



CASE STUDY:

AI Accelerates Progress: A Mid-Sized City's Model for Smarter Permitting



Client Profile

Like many municipalities, our customer, a western city with a population of 100,000 residents, faced growing demands on its permitting department, coupled with limited staffing and increasing expectations for faster, more transparent service delivery.

Challenge

The city's permitting department was experiencing inefficiencies that impacted turnaround time, internal workload, and resident satisfaction. Common issues included:

- Misrouted resident inquiries flooding permitting inboxes
- Manual pre-check processes for permit applications that required significant staff time
- Difficulty in maintaining compliance documentation and audit readiness
- A general lack of awareness about how modern AI tools could improve operations



Approach

As a trusted partner, the client shared their operational pain points with us. We recommended an AI Discovery Session to explore solutions, using part of their existing training budget allocated through the Learning Credit Program. This workshop:

- ✓ Brought together key permitting and transformation / strategy stakeholders
- ✓ Identified bottlenecks, redundant manual steps, and revenue collection gaps
- ✓ Explored practical applications of AI in real-time using rapid prototyping
- ✓ Created a vision for digital transformation rooted in actual problems and user experience

Solutions Proposed



AI-Powered Email Triage Bot

Automatically categorizes and redirects non-permitting emails to the appropriate departments. Reduces noise and accelerates response time for the permitting team.



Permit Application Pre-Check Tool

Uses AI to validate permit submissions against city checklists. Reads content within documents (not just filenames) to ensure compliance before staff review.



Results

- Identified process inefficiencies equivalent to 2 full-time employees' workload (25% of the team), allowing them to shift focus towards higher priorities.
- City stakeholders described the experience as an "eye-opener" and are moving forward with implementing recommended AI tools.
- Prioritized a \$2.5M revenue collection gap (identified through a prior audit) tied to manual errors, gaps in documentation, and brittle IT system design.
- Delivered under a pre-approved state contract vehicle, avoiding the need for a competitive RFP process.

Why It Worked

- ✓ **Speed & Procurement Readiness:** Delivered through a state contract vehicle, eliminating friction
- ✓ **Targeted Impact:** AI solutions focused on high-value pain points with immediate ROI
- ✓ **Collaborative Process:** Workshop fostered trust, excitement, and shared vision among departments



Looking Ahead

This successful engagement serves as a model for similar local governments across the country. By combining rapid prototyping, tailored AI use cases, and existing procurement mechanisms, Educate 360 is helping cities modernize at a pace that fits their needs and budgets—while delivering measurable results.



Ready To Explore How AI Can Transform Your Business?

Schedule a free 30-minute consultation with our AI advisors to discuss your goals and see if our AI Use Case Discovery is the right fit for you.

Contact Us

 **877.243.6690**