



## PRESS RELEASE

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*For Immediate Release*

### **My Government Online: Digitizes the Permitting and Payment Processes at Kent County**

**Dover, Del.** - Kent County Levy Court is pleased to announce the launch of My Government Online (MGO), a suite of Web-based Permitting software.

“MGO has advanced Kent County from a paper to a digital environment and has proven to improve customer service and workflow within Kent County,” said Kent County Information Technology Director Kim Crouch.

Residents and businesses can register online to submit their building or sewer permit requests, upload digital plans, follow project status, receive email and text messages all along the permit review and inspection process. Contractors can schedule and track inspections from desktop and mobile devices. In addition, the MGO platform allows the use of credit cards as payment for these services online, as well as in person.

A joint effort between the Planning Services Department, Public Works, Finance and Information Technology, the soft launch of MGO occurred January 11<sup>th</sup> allowing the collaborating teams to monitor its progress and work out any bugs prior to an official announcement. In its short time, the installation of MGO has already shown itself to be an improvement in Kent County customer service, inter-department workflow, and interaction with outside sources, improving the overall efficiency in providing for customer’s needs.

Sarah Kiefer, Kent County Planning Services Director said, “Planning Services processes between 200 to 500 permits per month depending on the time of year – the transition to digital permitting makes it easier for customers to submit applications and monitor progress, speeds up internal review processes thereby saving time for applicants, and frees our staff to provide even better service to customers rather than managing paper files.”

MGO continues to be an ongoing project, with the next step being, the addition of the Code Enforcement module followed by adding software to assist the Planning Office with Planning and Zoning approvals.

Kent County entered into an intergovernmental agreement to lease the software from South Central Planning and Development Commission in 2018. This software lease was offered with no up-front costs or setup fees. The cost to lease the Permitting, Code Enforcement and Planning and Zoning modules will be \$42,000 a year. The lease agreement with MGO provides free software upgrades, technical support for Kent County, as well as, the County's customers. For example, builders can call the MGO's helpdesk to ask questions on things like, how to create an account or how to schedule an inspection?

MGO came about after Hurricane Katrina hit the State of Louisiana in 2005, whereby many government records were destroyed. This was the start of the South Central Planning and Development Commission of Louisiana, an agency tasked with developing a software suite for the parishes of Louisiana. During that process, the MGO modules were developed; developed by government, for government; and this helped to make it a perfect fit for Kent County to address the need for automation and digitizing processes.

To access MGO on the Kent County Website click here:

<https://www.co.kent.de.us/mgo.aspx> . This link can also be found by logging onto the Kent County Levy Court homepage ([www.co.kent.de.us](http://www.co.kent.de.us)); hovering over "*Kent* Online" where a dropdown menu will appear; and, clicking on "Permits" found at the bottom of the first column of selections.

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