

MGO

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!

(Printed or Digital Brochures Available by Request)



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

South Central Planning & Development Commission

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 without 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)

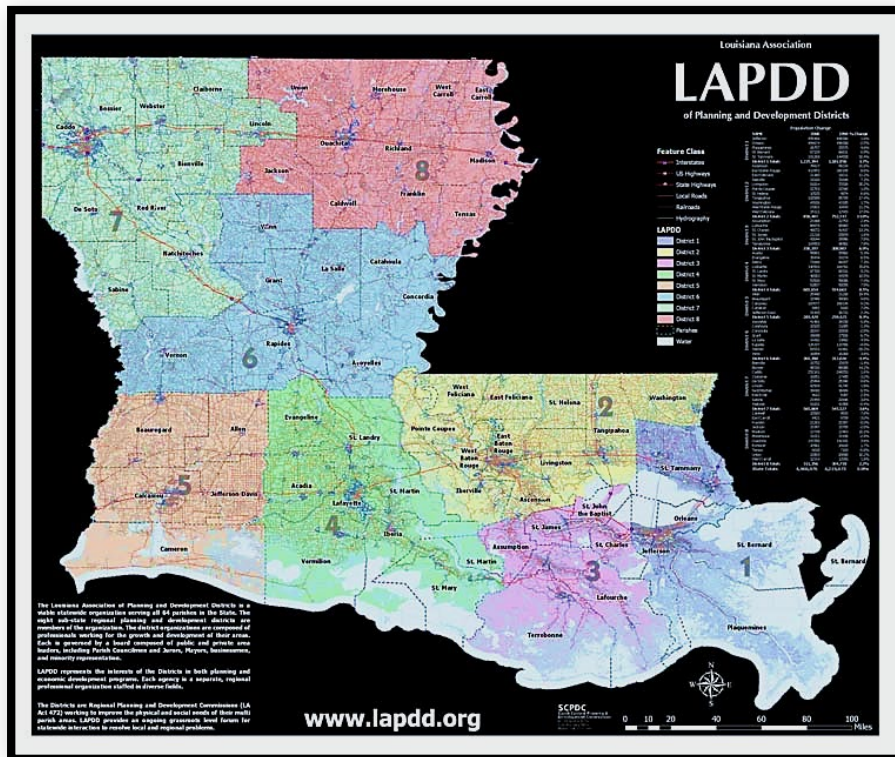
02

We are **NOT** a private
company

03

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

LOUISIANA PLANNING DISTRICTS



8 districts in Louisiana



Our district was established in 1973



Created by law in 1978 State Act 472



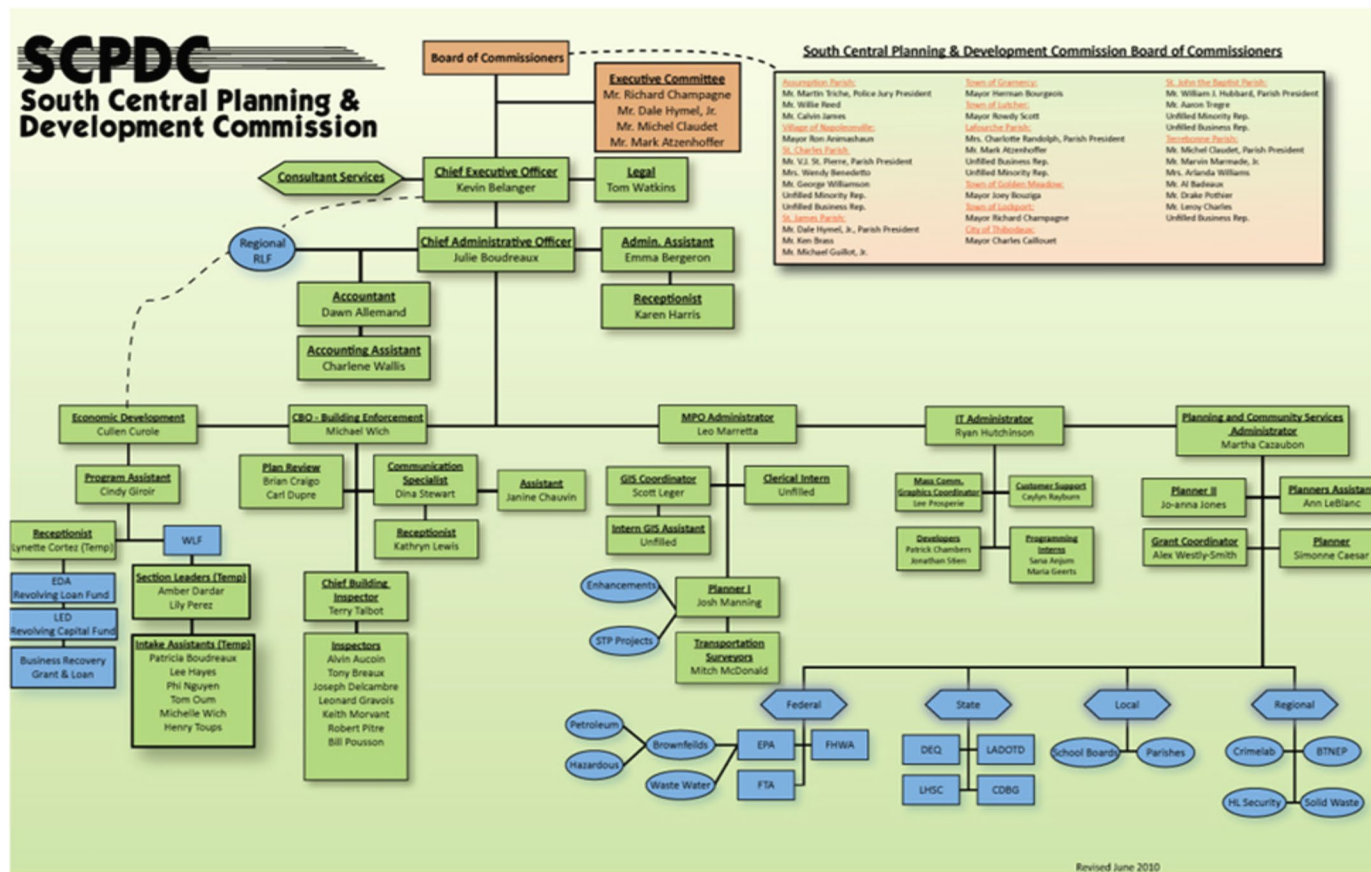
SCPDC TODAY

**SCPDC owns its own 20,000 SF
facility**



SCPDC Today

- More than 100 employees in 3 divisions



About Our Software

- Original Project leaders are still with the project.
- Software has been in use for over 17 years.
- Hundreds of implementations in 22 states.
- Created by Government for Government.

Award Winning Software

- 3X - International Economic Development Council Program Award
- 2X - Amazon “City on a Cloud Innovation Challenge” Winner
- 2X - ATT “Technology Innovation Award” Winner



How Will Our Software Help a Jurisdiction's Business Owners, Residents and Staff?

Proven Results



“The response from the building community to the administration has been overwhelmingly positive. They have been very vocal to the Administration that the automatic phone notifications and digital plan review is a huge time and money saver for them as they no longer have to “babysit” their job to find out results.”

Carey Chauvin
East Baton Rouge
Assistant Chief Administrative
Officer/Director of Development
225-389-3226

Vocal Business Owners

- **Rodney Burgder, Ongrade Construction** – “I literally build all over the world and using this system has made my inspection process the easiest I have experienced anywhere.”
- **Joey Yesso, The Wood Doctor** – “It’s a great system that saves myself a lot of time”
- **Randy Varusso, Varusso Builders** – “All Jurisdictions should use My Permit Now and I will personally make sure every Parish Administrator I am able to speak to knows that”

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

Inspector Weekly Report

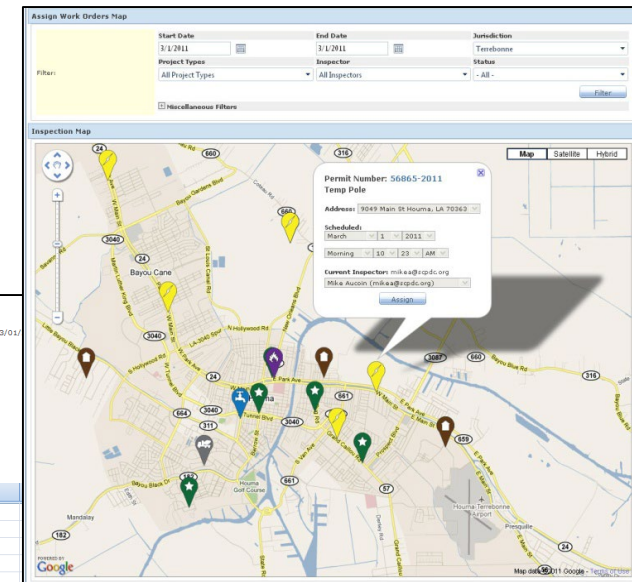
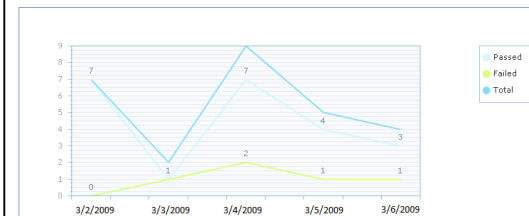
Inspector: Tony Breaux Dates: 03/01/2009 - 03/06/2009

Week in Summary:

Number of Inspections: 7
 Number Passed: 7
 Number Failed: 0
 Average Number of Inspections: 7
 Median: 7

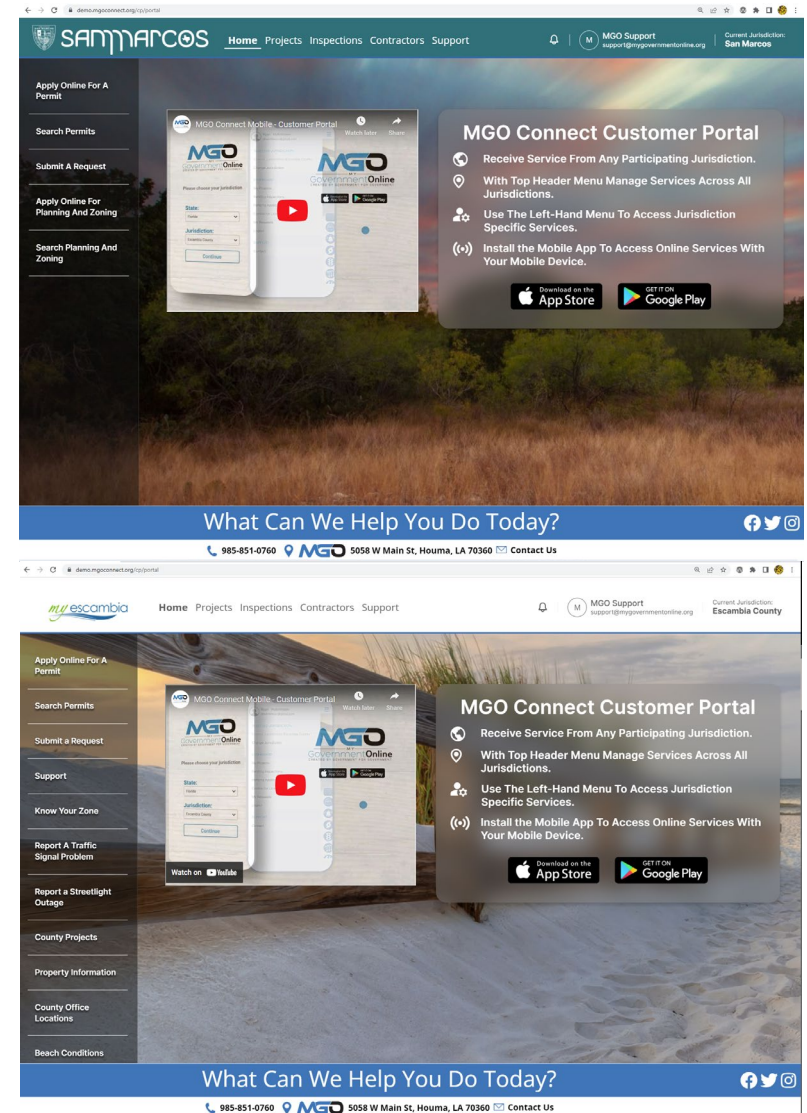
Week in Detail:

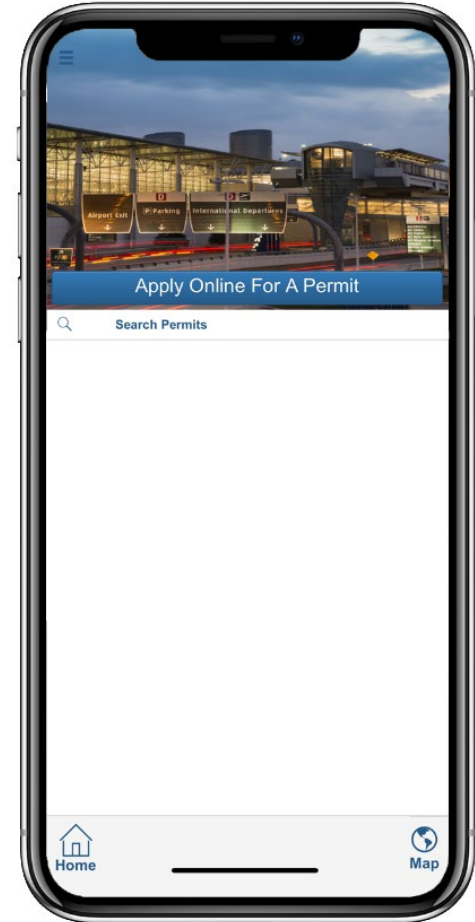
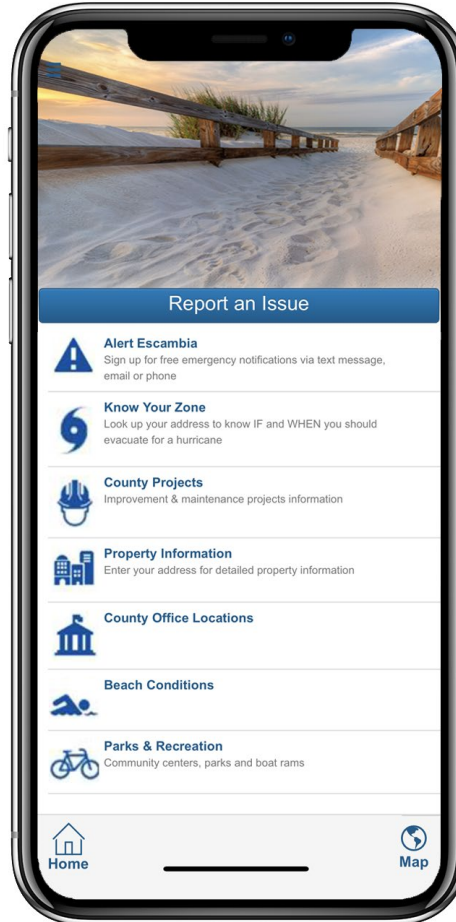
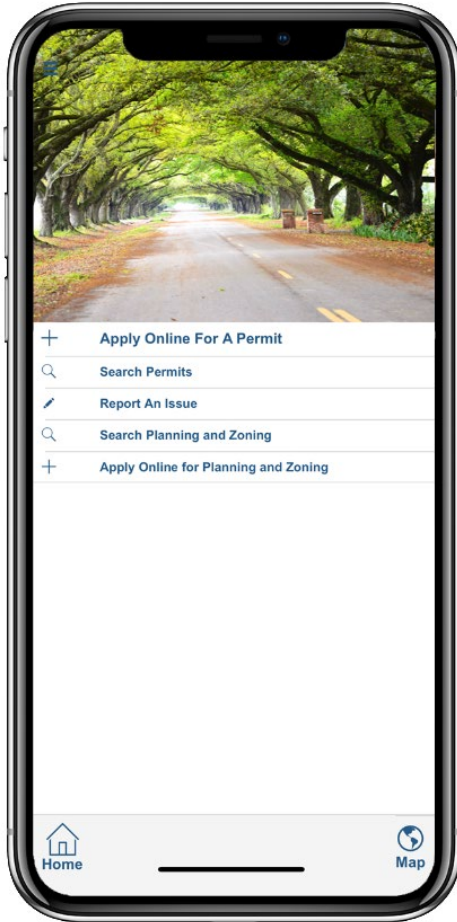
Date	# of Inspections	# Passed
03/02/2009	7	7
03/03/2009	2	1
03/04/2009	9	7
03/05/2009	5	4
03/06/2009	4	3



MGO Connect Customer Portal

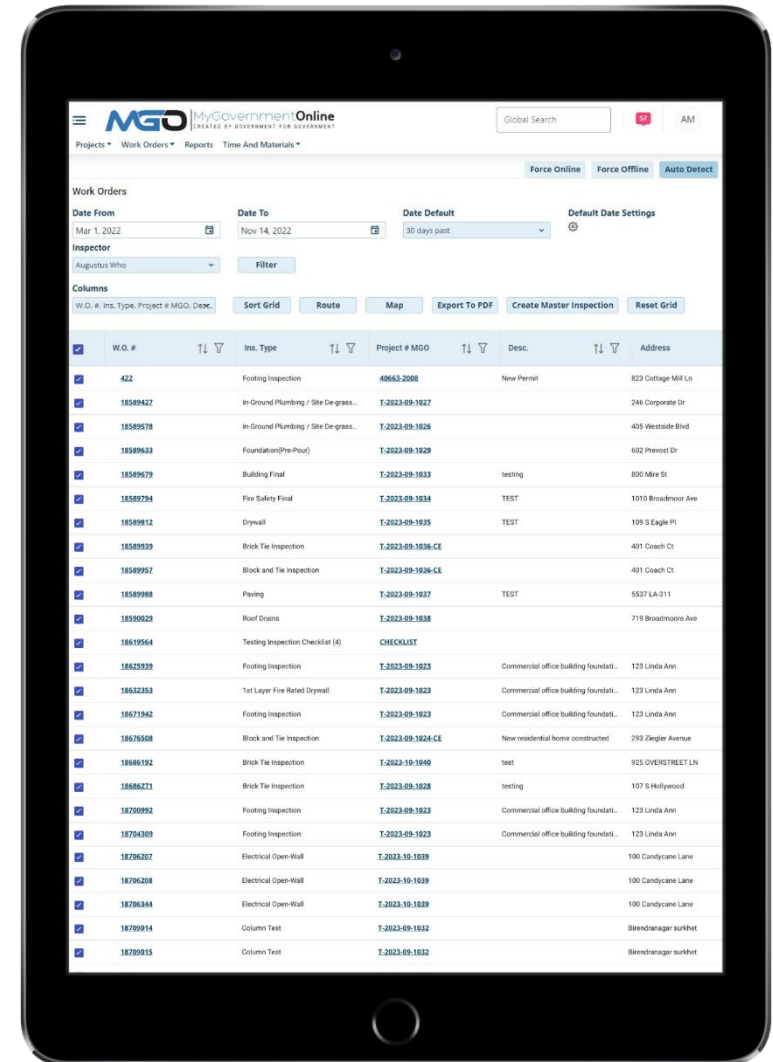
- Apply for Permits Online
- View status of “Check list” items needed to complete permit process in real time
- View Inspection Reports
- View original and revised plans
- One customer portal account allows you to manage permits, code enforcement issues, addressing and more across multiple jurisdictions!
- 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

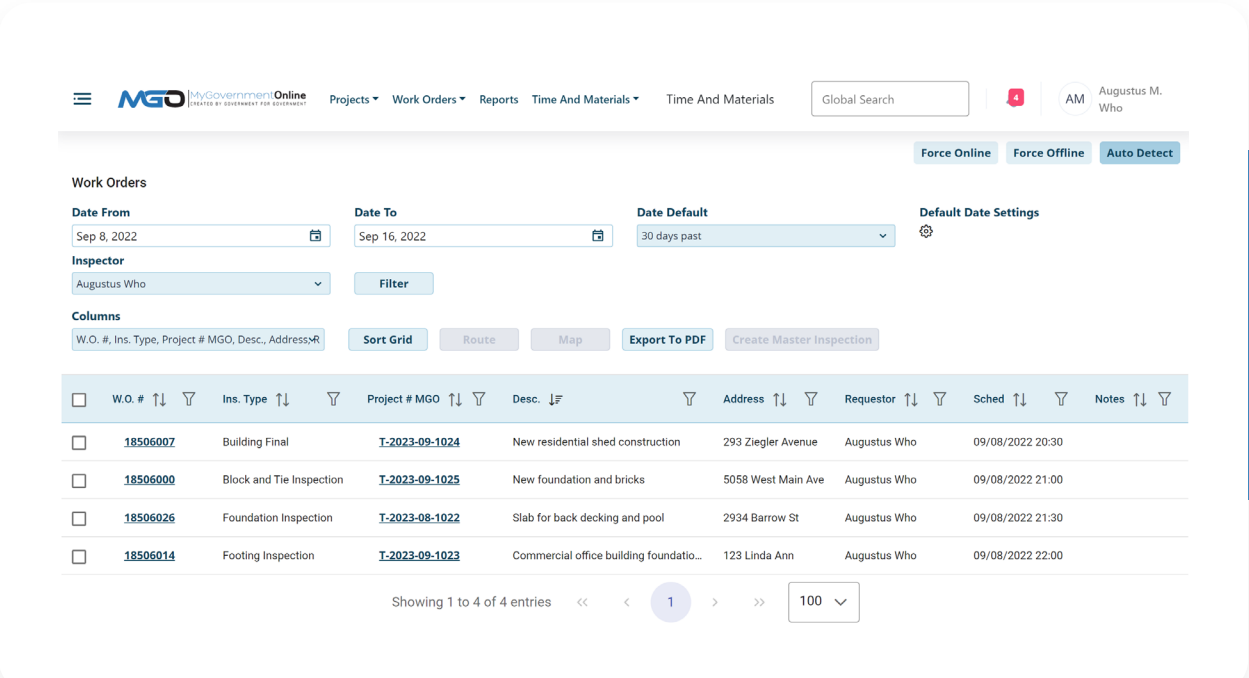
New From and To Date Filtering

03

New Mapping Functionality

04

New Routing / Route Optimization Functionality



The screenshot shows the 'Work Orders' section of the MyGovernmentOnline interface. At the top, there's a navigation bar with 'Projects', 'Work Orders', 'Reports', and 'Time And Materials'. A 'Global Search' bar is on the right. Below the navigation, there are buttons for 'Force Online', 'Force Offline', and 'Auto Detect'. The main section is titled 'Work Orders' and contains filters for 'Date From' (Sep 8, 2022), 'Date To' (Sep 16, 2022), and 'Date Default' (30 days past). There's also an 'Inspector' dropdown set to 'Augustus Who' and a 'Filter' button. Below the filters, there's a 'Columns' section with a table header: 'W.O. #, Ins. Type, Project # MGO, Desc., Address'. Action buttons include 'Sort Grid', 'Route', 'Map', 'Export To PDF', and 'Create Master Inspection'. The main table lists four work orders with columns for checkboxes, W.O. #, Ins. Type, Project # MGO, Desc., Address, Requestor, Sched, and Notes. The bottom of the page shows 'Showing 1 to 4 of 4 entries' and a pagination control with '1' selected and a '100' dropdown.

W.O. #	Ins. Type	Project # MGO	Desc.	Address	Requestor	Sched	Notes
18506007	Building Final	T-2023-09-1024	New residential shed construction	293 Ziegler Avenue	Augustus Who	09/08/2022 20:30	
18506000	Block and Tie Inspection	T-2023-09-1025	New foundation and bricks	5058 West Main Ave	Augustus Who	09/08/2022 21:00	
18506026	Foundation Inspection	T-2023-08-1022	Slab for back decking and pool	2934 Barrow St	Augustus Who	09/08/2022 21:30	
18506014	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

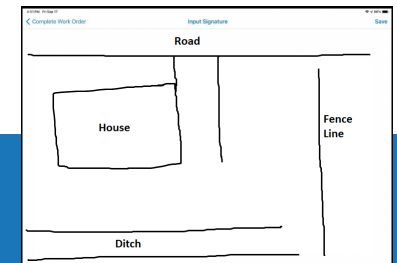
03

Project Checklist Sections

04

Signature/Drawing Pad

The screenshot displays the 'Work Order MORE' tab interface. At the top, there are three tabs: 'DETAILS', 'MORE', and 'RESULTS'. The 'DETAILS' tab is active, showing project information for '293 Ziegler Avenue, Houma, LA 70364 (Location History)'. Below this, there are sections for 'Project #', 'Project Type', 'Work Type', 'Inspection Type', and 'Project Name'. To the right, there are fields for 'Select Additional Fees', 'Inspection Type Description', 'Inspection Date', and 'Notes'. Below the 'Notes' section, there is a 'Supervision' section with a dropdown menu for 'Person in charge present, demonstrates knowledge, and performs duties (Optional)'. This section includes checkboxes for 'IPN In Compliance', 'IPN Not In Compliance', 'IPN Connected On Site During Inspection', and 'IPN Repeat Violation'. There is also a 'Remarks' section with an 'Add Comment' button. At the bottom, there are radio buttons for 'Passed', 'Failed', 'Partial', and 'Locked'. On the far right, there are buttons for 'ADD PHOTOS', 'FILE UPLOAD', 'Signature Pad', and 'SAVE INSPECTION'.



'WORK ORDER LIST' ROUTING FEATURE

All Work Orders Appear

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

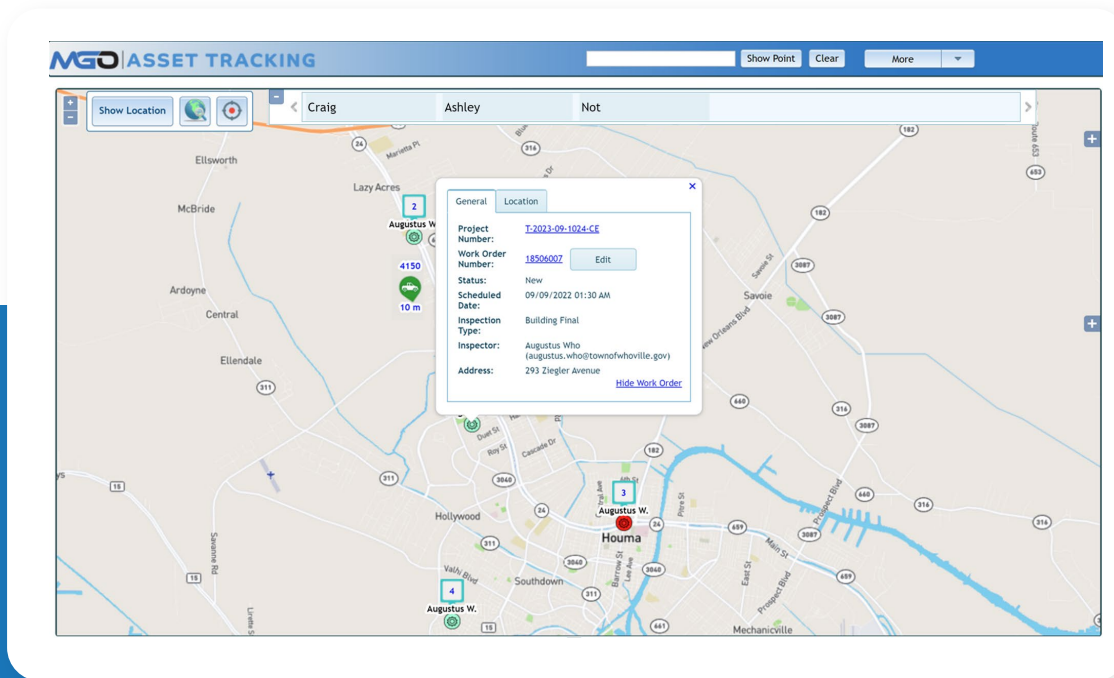
Route

Selected Work Orders

Sort Grid ☒ Show Route ☐ Directions

#	W.O. #	Ins. Type	Project # MGD	Desc.	Address	Requestor	Sched	Notes
1.	1848463	Illegal Tire Dump	2022-44	Request from Clay to setup t...	1161 SAINT CHARLES ST	Kristie Ellender	09/06/2022 07:00	
2.	1848467	Storm Litter	2022-44	Request from Clay to setup t...	1197 BARROW ST	Kristie Ellender	09/06/2022 03:00	
3.	1848454	75% pickup needed	2022-44	Request from Clay to setup t...	5058 WEST MAIN ST	Kristie Ellender	09/12/2022 12:00	
4.	1851858	Daily Operator Checklist	2022-46		112 BELLAIRE DR	Kristie Ellender	09/12/2022 19:00	

'WORK ORDER LIST' MAP FEATURE

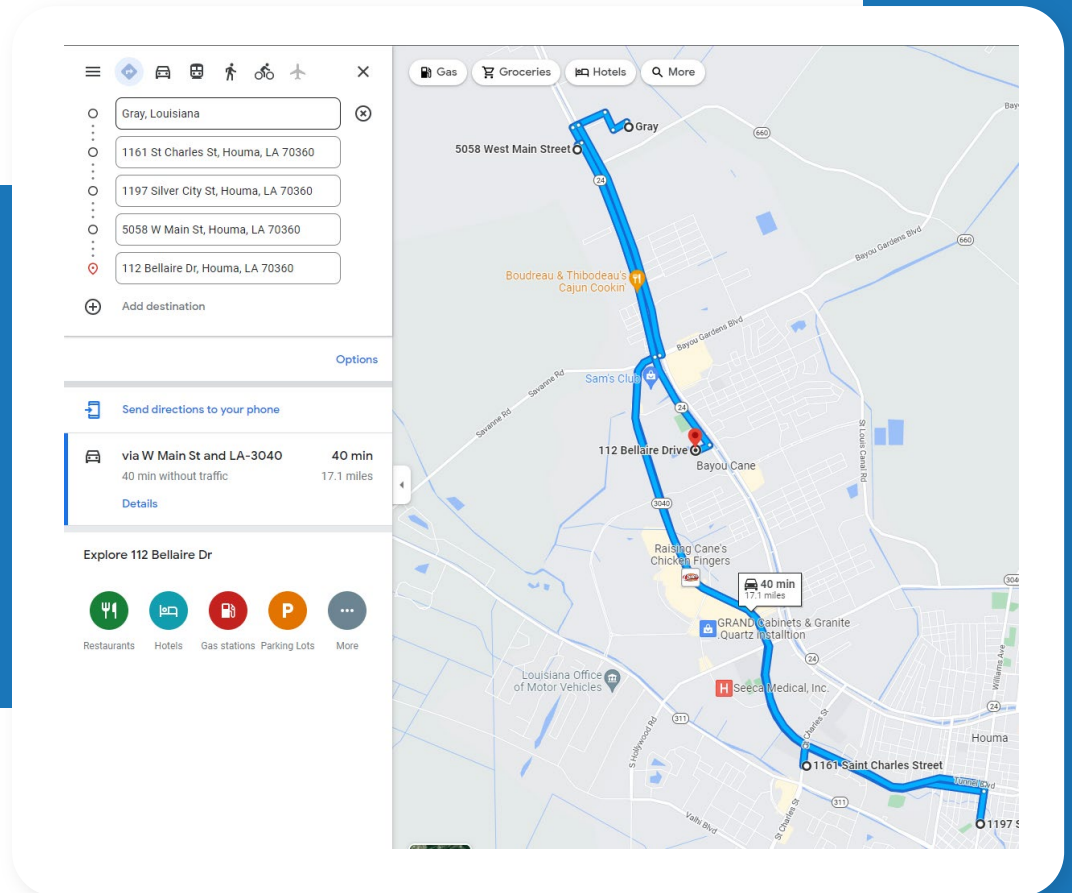


All Work Orders Appear

- 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 5

Task in Progress

Overview Time Tasks Notifications More

9:41

Tasks Info Next

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 first note


Update

Work Order History 7

Overview Time Tasks Notifications More

9:41

Back Uploads Next



Uploaded By Augustus Who

Date Uploaded 9/14/2022 1:18 PM

File Size 5,1 Mb

Other Files

- Plan_A_v14_2022_r3.pdf
- Plan_B_v4_r1.pdf

Upload File

Overview Time Tasks Notifications More

9:41

Info Result Complete

T-2023-08-1013-CE

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
15/09/2022 11:30 AM

Additional Option User
John Smith

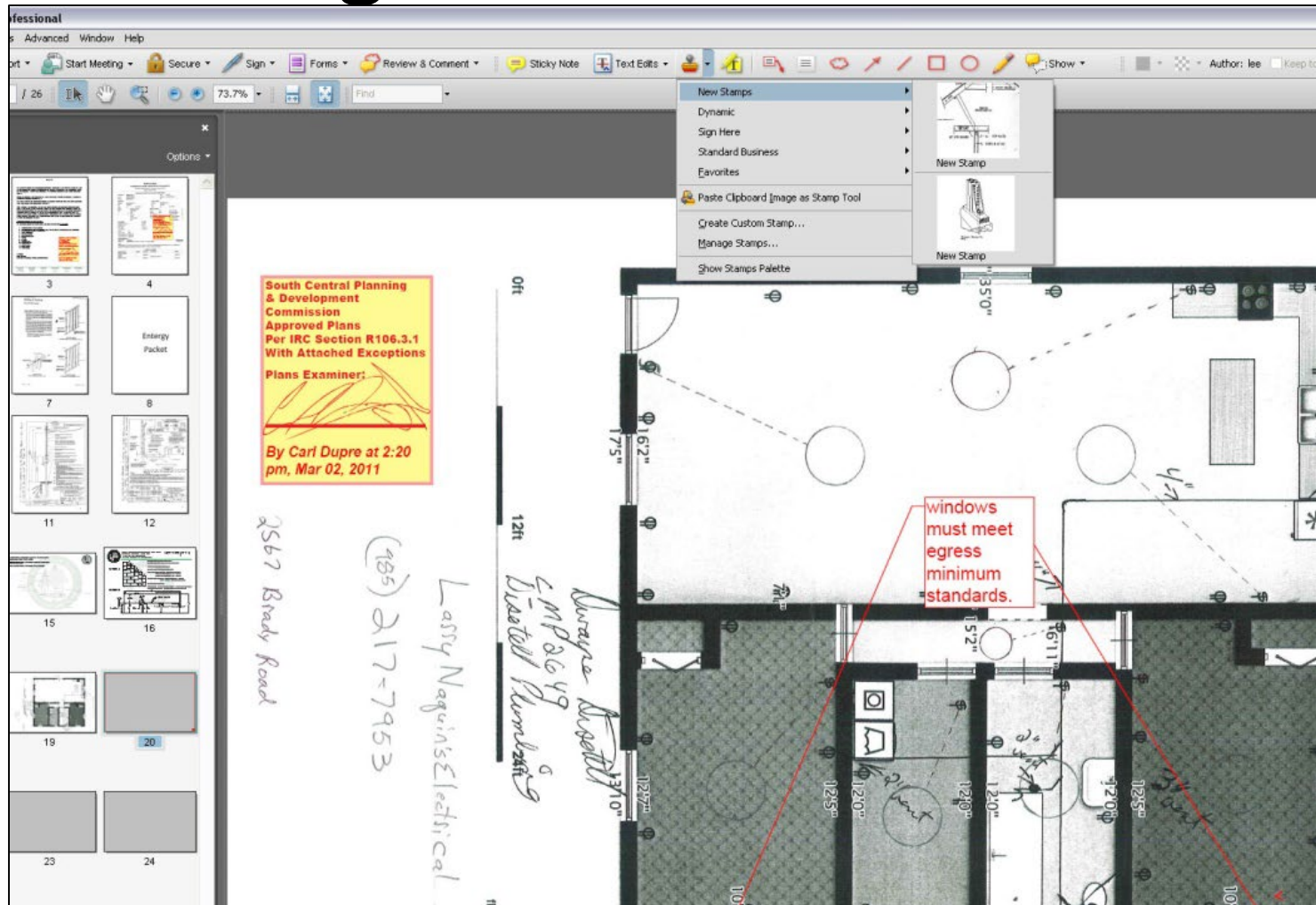
Complete

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.





Automated Comment Letters

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

11/4/2016 7:27:51 AM
East Ascension High Freshman Academy
2015-165
Page 1



City of Gonzales
120 South Irma Blvd.
Gonzales, LA 70737
(225) 647-9570
www.gonzalesla.com

Date: Friday, November 04, 2016

Travis Parker
Ascension Parish School Board
9690 Airline Hwy
Sorrento LA 70778
travis.parker@apsb.org

Permit Number 2015-165
Job Address: 612 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 612 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 DHH regarding grease trap requirements including size of grease trap. DHH 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.

DHH review and approval letter required.

Firestat and smoke detectors required on all mechanical equipment.

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.

Plan Review Letters

Letter Type [Generate Letter](#)

Letter Contacts

<input checked="" type="checkbox"/> Travis Parker, Ascension Parish School Board (Owner)	<input type="checkbox"/> Justin Cortez, Gossen Holloway and Associates (Applicant)
<input type="checkbox"/> Beverly Summers, J F Juge Construction Company Inc (Contractor)	<input type="checkbox"/> Travis Parker, Ascension Parish School Board (Alternate Contact #4)
<input type="checkbox"/> Justin Cortez, Gossen Holloway and Associates (Alternate Contact #5)	<input type="checkbox"/> (Alternate Contact #6)
<input type="checkbox"/> Beau Leitner, Doyle Electric, Inc. (Electrician)	<input type="checkbox"/> Gary Adams, Airtrol Inc (Mechanical/HVAC)
<input type="checkbox"/> Kyle Robicheaux, 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, 2011 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 Baumann
The plans are approved as submitted.
[Add new comment](#)

Category : Gas and Water Review Comments

☒ Gas and Water Review Comments Approved 9/23/2015 by Adam Thompson

- Plans approved. HOWEVER, NO sawcut across Irma Boulevard allowed. Boring under the boulevard is required
- 2" water meter required.
- NO sewer impact fee required on remodel due to similar water/sewer demand for the overall school.

[Add new comment](#)

Category : Local Fire Dept. Review Comments

☒ Local Fire Dept. Review Comments Approved 10/13/2015 by Preston Landry
Fire hydrant must have a hydrant valve installed.
[Add new comment](#)

☒ Local Fire Dept. Review Comments Approved 10/13/2015 by Preston Landry
Fire hydrant must not be set below finished dirt grade.
[Add new comment](#)

Category : Sewer Review Comments

☒ Sewer Review Comments Denied 9/23/2015 by Gerald Klempeter
Please provide a letter of conformity from DHH regarding grease trap requirements including size of grease trap.
[Add new comment](#)

☒ Sewer Review Comments Denied 9/23/2015 by Gerald Klempeter
DHH 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

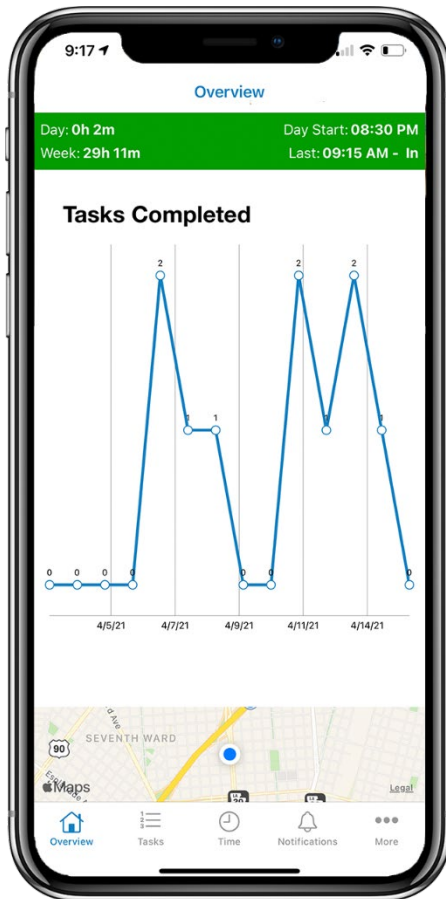
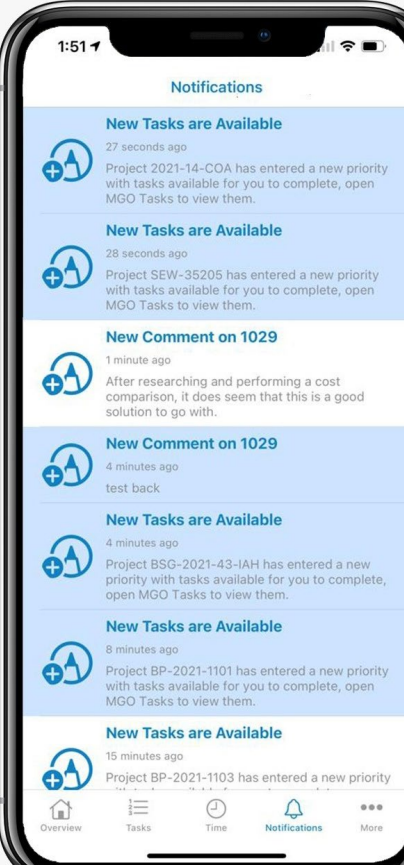
Priority 4

Close Project

Save Priority

Save

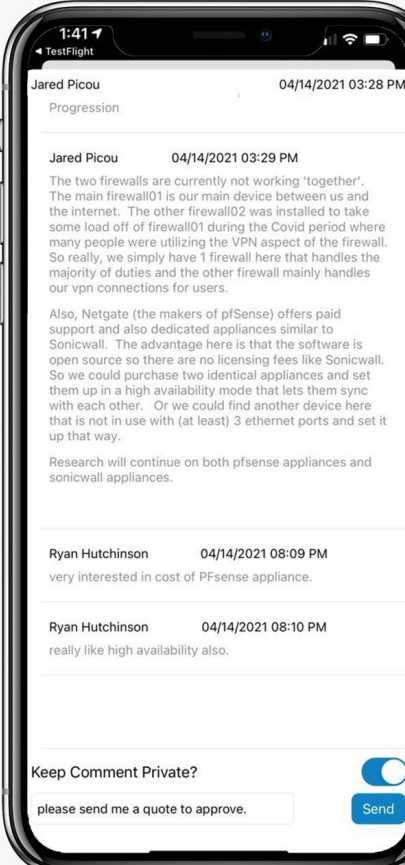
MGO Tasks

Notifications

- New Tasks are Available**
27 seconds ago
Project 2021-14-COA has entered a new priority with tasks available for you to complete, open MGO Tasks to view them.
- New Tasks are Available**
28 seconds ago
Project SEW-35205 has entered a new priority with tasks available for you to complete, open MGO Tasks to view them.
- New Comment on 1029**
1 minute ago
After researching and performing a cost comparison, it does seem that this is a good solution to go with.
- New Comment on 1029**
4 minutes ago
test back
- New Tasks are Available**
4 minutes ago
Project BSG-2021-43-IAH has entered a new priority with tasks available for you to complete, open MGO Tasks to view them.
- New Tasks are Available**
8 minutes ago
Project BP-2021-1101 has entered a new priority with tasks available for you to complete, open MGO Tasks to view them.
- New Tasks are Available**
15 minutes ago
Project BP-2021-1103 has entered a new priority with tasks available for you to complete, open MGO Tasks to view them.

Bottom navigation: Overview, Tasks, Time, Notifications, More



TestFlight

Jared Picou 04/14/2021 03:28 PM

Progression

Jared Picou 04/14/2021 03:29 PM

The two firewalls are currently not working 'together'. The main firewall01 is our main device between us and the internet. The other firewall02 was installed to take some load off of firewall01 during the Covid period where many people were utilizing the VPN aspect of the firewall. So really, we simply have 1 firewall here that handles the majority of duties and the other firewall mainly handles our vpn connections for users.

Also, Netgate (the makers of pfSense) offers paid support and also dedicated appliances similar to Sonicwall. The advantage here is that the software is open source so there are no licensing fees like Sonicwall. So we could purchase two identical appliances and set them up in a high availability mode that lets them sync with each other. Or we could find another device here that is not in use with (at least) 3 ethernet ports and set it up that way.

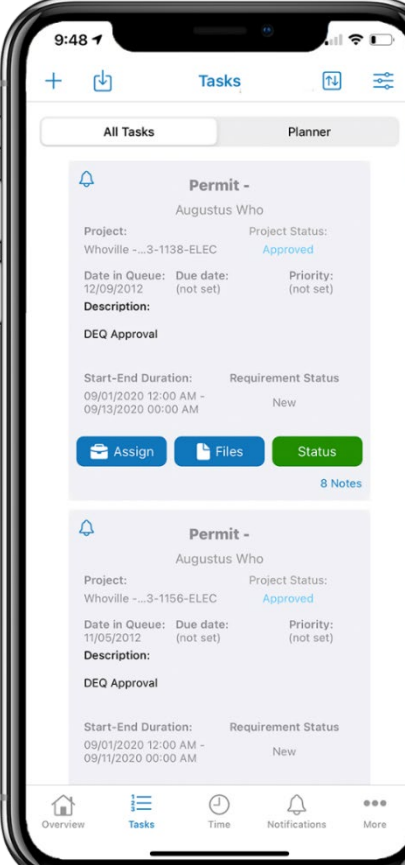
Research will continue on both pfSense appliances and Sonicwall appliances.

Ryan Hutchinson 04/14/2021 08:09 PM
very interested in cost of PFSense appliance.

Ryan Hutchinson 04/14/2021 08:10 PM
really like high availability also.

Keep Comment Private? ☐

please send me a quote to approve.



Tasks

All Tasks Planner

Permit -
Augustus Who

Project: Whoville -...3-1138-ELEC Project Status: **Approved**

Date in Queue: 12/09/2012 Due date: (not set) Priority: (not set)

Description:
DEQ Approval

Start-End Duration: 09/01/2020 12:00 AM - 09/13/2020 00:00 AM Requirement Status: New

 8 Notes

Permit -
Augustus Who

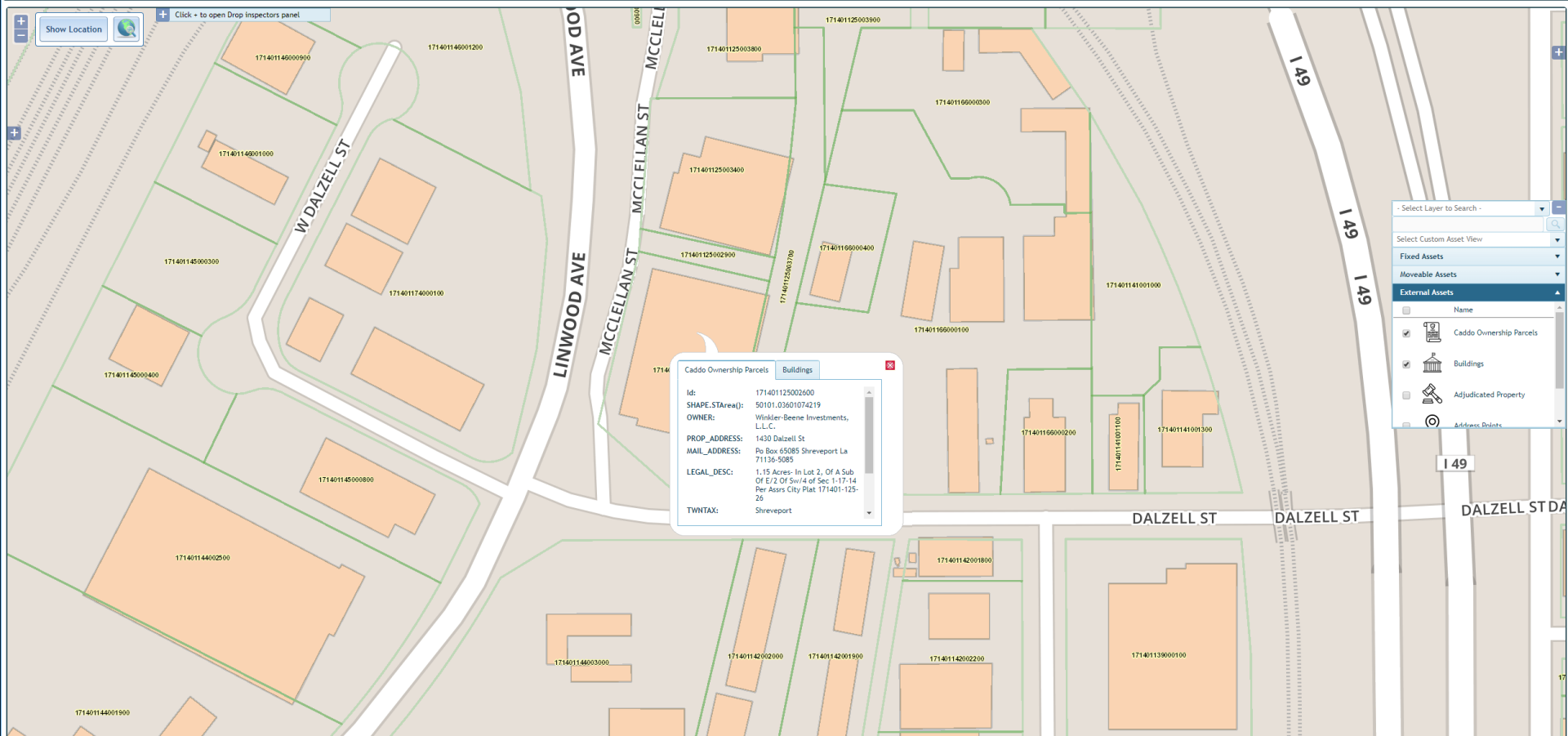
Project: Whoville -...3-1156-ELEC Project Status: **Approved**

Date in Queue: 11/05/2012 Due date: (not set) Priority: (not set)

Description:
DEQ Approval

Start-End Duration: 09/01/2020 12:00 AM - 09/11/2020 00:00 AM Requirement Status: New

Bottom navigation: Overview, Tasks, Time, Notifications, More



Select Layer to Search -

Select Custom Asset View

Fixed Assets

Movable Assets

External Assets

Name

☒ Caddo Ownership Parcels

☒ Buildings

☐ Adjudicated Property

☐ Address Points

I 49

DALZELL ST

DALZELL ST

DALZELL ST DA

+ Click + to open Drop inspectors panel

Show Location



2821 - Floyd Foster

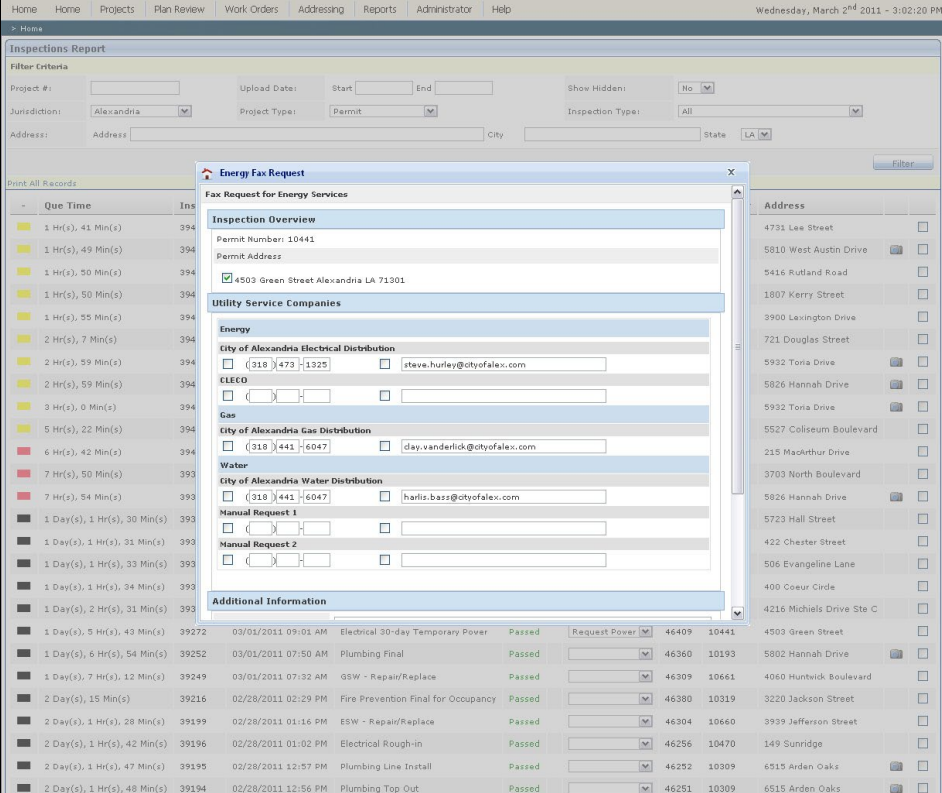
5 m

General Location

Project Number: [CC-2019-9425](#)
Project Name:
Create Date: 12/04/2019 04:47 PM
Project Type: Call Center
Work Type:
Project Status: Completed
Responsible Supervisor:
Address: 211 Evangeline Ext ,

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.



The screenshot displays the 'MyGovernmentOnline' web application interface. At the top, there is a navigation bar with links: Home, Projects, Plan Review, Work Orders, Addressing, Reports, Administrator, and Help. The date and time 'Wednesday, March 2nd 2011 - 3:02:20 PM' are shown in the top right corner.

The main content area is titled 'Inspections Report'. It includes a 'Filter Criteria' section with fields for Project #, Upload Date (Start/End), Show Hidden (No), Jurisdiction (Alexandria), Project Type (Permit), Inspection Type (All), Address, City, and State (LA). A 'Filter' button is located on the right.

Below the filter section is a table of inspection records. The table has columns for 'Que Time', 'Ins', and 'Address'. The 'Que Time' column shows various durations like '1 Hr(s), 41 Min(s)' and '1 Day(s), 1 Hr(s), 30 Min(s)'. The 'Ins' column shows inspection numbers like 394, 393, and 39272. The 'Address' column lists various street addresses in Alexandria, VA, such as '4731 Lee Street' and '5810 West Austin Drive'.

A pop-up window titled 'Energy Fax Request' is overlaid on the right side of the screen. It contains the following sections:

- Fax Request for Energy Services**
- Inspection Overview**: Permit Number: 10441, Permit Address: 4503 Green Street Alexandria LA 71301.
- Utility Service Companies**:
 - Energy**: City of Alexandria Electrical Distribution (318) 473-1325, steve.hurley@cityofalex.com.
 - Gas**: City of Alexandria Gas Distribution (318) 441-6047, day.vanderlick@cityofalex.com.
 - Water**: City of Alexandria Water Distribution (318) 441-6047, harlis.bass@cityofalex.com.
- Additional Information**: A table with columns for Date, Time, Description, Status, Request Power, and Request Number. It lists various inspection events like 'Electrical 30-day Temporary Power', 'Plumbing Final', 'OSW - Repair/Replace', 'Fire Prevention Final for Occupancy', 'ESW - Repair/Replace', 'Electrical Rough-in', 'Plumbing Line Install', and 'Plumbing Top Out'.

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!

Home Home Projects Plan Review Work Orders Addressing Reports Administrator Help Wednesday, March 2nd 2011 - 3:05:23 PM

Date Filter: Start Date: 2/23/2011 End Date: 3/2/2011 Filter

Jurisdiction: St. Tammany Register: All

Search Results

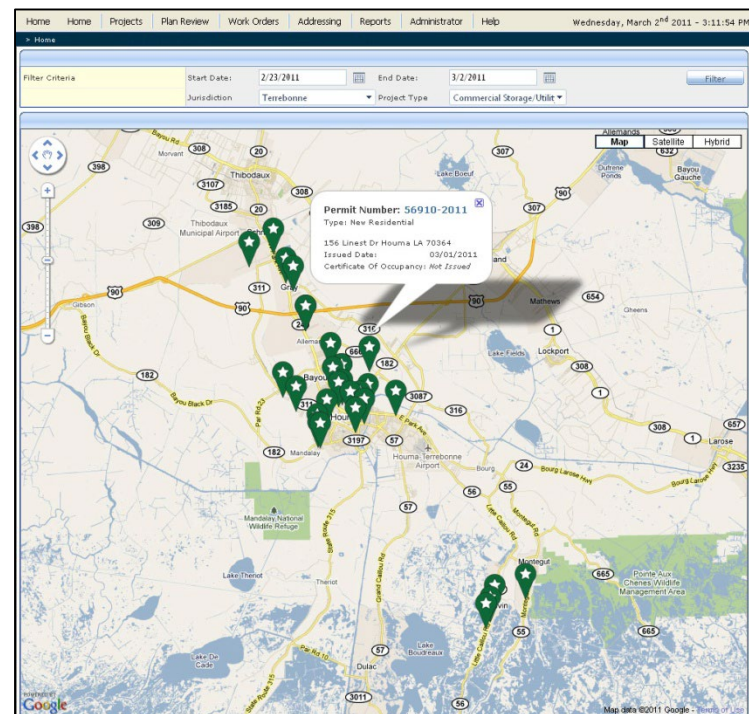
Permit Fees Collected

Permit	Reference Number	Amount	Received	Register	Creator Name
Payment Type: ACH Draft					
2011-476		\$0.00	02/23/2011	Permits-Koop	Kathy Ostaly
Total: \$0.00					
Payment Type: Cash (Showing 9 of 45 items. Group continues on the next page)					
2011-309	486993	\$44.00	03/01/2011	Permits-Koop	Joan Dugas
2011-425	486998	\$42.00	02/23/2011	Permits-Slidal	Becky Callais
2011-797	486881	\$5.00	02/23/2011	Permits-Koop	Joan Dugas
2011-753	486094	\$135.00	02/23/2011	Engineering-Koop	Becky Callais
2011-754	486882	\$181.00	02/23/2011	Permits-Koop	Kathy Ostaly
2011-755	486883	\$5.00	02/23/2011	Permits-Koop	Kathy Ostaly
2011-760	486097	\$5.00	02/23/2011	Permits-Slidal	Becky Callais
2011-762	486096	\$5.00	02/23/2011	Permits-Slidal	Becky Callais
2011-763	486095	\$5.00	02/23/2011	Permits-Slidal	Becky Callais
Total: \$427.00					
Total: \$5929.35					

201 items in 29 pages

Contractor Fees Collected

Contractor Name	Reference Number	Amount	Received	Register	Creator Name
Payment Type: Cash					
FRED PHILLIPS	486900	\$85.00	03/02/2011	Permits-Koop	Joan Dugas
Total: \$85.00					
Payment Type: Check (Showing 9 of 31 items. Group continues on the next page)					
JAMES HENSE	4236	\$75.00	02/23/2011	Permits-Koop	Kathy Ostaly
MALCOLM SKEINS	1374	\$75.00	02/23/2011	Permits-Koop	Kathy Ostaly
JAMES LARRE	7493	\$75.00	02/24/2011	Permits-Koop	Joan Dugas
SEAR BORNER	1042	\$75.00	02/25/2011	Permits-Slidal	Becky Callais
JAMES LARRY TURNAGE	9979	\$75.00	02/25/2011	Permits-Koop	Kathy Ostaly
EDWARD DIMAGISIO	10346	\$25.00	02/25/2011	Permits-Koop	Kathy Ostaly
EDWARD DIMAGISIO	10346	\$55.00	02/25/2011	Permits-Koop	Kathy Ostaly
KEVIN RADER	37593	\$25.00	02/25/2011	Permits-Koop	Kathy Ostaly
MICHAEL MEHOJECH	11920	\$25.00	02/25/2011	Permits-Koop	Kathy Ostaly



Work Order Management

Drag & Drop

assets.mgoconnect.org/WoManagement2

Work Order Management Employee Groups 05/09/2021-05/15/2021 11 Bulk Actions View Calendar Welcome, baronneda@lafourchegov.org

Alfred 0

David 0

Wayne 0

Afternoon

Initial Inspection

134 Sugar St., Mathews, LA

Action Needed

Report a Drainage Issue

Notes: **Overgrown vegetation reported in Sugar St. road side ditch.**

Aaron 0

Dillon 10

2021-25

Reported Flooding and Standing Water

Morning

Initial Inspection

109 Dry Dock Rd, Bourg

Report Flooding or Standing Water

2021-24

Drainage Issue Reported

Afternoon

Approval Needed

134 Sugar St., Mathews, LA

Report a Drainage Issue

Notes: **Overgrown vegetation confirmed, requesting approval to remove.**

Not 1

2021-20

Drainage Issue Reported

None

Approval Needed

44206 Conway St, Morgan City

Approved

Report a Drainage Issue

Notes: **Confirmed that downed tree is inhibiting drainage flow to pumping station 6. Requesting approval to remove the tree.**

Gary 0

Start	<input type="text" value="11/20/2019"/>	End	<input type="text" value="1/13/2020"/>	View Report
Department	ACUD 1 - Water, ACUD 2 - Sewer, ▼	Project Name	<input type="text"/>	
User	Ajia Mitchell, Alan Braud, Alice Oliv ▼	Status	Investigating, Completed, Assigne ▼	
Issue	Abandoned Animals, Accounts Pay ▼			

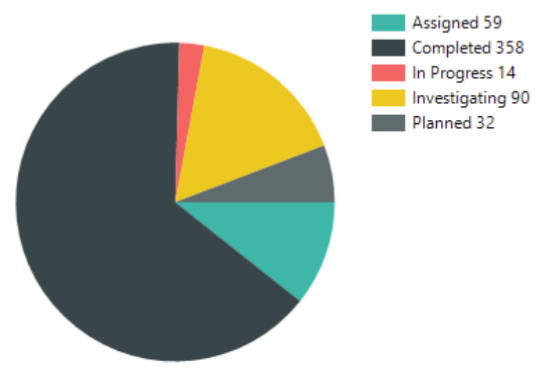
0 of 0 Find | Next

Dashboard Report

11/20/2019 - 1/13/2020

Cases Created	Cases Completed	Actions Entered	Avg Online Issue Acceptance Time
551	356	1171	48.56 (hr)

Cases Created by Status



Satisfaction for Projects Created In This Period

No Data Available

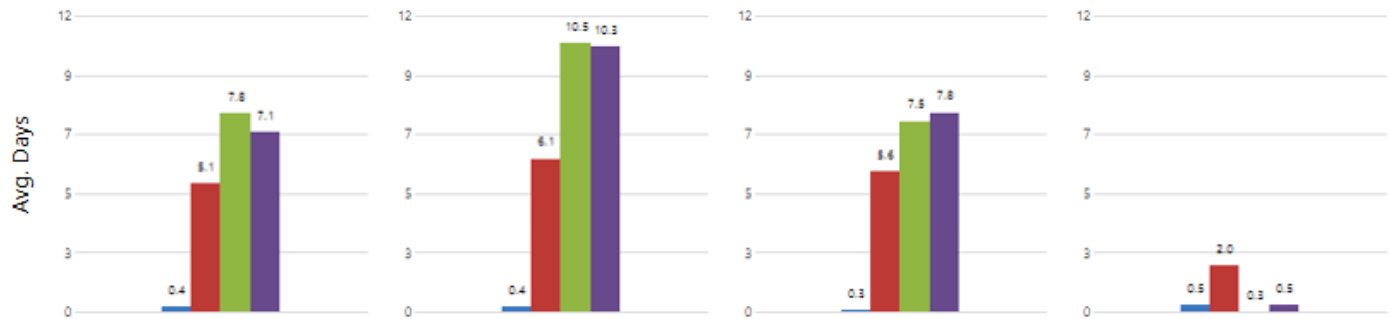
Work Order #	Project Name	Date Created	Caller	Status	Department	Service Requested	Council Dis	Address	Satisfaction	Comments
CC-2019-9255		11/20/2019	Vicki Bryant	Investigating	Drainage Management	Channel Maintenance	District 6	12246 Peter Bourgeois Rd St Amant LA 70774		

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 Remschel 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 Remschel 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
2019-546	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 Toscano 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
2019-562	New Single Family and Two Family Building	1833 Lois St N	Permit Issued	Plans Submittal # 1	9/10/2019	9/10/2019	9/18/2019	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
2019-560	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

Reporting Capabilities

- You are also able to see the average time to completion of each individual requirement associated with submittals.
- The Plan Review Performance Report can be filtered by:
 - Start/End Date
 - Designation
 - Project Status
 - Work Type



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 vary depending on jurisdiction size.

*** Cost estimate based on software packages of comparable features.

- One low, monthly fee covers all your needs even unlimited support.
- Monthly fee based on permit volume
- 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

— M Y —

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!



(Printed Brochures Available by Request)