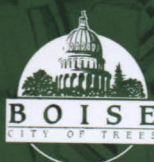


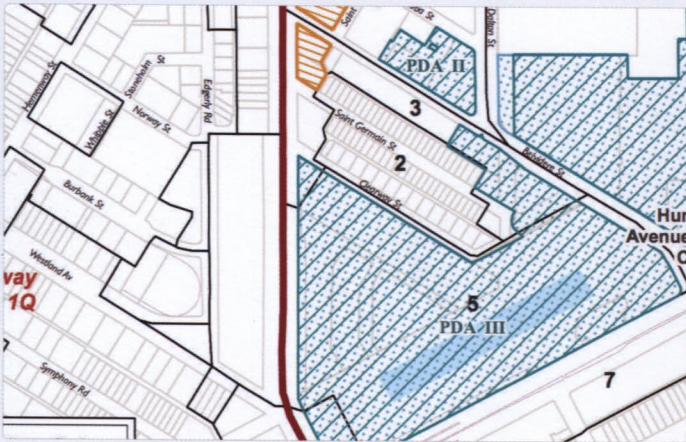
# Citizen-Focused Permitting

OpenCounter guides applicants through complex permitting workflows and calculates the specific timelines, permits, and fees associated with the project. This helps applicants start their projects with more confidence, and helps staff improve efficiency at the counter.



View all of our partner clients at [www.opencounter.com/customers](http://www.opencounter.com/customers)

## OpenCounter Zoning Portal



The Zoning Portal lets applicants select a land use and location to see how the zoning code will impact their project. It incorporates zoning overlays and use-specific questions (like whether a restaurant will have live entertainment) to provide an accurate picture of the zoning ordinance. This helps applicants to understand their options before they sign a lease.

More at [www.opencounter.com/zoning](http://www.opencounter.com/zoning)

## OpenCounter Business Portal



Registering a business can be a daunting process for entrepreneurs. The Business Portal takes the guess-work out of the process by calculating permit fees and requirements based on project information. It also allows applicants to submit their applications online, and gives staff tools to assist applicants who have questions or need additional support.

More at [www.opencounter.com/business](http://www.opencounter.com/business)

# Products

## OpenCounter Residential Portal



The Residential Portal guides homeowners through the rules and regulations that apply to residential additions, alterations, and new construction. By calculating permit fees and requirements associated with the project, the Residential Portal helps homeowners to plan their projects before they start, and stay in compliance along the way.

More at [www.opencounter.com/residential](http://www.opencounter.com/residential)

## OpenCounter Special Events Portal



Special events are often complicated projects that involve multiple departments. Closing streets, parks, or other facilities on specific dates or times can result in complex requirements that may confuse applicants. The Special Events Portal reveals these complexities so that applicants can plan their projects, and so staff can gather the information they need to sign off on the use.

More at [www.opencounter.com/events](http://www.opencounter.com/events)

# We put the public back in public sector

When citizens start a business or home improvement project, they're confronted with complex requirements from the City: multiple permits from different departments, each with its own terminology and procedures. Tradespeople and permit expeditors know how to navigate these processes, but non-professionals are often left behind. Their lack of experience can lead to delays and missteps, and even penalties and fines.

OpenCounter uses a sophisticated rules engine to calculate permit requirements as applicants fill in their project details. This helps applicants to understand the process before they get started, which cuts down on questions and unexpected requirements later in the project.

~~Jargon~~

Simple Language



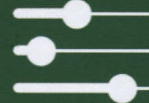
Public Sector Professionals



Modern Design



Accessible



Tuned to Your City



Handmade in California

The team at OpenCounter have taken a typically bureaucratic and complex process—business registration—and made it simple to complete and beautiful to use. They are tackling and succeeding at the essential redesign work that needs to take place across all government interactions.



**Jonathan Reichental**  
CIO, City of Palo Alto.

Working with OpenCounter has been such a positive experience! Their team took our codes, applications and fee schedules and created an easy, intuitive site for our citizens. We are excited to work on future projects with OpenCounter.



**Alexandra DeYoung (Rahn)**  
Business Process Specialist,  
City of Boise.

## About OpenCounter

OpenCounter combines Silicon Valley and public-sector talent to create best-of-class products for modern governments. The company was incubated at Code for America in 2012, and is now powering tens of thousands of permit applications per month in cities across the country. If you are interested to learn how OpenCounter can help your city to streamline permitting and licensing, please drop us a line.

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