Camino

Lewiston Uses Camino to Improve Permitting without Replacing Software

Dawn Ortiz is a Permit Representative for Lewiston, Idaho.
She is responsible for customer service, project coordination, and processing permit applications. Lewiston has had permit software for the past decade but it lacks an online portal. Dawn's customers were increasingly asking for online options and her staff were getting busier and busier as they helped customers at the counter, on the phone, and via email. Dawn's team didn't want to replace their permit software, but they needed an online permit portal ASAP - they saw Camino as a great option for enhancing Customer Service.

Challenges Before Launching Camino

Before Camino, Dawn and her team used to spend hours each day answering questions on the phone, printing out long informational packets, and mailing forms to applicants. The process was slow and inefficient. Because applicants couldn't find information online, they would pick up the phone. And because the permitting process is complex, even simple applications required multiple revisions. Dawn started to wonder, "how much time would it save for staff to get off the phone and have a chance to focus on issuing permits?"

The Lewiston team began looking into options for a new online portal. The city's current vendor didn't offer an online portal at all, and the alternative was switching permitting systems - a change that was too costly and time-consuming for the city.

The Camino Solution

When Dawn heard about Camino, she was excited to learn that she could **create an online submittal portal without having to replace her existing software**. Camino's intelligent Guide would let the city accept online forms, e-signatures, and document uploads. The Guide was a self-service tool, so customers could go through the entire permit process online without needing to visit the Permit Counter in person.

Internally, Dawn and her team would then review submissions online, approve them digitally, and enter the data into the city's existing permit system. It was a simple, easy workaround that helped Lewiston launch an online portal without having to replace its permit software.

New Accessory Structures

Mechanical, Electrical, & Plumbing
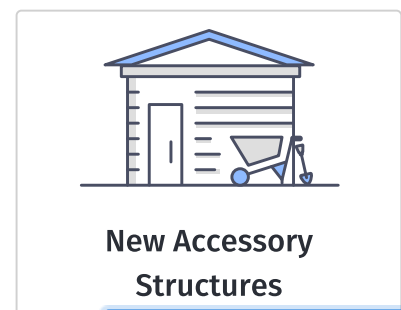
Results

✅ Customers can access permit information 24/7

As soon the city's Guide was rolled out, it improved customer service. "We're only available 8am-5pm, Monday-Friday, when most people are working," Dawn said. "Now people can go onto the portal and submit 24/7. They have the ability to do this on their own."

✅ Customers make fewer mistakes

In addition, she saw that staff spent less time on each project as applicants were better prepared and made fewer mistakes. Review times got shorter, errors decreased, and the number of revisions dropped—all contributing to a faster permitting process.

✅ Less time spent answering customer questions

As Dawn spent less time answering customer questions, she was able to spend more time processing applications and issuing permits. She was even able to take a class to be a Permit Tech, which will directly benefit her department. "The freedom that the Permit Guide has given has been amazing," she says, "and the set up was way easier than I expected."

✅ Digitized process without a lengthy implementation

Best of all, Camino helped Lewiston instantly digitize the City's permitting process without a lengthy implementation period. "Now our submissions are easy to keep track of online. Customers are happier and it's easier for staff," says Dawn. "Even with staff entering data into our database, Camino immediately helped our team save time."

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— Dawn Ortiz, Lewiston, ID

About Camino

⯆ Camino

Camino is the technology platform that governments use to manage complex workflows. Our team of top engineers and designers is dedicated to one mission: building the world's best permit and license tracking system that's beautiful, easy to use, and layered with Artificial Intelligence to help staff tackle growing workloads.

Contact us today to learn more.

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