

How Santa Clarita Cut the Length of Permit Counter Visits by 70%

The City of Santa Clarita is the third largest city in Los Angeles County and the 24th largest in the state of California. In 2018, the city's Building and Safety Division issued 5,364 permits and performed 29,288 building inspections - equating to around \$300 million of new construction for the city.



Past Problems

The City of Santa Clarita grappled with a high volume of visitors and applications at their Permit Center. Visitors often waited in line only to learn that their project didn't need a permit. Permit Center staff used paper handouts and a website to help educate residents about the permit process. But, the resources didn't help customers self-serve, leading to more calls and meetings.

The Permit Guide Solution

City Building Official John Caprarelli led the development of an online Permit Guide built on the Camino Platform. The Permit Guide is an easy to use web app that guides users step-by-step through the entire process of obtaining a permit.

"I thought that applying for a series of building permits could be as easy as filling out a tax return with TurboTax." - John Caprarelli

Try the Guide Today

If you live in Santa Clarita, you can use the Permit Guide for a residential project. Start by choosing from one of the 100 project types including interior or exterior alterations, or an addition to a structure. Then answer simple yes or no questions about the details of the project. In return, you'll receive a project plan that walks you through all the steps you'll need to do to get your permit.



Photo: George Cummings

A Success Story

The Permit Guide has been a big win for John & the City of Santa Clarita.

In its first four months, John confirmed that over 1000 people used the online Permit Guide.

It's also easy for John and his team to make updates to their Permit Guide as rules and regulations change. Camino's intuitive Guide Builder allows for checks against different internal databases. Anyone in the department can make adjustments in minutes, not months or years. No coding or middle-men required.

Due to the success of the residential Building Permit Guide, John and his team are now expanding the tool for business use cases. The commercial guide will focus on a wide range of projects for industries such as retail, office, daycare, food service, fitness, education, medical and manufacturing.

Goals

- To streamline The City of Santa Clarita's building permit process.
- To cut down the amount of time Permit Center staff had to spend answering questions and discussing preliminary plans.

Approach

- Santa Clarita partnered with Camino to create a web app for the city that guides users through the process of obtaining a permit step-by-step.
- Santa Clarita Building Department staff created their Permit Guide with Camino's easy to use Permit Guide Builder.

The Results

Santa Clarita transformed their Permit Center experience and reduced time staff spent answering questions by 70%.

People now serve themselves online before heading to the Permit Center and get a detailed project plan for obtaining their permit.

People that don't need a permit no longer wait in line and Permit Center staff can focus on more strategic projects.

Camino has completely revolutionized the way our city provides permit services to customers. Our Permit Guide has enabled us to provide a higher level of customer service with less staff time. Feedback has been overwhelmingly positive.



John Caprarelli
City Building Official, Santa Clarita



Camino is the technology platform that governments use to manage complex workflows. Our team of top engineers and designers is dedicated to one mission: building the world's best permit and license tracking system that's beautiful, easy to use, and layered with Artificial Intelligence to help staff tackle growing workloads.

Contact us today to learn more, or visit our website at camino.ai