

What ‘Dummy-Proof’ Code Enforcement Software Can Do for Local Governments



Cortni Bankston knew she needed a better way to handle code enforcement in [Franklin County, Florida](#). That’s why she was eager to learn what Cloudpermit could do when she received an email about its code enforcement software in the fall of 2024.

As soon as she saw a demo with an Implementation Specialist, Bankston said she could tell it was going to be a game-changer compared to the outdated software she had been using.

“What she showed me, it was almost like night and day,” she said. “I told my boss, ‘I have got to get this system.’”

Bankston, who serves as Franklin County’s Community Services Coordinator and oversees peddler’s licenses and the local State Housing Initiative Partnership (SHIP), has been using Cloudpermit’s [online code enforcement](#) and licensing modules since early 2025.

It was just a matter of weeks before she became a vocal cheerleader about the

power of this modern tool for community development — especially after years of dealing with a different system that required a lot of manual input and double the work.

“With Cloudpermit, it generates a lot of the stuff for me,” she said. “It makes it a lot easier, and it cuts my time in half.”

Saving Time with Smarter Code Enforcement

In her enforcement role, Bankston works with the county health department. She added her health department colleague as an inspector, making it possible for them to upload notes and photos right from the field and add everything to one system for easier tracking and reporting.

Bankston can also easily add notes and pass or fail inspections using Cloudpermit’s mobile inspections app, streamlining the whole process and ensuring everyone is accessing the most up-to-date information.

“Both of us being able to put in case notes is amazing,” she said.

One of the biggest improvements has been the ability to quickly create agenda packets and submit full code cases to the Magistrate of Courts if necessary. In the past, Bankston said she had to create a separate folder on her computer and manually create cases, basically requiring her to do double the work.

Now, she can create a packet right in Cloudpermit that includes all case notes, photos, and documentation, and easily send that along to the magistrate.

“I can’t say anything but great things about Cloudpermit,” she said. **“It’s been a great asset.”**

A User-Friendly Tool for Staff and Applicants

Bankston only recently began using Cloudpermit’s licensing module, but said she’s been impressed with it already as she issues peddler’s licenses.

Changing to this system meant the county can now accept online credit card payments, and that means everything happens all in one portal.

She’s also trained customers how to create their own login, and she expects it will be a much easier process for stakeholders when it comes time to renew licenses.

Another handy feature is messaging, giving applicants an easy way to reach out to Bankston right through Cloudpermit if they have questions or are unsure about the process.

“I can take them through step by step if I’m not available by phone,” she said. **“Now, they can message me through Cloudpermit and get the same information.”**

She said there have been so many benefits to changing to this platform for code enforcement and online licensing, which is why it’s hard to boil down the strengths of the software into just one thing.

Built-in features like the ability to automatically plan optimal inspection routes based on location have helped her save time and be more efficient in the field.

It’s improved transparency overall, Bankston said, and it’s also made her workflows much more streamlined as she generates letters and sends information to the magistrate in her code enforcement work.

After just a few months of use, she said it’s clear that Cloudpermit is a user-friendly tool for local governments and the citizens they serve.

| **“It’s kind of dummy-proof,”** she said.

Learn What Cloudpermit Can Do for Your Local Government

While she’s become a big fan of the software, she said Franklin County Commissioners have also learned to love the system for its easy-to-use tools and quick access to information.

Members of the public have also appreciated an easier option for filing complaints in the county, as well as the ability to request updates about code enforcement.

| **“It fast-tracks everything,”** she said.

Bankston said the choice for today’s local governments is clear when it comes to online software for code enforcement and licensing.

“I would say that Cloudpermit is the way to go if you’re looking for a system that’s user-friendly and easy to train someone on,” she said. **“It’s easy to keep track of all of your code enforcement.”**

Hundreds of local governments have modernized their processes and improved delivery of services by adopting Cloudpermit’s comprehensive community development software. Learn what we can do for your community by [booking a demo](#) with us today.