Cut Permit Turnaround Times By 50%

Keep community development projects on time and on budget

The Permitting Process: Traditional Versus Digital

Traditional Process	Digital Process
1 Builder drives to agency office to fill out paper application and submit plans for review during agency office hours	Builder completes application online 24/7
2 Permit fees are calculated and, if applicable, review fees are paid, often using paper check requiring handling	Permit fees are automatically calculated and all fees are paid online
3 Application sits in a queue before being reviewed	Application is received and plans are automatically forwarded to appropriate parties for review
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	**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 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	Plans are reviewed electronically. Multiple reviewers can share, mark-up and comment online and approve plans simultaneously
7 Permit is issued and fees are paid, which may require the builder returning to the agency, and construction begins	Permit is automatically generated and sent to applicant
8 Inspection appointment is requested by applicant often by phone or utilizing an IVR system	Inspections are requested online and scheduled, assigned and routed automatically

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Traditional Process | Digital Process

9 — Inspector meets builder onsite and inspects work, bringing paper file for reference

Inspectors perform onsite inspections from their mobile devices, accessing all information electronically and empowering them to stay 100 % in the field

10 — If additional information is needed in field, inspector drives back to the office

STEP ELIMINATED
Inspectors access real-time information from the agency database in the field

11 — Inspection pass/fail results are delivered to builder via phone, email or mail

Inspection pass/fail results are delivered to builder via phone, email or mail

12 — If revisions are requested, process starts over for each additional inspection

Additional inspections for revisions automatically routed as needed

13 — Once approved, inspector provides completed form to administrative staff who keys permit information into agency system

STEP ELIMINATED
All inspection records are stored electronically and entered at point of inspection

14 — Builder advances to next stage of construction and possibly new set of permits needed for project until final inspection is complete. This may require multiple visits to the agency office and manual paper handling

Builder advances to next stage of construction and possibly new set of permits needed for project until final inspection complete. All inspection results are generated automatically online

15 — Certificate of Occupancy is issued via mail or picked up at agency office

STEP ELIMINATED
Certificate of Occupancy task is automatically generated and may be issued electronically after final inspection

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Enabling Community Growth

Developers, contractors and project owners rely on government agencies to process applications quickly and efficiently to keep their ventures on time and on budget. Accela's Civic Application for Building helps agencies streamline and eliminate steps within their permitting process.

Ready to take the next step?
https://gov.vision33.com/accela