



# How Pleasant Hill's CBO Won an ICC Award Using Camino

## Facilitating Building Services During Lockdown

Just a few months into the COVID-19 Pandemic, Geoff Simmons was appointed Chief Building Official of the City of Pleasant Hill, California. At this time, City Hall was not open to the public and this made it difficult to serve the community in the same capacity the City had before. Geoff felt the need for a way to provide resources to residents remotely in a way that was intuitive and consistent. Additionally, there was a need to reduce the amount of precious staff time spent on inquiries (through phone calls and emails) regarding building projects.

Geoff had already seen what Camino had done in other cities, helping to automate difficult customer service tasks that used to be handled manually. He described the time as being "perfect" in prioritizing a partnership with Camino as one of the first steps in enhancing online services to residents.

Geoff identified Camino's Development Guide as a way to replace a phone call (or visit to City Hall), allowing the community to get answers to questions regarding any building project, all from the comfort of their home. By removing the need for a front counter visit, the City could now provide quality information and guidance to residents 24/7. Implementing Camino's Guide made the development process more accessible while increasing transparency and improving customer service.

Camino's team provided training to Geoff and his staff who then implemented the Development Guide themselves. They were able to configure the Guide to their unique development processes and achieved go-live within four months. Since go-live, residents have had 24/7 access to the Camino Guide. In fact, 30% of the City's traffic to the Guide is outside of regular business hours. This has equated to an expansion of City Hall services, without increasing staff burden.

# Development Guide Leads to ICC Recognition

After receiving both praise and support from Pleasant Hill's City Council, City Manager and residents, Geoff was inspired to submit his departments' work for ICC recognition.

Each year, the International Code Council (ICC) recognizes individuals and organizations for their exemplary work and service to their communities, the building safety industry, and the Code Council. The Innovation in Code Administration Award recognizes fire and building departments for new and innovative approaches to delivering code administration services as part of their overall approach to community risk reduction.

Geoff Simmons and the City of Pleasant Hill were recipients of the **2022 ICC Innovation in Code Administration Award**. This award recognizes Geoff's work creating the "[Interactive Development Guide](#)" within Camino that customizes the building department experience online, saving time and money for both applicants and staff.

Congrats to Geoff and his team! We are honored to be partners.



*“This Interactive Permit Guide serves our team well now, as well as into the future. The tool is flexible enough to easily make adjustments to codes, regulations, statutes, and ordinance changes.”*



**Geoff Simmons**  
Chief Building Official



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](https://camino.ai)