Webinar: How Orange County, California, Maintains a 10-Day Permit Turnaround

Our Speakers

Judy Kim
Orange County
Administrative Manager I,
Private Property Permits Unit,
Permitting Division

Laree Alonso
Orange County
Administrative Manager II,
Permitting Division

Jeremy Bosch
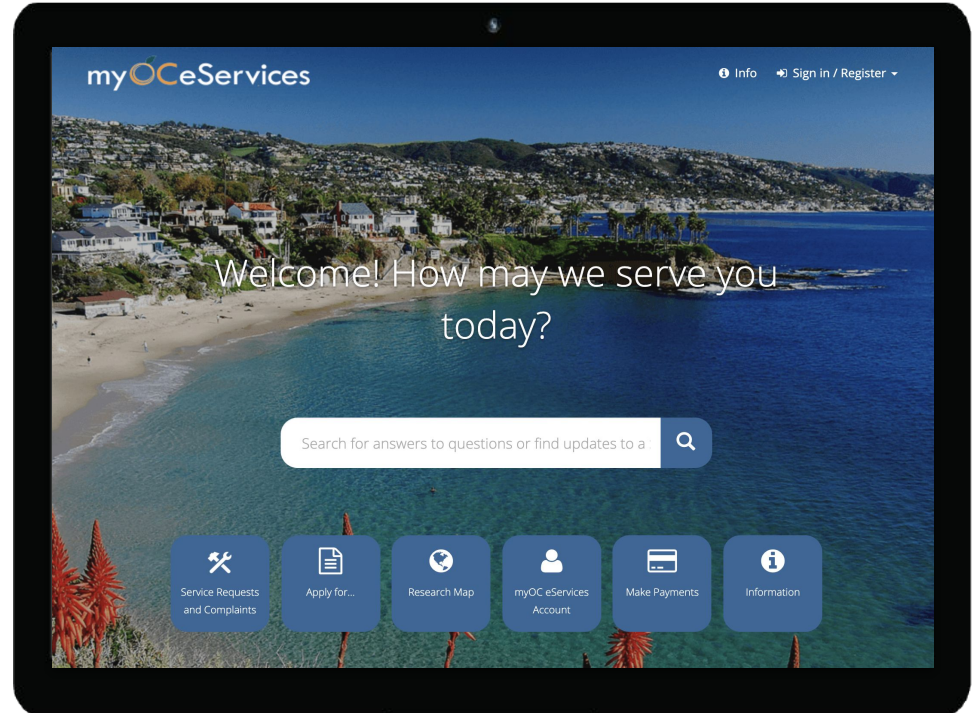Clariti
Senior Director of Marketing

Roger Bassam
Clariti
Business Development Executive

Agenda

- About Orange County and it's residential building permit process
- Key Performance Metrics
- Live demonstration
- Next Steps
- Q & A

Orange County's e-Services Portal

Housekeeping

- We encourage your questions. Please submit via Zoom Q&A.

- This session will be recorded and shared afterward.

- If we're not able to get to your question in the session, we will happily take it up via email afterward.

About Orange County, California

- Located in the Los Angeles Metropolitan Area
- 3rd most populous county in California, and 6th most populous in the U.S.
- Population: 3.1 million residents
- Major Cities include Anaheim, Irvine, Santa Ana, and Huntington Beach
- Orange County Public Works = ~783 staff
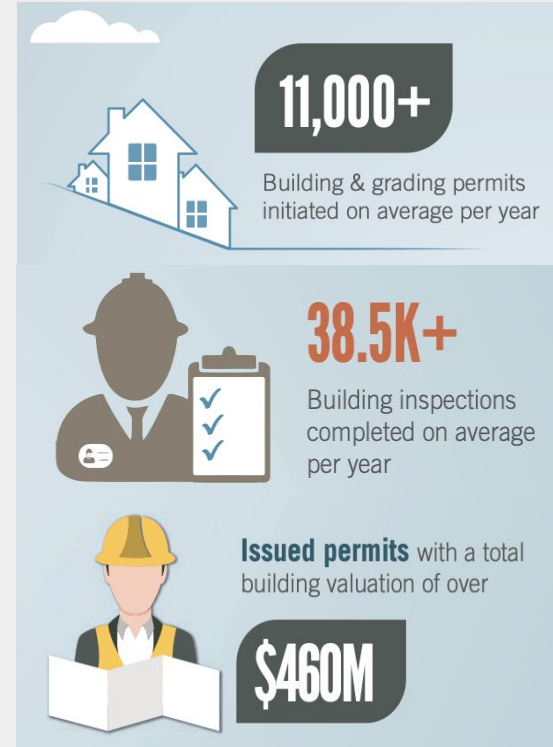- Jurisdiction falls within the unincorporated areas of the County

About the Orange County Permitting System

OCPublicWorks

- OC has been using the Clariti Building Permit Solution since January 2019
- Use Cases
  - Private property permitting applications
  - Reviews, permitting, inspections
  - Encroachment permits within the County right-of-way
  - Subdivision applications
  - Discretionary applications

OC Development Services Metrics FY 2017-18, Pre-Clariti:

11,000+
Building & grading permits initiated on average per year

38.5K+
Building inspections completed on average per year

Issued permits with a total building valuation of over

$460M

Source: Orange County Public Works, Service Area Fact Sheets (FY 2017-2018)

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(Continued) About the Orange County Permitting System

- Internal Users on System: 234 registered LMS staff users from OC Public Works Department

- External Users: 15,000 public users registered since go-live in January 2019*

- AVG turnaround time: 10 days

- ~13,000 permit applications submitted in 2020

Not exclusively Clariti users

Since Go-Live

Average 10 Permit Turnaround

234 Internal Users

15,000+ Public Users

2020

13,000+ Permit Applications

1152 Planning & Survey Applications

48,476 Inspections

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Demo

Community Portal for citizen submissions - what the public can access

What happens when a submission is made

Plan Review

Inspections

Reporting

Orange County Community Portal

(Continued) About the Orange County Permitting System

- With a digital solution, OCPW consolidated **10 business functions into 1 system.**

Clariti

Who is Clariti?

Since 2008, Clariti has empowered state and local governments to deliver exceptional citizen experiences within the permitting and licensing space.

What we Do

True-cloud permitting and licensing software. Full end-to-end solution to solve challenges across a wide-array of different government use-cases.

Next Steps

See your organization's permitting and/or licensing process and the value our solution could provide. Sign up for a personalized consultation with Clariti to learn more!

Secure your session

URL: https://www.claritisoftware.com/request-a-demo-clariti-government-permitting-and-licensing-software

> "When we looked at the 10 different solutions as part of our purchase, this was the only one that we felt would last 15-20 years."

Ann Bruner   CIO, Department of Licensing Washington State

Comprehensive Solutions Set for Local Governments

Clariti Permitting

Land Management

- Housing
- Community Development
- Planning, Building, Zoning

Environmental Health

- Environmental Compliance
- Environmental Protection
- Health & Safety

Infrastructure Permits

- Public Works
- Engineering

Clariti Licensing

Municipal/Administrative

- Business Licensing
- Animal Licensing

Notable Customers

Since launching in 2008, Clariti has grown to be an enterprise leader in permitting and licensing solutions for state and local government, serving 3 of the largest 10 cities in North America, and 10 states.
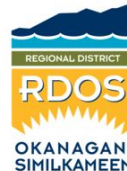
Land Management

Environmental Health

Infrastructure

Licensing

Q&A

(Continued) About the Orange County Permitting System

- Bullet point steps in permit process:
  - Applicant submits permit application via customer portal ("initiated" status); pays plan check fees online when prompted.
  - Staff conducts intake and plan check review; coordinates online and/or via email with applicant regarding any corrections. ("in review" status)
  - Once application is reviewed and approved, permit can be issued by the applicant via customer portal. ("Ready for issuance" status)
  - Once permit is issued, inspections can be requested online and completed accordingly by staff. ("Issued" status)
  - Once final inspection is approved, permit will be closed out. ("Finaled" status)
- Public Submission via the Community Portal:
  - One stop for citizens to manage all permitting services online. Submit service requests & complaints; apply for permits; submit planning applications; request and manage inspections; view applications status, projects, and packages.
- Permit queue
- Back office review and approvals
- Issuance
- Reporting

(Continued) About the Orange County Permitting System

- Permit application through the Orange County web portal

- Staff conducts intake and plan check review

- Correspondence between staff and applicant

- Application approval and permit issuance

- Online Inspection Request

- Final inspection and approval