

Building Official Self-Implements Camino, Becomes Catalyst for Change

Keith Weiner is the Building Official for the City of Saratoga, California. He is dedicated to modernizing the city's building department to ensure it is the most effective for its citizens and streamlined for his staff. During the pandemic of 2020, Keith took the initiative to find and deploy Camino, the ideal online permit solution for his residents.

A Building Official for the Digital Age

With 40 years of construction experience, Keith has a passion for finding new ways to solve problems. He recognized that his permit center needed a way to easily receive plans and issue building permits online.

Keith needed to operate his department remotely while facing unprecedented permit volumes at a time of severe staff shortages. Complicating the situation, his staff's productivity was routinely impacted by the need to switch between different software platforms (like DocuSign and DropBox).

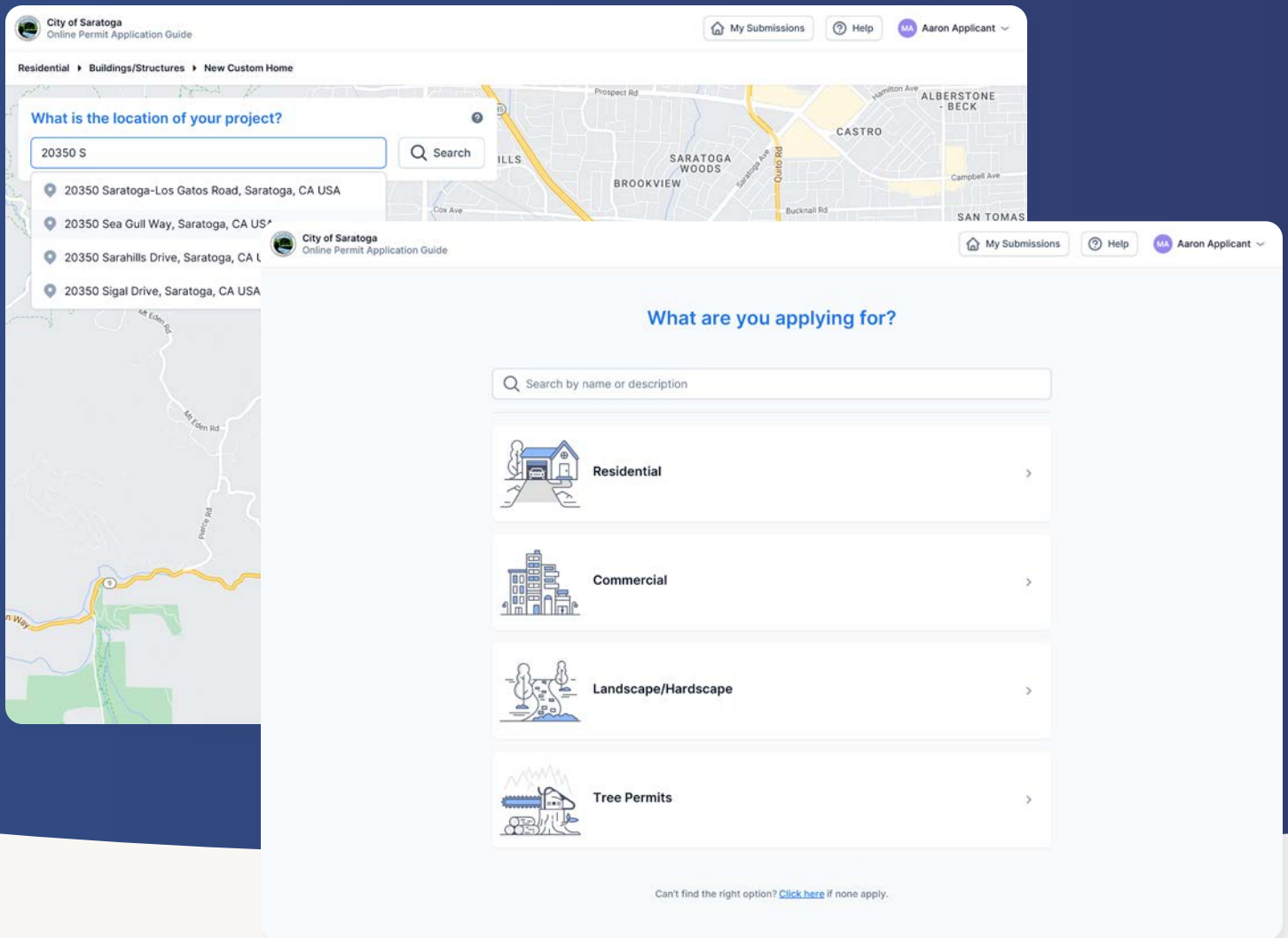
It was clear to Keith that the city needed a single, cohesive system that would improve citizen satisfaction with the building department while increasing the effectiveness of his team.



“I am a fan of the platform and the company; we are currently working on incorporating even more features that Camino has to offer such as signature capture and accepting payments. Prior to Camino, our permitting system had very little value-add to benefit the public, whereas Camino’s primary benefit is to the public. We are providing better customer service without expending staff time.”



Keith Weiner
Saratoga Building Official



The Camino Solution

Keith spearheaded the modernization and selected Camino as the innovative, affordable, and easy-to-implement solution for Saratoga to update its permit center technology. Keith saw that Camino would provide residents with critical project information without increasing his staff's workload.

Keith selected Camino's online Guide and Application Portal as a seamless way for applicants to gather information, upload documents, and submit project forms. Beyond offering a modern, intuitive interface, Camino includes an advanced "decision engine" that helps applicants understand exactly what they need to do based on their project details and zoning. Keith was able to reduce the time that his staff spent using multiple systems to process applications and respond to high call and email volumes.

Seamless Integration

Keith understood that a key benefit of partnering with Camino was the flexibility it offered for agencies to expedite going "live" with their most requested permit types. This enabled Saratoga to tackle their priority submittal types with minimal time investment before deploying the full system.

Examples of their initial "go-live" permit types were Detached ADUs, New Residential Additions and Electrical projects.

Camino's dedicated customer team supported City staff every step of the way through technical, implementation, and weekly meetings. In fact, the Building Official praised Camino's Customer Success team for "unprecedented service".

Results



Staff Save Over 33 Hours Of Work Per Month

Prior to Camino, staff were spending about 10 minutes on the phone each time someone called with questions. Now, those same users are finding all the information they need online through Camino, saving 33 hours of staff time every month.



Citizen's Rave About Camino

Immediately adopted by residents and contractors alike, frequent praise was received for how incredibly helpful the new building department portal is. The City continues to receive positive feedback from contractors who are thrilled to have specific requirements at their fingertips.

Residents also have access to instructions almost instantly and are starting applications with a deeper understanding of the development process, timeline, and necessary documents for submittal.



Building Official Implements Camino In Just 5 Months

Keith implemented Camino's platform single-handedly in 5 months. Despite having a limited skill set when it came to technology, his firm understanding of the process logic enabled him to easily build out the entirety of Saratoga's Camino platform.



Hakone Gardens, Saratoga CA



Camino empowers Governments to achieve more. We build software for permitting and licensing that provides the best possible citizen experience while being the easiest to implement and operate. We have a passion for user clarity and efficiency, customer service excellence and building innovative technology that simplifies and automates Government's most complex workflows.

Camino's Permit Guide, Application Portal and System of Record products are rapidly improving how hundreds of communities grow and thrive.

Contact us today to learn more, or visit our website at camino.ai