

5 Goals Online Permitting Helps You Achieve

COMMUNITY GOAL

**Attract More
Community
Development**

**Streamline
Inspections**

**Increase Constituent
Satisfaction**

**Improve
Sustainability**

**Make Smarter
Decisions**

METRICS TO MEASURE

- Average processing time
 - Increase in annual permits processed
 - Revenue collected
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- Median response time from support
 - Internal employee satisfaction surveys
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- Constituent engagement surveys
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- Reduction in paper usage
 - Number of in-person visits to Town Hall
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- Number of available reports
- Dashboard tools

VIEWPOINT CLOUD FEATURES THAT HELP

- Online permitting guidelines
 - Online application portals
 - Customizable workflows
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- Automated inspection tracking and scheduling
 - Mobile inspections
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- Smart projects
 - Convenient payment options
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- In-app messenger between applicant and reviewer
 - Digital copies
 - No paper-based processes
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- Custom reporting
- Analytics