

PUBLIC SERVICES NEW PERMITTING SOFTWARE & SERVICES



As part of Benton County’s goal to modernize and improve County services, the Benton County Community Development Department (Planning and Building Divisions) along with the Public Works Department are in the process of transitioning to their new permit software. We’re working on implementing a new integrated software system, Tyler Technologies, designed specifically for government service tools such as permit center services, code enforcement, and more. This innovative platform allows you to apply for permits, track the status of your applications, and receive notifications—all from the comfort of your home or office. Designed to streamline processes and enhance convenience, our new system ensures faster processing times and better communication.

Permit Center Services – Launching July 2026

- Submit applications and payments.
- Easily access project and code cases
- Schedule Inspections for building and public works permits

How Does This Affect You?

- Create a portal account: The new system will require all online portal customers to create an account.
- Apply for permits online: Once you create an account you will be able to apply for permits online and follow the review process on your applications through the Customer Service Portal.
- Pay Online: Through the Customer Service Portal, you will be able to view invoices and pay online.

Resources on how to navigate these changes will become available online and at the Public Services Building prior to “going live”.

Why the change?

As the County has expanded over the years our previous software has had a hard time keeping up. Switching over to Tyler Technologies will streamline a lot of our processes and help the County improve upon its communication with our customers via email, and over the phone.

We know it can be tricky to adjust to new online tools. We will provide several webpages that will include guides to help you get the best possible experience.

When do these changes happen?

The new system is currently set to launch July 7, 2026. Additional Information regarding timelines for implementation of the new software will be released closer to our “Go Live” date.

Will I still be able to pay by check?

Yes, you will still be able to pay by check sent in by mail (in most instances) or brought to the Public Services Building at 102206 East Wiser Parkway, Kennewick WA 99338. No additional action is needed to continue to pay this way.

When can I set up my portal account?

You will be able to set up your portal account any time you like once we are accepting permits through the new permit system. More information on timelines for that will be given closer to our “Go Live” date.