OPENGOV – THE NEW ONLINE PERMITTING PORTAL

A live demo on how to use the City's new online portal

SANDY SPRINGS™
GEORGIA

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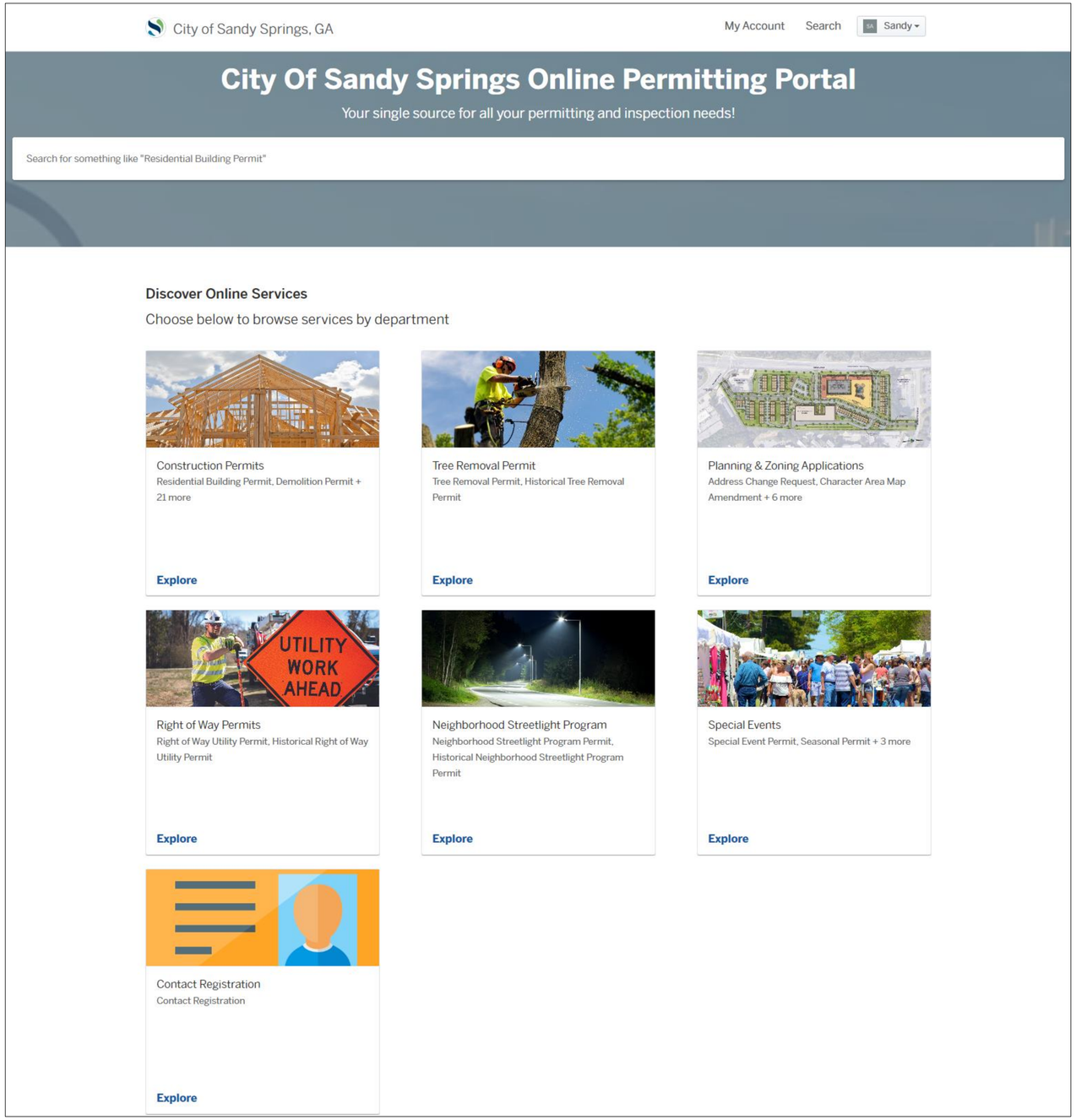
What is OpenGov?

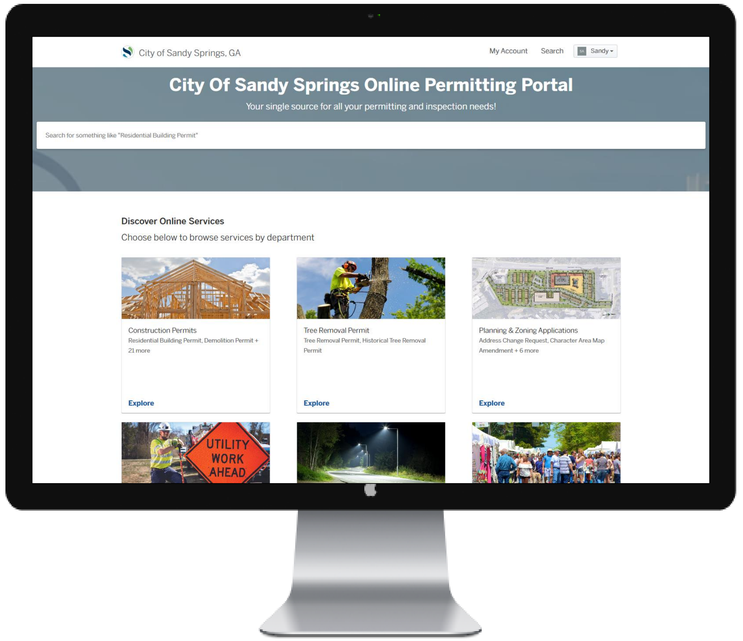
What is OpenGov?

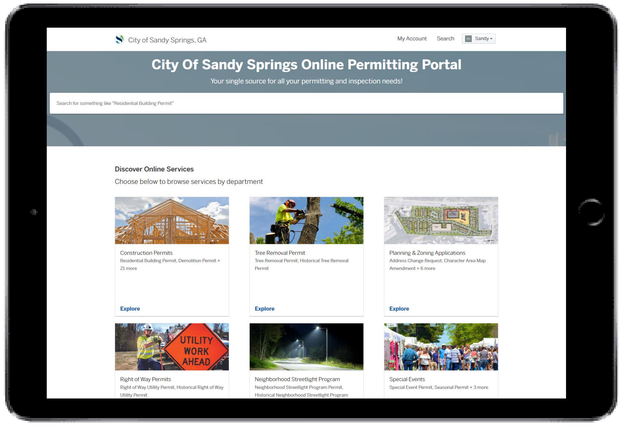
- **OpenGov** is the City's online and back office permitting software that allows all applicants (such as homeowners, design professionals, contractors, etc.) to do the following:
  - **Apply for various building permits, planning & zoning applications, special events, and more**
  - **Upload construction documents**
  - **Download City review comments**
  - **Request inspections**
  - **Pay invoices**
  - **Create a Contact Registration**
  - **and more...**

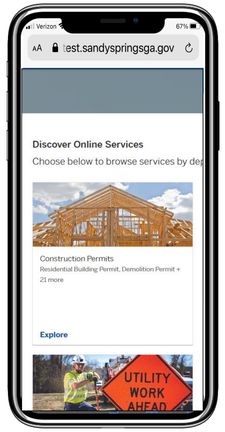


Accessible

- **Accessible** from anywhere with an internet connection, **24 hours a day, 7 days a week**.
- **It is mobile device friendly!**
- **Can work on multiple web browsers:** ( )
- Home screen is icon based







Online Permitting Portal Link:

https://build.sandyspringsga.gov

Why We Changed?

Why We Changed

- The **old permitting software failed to keep up** with the demands of the City
  - It was inconsistent and unstable at times which resulted in unnecessary workarounds
  - Files were not always accessible which resulted in delayed plan review times
  - Customers frequently had difficulty scheduling inspections
  - Issuing Permit Cards and Certificates of Occupancy/Completion had become a manual process
- The **City put out a detailed RFP** for new permitting software
  - We had over a dozen software vendors submit proposals for review
  - OpenGov was selected as the preferred vendor
    - Simple design that is much easier to program and customize for each permit
    - It is much easier and intuitive to use
    - Allows simple automations

New Features & Procedures

New Features & Procedures

- All **permit applications are online** (no more paper/PDF applications)
  - Help expedite the permitting process
- All **permit applications includes smart logic** that adapts the questions to your answers
  - Customizes each permit application to your project and minimizes unnecessary data entry
- **Inspections** have been **separated into construction phases**
  - Minimizes the chance of missed inspections
- The list of **available inspections are customized** for your specific permit
  - No more unnecessary or missed inspections
- **Permit Card is issued automatically**
  - Reduces unnecessary delays

New Features & Procedures

- **Certificate of Occupancy/Completion is issued automatically**
  - Eliminates unnecessary requests and reduces unnecessary delays
- You can **select multiple parcels** on one application
  - Great for larger developments
- New **Contact Registration** feature
  - Eliminates notarized affidavits for each permit
  - One time registration to verify professional and business license.
  - Contact is searchable by the applicant to auto populate in the application
  - License renewal reminder
- New **chat feature** to communicate directly with staff at any workflow step
  - Easily connect with staff to discuss application questions, plan review comments, inspection clarifications, etc.

Go Live Expectations

GO LIVE EXPECTATIONS

The City is making every effort to make the transition to the new online and back office permitting software as seamless as possible. However, there are certain technical challenges that are unavoidable and may result in a minor delay for existing permits.

- **Online Portal Accounts:**
  - All existing customers will have to register for a new online portal account before City staff can link your existing permits to your new account. To create your new online portal account, please go the following website: https://sandyspringsga.portal.opengov.com/sign-up

- **Linking Existing Permits:**
  - Once you have created your new online portal account, you will have to notify the City which permits you need to link to your new account. The City has created a simple online form for you to use to request this information located at the following website: http://spr.gs/opengovlinkpermit

GO LIVE EXPECTATIONS

- **Contact Registration:**
  - All contractors and trade contractors are required to create a Contact Registration account that will be used to verify their professional and business license each year that will be searchable for all permit applications. Any other contact that is used in permit applications may also register for a Contact Registration to simplify the permitting process for the applicant. The create your Contact Registration, please go to the following website: https://sandyspringsga.portal.opengov.com/categories/1089/record-types/6482

- **Emergencies:**
  - All emergencies will be evaluated and handled on a case-by-case basis. If you have any emergency, please call (770) 206-4397.

Go Live Dates & Procedures

GO LIVE DATES & PROCEDURES

As we transfer all our data to the new permitting software, there will be a migration period. During this period, the in-house permitting software and online permitting portal will have limited availability as follows:

IN-OFFICE:

- The permitting office will be closed to the public on **Friday, June 28th**.

EXISTING PERMITS:

- No digital transactions (drawing uploads/downloads, payments, plan reviews, inspections, etc.) will be available beginning **Thursday, June 27th at 5:00 pm** and won't be back online until **Monday, July 8th at 8:00 am**.

NEW PERMITS

- The new online permitting portal will be available to accept all new permit applications beginning **Wednesday, July 3rd at 8:00 am**.

GO LIVE DATES & PROCEDURES

INSPECTIONS:

- If you need an inspection during this migration period, please try to **pre-schedule schedule all your inspections by Thursday, June 27th at 5:00 pm**.
- If you still need to **schedule an inspection during the migration period**, you will have to use one of the following methods:
  - **E-Mail:** Send an e-mail request to inspections@sandyspringsga.gov. You must include the following information in your e-mail request:
    - Permit Number
    - Project Address
    - Type of Inspection
    - Requested Date of Inspection
    - Field Contact Name, Phone Number, and E-Mail.
  - **Phone:** Call Kamaria George at 770-206-1424.
- Please note that all inspections will be a manual process during the migration period and will not be available online until **Monday, July 8th at 8:00 am**

GO LIVE DATES & PROCEDURES

GENERAL: Although the digital resources will be limited to staff during the migration period, the Community Development office will still be open for the following:

- Verbal inquiries
- Manually schedule and conduct inspections
- Conduct meetings
- Accept information regarding Planning and Zoning applications
- Accept information regarding Special Event Applications
- Code Enforcement activities

If you have any general questions or need special assistance, please feel free to call us at 770-206-4397