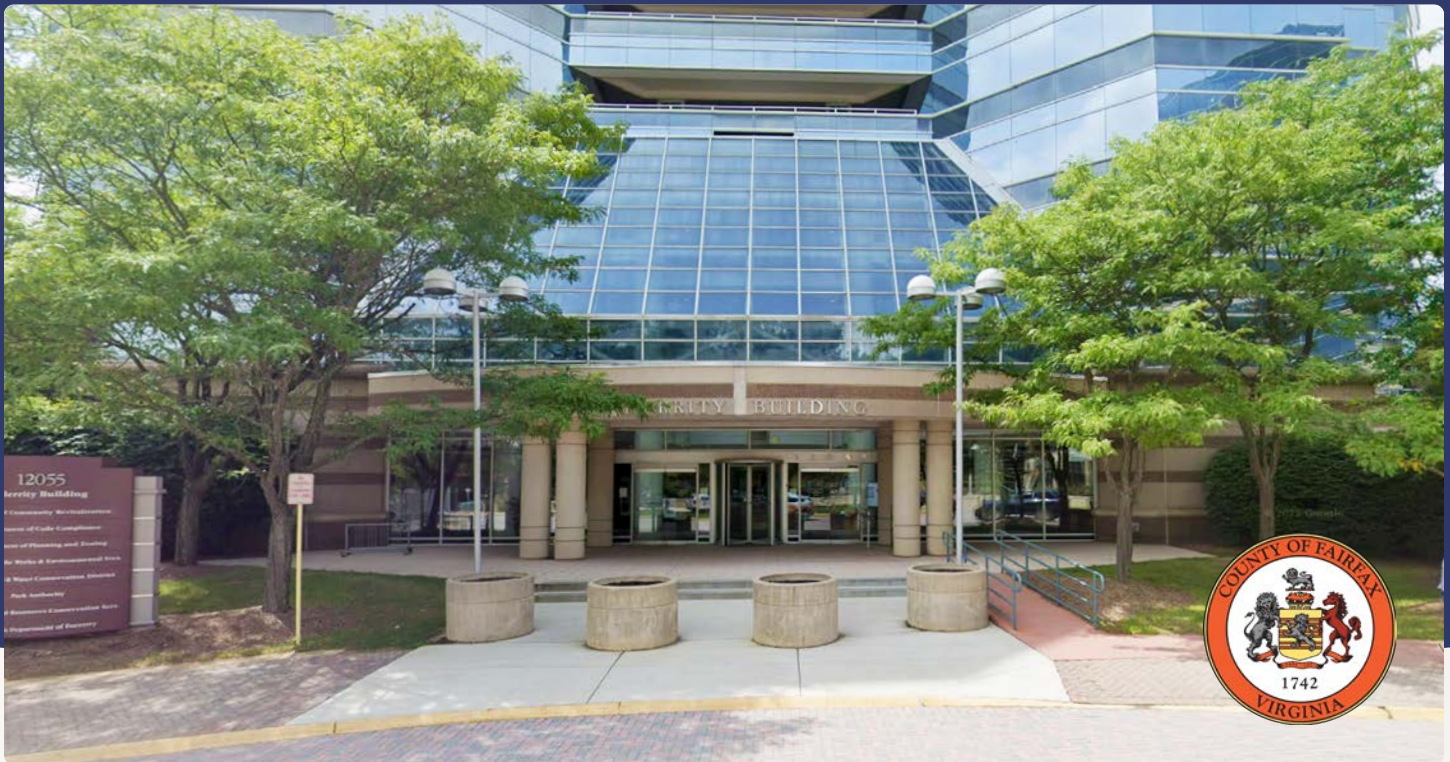# Camino

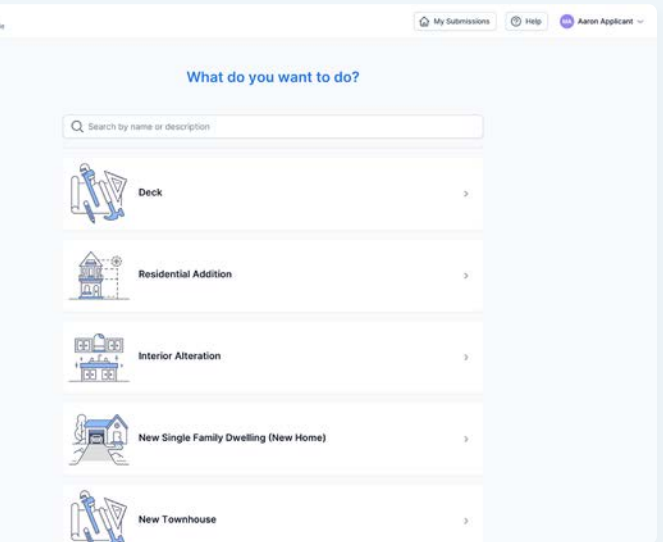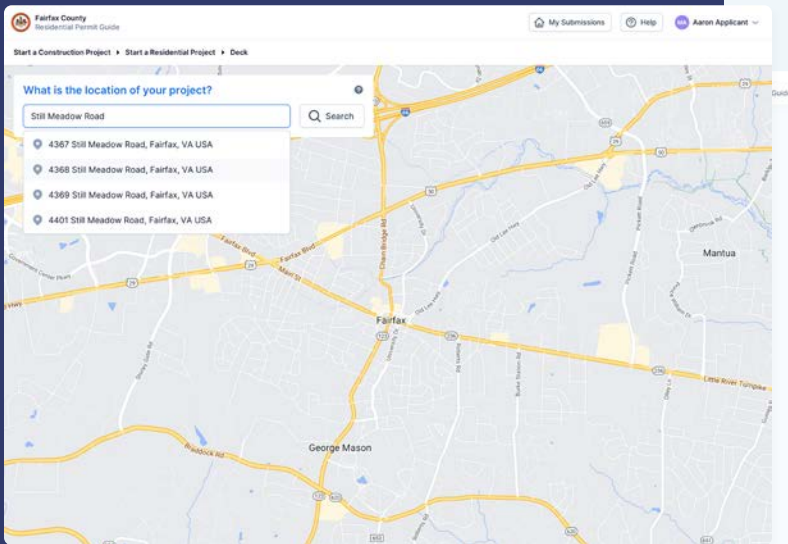# Camino Delights Citizens by Simplifying Extensive Permit Process

Overview

Fairfax County, with over 1.1 million residents, is the Commonwealth of Virginia's most populous jurisdiction meaning there's significant demand for its Land Development Services (LDS) department. LDS, which manages land development, code enforcement and regulations for the county, has struggled to communicate and capture the extensive development processes across its multiple departments.

Camino's Permit Guide unified the cross-departmental information while streamlining communication with residents. Camino achieved this alongside the county's existing Accela system.

Challenged to capture extensive processes

Fairfax County is committed to service excellence. Each year the County's Land Development Services reviews over 30,000 building and site plan submissions, issues nearly 70,000 building permits and conducts over 220,000 building and site inspections. Before using Camino, it was challenging to capture the extensive processes, codes and regulations that projects must adhere to. PDFs were produced for in-person guidance and made available online. Inevitably the versions handed out and online would not be the same. Web pages were long, not easily printed and proved confusing for new customers to read. The department found itself overwhelmed with questions and calls.

The Camino Solution

Fairfax County's Director of Land Development Services asked his team to look into Camino. The County started with a pilot launch that was very well received by residents. Today, Fairfax County uses Camino Guides to unify data across all the agency's departments. The County is also using Camino to communicate how its new permitting system works to staff and residents. Residents can now clearly see what type of project they need to choose before embarking on their work.

Fairfax County's Internet Architect of Land Development Services, Tina Gum, said:

"Camino's Permit Guide was exactly what we needed to take the extensive permitting processes and show customers step-by-step what they would need to do in our system to submit their permit, get their permit reviewed, obtain the issued permit and even schedule the necessary inspections."

Working together like never before

Camino's Permit Guide has enabled Fairfax County's land use agencies to work together to create a brand-new customer experience. During Fairfax County's permit system transition, Camino's clear and easy to understand dashboard ensured customers knew what type of project to choose. Links to Camino's Permit Guide on the County's website significantly improved customer satisfaction and reduced website complaints.

Tina Gum said of working with Camino:

"Using Camino has been amazing from the start! Staff have been nothing short of fantastic. They have been there when we had questions and have listened when we had suggestions. The Camino platform has had regular feature releases based on customer feedback that shows they really listen to what their customers are saying. It does not go unnoticed that these updates never cause downtime because something did not go as planned. Every single staff member is always available, knowledgeable and willing to help at a moment's notice!"

Results

Impressive Uptake By Residents

Over 1,000 residents per month are taking advantage of Camino's Permitting Guides to educate themselves about Fairfax County's permitting processes without coming in, calling or emailing the County.
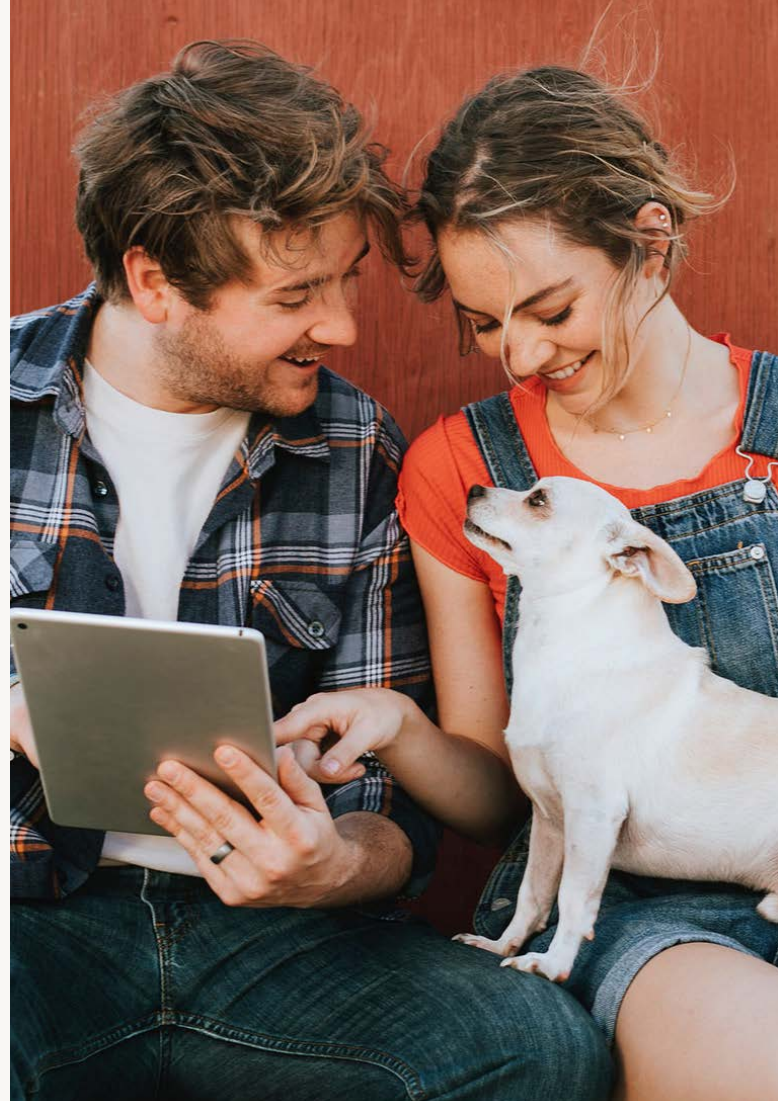
Customer Service Enhanced

Camino's Permitting Guides have changed how the County works. Customer satisfaction is up and complaints are down.

Unmatched Customer Support

The Camino team shepherded the process from start to finish with no delays or hiccups, making it a remarkably easy and pleasant experience for the County.

Camino

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