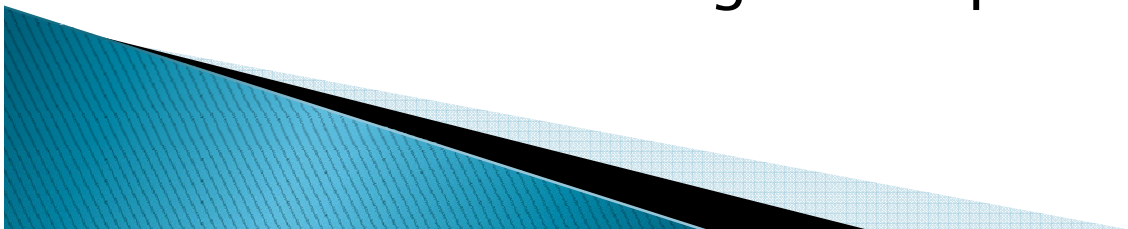


# Regional On-Line Permitting

CRCOG Policy Board  
September 23, 2009

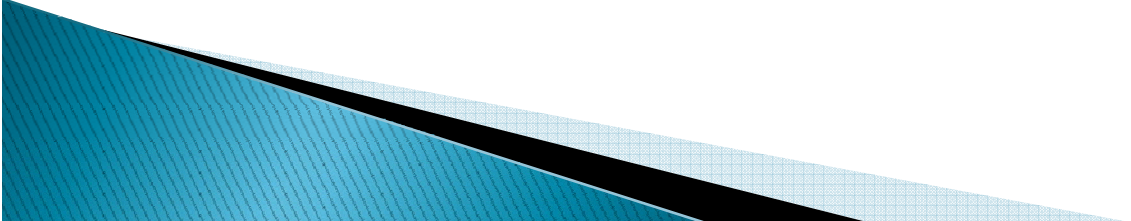
# Background

- ▶ OPM Service Sharing grant to identify opportunities for regional IT services
- ▶ Included funding for creating/implementing pilot projects
- ▶ Program structure
  - 31 towns participating (see next slide) – some outside of CRCOG
  - Needs assessment included interviews with all participating towns
  - Steering committee represented by town management and IT professionals
  - Periodic meetings of all participating towns



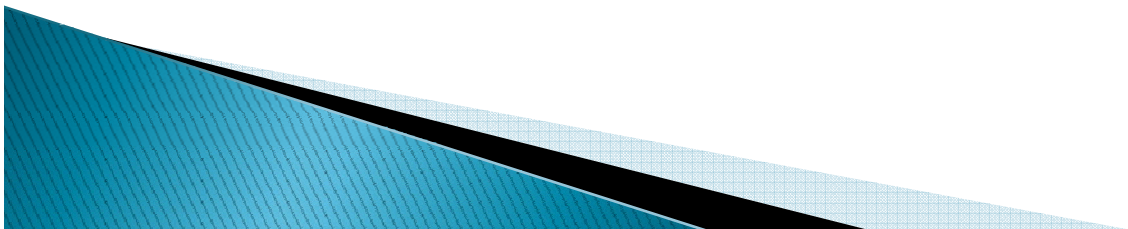
# Participating Towns (CRCOG and non-CRCOG)

1. Avon
2. Bloomfield
3. Bolton
4. Canton
5. Chaplin
6. Columbia
7. Coventry
8. East Granby
9. East Hampton
10. East Hartford
11. Enfield
12. Farmington
13. Glastonbury
14. Granby
15. Hebron
16. Manchester
17. Mansfield
18. Newington
19. Plainville
20. Rocky Hill
21. Scotland
22. Simsbury
23. South Windsor
24. Suffield
25. Tolland
26. Vernon
27. West Hartford
28. Wethersfield
29. Windham
30. Windsor



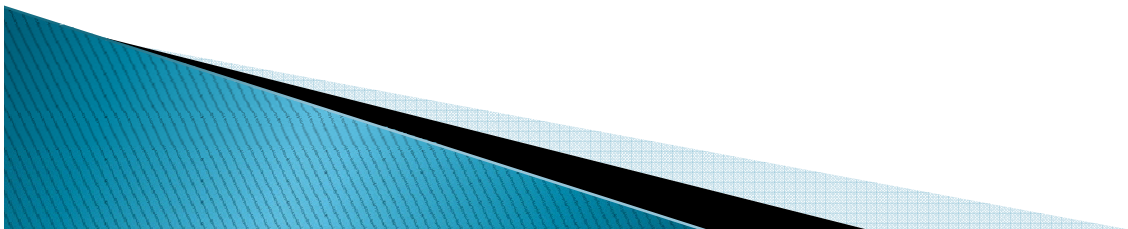
# Permitting Project

- ▶ Needs assessment / review by steering committee identified creation of a regional on-line permitting system as the best candidate for a pilot
  - Relatively new capability
  - On-line not yet deployed in Connecticut
  - Highly visible to homeowners and the construction community
  - Excellent successes elsewhere at reducing costs for both towns and for businesses
  - Significant economies of scale and scope with a regional approach



# Specific Capabilities

- ▶ Registered contractors and homeowners submit permit applications and attachments, pay for permits, receive them on-line
- ▶ Contractor license is automatically verified
- ▶ Applicants can track permit status and look up historical information
- ▶ Inspectors can look up information and enter results from the field
- ▶ Towns and state agencies can create a wide range of reports on permitting activities
- ▶ Manages permit tracking and routing process



# Expected Benefits

- ▶ Washington State (simple permits only):
  - 77,000 permits issued on-line
  - 49 % of permits available on-line are applied for on-line
  - Increase in number of simple permits applied for
  - Reduction in permit center traffic
  - Extremely positive feedback from the construction community
    - 2005: contractors saved over \$400,000 in direct labor costs using the system.
- ▶ Stepping stone to more regional and on-line IT functions
- ▶ Cost savings over “go it alone” approach

# Project Scoping and Vendor Selection

- ▶ Early involvement of Town Building Officials, Town IT Directors, State Building Inspector, Department of Consumer Protection
- ▶ Robust RFI/RFP process to scope out the project
- ▶ Aimed to create a regional solution that meets the needs of diverse communities
  - Small/medium/large towns
  - Hosted or town-based
  - Integrated with vendor's permit tracking system or potential to connect vendor's front end with existing systems

# Selected Product

- ▶ Modules for pilot implementation:

contractor/public front end	
permitting	plan review
inspections	reports

- ▶ Additional modules included:

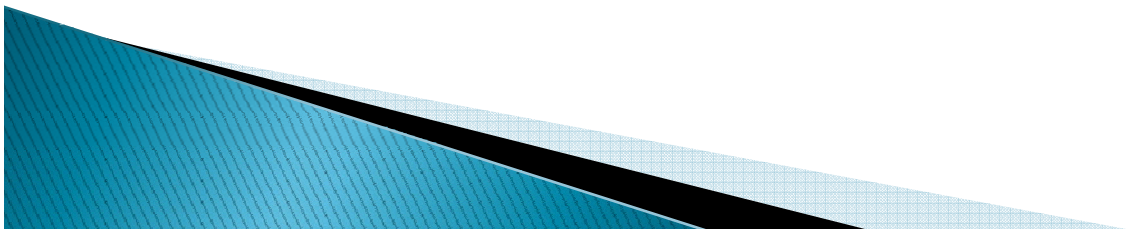
planning	health
zoning	public works permitting
conservation	

- ▶ Additional module in development:

code enforcement and complaints
---------------------------------

- ▶ Potential to add non-building permit types:

wells (state)	dog licenses
---------------	--------------



# Estimated Town Costs

PER TOWN COSTS	Option 1&2 - Front End Plus Hosted Back End				Option 3 - Front End Plus Town-based VP Back End	Option 4 - Front End Plus Town-based 3rd Party Back End
	Pop 40 - 60k	Pop 25 - 40k	Pop 10 - 25k	Pop < 10k		
Front end/ back end application	\$ 49,450	\$ 43,000	\$ 38,000	\$ 28,000	\$ 57,000	\$ 27,000
Custom programming	\$ -	\$ -	\$ -	\$ -	\$ 6,800	\$ 7,800
Less CRCOG subsidy	SUBSIDY DEPENDENT ON AVAILABILITY OF FUNDS, PARTICIPATION IN GRANT PROGRAM					
<b>Town System Costs (payable in 3 installments)</b>	<b>\$ 49,450</b>	<b>\$ 43,000</b>	<b>\$ 38,000</b>	<b>\$ 28,000</b>	<b>\$ 63,800</b>	<b>\$ 34,800</b>
Contract signing	\$ 16,483	\$ 14,333	\$ 12,667	\$ 9,333	\$ 21,267	\$ 11,600
Installation	\$ 16,483	\$ 14,333	\$ 12,667	\$ 9,333	\$ 21,267	\$ 11,600
Go-Live and Acceptance	\$ 16,483	\$ 14,333	\$ 12,667	\$ 9,333	\$ 21,267	\$ 11,600
<b>Annual Costs (incl. 20 % to CRCOG)</b>						
Year 1 Support/Maintenance	\$ 8,280	\$ 6,512	\$ 6,364	\$ 4,884	\$ 6,480	\$ 3,120
Year 2 Support/Maintenance	\$ 8,280	\$ 6,512	\$ 6,364	\$ 4,884	\$ 6,480	\$ 3,120
Year 3 Support/Maintenance	\$ 8,280	\$ 6,880	\$ 6,400	\$ 4,825	\$ 7,200	\$ 3,480
Year 4 Support/Maintenance	\$ 9,108	\$ 7,568	\$ 7,040	\$ 5,307	\$ 7,920	\$ 3,840
Year 5 Support/Maintenance	\$ 10,015	\$ 8,324	\$ 7,744	\$ 5,837	\$ 8,712	\$ 4,200

Additional Charges - Payable by town						
Per hour Support/Additional Projects	\$110 per hour					
Data Migration - requires supplemental agreement between town/vendor	TBD					
Other Projects - requires approval and a supplemental agreement	TBD					
Pilot Team Training	\$ 3,000	\$ 3,000	\$ 3,000	\$ 1,500	\$ 3,000	
End-User Training	\$ 3,000	\$ 3,000	\$ 3,000	\$ 1,500	\$ 3,000	

# Additional Subsidy for “Pilot” Towns

- ▶ Based on existing grant money, towns in the OPM grant may be able to receive a incentive subsidy
- ▶ First wave pilot towns
  - Capacity for 4–6 towns
  - Subsidy of \$15,000 – \$30,000
  - Must be able to commit and mobilize within the next month
  - Key role in system design and assisting subsequent towns
- ▶ Second wave pilot towns
  - Commit by early next year
  - Subsidy of \$10,000 – \$15,000
- ▶ Aggressively seeking additional grant funds
- ▶ Pricing even without subsidy is substantially less than competing products or this product on a single-town basis

# Next Steps

- ▶ Additional demonstrations for town officials and staff
- ▶ Potential pilot towns – letter of interest to CRCOG as soon as possible
- ▶ Other interested towns – level of interest/preferred timing to CRCOG as soon as possible
- ▶ Hope to complete contract negotiations and commence work in October

