



How LAPD Increased Application Volume 3x and **Cut Processing Time in Half**

Los Angeles Police Department Reduces CCW Permit Processing Time from 60+ Days to 3 Weeks with **PermitDirector**
BY PERMITIUM



Executive Summary

- Customer:** Los Angeles Police Department (LAPD)
- Location:** Los Angeles, California
- Population Served:** 4+ million
- Product:** PermitDirector
- Customer Since:** 2024
- Application Volume:** 150/month → 500+/month
- Processing Time:** 60+ days → 3-4 weeks

The Los Angeles Police Department transformed their CCW permit process by implementing PermitDirector. The digital platform eliminated paper applications, automated payment processing, and cut processing time in half—all while increasing application volume **more than 3x**.

Challenges Before PermitDirector

Manual, Error-Prone Process

LAPD relied entirely on paper applications and in-person appointments. Applicants arrived with **illegible handwriting, incomplete forms, or no application at all**. Staff spent interview time correcting mistakes rather than reviewing qualifications.

“A lot of the applications were illegible. We couldn't read them. So we'd have to have them rewrite it,” said Detective Steve Aguilar, who oversees CCW processing for LAPD.

Manual data entry created constant errors:

- Misspelled names from transcription
- Wrong addresses and missing apartment numbers
- Transposed information from paper to digital systems

“We frequently have mistakes on listing people's addresses wrong or forgetting to put the apartment numbers or just transposing the numbers wrong on an address or even names spelling them wrong,” Aguilar explained.



Lengthy Processing Times and Approval Delays

Applications took a **minimum of 60 days** to process as they moved through multiple approval stages.

"We have a very large police department and prior to Permittium, the applications would literally have to be hand carried to various offices in multiple buildings so the respective supervisors and command staff could review them. The applications would then have to be hand carried back to the investigator to finish the process," Aguilar explained.



Applicants had no way to check status, leading to constant phone calls and emails asking "Where's my application?"



Payment Processing Nightmare

LAPD only accepted cashier checks or money orders, creating hours of manual work:



Staff copied each money order for files



Delivered checks to fiscal department with detailed accounting



Manually tallied and listed all payments



Fiscal staff verified every check and recalculated every total

"We'd have to tally up all the numbers and then give them all to our fiscal and it was a mess," Aguilar said. "You can imagine we're doing 150 a month. You know how many checks that is?"



Overwhelming Waitlist and Storage Issues

The waitlist swelled dramatically when community leaders encouraged members to apply, growing by over a thousand in a single month. Many applicants didn't understand the requirements and weren't prepared for the commitment of the application process.



Physical files consumed significant office space, with each application requiring large folders for paper forms, proof of residency copies, and payment documentation.

The Solution



Digital Transformation with PermitDirector

LAPD implemented PermitDirector's cloud-based platform to digitize their entire CCW process at no cost to the agency through Permittium's fee-pass-through model.

The System Provides:



Online applications with required field validation



Digital document upload and storage



Automated payment processing



One-click applicant communications



Digital approval workflows for supervisors and command staff



Self-service interview scheduling and rescheduling



Real-time status tracking for applicants



Agency cross-check with 50+ participating agencies

Results and Benefits



Processing Time Cut in Half



Before PermitDirector:

Minimum 60+ days



After PermitDirector:

3-4 weeks



Best Case:

3 weeks when applicants have all requirements ready



"Now we could get it down to maybe three weeks or less. It expedited our system probably twofold," Aguilar said.

Digital workflows eliminate delays at every stage. Applications route automatically to approvers who can review and approve in minutes instead of applications waiting days or weeks.



Application Volume Increased 3x

Before:



150

applications per month

Current:



500+

applications per month



"We were going from handling maybe about 150 applications a month, now we're up to over 500 a month. But at the same time, they're not sitting on the investigator's desk—we're getting processed a lot faster," Aguilar noted.

3x

Even with **3x the volume**, processing times decreased because of the efficiency gains from PermitDirector.



Staff Time Saved: Weeks to Months

Digital workflows transformed staff productivity

by eliminating the physical transfer of applications between offices:



"Permitium has helped significantly reduce the time it takes for the applications to get transferred to the various levels of review and approval. With Permitium, everything is just a click away," Aguilar explained.



Staff no longer spend interview time correcting applications.

Supervisors and command staff approve applications in minutes. The entire team focuses on reviewing qualifications instead of administrative tasks.



Errors Eliminated

Applicant-entered data **eliminated transcription errors** entirely:



"Since everything's now duplicated on the form and basically whatever the applicant puts—which should be correct, I mean they should know their address and their name, right? It's a lot easier when they fill it out because there are a lot less errors," Aguilar said.



No more misspelled names, wrong addresses, or illegible handwriting issues.



Payment Processing: 100% Automated

Online payment processing transformed the most time-consuming administrative task:

“Now that it's all automated, it's 100% better. And the fact that you guys just take the money and send us the checks, it has made it a lot easier,” Aguilar said.



Permitium processes all payments and sends checks to LAPD.



Staff no longer handle money orders, create payment lists, or coordinate with the fiscal department.



Efficient Waitlist Management

The online application created natural filtering. LAPD sends approximately **1,000 application links** per month, but only about **400 people** complete applications.

“We're seeing a lot—probably more than half of our applicants we're giving them the link and they're not filling out the application because they see how much it entails,” Aguilar noted.

Non-serious applicants self-select out when they see the full requirements, fees, and documentation needed. **This saves LAPD from scheduling appointments** with applicants who won't follow through.



Improved Renewal Processing

For renewals, PermitDirector's sorting capabilities have improved efficiency significantly.

“Adding the expiration date for renewals has definitely made the process easier. We can now sort applications by submission date, which allows us to process them on a first-come, first-served basis,” said Investigator Michelle Diaz, who handles renewal applications.



Simplified Communication and Reduced Contact Volume

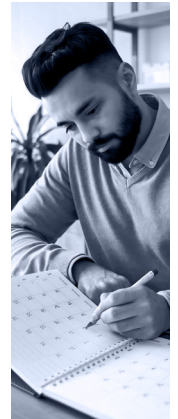
The system transformed how LAPD communicates with applicants and manages their inquiries.



Self-Service Scheduling

Applicants can now schedule and reschedule their interviews based on their availability through the portal.

“Applicants can self-schedule (and reschedule) their interview based on their availability, which has helped reduce no-shows and last-minute cancellations,” said Senior Civilian Clerk Leslie Tongson.



Real-Time Status Tracking

Applicants can log into their Permitium portal to check status and progress, dramatically reducing calls and emails to the office.

“Having the portal has made everything more efficient and reduced our emails from applicants requesting a status update,” Tongson explained.

Staff can also communicate updates with one click instead of individual emails:

“Communicating with the applicant, you know, the click of a button instead of having to email them every time,” Aguilar added.

Physical files shrunk dramatically.

Application packages now contain only a face sheet and DOJ form copy. Everything else is digital and instantly accessible.



“We don't have to keep those [paper] records anymore. It was taking up a lot of space,” Aguilar said.

Conclusion

PermitDirector transformed LAPD's CCW permit process from a paper-based system plagued by delays into an efficient digital operation.

“It's made our lives so much easier. Everything's great,” Aguilar said. “We'd be a perfect example of how helpful it was to us. I mean, it was night and day.”



The Results

PermitDirector has positioned LAPD to efficiently serve Los Angeles residents seeking CCW permits.



Processing time:

60+ days → 3-4 weeks



Application volume:

150/month → 500+/month



Transcription errors:

Eliminated



Payment processing:

100% automated



Staff time saved:

Weeks to months



Physical storage:

Dramatically reduced



Applicant communication:

One-click simplified



Self-service scheduling:

Reduced no-shows and cancellations



Real-time status tracking:

Reduced calls and emails



Renewal processing:

First-come, first-served with date sorting

About Permitium



Permitium provides cloud-based permitting software for government agencies through a zero-cost, fee-pass-through model.

PermitDirector serves law enforcement agencies nationwide, helping them modernize CCW permit processing and improve service to citizens—all at no cost to the agency.



Learn More:

permitium.com/permitdirector



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