

City Launches *Yucaipa Permit Exchange*, Enhancing Efficiency and Transparency in Permit Processes

Getting building permits is about to get easier as the City of Yucaipa launches the *Yucaipa Permit Exchange*, a new online tool that will allow residents to apply for permits, schedule inspections, make payments and track their project all from the comfort of their home.

On June 24, the City will go live with a new permitting system. One feature of this new system is a customer portal called the *Yucaipa Permit Exchange*, which will allow residents to complete their permitting online. The new system will improve efficiency, transparency and accountability in the permitting process.

"Our goal with the *Yucaipa Permit Exchange* is to simplify the permitting process for our community while increasing efficiency and transparency," said Mayor Justin Beaver. "We're leveraging technology to make it easier to do business in Yucaipa."

Residents should plan ahead as the City will not be able to issue permits or process payments from June 17 - 20. To install the new system, the City will have to shut down its old system to transition to the new one. Building inspections will still be available during this time.

The City has been working to update and upgrade its permitting system. Deployed in 2008, the City's current system predates the original iPhone. Technology has come a long way since then. So, the City chose Tyler Enterprises to build a new system that makes the permit process easier, faster, and more transparent. Tyler Enterprises is a firm that provides technology solutions to government agencies.

The City's new system will integrate and automate development service workflows. Applications will route through a streamlined approval process that is visible online. The streamlined workflows will improve customer service and staff efficiency.

"We are working to provide better service to our residents," said City Manager Chris Mann. "We ask our community for its patience as we work through this transition. We encourage residents and developers to reach out to our departments for any questions or concerns during this period."

The City will host a workshop to help residents and users to navigate the *Yucaipa Permit Exchange* at 10 am, on Thursday, June 27.