance by owner/tenant).

Building Plan Review Comments

Current building codes enforced: 2012 International Building code, 2012 International Residential Code, 2012 International Mechanical Code, 2011 National Electrical Code, 2013 Louisiana State Plumbing Code
Back Flow certificate required prior to final inspection.

Parking spaces shall be a minimum of 10 feet wide by 19 feet deep. Drive aisle spacing shall be a minimum of 26 feet.

DPH review and approval letter required.

Pretest and smoke detectors required on all mechanical equipment.

Current building codes enforced: 2012 International Building code, 2012 International Residential Code, 2012 International Mechanical Code, 2013 National Electrical Code, 2013 Louisiana State Plumbing Code
Back Flow certificate required prior to final inspection.

Plan Review Letters

Letter Title: Plan Review Feedback Required Generate Letter

Letter Contacts:

- Travis Parker, Ascension Parish School Board (Approved)
- Austin Colton, Ascension Parish School Board (Approved)
- Beverly Turner, 17 High Crest School Company, Inc. (Approved)
- Travis Parker, Ascension Parish School Board (Ultimate Contact #4)
- Scott Carter, Ascension Parish (Approved)
- Kimberly Conley (Approved)
- Beeky Lathier, DYLE ENTER, INC. (Approved)
- Gary Adams, Amsted Industries (Approved)
- Kyle Batschelet, Plumbing Solutions, LLC (Plumber)

Category: Building Plan Review Comments

Building Plan Review Comments Approved 10/12/2015 by Jerry Self
Current building codes enforced: 2012 International Building code, 2012 International Residential Code, 2012 International Mechanical Code, 2013 National Electrical Code, 2013 Louisiana State Plumbing Code

[Add new comment](#)

Building Plan Review Comments Approved 10/12/2015 by Jerry Self
Back Flow certificate required prior to final inspection.

[Add new comment](#)

Building Plan Review Comments Approved 10/12/2015 by Jerry Self
Parking spaces shall be a minimum of 10 feet wide by 19 feet deep. Drive aisle spacing shall be a minimum of 26 feet.

[Add new comment](#)

Category: Engineering Department Comments

Engineering Department Comments Approved 9/22/2015 by Jackie Bushman
The plans are approved as submitted.

[Add new comment](#)

Category: Gas and Water Review Comments

Gas and Water Review Comments Approved 9/22/2015 by Adahi Theriot

- Plans approved. HOWEVER, NO LAUNCH FROM BOULEVARD allows being under the boulevard is required
- = 2" water meter required.
- = 1/2" lower impact fee required on rooftop due to similar watermeter demand for the overall school.

[Add new comment](#)

Category: Local Fire Dept. Review Comments

Local Fire Dept. Review Comments Approved 10/12/2015 by Preston Lantry
Fire hydrant must have a hydrant valve installed.

[Add new comment](#)

Local Fire Dept. Review Comments Approved 10/12/2015 by Preston Lantry
Fire hydrant must not be set below finished dirt grade.

[Add new comment](#)

Category: Sewer Review Comments

Sewer Review Comments Denied 8/21/2015 by DPH Inspector
Please provide a letter of conformity from DPH regarding grease trap requirements including size of grease trap.

[Add new comment](#)

Sewer Review Comments Denied 8/21/2015 by DPH Inspector
DPH approval letter required prior to final inspection.

[Add new comment](#)



Automatic Work Flow Resolution – Work Orders are automatically scheduled to the appropriate field staff when the case changes priority. Alerts residents and departments of changes in status and required information that could be holding up progress.

☐ Required Miscellaneous Requirements & Inspections

- ☐ Inspections
- ☐ Permit Category
- ☐ Miscellaneous Requirements
- ☐ Department Reviews
- ☐ Miscellaneous
- ☐ Timers
- ☐ Volunteer Fire Department Reviews

➕ Complete Selected Requirements
Refresh Requirements

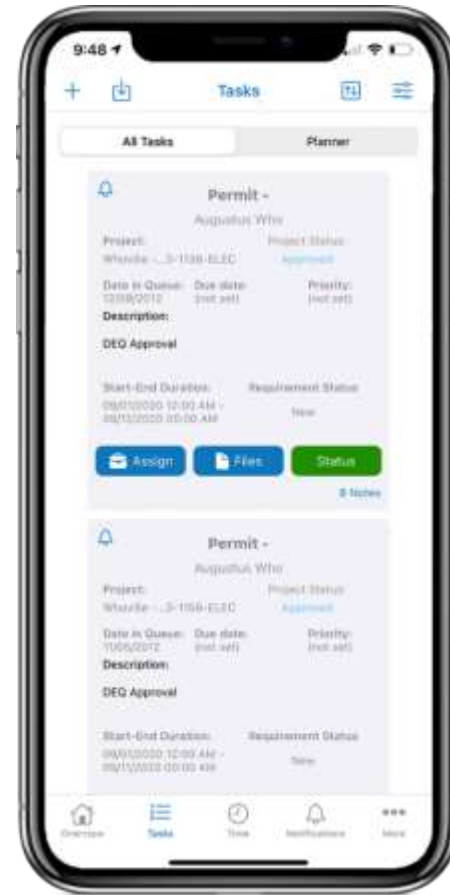
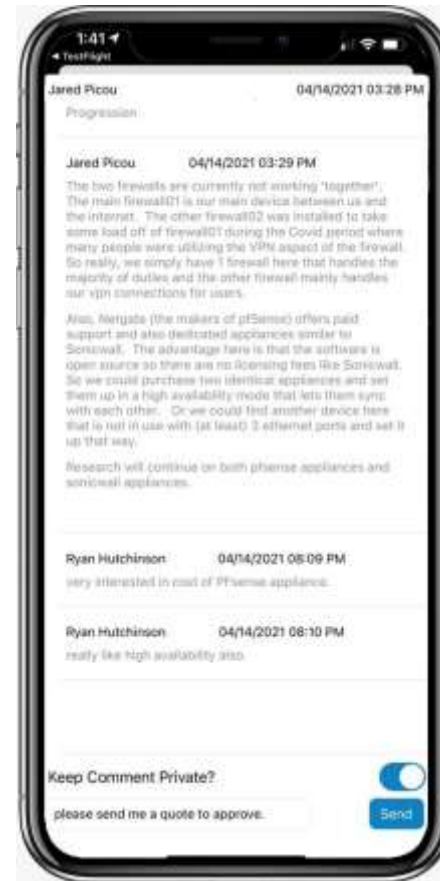
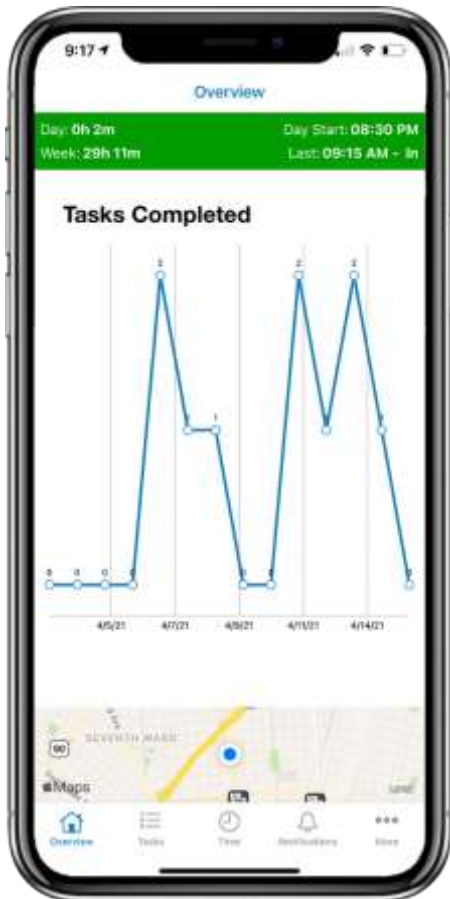
Add Priority

- ☐ Any Time
- ☐ Priority 1
 - ✔  Payment Recieved Un-Complete
- ☐ Priority 2
 - ✔  Issue Permit Un-Complete
- ☐ Priority 3 (Current Priority)
 - Final Electrical 📦
 - Gas Final 📦
- ☐ Priority 4
 - Close Project 📦 🔄

Save Priority

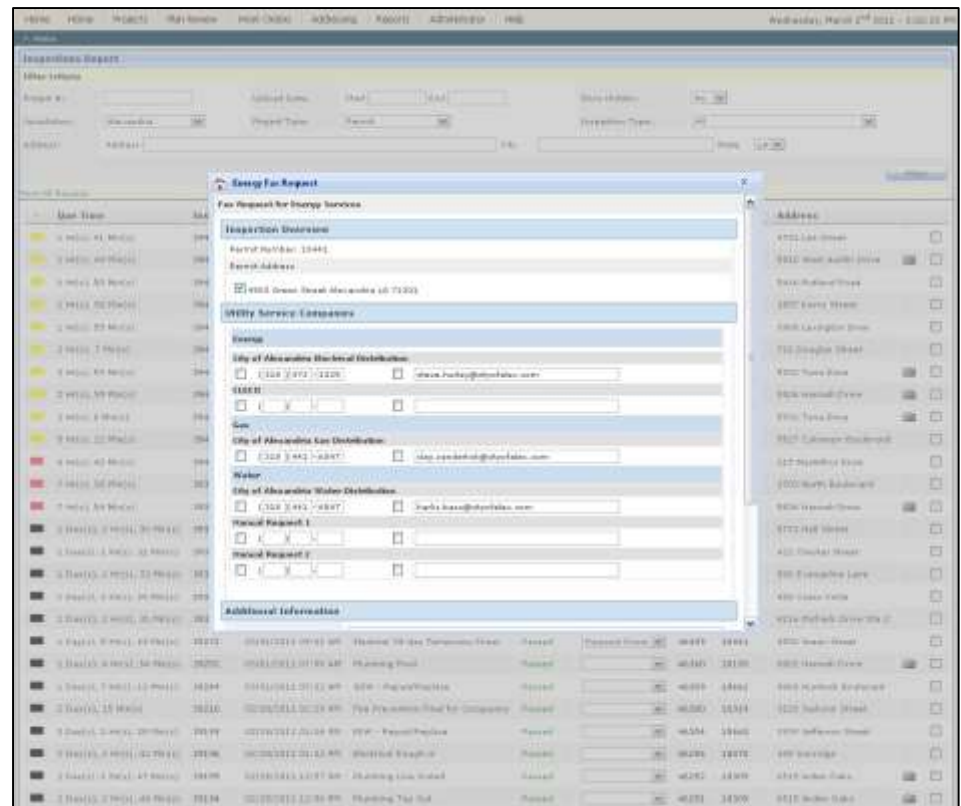
Save

MGO Tasks



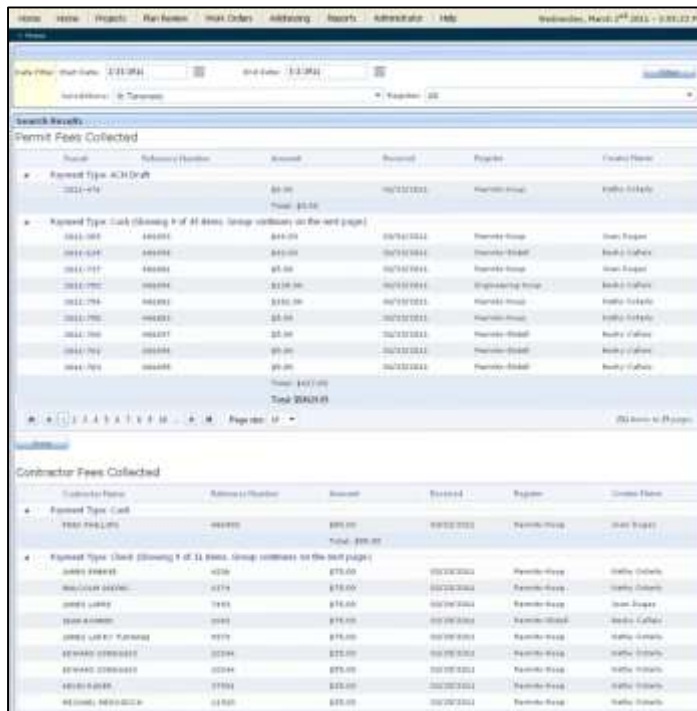
Phone, Text and E-mail Alerts

- Our system automatically calls phone numbers provided by the customer and reads their inspection results in a human voice.
- Configure automatic alerts and report delivery through e-mail, fax and text messaging.

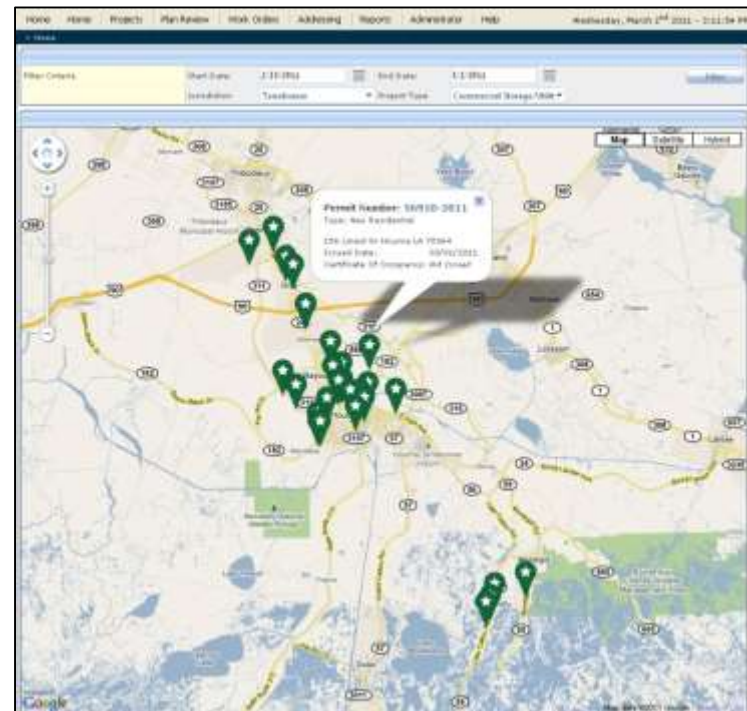


Customized Reports

- Charts, Graphs, Spreadsheets and more!
- We create your custom reports at any time without any additional cost.
- Any Report, Any Time at NO Charge!



Permit Type	Agency Number	Amount	Received	Region	County Name
Permit Type ACH Draft	0001-414	\$0.00	00/00/0000	Permitting	Yullo County
Permit Type Cook (Showing 1 of 11 items. Group columns in the left pane)	0001-001	\$40.00	00/00/0000	Permitting	Yullo County
0001-002	\$40.00	00/00/0000	Permitting	Yullo County	
0001-003	\$40.00	00/00/0000	Permitting	Yullo County	
0001-004	\$40.00	00/00/0000	Permitting	Yullo County	
0001-005	\$40.00	00/00/0000	Permitting	Yullo County	
0001-006	\$40.00	00/00/0000	Permitting	Yullo County	
0001-007	\$40.00	00/00/0000	Permitting	Yullo County	
0001-008	\$40.00	00/00/0000	Permitting	Yullo County	
0001-009	\$40.00	00/00/0000	Permitting	Yullo County	
0001-010	\$40.00	00/00/0000	Permitting	Yullo County	
Total		\$400.00			



Work Order Management

Drag & Drop

The screenshot displays the 'Work Order Management' interface. At the top, there is a navigation bar with the title 'Work Order Management', a date range '05/09/2021-05/15/2021', and buttons for 'Bulk Actions' and 'View Calendar'. A user profile 'Welcome, baronneda@lafourchegov.org' is visible in the top right.

The main area shows a grid of work order cards for employees: Alfred, David, Wayne, Aaron, Dillon, Not, and Gary. Each card has a green background and a download icon. A tooltip is visible over the Wayne card, showing details for an 'Initial Inspection' on '134 Sugar St, Mathews, LA'.

On the right side, there is a calendar view showing work orders for specific dates:

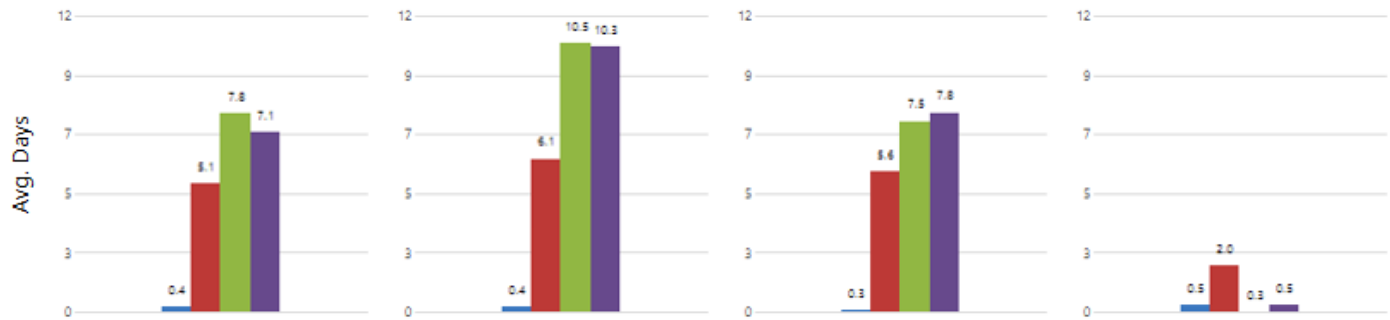
- 2021-25:** Reported Flooding and Standing Water. Morning Initial Inspection at 109 Dry Dock Rd, Bourg. Action: Report Flooding or Standing Water.
- 2021-24:** Drainage Issue Reported. Afternoon Approval Needed at 134 Sugar St, Mathews, LA. Action: Report a Drainage Issue. Notes: Overgrown vegetation confirmed, requesting approval to remove.
- 2021-20:** Drainage Issue Reported. None. Approval Needed at 44206 Conway St, Morgan City. Action: Report a Drainage Issue. Notes: Confirmed that downed tree is inhibiting drainage flow to pumping station 6. Requesting approval to remove the tree.

Reporting Capabilities

- The Plan Review Performance Report provides metrics for tracking submittal efficiency and performance.

Project Number	Permit Type	Project Address	Project Status	Plans Submittal	Date Application Received	Date Issued to Depts	Date Dept Completed	Date Customer Notified	Days to Issue to Depts	Days to Complete	Days to Notify Customer	Total Days in Plan Review
2019-722	General Sign - Commercial	1700 Sidney Baker St	Project Closed/Complete	Plans Submittal # 1	10/21/2019	10/21/2019	10/21/2019	10/21/2019	1	1	1	1
2019-538	New Single Family and Two Family Building	122 Glenn Ct N	Permit Issued	Plans Submittal # 1	9/4/2019	9/4/2019	9/17/2019	9/20/2019	1	10	4	13
2019-542	Swimming Pool - Residential	1000 Remochel Ave N	Permit Issued	Plans Submittal # 1	9/5/2019	9/5/2019	9/18/2019	9/19/2019	1	10	2	11
2019-542	Swimming Pool - Residential	1000 Remochel Ave N	Permit Issued	Plans Submittal # 2	10/14/2019	10/21/2019	10/24/2019	10/28/2019	6	4	3	11
2019-544	Residential Remodel	517 Florence St N	Pending (Under Review)	Plans Submittal # 1	9/5/2019	9/5/2019	9/18/2019	9/20/2019	1	10	3	12
2019-548	New Single Family and Two Family Building	120 McGinnis Ct N	Permit Issued	Plans Submittal # 1	9/5/2019	9/5/2019	9/17/2019	9/20/2019	1	9	4	12
2019-556	New Single Family and Two Family Building	2104 Toscana Way E	Permit Issued	Plans Submittal # 1	9/10/2019	9/10/2019	9/23/2019	9/24/2019	1	10	2	11
2019-558	Demolition - Other	408 W Main St N	Permit Issued	Plans Submittal # 1	9/9/2019	9/9/2019	9/12/2019	9/12/2019	1	4	1	4
2019-962	New Single Family and Two Family Building	1833 Lois St N	Permit Issued	Plans Submittal # 1	9/10/2019	9/10/2019	9/19/2019	9/20/2019	1	7	3	9
2019-568	New Single Family and Two Family Building	1839 Lois St N	Pending (Under Review)	Plans Submittal # 1	9/11/2019	9/11/2019	9/23/2019	9/24/2019	1	9	2	10
2019-960	Demolition - Other	410 Main Street	Permit Issued	Plans Submittal # 1	9/9/2019	9/9/2019	9/12/2019	9/12/2019	1	4	1	4
2019-578	Commercial New	620 Main St N	Permit Issued	Plans Submittal # 1	9/12/2019	9/12/2019	9/30/2019	9/30/2019	1	13	1	13

Plan Review Avg Days



	Oct 2019	Nov 2019	Dec 2019	Jan 2020
■ Average of Days to Dept	0.4	0.4	0.3	0.5
■ Average of Days Dept. Reviewed	5.1	6.1	5.6	2.0
■ Average of Days Customer Notified	7.8	10.5	7.5	0.3
■ Average of Total Time in System	7.1	10.3	7.8	0.5

FREE Support

- 1 866 95 PERMIT (3764)
- Unlimited Support for Constituents & Jurisdictions
- Our toll free support number is available for all jurisdictional staff and customer portal users.
- Our friendly, local support staff is eager to help you make the most of the software. No problem is too small to contact the support staff.



Zero Up-front Costs and Setup Fees

	Private Sector Software Typical Costs	MyGovernmentOnline (all modules)
Setup	\$250,000+	\$0.00
Maintenance	\$20,000+	\$0.00
Training	\$30,000+	\$0.00
Phone Support	\$90+ per Hour	\$0.00

** Graph values
*** Cost estimate

- One low, monthly fee covers all your needs even unlimited support.
- Monthly fee based on permit volume. Town of Loxahatchee Groves estimates annual total to be about 500 permits per year.
- Technology fee to cover software cost

Other Modules

PERMITS AND LICENSING

This module allows you to do anything you'd normally do in-person at your local permitting office. Apply for permits, pay online, request inspections, submit files, download inspection reports and approved plans, check permit status, download permit data, search for permits, and manage contractor and business licenses.

PLANNING AND ZONING

Similar functionality to permits module but with greater focus on subdivision and parcel tracking. Also, special focus on meeting dates and public announcements with powerful project management features.

SOLUTION CENTER (311 / Call Center / Code Enforcement) – Ability for the public to submit any issue to the jurisdiction through a website or mobile app. Service requests can be for any department with types such as public records requests, road repair, tall grass, highway damage, and abandoned vehicles. Additionally, each service request can be configured to route through the call center or directly to the department responsible for service.

PUBLIC WORKS

Custom modules for all divisions that allow for field inspections, asset tracking and many other customized features for things such as septic tracking, waste water, grease interceptors and more. Full Time, Materials and Labor cost tracking. Map based issue creation and reporting.

GPS AND ASSET TRACKING

Ability to track any asset on a map, GPS and RFID tracking, work orders on the asset.

FACILITIES

Ability to track different facilities, set automated service alerts, track work orders on maintenance and repair items.

FLEET MAINTENANCE

Service Request, Inventory Management, Automated Service Alerts and Billing. Integrated with GPS for automated odometer and engine hour alerts. Shows vehicle complete service history.

PROPERTY MANAGEMENT

Adjudicated Property Tracking, other special property tracking such as “Lot Next Door” or other types of special property programs.

GRANTS / COMMUNITY DEVELOPMENT

Track grant information and drawdowns along with all inspections. Popular to use for housing condemnation programs and CDBG.

GIS, financial, and other third-party software integration available.

To learn more about MGO you can schedule a demo with our Chief Technology Officer, Ryan Hutchinson. With a demo you will find out more about the unique benefits of our partnership program and how you can receive a better product at a lower cost than competing government software solutions. All pricing, technical, and implementation questions can be answered during one meeting. Contact us today by calling 866-957-3764 or by emailing partnership@mygovernmentonline.org to schedule your online presentation and demonstration.

MGD

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