

## South San Francisco Unified

### South San Francisco Unified: From Papers and Binders... to a Cloud-Based and Efficient System

After years of distributing and processing paper applications for their facilities use requests for over 15 school sites, in 2013, South San Francisco Unified School District (SSFUSD) decided to shelve their paper-phone calls-and binder facilities use process, and turned to the streamlined, cloud-based and efficient solutions provided by Civic Permits.

“It was tedious, and we had double bookings happening because it was difficult to keep track of the facilities use,” said Facilities Senior Office Assistant Laura Gonzalez of the district’s previous facilities use request and approval process. “The paper trail going back and forth to the schools sometimes resulted in lost applications, as well.” The district’s growing number of groups requesting the use of facilities and difficulties tracking the facilities use led SSFUSD to seek a solution that would deliver an efficient facilities use request and approval process along with providing the district a complete snapshot of all of its schools facilities use on any given day.

According to Gonzalez, Civic Permits’ set up process was incredibly responsive to the district’s needs. “We wanted to set up the online facilities request application in a way that was similar to our existing paper permit so it would be familiar to groups,” said Gonzalez. “The set up of our district’s Civic Permits page was not only responsive to this need, it also allows for flexibility so that we can be responsive to different groups.” Gonzalez also noted that, behind the scenes, the Civic Permits team has provided timely, responsive and thorough customer service. “The Civic Permits representatives are great—I always receive a quick response to my questions!”



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In addition to providing the Facilities Department ease with following up with school sites on pending facilities use requests, Gonzalez also noted that Civic Permits provides an additional layer of safety for their district. "Our district's security officer can now see when and where different groups are using the district's facilities, and can check whether a group has permission to use the facilities," she explained. In addition to the safety oversight, Civic Permits also allows schools to be on top of their custodial needs, since principals and site staff can use Civic Permits to inform their custodians about the upcoming facilities uses.

And her favorite thing about Civic Permits? "It's very user friendly, and our principals and I can use it anytime, anywhere," said Gonzalez, noting that once a facilities use request is submitted by an outside group, the automated processes built into the district's Civic Permits site will notify the principal of the request. She also noted that users and permissions can be changed according to the district's or site's needs. "It's a very flexible system," Gonzalez noted. Civic Permits was met with positive reception from the community, as well, according to Gonzalez: "Outside groups previously had to physically come to the Facilities office to pick up and submit their application. Now they can do this from the comfort of their home, at their convenience."

Lastly, Gonzalez said that the options for the district to evolve and expand its use of Civic Permits allows it to be continually responsive to the district's needs. "Civic Permits provides more streamlined options to schools as we continue to use it," she said. Something that a paper and binder system could never do.

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