

MIAMI BEACH

COMMISSION MEMORANDUM

TO: Honorable Mayor and Members of the City Commission
FROM: Commissioner Ricky Arriola
DATE: September 12, 2018

SUBJECT: REFERRAL TO THE SEPTEMBER 14, 2018 FINANCE AND CITYWIDE PROJECTS COMMITTEE TO DISCUSS ENGAGING IN A PILOT WITH CAMINO PERMITTING SOFTWARE.

ANALYSIS

Please place this item on the September 12, 2018 City Commission agenda.

Camino is a Silicon Valley-based technology company partnering with cities to rethink the permitting and development process. Camino aims to streamline economic development and helps cities accomplish their most important goals: attracting new businesses, building safe, affordable housing, and promoting vibrant communities.

Camino's Permit Guide is a web-based solution that helps home and business owners cut through the complexity of acquiring a building permit. The Permit Guide serves as a virtual 'pre-meeting' that every applicant can complete before ever contacting the city.

After first answering a series of questions about their project, applicants will automatically receive a customized guide containing their timeline, fees, and process to get their project done. Permit Guide has the ability to integrate with existing GIS systems to let the applicant know whether their project is affected by special factors like flood zones and zoning overlays. By making every applicant an expert, Permit Guide reduces errors, frees valuable staff resources, and flags any potential issues up front to ensure a faster process.

Camino has offered the City of Miami Beach a 6-month trial of this product at no cost. I ask the Finance and Citywide Projects Committee discuss piloting this software.

Legislative Tracking

Commissioner Ricky Arriola

ATTACHMENTS:

Description

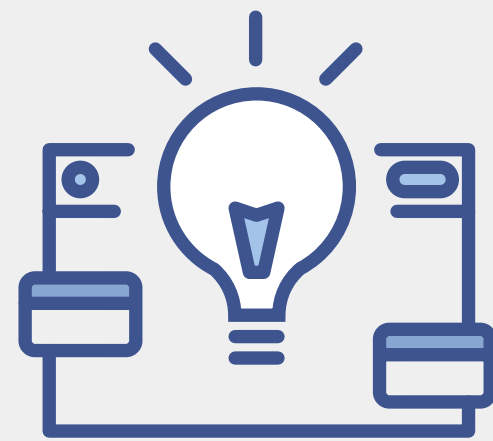
- ▢ Camino - Information

June 2018



Camino is the next-generation platform that powers the permit process through intelligent, collaborative software.

Our Core Pillars



Intelligent Software



Constituent-Driven
Design

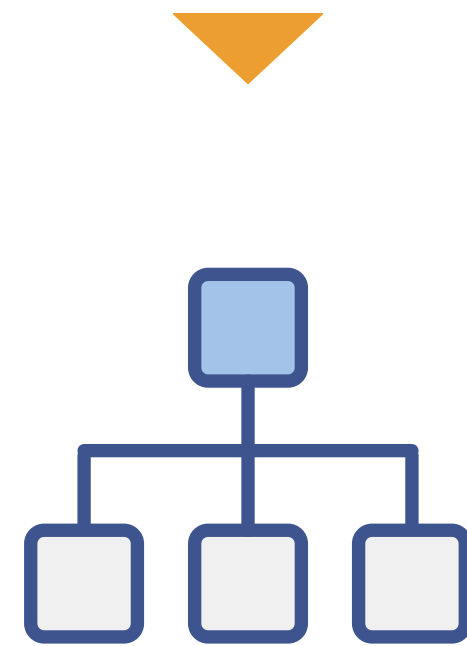


Mobile-First

Why Camino, why now?

- ① Regulations have introduced more complexity to development - green energy codes, ADUs, marijuana
- ② Permit volume is growing, government budgets (and staff sizes) are not.
- ③ Millennials are buying homes and opening businesses - they expect government services to be digital
- ④ Existing permit systems treat the constituent experience as an afterthought.

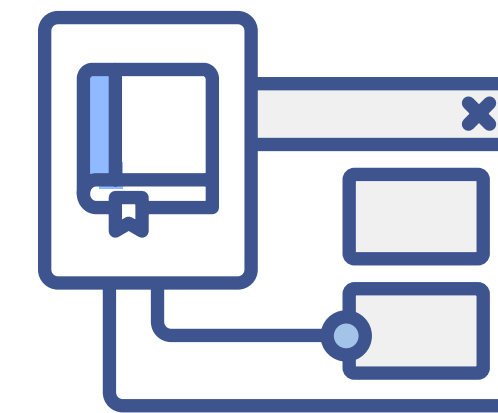
Camino Solutions



Permit Guide

The easiest way to learn the process, requirements, and cost to get a permit.

AVAILABLE TODAY



Permit Manager

A single place to manage your entire permit process.

AVAILABLE LATE SUMMER '18

Permit staff spend hours per week answering the same questions over and over.

Mistakes are costly - they lead to delays, wasted work, and a negative experience.

What we hear from agencies

Customers have no clue about how the permit process works.

Consistency is hard - ask three permit techs the same question, you may get three different answers.

Figuring out how to get a permit is hard



Information is spread across dozens of PDFs on a website, or sometimes is only in the heads of staff experts.



The requirements for getting a permit can vary significantly due to geographic location and project details.



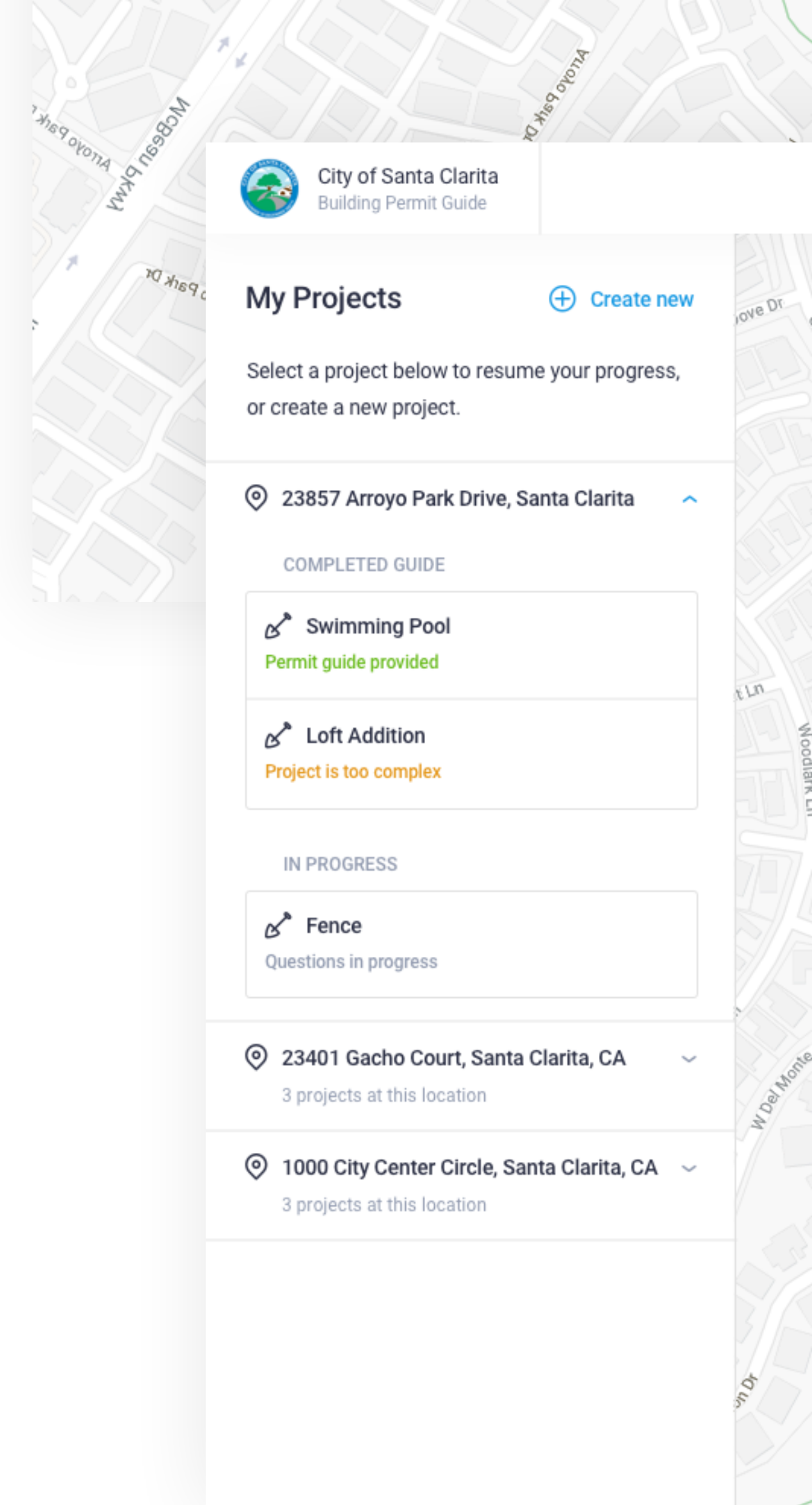
As a home or business owner I likely can't figure it out myself - I need to visit city hall and meet with a permit tech or hire someone to help me.


Camino's Permit Guide

We've built a system that makes it easy to **map out your entire permit process** and organize all your handouts and resources into a central repository.


Customers will be able to **access an online guide that walks them through all the important questions and issues** that might impact their project. It can also be made available through a tablet at your permit counter.

A **custom guide is generated** that lists every permit, form, inspection, and outside agency clearance that will be required to complete a project - along with detailed instructions for each step along the way.




 Is your pool above ground and pre-fabricated?

 I'm not sure how to answer this.




Yes



2 What is the volume of your pool?

 I'm not sure how to answer this.


Enter your answer here

 This question is unavailable. You will not be able to answer this question.


Will you be completing any other projects on this property?




Yes


 These questions are unavailable. You will not be able to answer these questions.

Will you be completing drainage work on this property?





City of Santa Clarita Building Permit Guide

 25811 Riverchase Drive


 Project


You have not yet selected a project for this location.




 Contact City


City Applicant

Logout 




City of Santa Clarita Building Permit Guide


 My Projects


 Contact City

City Applicant


Logout 

What kind of project are you doing?

 I'm not sure how to answer this



Residential



Commercial

Submit →

Camino, 2018

8

Simple to create and deploy

Everything we build is self-service - we understand how frustrating it can be when you need to call a vendor to make changes.

Partner agencies have been up and running with less than 100 hours of total work and zero IT involvement.

Save significant time by cloning an existing agency's data and building from there.

Additional Features



Automatically checks against GIS zones and other geographic features (flood zones, fire zones etc.)



Reports and analytics - understand where development is happening.



Fee and timeline calculation.



Track every submission and see exactly what your customers are seeing - useful if they come in with questions.

Camino Permit Manager

Our Permit Guide is evolving into a new front-end experience for your permit system.

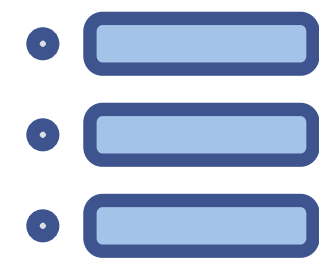
Your customers will experience a new, modern, and entirely digital process.

For internal staff, everything else stays the same.

Benefits



Improve consistency across departments and ensure new and existing staffers are speaking the same language.



Demystify the permitting process with an intuitive online guide that's simple enough for the average citizen yet robust enough for professional developers.



Give residents 24/7 access to an online resource that will answer questions about the permit process. No need to visit city hall.



Reduce mistakes and delays by ensuring each applicant has a comprehensive, personalized checklist to follow from day one.

“Camino has completely revolutionized the way our city provides permit services to customers. Their Permit Guide has enabled us to provide a higher level of customer service with less staff time. Feedback from our customers and staff has been overwhelmingly positive.”

—— John Caprarelli (City Building Official, City of Santa Clarita, CA)