

Boone County is Seeing Big Dividends During the Pandemic Closure

Local government staff are often faced with challenges and barriers when processing applications submitted by the public for various permits, causing loss of time, resources, and more. In addition, paper permits often are inaccurate, incomplete, or are unclear. This leads to time spent gathering more information that could have been submitted up-front, causing frustration. Local government decision-makers find themselves scrambling to adjust to unprecedented times with new processes, rules, and restrictions. This has many local offices looking to provide online public access to allow everyday requests to be handled accurately and efficiently.



Penny Vossler, GIS Coordinator from Boone County, has two years of direct experience handling online permits submitted from the public. Penny chronicles her firsthand experience implementing solutions that combine government and technology to provide the public with essential government services.

“GeoPermits has always paid dividends, but never more than during the pandemic closures. Our constituents can file and pay for permits online 24/7. This capability saves the applicant time and travel to the courthouse. It also saves the county time and money. It’s a real game-changer and is hugely popular with residents and contractors alike, especially the reduced

turn-around time on permits – which may be approved in hours as opposed to days or even weeks before we implemented GeoPermits. The fact that billing has been completely eliminated by the online payment system is another huge benefit.”

“I use the drag and drop flowcharts in the GeoPermits workflow manager, and it is fabulous for visualizing the permit’s workflow without having to do the HTML programming. The planning and development department and I are really happy about the ability to amend a permit after it’s finished. Another huge benefit is the capability to find all the permits that have been filed on a parcel. You don’t have to look across the board to find out what has been filed for a property. GeoPermits prevents errors in a permit application by pulling parcel IDs, property owners, addresses and much more information directly from the Beacon website. Now that GeoPermits functions as one with Beacon instead of being two separate entities, it’s much simpler to use.”

Boone County is just one of the examples that exemplify how local governments that provide online permitting during the pandemic find themselves comfortably and safely addressing the influx of online permit applications.

