


# Ten Reasons Smart Communities Are Virtualizing Their Permit Counter


Municipalities need to run smoother and faster, get more done with less resources, and answer rising community demand for convenience. Online software solutions that virtualize the ever-important permit counter create process efficiencies and enhance the customer experience along with time and cost savings. We're sharing city examples that highlight the top ten reasons it's smart to virtualize the permit counter.

**1. PROVIDE TRANSPARENCY**

Onslow County, North Carolina, implemented the Civic Access web portal to meet their growing community's demand for anytime, anywhere access to information and reduced phone call inquiries to their office. **One department eliminated 30-45 calls per day.**




**2. DECREASE APPLICATION PROCESSING TIME**




By connecting critical workflows and providing end-to-end process visibility with Enterprise Permitting & Licensing, Temecula, California, reduced the plan submission to approval turnaround time by 24-to-48 hours by boosting collaboration between disparate agencies and departments.

**3. DELIVER CONVENIENCE**

Overland Park, Kansas, improved their customers' experience with **access to submit applications online 24/7** that eliminated driving to multiple offices and long wait times to get needed permits.




**4. REDUCE APPLICATION ERRORS**



Rancho Cordova, California, reduced customer frustration in the permitting process by implementing Decision Engine, an easy-to-use application wizard that guides the user through the process. **The city experienced a 76% reduction in application type errors.**

**5. DECREASE WALK-IN TRAFFIC**

By virtualizing civic services, Kansas City, Missouri, eliminated the confusing, multi-step process needed to conduct business with the city. The city **decreased walk-in traffic by nearly 2,500 residents** annually while managing the same permitting workload.




**6. EXPAND CAPACITY**

Digitization helped Marco Island, Florida, handle permit and customer communications volume that doubled after Hurricane Irma. By making processes easier, more intuitive, and more self-directed, **they can process 11,000+ permits a year**



**7. GO PAPERLESS**




eReviews enables El Cajon, California, to administer their plan review and submittal process within a paperless, browser-based environment. With a new streamlined process, the city can push through reviews quicker and being paperless means **huge cost savings!**

**8. ENABLE MOBILE INSPECTIONS**

By adding mobile inspection capabilities, Henderson, Nevada, increased transparency, improved accuracy in inspection records, and streamlined assignments of inspections. **Plus, they saved over \$250,000 annually.**



**9. STREAMLINE PROCESSES**



Digital processes and workflows significantly reduced staff reporting times for Goochland County, Virginia. Weekly fee reporting **dropped from three hours weekly to ten minutes daily**, allowing staff to focus more on crucial, economy-dependent development projects.

**10. SAVE MONEY**

The implementation of Enterprise Permitting & Licensing saved tens of thousands of dollars for Tulsa, Oklahoma, through **paper reduction, staff costs, and improved processes.**

