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PRESS RELEASE

FOR IMMEDIATE RELEASE

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Development Services to Launch New Software April 22

Kerrville, Texas (April 15, 2019) - The City of Kerrville is excited to announce that the launch date of the MyGovernmentOnline Permitting and Inspections software will be April 22, 2019. The new software will enhance the application submittal, plan review and inspection experience for contractors and residents through convenient online services.



“For the last 18 months we’ve been reviewing a lot of the processes in Development Services, particularly related to plan review and building permitting, and one of the big items that we’ve identified out of that has been implementing a new software,” said Drew Paxton, executive director for Development Services. “MyGovernmentOnline is the software we’ve chosen. MyGovernmentOnline will give citizens and residents access to the process through an online portal.”

In all, contractors and residents will have the ability to:

- Apply online for building permits and trade permits;
- Pay permit fees online with Visa and Mastercard;
- Submit plans and documents “paperless” in PDF format;
- Track application progress up to permit issuance;
- View and print copies of review comment letters;
- View and print copies of “In-Compliance” building plans;
- Request inspections online;
- View and print completed inspection reports;
- Receive real-time email or telephone call notifications when an inspection is

completed.

Customers may also create a free customer portal account at their earliest convenience if they do not already have an established account with the MyGovernmentOnline customer portal.

The MyGovernmentOnline software allows customers to begin applying for permits and other services online rather than traveling to the Development Services office. Please note that any documents required with an application, such as architectural plans, site plans, surveys, etc., must be uploaded in PDF format when submitting an application.

When requesting inspections online, the policy will remain that applicants must submit an inspection request prior to 4 p.m. to have an inspection performed the next business day. The city’s inspectors will enter inspection results in the field to ensure

applicants receive an inspection result via email, phone or through the customer portal in near real-time.

If further assistance is needed pertaining to the use of the MyGovernmentOnline software, please call the technical support line at 1-866-957-3764, option 1 for assistance. MyGovernmentOnline agents are available to assist with any software related questions.