

# Cut Permit Turnaround Times By 50%

Keep community development projects on time and on budget

## The Permitting Process: Traditional Versus Digital

### Traditional Process

- 1 Builder drives to agency office to fill out paper application and submit plans for review during agency office hours
- 2 Permit fees are calculated and, if applicable, review fees are paid, often using paper check requiring handling
- 3 Application sits in a queue before being reviewed
- 4 Agency employee reviews application for completeness and sends a letter or calls the builder if more information is needed. Builder may need to return to the office
- 5 Once application is complete, agency employee routes paper file for review depending on permit type. This may take anywhere from one to 30 days depending on number of applications in the queue, scope and complexity of project
- 6 Reviewer manually pulls confirmation of plan approval, any conditional plan approval requirements, and relevant zoning and code information attached to the building permit file
- 7 Permit is issued and fees are paid, which may require the builder returning to the agency, and construction begins
- 8 Inspection appointment is requested by applicant often by phone or utilizing an IVR system

### Digital Process

- 1 Builder completes application online 24/7
- 2 Permit fees are automatically calculated and all fees are paid online
- 3 Application is received and plans are automatically forwarded to appropriate parties for review
- 4 **STEPS ELIMINATED**  
Automated notifications are sent to contacts informing them of missing information, which can be submitted online  
Application routing occurs in Step 3
- 5 Plans are reviewed electronically. Multiple reviewers can share, mark-up and comment online and approve plans simultaneously
- 6 Permit is automatically generated and sent to applicant
- 7 Inspections are requested online and scheduled, assigned and routed automatically

