



## Land Use & Environment Committee

### Update on SmartGov Rollout

**Agenda Date:** 7/21/2016  
**Agenda Item Number:** 4.A  
**File Number:** 16-0834

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**Type:** report **Version:** 1 **Status:** Filed

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#### **Title**

Update on SmartGov Rollout

#### **Recommended Action**

##### **Committee Recommendation:**

Not referred to a committee.

##### **City Manager Recommendation:**

Receive the update. Briefing only. No action requested.

#### **Report**

##### **Issue:**

Whether to receive an update on Community Planning and Development's new SmartGov software roll out.

##### **Staff Contact:**

Karen Kenneson, Business Manager, Community Planning and Development, 360.753.8277

##### **Presenter:**

Karen Kenneson, Business Manager

#### **Background and Analysis:**

SmartGov is the new community development cloud-based web solution that has replaced the Community Services module of Sungard's HTE. SmartGov streamlines land use, building permit, inspection and code enforcement processes and brings Community Planning and Development's (CP&D) technology into the modern era. CP&D went live with SmartGov on June 20, 2016.

#### Features that will be discussed:

- Cloud based
- Inspection app
- GIS-based
- LEAN
- Customer account-based online inspection portal
- Reporting

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- Enhanced communications with customers
- Phase 2: Online portal for geographic information, permit applications and payments - coming Fall 2016

**Neighborhood/Community Interests:**

SmartGov brings streamlined processes that improve performance and increase customer satisfaction. Customers now have a single login to access all of their inspection requests and results. Phase 2, the public portal, (coming later this year) will allow customers to access land use, permitting and code enforcement records online and interact with CP&D geographically in a map-based environment.

**Options:**

Report only.

**Financial Impact:**

Annual hosting fees for SmartGov are \$47,491, which will be paid in part by development fees. There are sufficient funds to cover this cost.

**Attachments:**

None.