

New West's Adoption of Camino Unifies Development Services

New Westminster, British Columbia, locally known as "New West", is the oldest city in western Canada and originally the first capital of British Columbia.

New West's priority is to be innovative and visionary in how it engages with residents and businesses, which led them to Camino. The City's Development Services unified its customer operations with Camino's Workflow engine bringing automation to how permit submittals are handled across departments.



Legacy system required new user interface

New West prides itself on using the best technology for delivering effective and efficient services to the community. The City was not in a position to replace its existing permit system but wanted to provide a modern, online environment for its residents to engage with Development Services.

New West's residents were faced with outdated paper applications that needed to be dropped off at the City. This made for many return visits from applicants who forgot forms, filled them out incorrectly, or needed additional questions answered.

The Camino Solution

At the annual National Planning Conference, the City of New Westminster learned about Camino's Permit Guide and Application Portal as a way to provide a fully digital, one-stop shop experience for residents without the heavy lift required to change their core permitting platform.

By deploying Camino, the City found a seamless way to address residents' pain points while optimizing the department's operations. New West's use of Camino has automated workflows, saved resident and staff time, and complied with Council's push toward e-governance.

New West's Planning Project Manager, Dave Bikadi, said:

"Having gone all digital, we are doing almost all our applications through Camino now. The system has decreased the amount of missing forms and has corrected a lot of the issues we were having prior. At this point we are running about 75% through Camino and, with the new workflow, the user experience is even easier."

Collaborative Implementation

Camino's Permit Guide and Application Portal were self-implemented by the City of New Westminster's Building Inspector, Dave Bikadi. Being tech-savvy helped but Camino's "step and rule" system logic enabled Dave to learn the system from scratch and implement the software using a simple question and answer system and then using GIS layers to filter out heritage properties. In fact, Dave found it extremely rewarding to work with the Camino system and its team to help bring a part of New Westminster into the digital world!

Dave Bikadi said of working with Camino:

"Camino is one of the best software applications I have used. The staff are extremely responsive, helpful and work hard to meet our ever changing needs. I would highly recommend it to any company or City looking to jump into the digital application world for the first time."

Dave Bikadi
Building Inspector

Results

✔ Saving Taxpayer Money While Providing a New Digital Experience

Camino's Permit Guide and Application Portal enabled the City to save significant funds by providing residents a new, best-in-class, digital permitting experience without the cost of changing the City's core permitting platform.

✔ No More Paper or Incorrect Forms

Paper applications are reduced by 75%, missing or incorrect forms are no longer an issue and trips to the City offices are becoming a thing of the past.

✔ Self-implementation Success

New Westminster's Building Inspector single-handedly performed 100% of the buildout!



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