Cloudpermit ◎

Inside Brownwood, TX's, User-Friendly Code Enforcement Software Choice

Looking Toward the Future

The City of Brownwood, Texas, started using Cloudpermit for online code enforcement at the start of 2023. The staff in the Code Compliance Department wanted to leave behind an outdated system for modernized software.

"We were looking for future-focused software that would let us do our jobs faster since it was taking us a long time to generate cases and input notes," explained Jose Gonzalez, the City of Brownwood's Lead Code Officer. *"With Cloudpermit, we've dramatically cut down on how long it takes to open a case from 20 to 5 minutes. This software has reduced our waiting time and keeps all our information in one, accessible place."*

Focus on User-Friendly Software

The Code Compliance Department considered several options before selecting Cloudpermit.

"During the sales process, one of Cloudpermit's Sales Directors gave our search a personal touch because he came to Texas to show us the software and answer our questions," Stewart Stonger, Brownwood's GIS Specialist/IT Trainer, shared.

Gonzalez added, *"We understood the software better and it really stuck out from our other options since it was so user-*

friendly. We've now shared with other local governments in Texas that we can easily open cases, do inspections, and add photos to cases."

The software was built with local governments, so it works well for local governments.

Brownwood's Director of Planning and Development, Tim Murray, has found the software easy to pick up:

"If a country boy like me can figure out how to manipulate and navigate Cloudpermit without any training, then the software must be really user-friendly. It took me 20 years to learn how to use other systems as effectively as I could use Cloudpermit in just one day."

Stay Organized Online

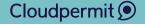Online community development can make it simpler and quicker to find accurate information.

"I like that our GIS maps are integrated into the system because it makes it easier for us to look up an address, do follow-ups, and stay organized," Gonzalez said. *"This software also makes it more straightforward for our supervisor to access*

code cases that are generated from each code officer so they can see the number of open and closed cases."

Advice for Other Governments

The City of Brownwood was the first local government in Texas to adopt Cloudpermit. Brownwood is leading the way for other code compliance departments to take the leap toward future-focused software.

When asked if Gonzalez had any advice for governments considering online code enforcement software, he concluded:

"If you want reliable, fast, and easy-to-use code enforcement software, Cloudpermit is the answer."

Cloudpermit provides community development software. We offer simple and online software solutions for building permitting, business licensing, planning & zoning, and code enforcement.