



Valley, Nebraska

Valley, Nebraska, modernizes permitting and inspections for faster build-times and happier contractors and homebuyers

700

permits processed
online annually

10

hours saved
each week

300

fewer phone calls
each year

6x

more code violations
uncovered

OVERVIEW

The city of Valley, Nebraska, faced challenges in managing its construction permitting and inspection processes. Valley implemented SmartGov for its digital permit submissions, automated compliance tracking, and real-time inspection results — creating a proactive permitting process that positions the city for more efficient building timelines and fewer logistical delays. In turn, citizens are getting their building needs met quicker and up to code, directly benefiting the community's booming housing market.

SITUATION | SMALL TEAM, BIG PAPER PROBLEM

With a small team and a growing workload, Valley struggled to rely on its outdated, paper-based system that was inefficient, error-prone, and completely manual. Contractor registrations, licenses, and certificates of insurance (COIs) were stored in physical binders, requiring staff to verify expiration dates by hand — a process that often led to lapses in important insurance and permit coverage.

Inspection results were recorded on carbon copy forms or typed into Word documents, which then had to be scanned and manually filed, adding to the administrative burden. Communication was another major challenge, as contractors frequently called to check inspection results, tying up Valley employees' valuable time.

With a growing demand in the Valley housing market, the process was proving inefficient and unsustainable, especially as permit volumes increased. Contractors were not getting pertinent information in a timely manner, resulting in missed deadlines and lapsed credentials. This meant prolonged building times while permits were processed, and in the worse cases, errors in compliance.

A new system was needed to better serve the public contractors whose work would help the community prosper.

SOLUTION | DIGITIZED SERVICES THAT DELIVER

Valley implemented SmartGov to digitize its permitting and inspection services. Staff members from Valley and Granicus took a hands-on approach to implementation that ensured a smooth go-live with minimal issues.

MUST HAVE SOLUTION

Permitting and
Licensing Enhanced
(SmartGov)

“Almost every contractor I've talked to loves using SmartGov. They love how easy it is. They see the benefit in it.”

Rune van den Boogaart,
Building Inspector, Valley,
Nebraska



“The implementation was great on our end,” said Building Inspector Rune van den Boogaart. “It was really helpful to virtually share a screen twice a week to work out any kinks.”

Key improvements implemented by SmartGov included:

- ✓ **Automated compliance monitoring:** SmartGov tracks expiration dates for each contractor’s license and insurance policy, ensuring real-time compliance.
- ✓ **Real-time inspection results:** Inspectors now log results directly into the system, searchable by address. This eliminated the need for paper forms, scanning, manual filing, and wait times.
- ✓ **Online submissions:** Contractors can submit permits 24/7, on their own time and schedules. The system enforces documentation requirements, preventing incomplete submissions.
- ✓ **Compatible workflows:** Since the city and the county both use SmartGov, staff can collaborate easily. Knowledge and resources can be shared efficiently across agencies.

Residents can now have their construction needs addressed more efficiently and in compliance with regulations, which positively impacts the area’s rapidly growing housing market.

RESULTS | VALUABLE TIME SAVED

One of the most notable outcomes of the implementation of SmartGov was the substantial time savings. According to van den Boogaart, by eliminating manual processes, the city now saves an estimated 10 hours each week, or around 500 hours a year — no small feat for a small team that processes approximately 700 permits annually. These efficiencies have enabled the small team to boost its permit volume; the number of new homes permitted increased from 35 to 65 in just a few years.

Beyond saving time by not sifting through piles of paperwork, another major benefit has been the reduction in phone calls. Contractors can both submit permits and access inspection statuses online at any time, thus limiting the need to contact city staff. This reduces interruptions and allows staff to focus on higher-value tasks. Van den Boogaart estimates he receives 300 fewer phone calls each year for inspections alone.

Due to the ease and convenience of use, contractor feedback has been overwhelmingly positive. The system also shifted more responsibility to contractors, requiring them to submit complete documentation before proceeding. This cultural shift has reduced the amount of handholding required from city staff, limited time-consuming hiccups in the process, and aligned Valley’s practices with those of larger municipalities.

Finally, SmartGov significantly improved contractor compliance. The system automatically tracks expiration dates for licenses and insurance certificates, ensuring that contractors remain up to date.

SmartGov has helped Valley become more efficient, transparent, and responsive — positioning the city for continued growth and operational success. Valley’s adoption of SmartGov is a powerful example of how digital transformation can modernize small-town government operations.