

# How Simplifying the Permitting Process Can Increase Positive Civic Experiences



## INTRODUCTION

Let's be honest. The permitting process often feels daunting and complex to residents and is difficult to manage for administrative staff reliant on outdated tools and manual processes. In a digital-first era where people expect online convenience, something needs to change.

## BACKGROUND

With such a large volume of paperwork to process on a daily basis, it is understandable that local governments can struggle to deliver quick turnarounds for applications, proposals, building inspections, and more. A streamlined and simplified permissions process instantly improves communities by removing unnecessary barriers to development and increasing resident satisfaction.

In fact, a permitting process that is not streamlined and user-friendly will not only cause problems for your residents and staff in the short term but could dissuade developers from building in your local area.



## Create Positive Resident Experiences

Wave goodbye to the endless chains of emails and phone calls, and replace them with a simplified, streamlined online permit process that allows both staff and residents to work together in a collaborative environment.

## The Digital Transformation of the Permitting Process

Online permitting software brings everything involved with the permitting process together in a cloud-based tool available on any day and time for residents submitting requests, and on a tablet for in-field inspectors.

Real-time updates and communication channels allow administrators to communicate effectively with residents and send a message to potential developers that they are invested in building and strengthening the local community.

## 24/7 Access to the Permit Process

With an agile and responsive online permitting process, staff, engineers, builders, third-party agencies, applicants, and more can take care of what they need to without being restricted by office working hours or geographic location.

- ✔ A [study by Pricewaterhouse Coopers](#), commissioned by the American Institute of Architects (AIA) found that communities with a more efficient building permitting process can gain millions of dollars in tax revenues and significantly boost their economic development.
- ✔ The potential cost savings for municipalities choosing a digital government permitting system are substantial.
- ✔ Accelerating the permitting process has been shown to significantly increase local government revenue.



## Key Benefits of a Simplified Permitting Process:

**Reduces Resident Costs** - An unnecessarily lengthy and complex permit review and approval process can significantly increase building costs, which are often passed down directly to homeowners and renters.


**Encourages Compliance** - A centralized and transparent permitting process not only makes project tracking and the creation of progress reports much easier, but also empowers residents to stay informed of the progress of their permit requests.

**Reduces Government Costs** - If your permitting process is a complex, time-consuming headache, you risk residents building new additions to their properties without paying proper attention to inspections and code compliance. A streamlined permitting process reduces costs by making it easier for residents to go through the process correctly the first time around.

**Promotes Accountability** - The many layers of review that permit requests typically have to go through before being approved make them expensive for local governments. Streamlining the permit review process to eliminate unnecessarily complex procedures and duplicate work will save both your staff and residents valuable time and money.

**Enhances Agility** - An optimized, mobile-friendly permitting process gives developers and builders the ability to be more flexible and respond to market changes, rather than having to abandon often vital projects altogether, such as building affordable housing in a downturn economy.

**Faster Permit Issuance** - Online permitting processes are more efficient, transparent, and offer easier and faster access to both residents and staff.

 To learn more about how a simplified permitting solution can streamline your operations and increase positive civic experiences, [click here](#).



## ABOUT THE AUTHOR

CivicPlus® is a technology company focused on building trust in government by fostering consistently positive digital experiences for residents and staff. With over 12,000 global customers, CivicPlus solutions are used daily by over 100,000 administrative staff members and over 340 million people in the U.S. and Canada alone. For more information, visit [civicplus.com](https://civicplus.com).

At CivicPlus, we are dedicated to making it easier for builders to do business with local governments to improve resident and business satisfaction, attract new development, and help communities to grow and thrive.