Agentic Permitting

Executive Summary: faster permit review, final authority stays with agency experts

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WHAT IT IS

A **governed digital workforce** that supports the work *around* a permit decision: organizing evidence, preparing review materials and coordinating teams. It layers onto existing portals, GIS, Microsoft 365 and systems of record. Built for building, planning, zoning, code enforcement, environmental, natural-resource and infrastructure agencies.

THE PROBLEM IT TARGETS

Incomplete submissions slow review. **Evidence is scattered** across portals, GIS, email and legacy files. **Specialist reviewers** become bottlenecks. **Cross-department handoffs** stall cases. **Rules change** but consistency must hold. **Public-record and due-process** duties demand defensibility. Agencies need **practical AI, not uncontrolled automation**.

HOW IT WORKS: 6 STEPS FROM SUBMISSION TO ACCOUNTABLE ACTION

1 Receive & organize
Intake via portal, email or scan creates a governed electronic case.

2 Structure evidence
Classify, extract, validate and link plans, reports, photos, GIS/CAD, comments.

3 Check readiness & route
Flag missing items and conflicts; assign reviewers and clear tasks.

4 Support review
Role-defined agents draft summaries, comparisons and issue lists with source references.

5 Human approval gate
Staff approve, revise, reject, override or escalate before anything official moves.

6 Keep decision trail
Record sources, tools, validation, rationale, approvals and changes.

WHO HOLDS AUTHORITY

AI can

- Prepare, organize, compare and route
- Summarize and draft from approved sources
- Flag issues, gaps and inconsistencies

AI cannot (without staff)

- Issue a permit
- Impose a permit condition
- Make an official finding
- Initiate enforcement or send official notices

Every agent has a defined **role, authority limit, approved tools, human owner and acceptance criteria**.

CORE CAPABILITIES

- **Governed digital intake:** mixed-format packages become structured cases
- **Completeness & consistency review:** catch gaps and conflicts early
- **Plan & document analysis:** extract facts, compare revisions
- **GIS & area-of-review coordination:** spatial evidence in context
- **Source-grounded knowledge:** codes, SOPs, templates, prior decisions
- **Technical review coordination:** tasks and handoffs across departments
- **Drafting support:** notices, findings, conditions, comment responses
- **Public participation & records:** comments and notices organized by case
- **Auditability & visibility:** traceability, workload and bottleneck views

WHERE IT APPLIES

- **Building:** intake, plan review, inspections
- **Environmental:** GIS area-of-review, technical summaries
- **Planning & zoning:** land-use review, board materials
- **Code enforcement:** violations, evidence, notices
- **Public participation:** comments, notices, responses
- **Legacy reconciliation:** structured updates to systems of record

EXPECTED OUTCOMES (BASELINE-DEPENDENT)

- **Faster review readiness**
- **More productive use of expert staff**
- **Improved consistency across cases**
- **Reduced applicant rework**
- **Better cross-department coordination**
- **Stronger accountability and defensibility**
- **Operational visibility for leaders**
- **Clearer constituent communication**

FITS YOUR ENVIRONMENT

Keeps portals, GIS, Microsoft 365, repositories and systems of record in place. Integrates via APIs, secure exchanges, RPA and human-mediated updates. Cloud on commercial AWS, AWS GovCloud or authorized SaaS, designed for Zero Trust and NIST-aligned environments, subject to each agency's authorization boundary.

PATH TO DEPLOYMENT

Discovery workshop
map workflow, authority, sources, baseline

Controlled pilot
start with one workflow, validate design

Expand
add permit types, programs, departments

QUESTIONS TO ASK

- Which workflow causes the most delay or rework today?
- Which approved sources ground the AI, and is every output traceable?
- Where exactly are the human approval gates, and who owns each?
- What baseline metrics define success for the pilot?

NEXT STEPS

Explore how agentic permitting can help your agency. Request a briefing at infocap.ai/contact or sales@infocap.ai

Full information can be found at infocap.ai/agentic-permitting