



CITY OF MOUNT VERNON, N.Y.

Mayor Office

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Mayor

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NEW OPENGOV SYSTEM SPEEDS PERMITTING PROCESS FOR MOUNT VERNON RESIDENTS

FOR IMMEDIATE RELEASE

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For Mount Vernon's innovative new OpenGov software system has dramatically increased the number of Buildings Department applications received and processed via the online portal, announced Mayor Shawyn Patterson-Howard this week.

"We are committed to moving Mount Vernon forward in terms of technology and service to our residents, and we are very pleased with the early results of our OpenGov initiative related to Buildings Department permits," said Mayor Patterson-Howard.

The Buildings Department launched its OpenGov portal to the public on October 3rd. As of November 17th, the Department received approximately 300 applications through OpenGov and has already reviewed 93 percent of these applications. In addition, 60 percent of the applications received have been permitted.

"This represents real progress for our department," said Buildings Commissioner Patrick Holder. "These numbers have exceeded our expectations and in comparison, it takes many cities up to five years to see these kinds of numbers in terms of filings and approved permits, so we are very excited and optimistic that this will continue and even improve when both my staff and the citizens of Mount Vernon become more proficient with the use of this software."

The Mayor and Commissioner cautioned that the full integration of the powerful OpenGov software is still a work in progress but added that ongoing staff training (and familiarity within the general public) will only increase efficiency as time goes on.

OpenGov is an enterprise government communications management system that serves over 1,000 cities, counties, and state agencies across 49 states. A year ago, the City Administration partnered with OpenGov on a two-pronged approach: streamlining the budgeting process with OpenGov Budgeting & Planning and increasing efficiency across permitting and licensing with OpenGov Citizen Services. OpenGov Budgeting & Planning will enable collaboration across departments by allowing them to send and receive budget proposals in addition to giving leaders the ability to engage the community and be more transparent in how tax dollars are spent. With OpenGov Citizen Services, the City will improve customer satisfaction by enabling residents to apply for permits and licenses online in a single portal.

Residents can learn more about how the Buildings Department uses the Open Give system here:
<https://cmvny.com/641/About-OpenGov>

"The Jewel of Westchester"



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