



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

Our Speakers



Judy Kim
Orange County
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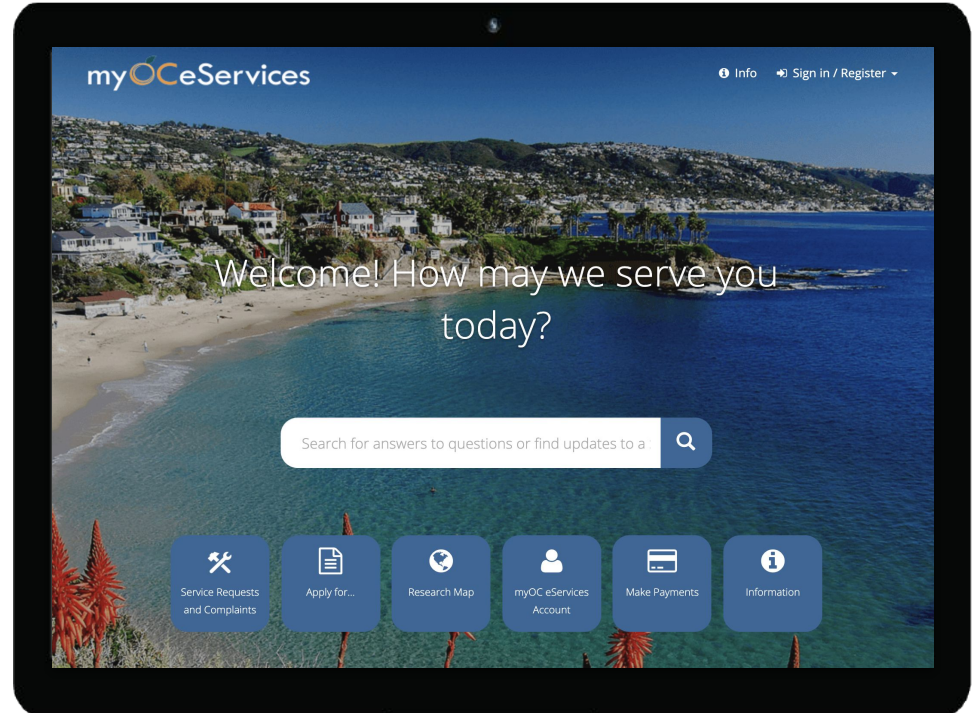


Roger Bassam
Clariti
Business Development Executive



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

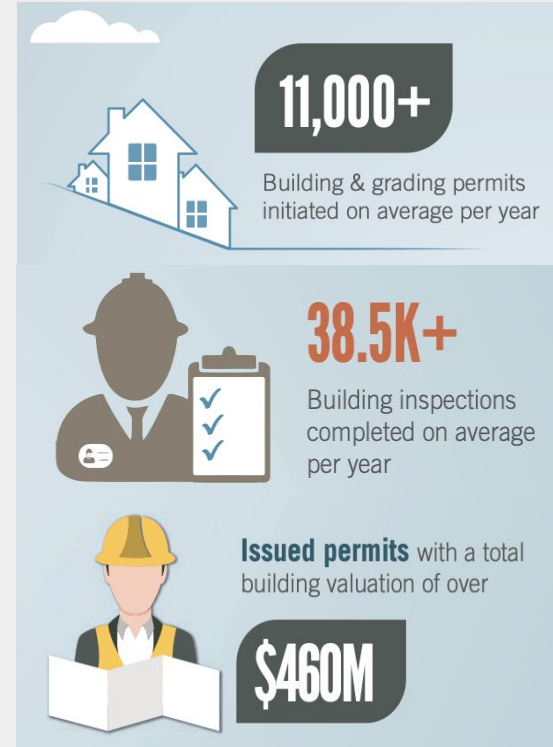


About the Orange County Permitting System



- 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:



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



(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

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

The screenshot shows the myOCeServices dashboard. The header includes the logo, a search bar, and navigation links for Dashboard, Cart, Help, and a user profile (Hi Stephan). The left sidebar lists various service categories: Dashboard, Service Requests/Complaints, Inquiries, Permit Applications, Planning Applications, Survey Applications, Inspections, Ag Comm. Weights & Measures Registration, Projects and Packages, and Bonds. The main content area features a welcome message, a detailed search bar, and a section for 'My Recently Submitted Items'. This section includes a table with columns for Number, Type, Status, SubStatus, Description, Address, Legal Description, Owner, Date Created, Action Required, Applicant Next Steps, and Expiration Date. The table currently displays 'No data available in table'.

myOCeServices

Search here

Dashboard Cart Help Hi Stephan

Welcome to your DashBoard

The County of Orange is committed to providing easy access to Orange County Public Works services for all constituents. The myOCeServices Dashboard can be utilized to track the status of permit submissions, complaints, inquiries, and service requests.

Search here by project name or number, permit or application number, complaint case number, address, or description

Search

My Recently Submitted Items

Submissions indicating "Action Required" in the table below have had recent activity take place and require your attention. Select the inquiry number to view more details.

Show 10 entries

Search:

Number	Type	Status	SubStatus	Description	Address	Legal Description	Owner	Date Created	Action Required	Applicant Next Steps	Expiration Date
No data available in table											

Showing 0 to 0 of 0 entries

Previous Next



(Continued) About the Orange County Permitting System

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





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



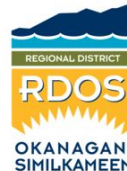
City of Phoenix



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

