Benicia, CA



Population: 28,156

Budget: \$89.6M

Economic Development Goals:

- Improve permitting process
- Onboard and train new staff
- Meet State housing laws
- Data capture and tracking metrics

Rewiring an Outdated Workflow to Enable Goals

Submission

Approval Payment

Application

Zoning Review

Permit Granted In-person Scheduling + Permit closed Inspection

Permit closed

Create Your Benchmark: (e.g., Current Total Processing Time: 6 Weeks)

The Benefits of a Fully Digital Process

Submission

Online
Application and
All Paperwork
Submitted

Multiple Reviews
Conducted
Concurrent with
Inspection

Approval

Permit Granted

Payment

Payment Made Online; Permit Sent Electronically

Compare Results to Benchmark (e.g., 6 weeks \rightarrow 7-10 Days)



Improving Outcomes with Workflow Technology







- All staff collaborated on provider decision
- Staff collaborated workflow creation

- Active applications
- Completed applications (by type)
- GIS integration
- Specific development metrics (housing + commercial
- Cannabis use permits



Questions?

