

**KRIT (Kimball Report Implementation Team)
Regular Meeting
June 12, 2009**

The KRIT (Kimball Report Implementation Team) held a meeting on Friday, June 12, 2009 in the Mayor's Conference Room, City Hall, Milford. The meeting was called to order at 8:30AM.

KRIT Members Present

Doug Novak
Ray Oliver
David Rubin
Steve Studer

General Discussion

The meeting was called to order by Studer. Studer and Rubin updated the group on their meeting with Richard Platt (Town Historian) on 06.05.2009. Rubin's email to Jean (MIS) was discussed briefly. Each member of the Team brought the others "up to speed" on their research during the last week.

People have expressed their concern to members of KRIT of "going on the record" because of their ongoing or potential future need to deal with the P&Z or Building Departments in the future. The KRIT noted that this same issue was experienced by Kimball and is referenced in their report.

An extremely lengthy conversation then ensued, with the KRIT attempting to coalesce their observations from other communities with respect to what could be applied to Milford.

The KRIT discussed the problems in permitting processes relating to the Building Department based upon observations, feedback and experience. We discussed several steps that could be implemented for improving process and work flows and the KRIT can help implement changes which we believe will lead to substantial improvement. The KRIT recognizes that they need to spend more time within the building department for observation and to create the basis for more streamlined process-control improvements, and agreed to do so. There appears to be substantial information gathered already to start the process. By the time KRIT returns to the Building Department, Tom Raucci will have had a chance to at least implement (or demonstrate why they can't be implemented) the requested changes relating to insurance procedures, tax payments, filing and permit production systems within the office, and other items. There appears to be a very large discrepancy between the feedback received with respect to the Building Department and the Feedback Forms shown to us by the Building Official. The KRIT discussed a few potential reasons for such a discrepancy. The different methodology employed by Milford in accepting permit applications (multiple permits for the same trade for different units in the same building) was discussed, including the impact compared to other towns) apparent levels of permit activity in Milford.

With respect to P&Z, particular reference was made to feedback about the subjective nature of the process. This problem, combined with an apparent lack of efficient management (including lack of timely communication) appear commonplace. KRIT also discussed various ways to try and remedy these problems based upon observations from the Towns visited so-far, and based upon feedback from other members of the community.

Studer will try and schedule a meeting with Chairman Blake, The Mayor, Win Smith & John O'Connell so that we may discuss our initial observations and general recommendations and to get some feedback on the KRIT's proposed course of action (ex: heading in the right direction or not, budgetary impacts, and other potential items).

Being no further business to discuss the KRIT adjourned at 10:25AM.

David Rubin,

Secretary