OpenGov Citizen Services: Greater Efficiency for Everyday Operations

Cloud Technology That Modernizes Interactions Between Constituents and Government

One Platform to Optimize Citizen and Staff Experience

OpenGov's Citizen Services platform is the only solution you'll need to streamline workflows—from issuing building and health permits to collecting fees for special events, business, and pet licenses. Easy to configure with a drag-and-drop interface, Citizen Services introduces seamless integrations to fully digitize and automate your team's routine interactions with residents. This is cloud technology that saves time, builds customer satisfaction, and actually delivers on its promise to make life easier for frontline staff and local government leaders of every department.

Planning and Zoning	Building Permits	Virtual Inspections	Code Enforcement	Pet Licenses
Business Licenses	Outdoor Dining	Short-Term Rental Registration	Cannabis Licensing	Special Events
Health Permits	Public Works	Fire and Safety	Police	Grant Management

5x Faster Permit Processing	**Up to 80%** Decrease in Walk-Ins	**4.6 Star** Customer Support Rating

Features Include

➤ Customer Service Portal

➤ Automated, No-Code Workflows & Approvals

➤ Smart Projects That Build Applicant Fees & Checklists

➤ Payment Collection

➤ Batched Renewals

➤ Triggered Prompts for Both Applicants & Government Staff

➤ Document Organization

➤ Dashboards & Reports

Why OpenGov?

OpenGov is the leader in modern cloud ERP software for our nation's cities, counties, and state agencies. On a mission to power more effective and accountable government, OpenGov serves more than 1,000 agencies across the U.S. Built exclusively for the unique budgeting, financial management, and citizen services needs of the public sector, the OpenGov ERP Cloud makes organizations more collaborative, digitizes mission-critical processes, and enables best-in-class communication with stakeholders.

> "I think one of the best things about using OpenGov is that we can see all of the different records all in one place. So it doesn't matter what the department is, if it's Health or Code Enforcement, Building, Planning, any of them. When we're doing research, it's much easier than before."

City of Claremont, NH

Building Permits
Standardize the submission, plan review, inspections, and building process for contractors and property owners with conditional permit forms that update automatically based on building project requirements.

Health Permits
Ensure proper food safety, waste disposal, and code enforcement with user-friendly mobile features. Clearly outline 'pass' requirements for the operation of restaurants, beauty and nail salons, funeral homes, or any other business where public health is a concern.

Special Events
Help event organizers quickly identify which permits and licenses they need for special gatherings. Collect critical permit revenue and provide peace of mind that safety measures and order are maintained.

Grant Management
Administer grant applications, distribute funds, and monitor spending with OpenGov's customizable online forms and workflow software. Stay accountable to the public and ensure critical oversight.

Short-Term Rental Registration
Clearly outline requirements and process registrations quickly so property owners can welcome visitors. Using additional OpenGov features, poll residents on favorability of short-term rentals and share the revenue generated.

Fire and Safety
Streamline operations for Fire and Safety departments by organizing the enforcement of occupancy limits, alarm systems, and open-fire permits in an online portal.

Planning and Zoning
Residents can submit digital applications for projects requiring approval from the City's community development division for alterations such as fencing, plumbing, electrical, solar, and more.

Public Works
Enable the Public Works department to meet customer demand and collect fees for sewer permits by leveraging a drag-and-drop interface to create applications for water connections and extensions.

Business Licenses
Town and City Clerks can process and report on license applications and payments, as well as run batch license search and reporting. Set alerts and send reminders to residents who are up for renewal.

Pet Licenses
Pet licenses keep animals and communities safe by ensuring proper vaccination. Make it as easy as possible for residents to apply, pay for, and receive their pet license online in as little time as possible.

Outdoor Dining
Meet the evolving needs of the small business community by quickly adding new permit types to the online customer service portal—including temporary and emergency use options such as sidewalk cafes.

Virtual Inspections
Let contractors and constituents request inspections online. Give inspectors the freedom to safely conduct home inspections with mobile capabilities, Zoom integrations, and a schedule optimizer for daily routes.

Cannabis Licensing
Our customizable form builder makes it easy to reconfigure online cannabis license application forms so governments do not have to call the IT Department to edit applications when regulations change.

Police
Make permit processing of weapons possession, vehicle parking, and other safety areas easier for Police Departments. Allow residents to make online requests for police presence at events.

Code Enforcement
Invite community members to confidentiality report possible code violations online. Officials can review, inquire, and investigate problems such as graffiti, overgrown grass, aged pavement, or unsafe hazards.