

# Next Generation CCW Application Experience

Riverside County, California



RIVERSIDE COUNTY  
**SHERIFF**



# RIVERSIDE COUNTY *SHERIFF*



**Population: 2,418,185**

**Customer Since: April 2019**

**Average # of Applications per Year: ~13,000**

**Highest Volume of CCW Applications in California**

# Before PermitDirector



## **Lengthy Paper Process**

The old system required everything to be done on paper, resulting in a very slow process



## **In-Person or Mail Applications**

Applicants had to apply in person or via mail, adding to the inconvenience




## **Extended Processing Time**

It would take up to 14 months to process a new CCW application



## **Documentation Delay**

Incomplete applications often caused delays due to the back-and-forth required to gather all documents



www.riversideca.permitium.com/entry

**RIVERSIDE COUNTY SHERIFF'S DEPARTMENT**  
Chad Bianco, Sheriff

**NEW** Concealed Carry Weapon License

**RENEW** Concealed Carry Weapon License. **Be sure you apply 180 days before the expiration of your current permit.**



User friendly experience



Organized background check process



Shared reports and dashboards



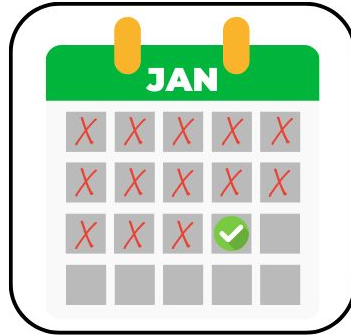
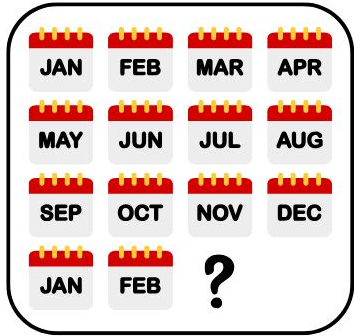
Real-time status updates

**PermitDirector**  
BY PERMITIUM

# Expedited Workflow

Before 2019

2019 - 2024



14 Months

3 Weeks

# Increased Permit Volume

Before 2019

2019 - 2024

