



# Capitol Region Council of Governments

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www.crocog.org

*David Kilbon, Chairman*

*Lyle Wray, Executive Director*

## MEMBERS

Andover  
Avon  
Bloomfield  
Bolton  
Canton  
East Granby  
East Hartford  
East Windsor  
Ellington  
Enfield  
Farmington  
Glastonbury  
Granby  
Hartford  
Hebron  
Manchester  
Marlborough  
Newington  
Rocky Hill  
Simsbury  
Somers  
South Windsor  
Suffield  
Tolland  
Vernon  
West Hartford  
Wethersfield  
Windsor  
Windsor Locks

## NOTICE OF CRCOG MUNICIPAL SERVICES COMMITTEE MEETING

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**DATE:** Tuesday, March 18, 2008  
**TIME:** 12:00 p.m.  
**PLACE:** CRRA Visitors Center & Trash Museum  
211 Murphy Road, Hartford  
Meeting Room

### AGENDA

1. **Adoption of Minutes: February 19, 2008**
2. **Improving Customer Service in Permitting and Inspections**  
Presentation on how towns can successfully transform the permitting and inspections function from a source of citizen frustration and anger to a model of customer service.  
*Jocelyn Mathiasen, Special Projects Coordinator, CRCOG*
3. **Service Sharing Update**  
Discussion of next steps following Regional Performance Incentive grant awards.
4. **Municipal Data Sharing Update**
5. **Project Status Reports** (Job Order Contracting, Purchasing, Service Sharing, GIS)
6. **Adjournment**

**THE CRCOG MUNICIPAL SERVICES COMMITTEE MEETINGS ARE OPEN TO ALL PERSONS INTERESTED IN THE TOPICS UNDER DISCUSSION. PLEASE FEEL FREE TO SHARE THIS AGENDA WITH OTHER MUNICIPAL STAFF.**