



# Snohomish County, Washington

## Snohomish County, Washington Improves Civic Services Using Amanda

**9-10K**

permits processed annually by Snohomish County's Planning and Development Services Department

**ASK A PERMIT  
TECH FORM**

improved response times to residents' questions

### OVERVIEW

Snohomish County is Washington's third-most populous county and the birthplace of Boeing 747 and 787 aircrafts. While part of the greater Seattle-Tacoma metro area, the county remains economically and geographically diverse. This fast-growing county in northwest Washington State has turned to Amanda for 25 years to help manage and attract growth.

### SITUATION

Snohomish County's Planning and Development Services Department is processing 9,000 to 10,000 permits annually. Efficiently managing that workload and keeping services efficient for residents and developers requires the power and flexibility of an enterprise platform.

### SOLUTION

Other county departments, such as the Assessor's Office and Public Works, are able to access data easily through Amanda. This allows all departments to better manage resident-facing functions. The Planning and Development Services Department improved response times to residents' questions by creating the "Ask a Permit Tech" form in Amanda. The team uses Amanda to manage incoming questions as a workflow. The county uses Amanda's powerful analytics tool to determine the efficacy of – and further improve – the online permit process.

### IMPACT

In 2020, the county upgraded to the latest version of the platform, Amanda 7. Since the upgrade, the team has called Amanda 7 very flexible, noting that the additional features have enabled them to improve their permit processing. Furthermore, the Amanda 7 interface remains easy to use, allowing staff to search for permits, build reports, and retrieve historical information quickly and efficiently.

### MUST HAVE SOLUTION

govService Amanda