

Remote Services Enhancement

City of Cerritos



Description

The City of Cerritos embarked on a Remote Services Enhancement Project aimed at streamlining municipal processes through the online automation of community development-related and business license applications. The initiative was led by the City's Community Development Department. The project developed a custom online portal, eliminating the need for residents and businesses to travel to City Hall for submitting various applications. This strategic move not only promised a substantial reduction in vehicle miles traveled but also enhanced municipal operations. By digitizing the application process, the city experienced improved internal review, approval, and coordination, leading to significant cost savings and reduced labor for city staff in the long term.



Vehicle Trips

Vehicle Miles Traveled (VMT/year)

68,80 mi

Number of Trips

2,892

Average Trip Length

23.8 mi



Air Quality Improvements (pounds/year)



Socio-economic Benefits

Cost Effectiveness

\$45K

annualized direct project cost

\$0.65

per VMT saved

Cost Savings

\$166,400

Portal allowed the City to mitigate hiring two full time positions for additional volume of submissions, saving approximately \$166,400

Number of Users Served

2529 users total (2022-2023)

Resource Utilization

85-90% of portal applications are now electronic

Customer Satisfaction

2,300 reduction in driving hours

2,300 gallons of gas mitigated

\$11,000 saved

Disadvantaged Communities Impacts

We estimate that 25% of users come from disadvantaged areas. The program reduces VMT throughout the City of Cerritos and in neighboring cities, which improves quality of life through reductions in local pollutants and decongestion of the street network.