

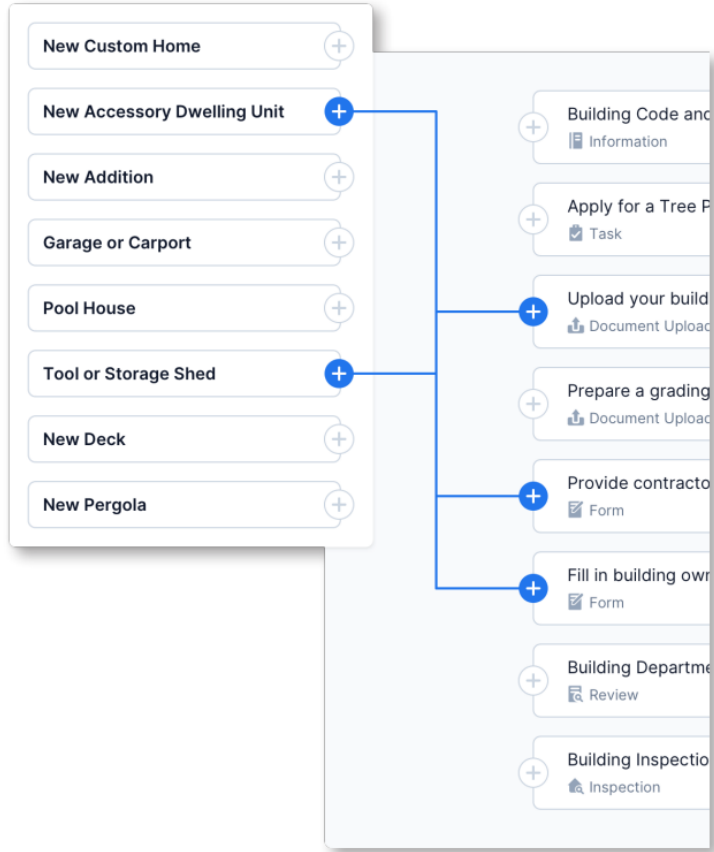


Camino

Development Guide

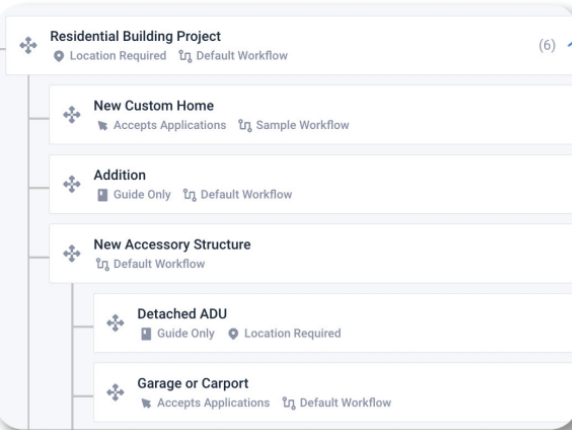


Camino | The Guide



- Camino's guide creates a personalized permit checklist
- Considers multiple department rules & GIS-based regulations
- Can be used across departments and include all forms, resources & fees


Camino | Configuration





- No-code solution for easy feature building
- Affordable implementation via simple configuration tasks
- Fully configurable software for easy process changes

Camino | Step-By-Step

Which option below best describes your project?

 Residential Projects >

 Commercial Projects >

 **Sign Permits**
Refer to the link to find out if you need a Sign Permit!
[ARTICLE II. - SIGN REGULATIONS | Code of Ordinances | Mineral Wells, T...](#) >
[Show more](#)

- Guided walkthrough of each part of the application
- Includes all steps, highlights what to be aware of in order to prevent errors

Camino | Guide Steps

The screenshot displays a mobile application interface for submitting a building permit application. At the top, the breadcrumb navigation reads: "Periodic Inspection Applications > Certificate of Compliance > Mixed Use Building". Below this, the address "23920 Valencia Boulevard, Roseville CA 90000" is shown. A horizontal menu contains tabs for "Summary", "Application" (which is selected and highlighted in blue), "Details", "Documents", "Map", "Payments", and "Activ".

The main content area is titled "SUBMISSION-2022-102" and includes a status indicator "Unsubmitted" in a blue pill. A section titled "BEFORE YOU BEGIN" contains three steps:

- Zoning information about your project**: Information
- Heritage property requirements and acknowledgement**: Task (5 minutes)

The next section is "APPLICATION INFORMATION", which includes five steps:

- Fill in a building permit application form**: Form
- Contractor license information**: Information Collection
- Building owner information**: Information Collection
- Contractor proof of insurance documents**: Document Upload

The final section is "APPLICATION FEES", with the first step being "Pay your application fee".

- Organizes information by steps
- Promotes efficiency and time savings for both staff and applicants

Different Departments

Building

Includes all construction types and relevant approval review processes: reviews, inspections, permit/ Certificate of Occupancy issuance, etc.

Licensing

Business Licensing, Contractor Licensing, Animal Licenses, Liquor Licenses, Short-Term Rentals, Business Tax Receipts (BTR)

Planning

Subdivisions (including Preliminary and Final Plats), Annexations, Planned Unit Development, Signs, Fences

Code

Code Enforcement, Case Management, Violation Tracking, Violation Letters, Resident-Generated or Staff-Generated

Public Works

Encroachment Permits, Right-of-Way Permits, Utility Permits

Health

Food Licenses, Commissary Licenses, Hazardous Facilities, Complaints

Camino Monthly Value Report

A Recap of the System's Usage Emailed Each Month



Camino Monthly Report

October 2021 - Fairfax County, VA

How has your community been using your Camino platform

- You had **632 Visitors** to your Camino platform last month
- You reached **457 New Applicants**, providing them with clear and immediate service
- Across visitors, new applicants, and existing applicants, **432 Submissions** were completed

Trending Project Types

The following Project Types had the most submissions last month:

1. 118 submissions: Start a Construction Project > Start a Residential Project > Deck
2. 57 submissions: Start a Construction Project > Start a Residential Project > Residential Addition > Residential Addition
3. 54 submissions: Start a Construction Project > Start a Residential Project > Interior Alteration > Interior Alteration

24/7 Support

Of your **432 submissions** last month, **139 submissions (32%) were created outside of working hours** (8:00 am to 5:00 pm). This is an important indicator of when your residents and applicants are making time to get started on their projects.

Time Well Spent

To try and help capture our value, we looked at the number of surveys completed, Guides delivered, and comments exchanged. We estimate the time savings could be close to **216 hours**, or about **6 weeks of work**.

Taking that a step further, we took an estimated rate of \$50.00 per hour for a fully burdened full-time employee and think Camino may have helped save about **\$10,800** of staff time.

As always, please continue to share your questions or feedback.

Thank you!



Copyright © Camino 2021





Case Study: McKinney, TX

- ✓ Processing an exploding permit volume without hiring new staff
- ✓ 30% of Applications Submitted outside of Working hours
- ✓ 2,000 Users in First Year

“Camino has been an outstanding program in the City’s ability to provide excellent and consistent customer service. Furthermore, it has allowed us to be at the forefront of technology for both development departments and city government.”

Samantha Pickett

(Business Systems Specialist, McKinney, TX)



Camino

Development Guide

