

CUSTOMER	City of Sonora, California
POPULATION	4,610
THE CHALLENGE	Manual paper-based permitting system.
THE SOLUTION	BasicGov web-based software for Permits and Inspections to move to paper-less system with improved search capabilities.

The City of Sonora is located in California's Sierra Nevada Mountain Range. This sought after California destination receives numerous residential and commercial permit applications. To manage its growth, the City of Sonora's Community Development Department decided to move to a computer-based system. Their previous permit system involved a manual three-part paper form and a typewriter. Not only was the typewriter process very time-intensive but the three-part forms resulted in high printing costs. After researching various software options, they decided to move forward with BasicGov's web-based software because of the workflow, reporting and no-extra fee support. "Support is very important to us as we don't have an IT department and knowing that we could call BasicGov's support five days a week support gave us more confidence in the system," said Kim Campbell, Community Development Specialist.

Today Kim and her team find the software easy to use for scheduling inspections, creating and printing permits, generating overdue permit reports, and reporting on payment of fees. Recently Kim started using the newly released BasicGov Parcel Updater to ensure the system's parcel/owner data is up-to-date.

For more information about BasicGov Permits and Inspection software, go to www.basicgov.com.

More about the City of Sonora: The City of Sonora is a major tourist destination with a short drive from San Francisco or Yosemite National Park. Inside the City there are numerous residential areas, historic museums, art galleries, theatres, and antique shops. Surrounding the City limits are year-round outdoor recreational resorts, lakes, and golf courses. <http://www.sonoraca.com/>



"The State called us to get information about a contractor and with the BasicGov Permits and Inspections software we could look up his work history and get the results in thirty minutes. With our previous paper-based system it would have taken us a whole day."

Kim Campbell, Community Development Specialist, City of Sonora