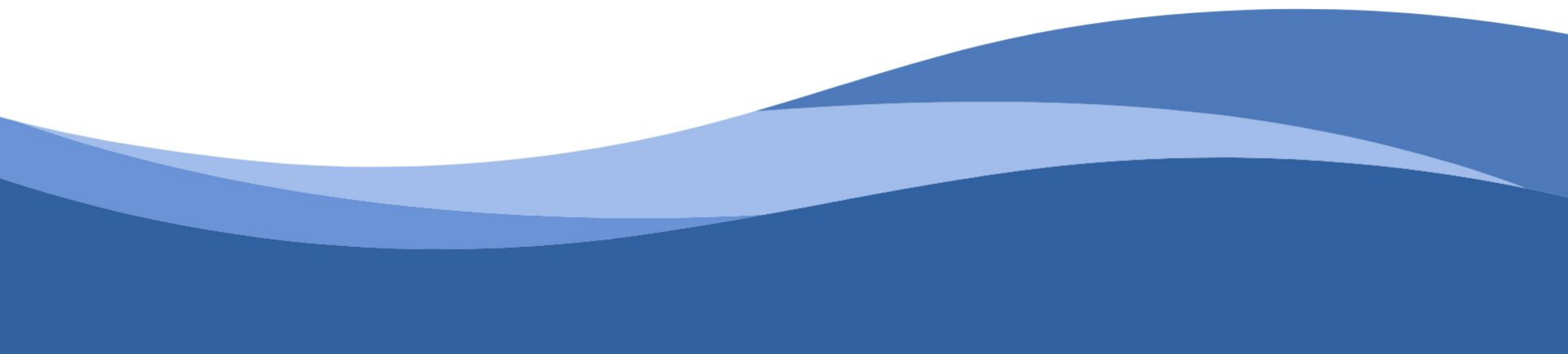




SOUTH SOUND 911

MODERNIZED CPL APPLICATION PROCESS





SOUTH SOUND **911**

TACOMA, WASHINGTON
PIERCE COUNTY

Population Served: 946,300

Customer Since: April 2020

Average # of Applications per Year: 23,000





CHALLENGES BEFORE PERMITDIRECTOR

"BeforePermitDirector, our process was a nightmare. Everything was walk-in with people literally lined up outside the door down the street for blocks, waiting for two hours to apply"

**- Rebecca Hendricks
South Sound 911, Washington**

KEY BENEFITS OF PERMITDIRECTOR



Automated messages
to applicants



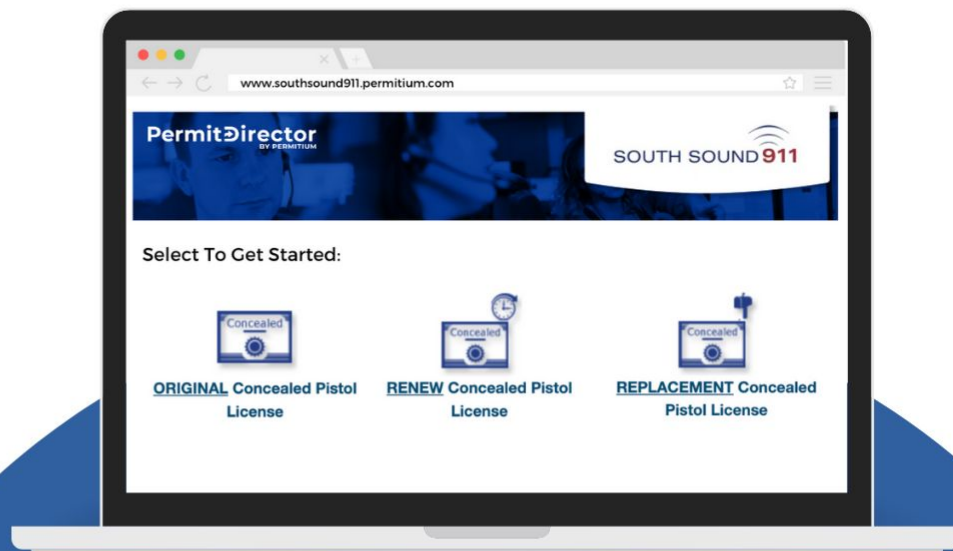
Organized background
check process



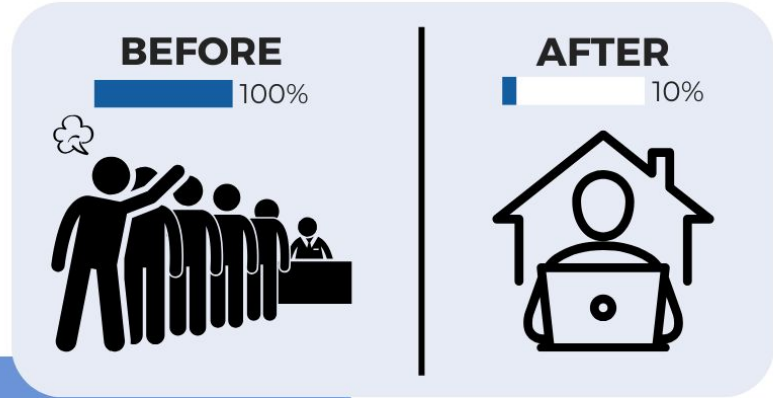
Online appointment
scheduling



Shared reports and
dashboards



REDUCED IN-PERSON CUSTOMER VOLUME



"PermitDirector has been an absolute game changer; we've gone from having 100% of our applicants come in person to now less than 10%, we love it!"

- Rebecca Hendricks
South Sound 911, Washington

