

In times of significant staffing shortages, Camino saved our operations

The City of Syracuse didn't lack experienced staff in its Central Permit Office. It lacked an efficient and comprehensive online permit and license management system.



Until recently, constituents were faced with outdated processes while increasing demands and retirements were impacting staffing. Camino met the City's all-around needs and has been monumental for operations.

A Staggering Amount of Time Lost

The Central Permit Office is the hub for all residential and commercial building permits and business licensing within the City of Syracuse. The office ensures that all applicable regulations are met in the approval of construction, use of the City's Right of Way and establishment of new businesses.

In 2020, while confronting the additional impacts to staffing from Covid-19 and retirements, the City recognized that it could no longer operate effectively with its paper-based approval processes that created significant bottlenecks in its permitting and licensing services. The staggering amount of time the City and its constituents were losing in completing paper applications had become unsustainable.

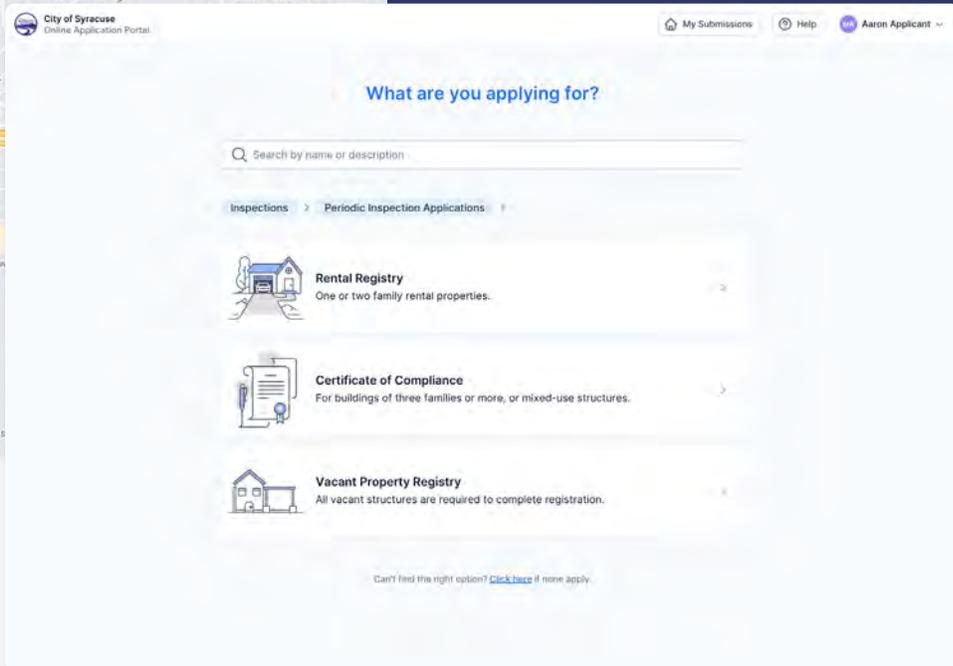
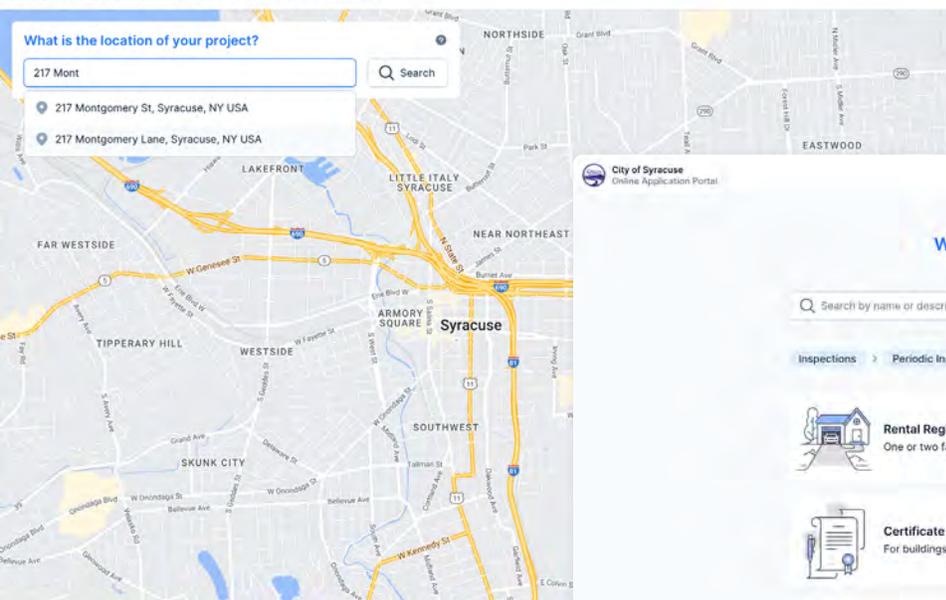
The Camino Solution

The City, desperately needing an intuitive and intelligent online permit and licensing system, vaulted forward by choosing Camino's platform for residential and commercial building permits.

Camino's user-friendly and very configurable technology made the City's implementation easy, despite staff shortages and unprecedented challenges. In fact, the City was able to exceed the needs of its developer and business communities.

“Without a collaborative partner like Camino, it would have been nearly impossible to effectively deploy a new permitting and business licensing system in the height of the pandemic and the City of Syracuse would not have been able to meet the needs of its residents and businesses.”

Mediha Salkic
Director of the Central Permit Office



Working Together to Co-design and Customize

The City and Camino worked collaboratively to implement the new Building Permit platform. This was an iterative process; the City provided application types and priorities and Camino systemically configured to the City's specifications.

Rather than presenting a specific vision for each submission or relying on a series of aged PDFs, the City provided Camino with individual requirements to build its construction, fire permits (more than 30 types) and inspections. The implementation was optimized by the City's deep proficiency and Camino's extensive systems and customer knowledge.

Camino's Chief Strategy Officer, Nate Levine, remarked on the collaboration with the City by saying:

"The City of Syracuse has been a wonderful partner and amazing to work with. In fact, they helped Camino with product feature recommendations and suggestions. Many have been incorporated into our roadmap that will benefit Syracuse and all of our customers. We are deeply grateful for their ongoing collaboration."

Results

✓ **Faster Processing and Reduced Inconvenience**

The City has digitized processes and cut down the amount of time required to apply, process and inspect applications and documents. The new online services reduced the inconvenience of applicants no longer needing to visit the department.

✓ **Staff Save Over 260 Hours Of Work Per Month**

Over the last 12 months, Syracuse saved 3,126 hours in staff time (averaging 260 per month) by deploying Camino's Permitting System, resulting in a total of \$93,766* in financial savings for the city.

* Based on an average saving of around 30 minutes per application and 5 minutes per chat and agency step to arrive at the given number of hours.

✓ **Camino Saved Our Operations**

The City reported that the benefits of going digital with Camino have never been more apparent. In times of significant staffing shortages, deploying Camino ultimately saved our operations.

Mediha Salkic summarized the partnership by saying:

“Camino has been a great partner to co-design and implement our new vision for permitting and licensing within the City of Syracuse, understanding our needs and challenges and helping to realize our vision at our pace.”



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