



## PUBLIC SERVICE ANNOUNCEMENT

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Date: December 9, 2025  
To: Media Outlets  
From: Shane Bowles, Public Works Director  
Re: Code Enforcement Now Using SmartGov

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The City of Big Spring Code Enforcement Department has officially adopted SmartGov, a new software system aimed at improving efficiency, enhancing communication, and streamlining the permitting and inspection processes for our residents and contractors. This system will help ensure faster processing, better tracking, and more consistent service across all permitting and inspection activities.

Citizens and contractors may now apply for permits and register as a contractor by visiting the city's website, [mybigspring.com](http://mybigspring.com). Contractors are reminded to ensure their information is up to date in SmartGov to avoid delays in permitting or inspections.

As we transition to SmartGov, please take note of the following essential inspection guidelines, effective immediately for inspections completed between 1:00 p.m. and 5:00 p.m.:

- Inspections scheduled before 12:00 noon will be completed on the same business day.
- Inspections scheduled after 12:00 noon will be completed the next business day.
- If an inspection fails, a re-inspection fee may be charged.

We appreciate your cooperation and patience as we work to improve customer experience. SmartGov is an important step toward making our processes more convenient, transparent, and accessible for everyone.

For questions, please contact the Code Enforcement Office at 432-264-2504.