

CITY OF FRANKLIN

Launches Online Citizen Services Permitting Portal

Apply Now at: FranklinIN.ViewpointCloud.com



CITIZEN SERVICES:

- Customer Service Portal
- Quick permit submittals
- Online Payment Collection
- Intelligent Routing & Inspection Scheduling
- Prompts for Applicants and Staff

OpenGov | Citizen Services

Apply Online

The City of Franklin partnered with OpenGov to create an [online permitting](#) and [code enforcement platform](#), known as Citizen Services, to better serve Franklin residents and developers. Citizen Services streamlines permitting & expedites review time, whether the project is a simple backyard shed, or a multi-million dollar warehouse development.

[Learn more about OpenGov Citizen Services](#)

The global pandemic placed a spotlight on the need for a safe, time-sensitive, and all-inclusive online permitting solution, for when offices are closed to the public and employees are working remotely. In today's day and age, society demands a faster pace. Citizen Services allows real-time feedback on requests, 24/7 payments, and instant inspection results.



5X

Process applications 5X faster than with legacy systems



85%

Up to 85% more cost effective than legacy systems

What's included in Citizen Services?

- Permitting: Building (residential & non-residential), Signage, and Right-of-way cuts
- Plan Commission Petitions (Coming Soon): Annexations, Rezoning, Subdivision Platting, Site Development Plans, etc.
- Board of Zoning Appeals Petitions: Variances, Special Exceptions and Administrative Appeals
- Code Enforcement: File a complaint

"I think one of the best things about using OpenGov is that we can see all of the different records all in one place. So it doesn't matter what the department is, ... Code Enforcement, Building, Planning, any of them. When we're doing research, it's much easier than before."

-City of Claremont, NH

24/7/365

**Application Submittals
& Payments**

City of Franklin, Indiana

Search Login Sign Up

How may we help?

Access permitting information and apply online -- all from here.

Search for something like "Residential Building Permit Application (BP / ILP)" or...

APPLY ONLINE NOW



Buffer Zone Compliance

Buffer Zone Compliance Certificate



Building Permitting

Residential Building Permit Application (BP / ILP)
Non-Residential Building Permit Application



Signage Permitting

Sign Permit Application

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