



# NEWS RELEASE

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## **CITY LAUNCHES NEW TECHNOLOGY PERMITTING SYSTEM GOES ONLINE & FEES REDUCED**

(Stockton, CA) - On Monday, November 2, the City of Stockton, Community Development Department will launch a new automated system for building, planning and engineering permits. The cloud-based software is being introduced as part of the City's Technology Strategic Plan, which was approved by City Council in 2012. The new state-of-the-art permitting system replaces 25 year-old technology and will streamline permitting, inspections, and plan review. In addition, it introduces 24/7 online access for residents and businesses. Customers will be able to access the system remotely, check status, and answer questions about projects and plans.

Also on November 2, the City will implement reduced and simplified permit processing fees for all types of development-related permits. Processing fees, which are a component of overall permit fees, have been reduced an average of 24%, with some processing fees cut as much as 62%. The fee reduction was made possible by the efforts of Community Development Department to streamline out-of-date practices and revamp procedures to achieve efficiencies. The new system is the next step in an

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ongoing endeavor to deliver better, faster and cheaper development services.

Community Development Director David Kwong has worked with the same technology in other cities. “Building inspectors will now be able to complete inspections in the field using iPads and customers will be able to schedule inspections online,” shares Kwong. “We look forward to huge strides in permit processing efficiency, transparency and accountability.”

Future enhancements will allow customers to apply for simple permits and pay online. The new system will improve efficiency and effectiveness of the Community Development Department, and it is anticipated that other City departments that rely on documents and records maintained by the Community Development Department will benefit significantly, as well.

“This system, our redesigned front counter process, and fee improvements, represent just a couple of initiatives implemented at the Permit Center over the past few years,” continued Kwong. “Modernization and process improvement are integral components of and our contribution to the economic development strategy. These enhancements will help us perform our core functions extremely well, focusing on customer service, and continually reducing the time it takes to obtain permits.”

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