



CUSTOMER PROFILE

CUSTOMER	City of Boardman, Oregon
POPULATION	3,300
THE CHALLENGE	Configurable system to manage multi-jurisdiction permits and single jurisdiction management for planning and code enforcement.
THE SOLUTION	Moving from a combination of Microsoft Excel and Black Bear systems to BasicGov Permits & Inspections, Planning and Code Enforcement software for flexibility, remote access and immediate customer support.



Boardman's Building and Community Development/ Code Compliance Departments moved from a combination of Microsoft Excel and Black Bear systems to BasicGov Permits & Inspections, Planning and Code Enforcement software in early 2009. They selected BasicGov to provide the flexibility to keep separate systems for two cities and one county since Boardman's Building Department manages the permit process for the City as well as for two other jurisdictions- the City of Irrigon and Morrow County.

With the BasicGov's web-based system the City has remote access allowing the Departments to respond to questions as required when out of the office and continue to offer excellent customer service.

BasicGov Planning software gives the team access to all parcel history online and moves them away from time-consuming paper file searches. For example, when there is a variance granted on a residential property (i.e. set back on a carport) BasicGov allows building inspectors to easily access documentation such as the letter sent to the resident outlining the conditions or stipulations under which the variance application was approved. If the Inspector finds non-compliance in the construction phase it is easy and quick for staff to access the project documentation, check conditions and re-communicate what is required for compliance.

Visit <http://www.cityofboardman.com/> for more information about the City of Boardman and for more information about BasicGov products go to www.basicgov.com/products.

"BasicGov reports are tremendously useful for our team. With BasicGov I can pull up a report that shows all expired permits to help manage my work priorities. I can also report outstanding inspections and give that information to our Building Official to help him plan his work schedule."

Angie Hughes, Building Clerk, City of Boardman, Oregon

"If we encounter a problem all we do is call or email BasicGov Support and it is fixed that day. This is very reassuring since we don't have any full-time IT staff in our City."