



MILFORD PERMITTING IMPROVEMENT INITIATIVE

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Director

Milford Department of Permitting and Land Use

THE PROBLEM

- Public sees permitting as – at best – a necessary evil
- Business community sees it as a barrier to economic development
- Leading area of complaints to elected officials
- Hard-working staff often on the defensive – constant criticism leads to low morale which can affect work quality
- Conflicting missions – regulation versus customer service; conflicts between disciplines; customer as permit applicant versus customer as resident/tenant/town
- Review/inspection process can be very complex – it often spans departments, divisions, missions, and turf
- Often, no clear point of accountability



NO CONSENSUS ON THE SOLUTION

- Process
- People
- Technology
- Regulation
- Customer education
- Organization

Efforts to address any of the above alone often fail, and leave staff cynical about what can be achieved



TECHNOLOGY AS PART OF THE SOLUTION

- Technology alone does not “solve” the problem
- Tools can improve the experience for customers and staff
- Major focus
 - Automate time-consuming manual tasks
 - Create a communication tool across departments and with customers
 - Simplify the processes
 - Provide extensive public information



WWW.VIEWMYPERMITCT.ORG

- Regional system to manage the permitting application, review, and inspections process
 - Web-based “front end” for applicants
 - Back end for cities and towns to manage work flow
- Created as part of a state-funded project to promote regional IT initiatives
 - Relatively new capability
 - On-line not yet deployed in Connecticut
 - Highly visible to homeowners and the construction community
 - Excellent potential to reduce costs for both towns and 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 – some instantly
- ▶ Contractor license is automatically verified through links to the state Department of Consumer Protection; address and tax status obtained through links to town assessor's data and financial systems.
- ▶ 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.
- ▶ Reduces town workload by allowing the public to access detailed information through the internet
- ▶ Stepping stone to more regional and on-line IT functions
- ▶ Cost savings over “go it alone” approach

VENDOR SELECTION / CONTRACT

- Rigorous RFP process with involvement from town building inspectors and IT directors
- Regional scope and timing led to pricing substantially less than competing products or this product on a single-town basis
- Selected vendor, ViewPoint GIS, offered a very robust, user-friendly product with a broad range of capabilities; included modules for inspections, planning and zoning, and public works
- Initially, nine towns signed on for the system, receiving subsidies through the state grant for being pilot towns
- Additional towns can sign on at a set cost. New Haven and Milford are the first two post-pilot towns

http://www.viewmypermitct.org/TownSelection.aspx

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Online Permit Center Page Safety Tools

On-line Permit Center

Capitol Region Council of Governments

Connecticut Regional E-Government Initiative

Powered by: **VIEWPermit**
Automated Permit Management

Select a Community

 Bolton	 Coventry	 East Hartford	 Glastonbury	 Manchester
 New Haven	 Newington	 Simsbury	 Tolland	 Wethersfield

General Info

To learn more about ViewPermit On-line Permit Center Please Select:
[Frequently Asked Questions](#)

Technical Support

Contact info: Support@ViewPoint-gis.com
or call: (617) 577-9000 x-108
We are very interested in your feedback.
Send us your [Suggestions](#)

Internet 100%



ViewPermit Login - Windows Internet Explorer

http://www.viewmypermitct.org/preloginviews/loginpage.aspx?tid=1

site:http://nhregister.com

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On-line Permit Center

Town of Newington, CT

131 Cedar Street Newington, CT 06111 - Phone: (860) 665-8500



click for regional system

Sign In

* We recommend using the following browsers:
Min. Microsoft Internet Explorer 7 or higher
Mozilla Firefox, Google Chrome, Safari



Sign In for Contractors

 **New Contractor Registration**

Sign In for Home Owners

 **New User Registration**



ViewPermit Login - Windows Internet Explorer

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Sign In

Sign In for Contractors

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Mozilla Firefox, Google Chrome, Safari

Email Address

Password

Sign In for Home Owners

New Contractor Registration

New User Registration

Forgot your password? **OOOPS!**
Enter your email ID and [Click Here](#)

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On-line Permit Center Town of Newington, CT



131 Cedar Street Newington, CT 06111 - Phone: (860) 665-8500

jmthiassen@yahoo.com (Home Owner) | [Account](#) | [Sign Out](#)

Select Address

Street Name	House#
Please Select	Select

You must select an address before applying for a permit

What Would You Like to Do?



Apply For New Permit



Check Application Status



Find Existing Permits



Request Inspection



User Dashboard - Windows Internet Explorer

http://www.viewmypermitct.org/Secured

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User Dashboard

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Town of Newington, CT

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jmathiasen@yahoo.com (Home Owner) | [Account](#) | [Sign Out](#)

Select Address

Street Name
AUDUBON AVENUE

You must select an address before applying for a permit

What Would You Like to Do?

Apply For New Permit

Check Application Status

Find Existing Permits

Request Inspection

Done

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Town of Newington, CT



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Select Address

Street Name	House#
<input type="text" value="AUDUBON AVENUE"/>	<input type="text" value="142"/>

Property Info

Address:	142 AUDUBON AVENUE	Owner:	PAVLOSKI HELEN B EST
Parcel ID:	P2307200	Lot Area:	0.275
Zoning:	R-12	Deed:	2012-0272
Property Use:	101		

What Would You Like to Do?

 Apply Apply For New Permit	 Check Application Status	 Find Existing Permits	 Request Inspection
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User Dashboard - Windows Internet Explorer

Address bar: <http://www.viewmypermitct.org/Secured/ApplicantInfo.aspx?tid=1> | [site:http://nhregister.com](http://nhregister.com)

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Apply

Apply For New Permit



Check Application Status



Find Existing Permits



Request Inspection

Powered by:

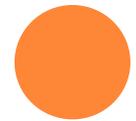


Select Application Type

 Building	 Electrical	 Plumbing	 Mechanical	 Gas
 Road Opening <small>Coming Soon</small>	 Sewer Service <small>Coming Soon</small>	 Conserv. <small>Coming Soon</small>	 Zoning <small>Coming Soon</small>	 Water Service <small>Coming Soon</small>
 Trench <small>Coming Soon</small>	 Septic System <small>Coming Soon</small>	 Food&Milk <small>Coming Soon</small>	 Private Well <small>Coming Soon</small>	 Planning <small>Coming Soon</small>

Done | Internet | 100%

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http://www.viewmypermitct.org/Secured/ElectricalPermitWizard.aspx?tid=1&EID=1&PermitType=Electrical

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- Property Info
- Contractor
- Details(1)
- Details(2)
- Work Desc.
- Preview

Electrical Permit Application Tip: Click Bottom Arrows to Navigate ?

Occupancy Type <input type="text" value="Residential"/>	Building Type <input type="text" value="Single Family"/>	Permit for <input type="text" value="Please Select"/>
Owner Name <input type="text" value="PAVLOSKI HELEN B E"/>	Address <input type="text" value="140 AUDUBON AVEN"/>	City <input type="text" value="NEWINGTON"/>
Agent Name <input type="text" value="jmthiasen mathiasen"/>	Address <input type="text" value="320 north park ave"/>	City <input type="text" value="easton"/>

- Please Select
- Electrical Service
- Electrical: Stand Alone - C
- Electrical: Stand Alone - R
- Electrical: Stand Alone 3+ Family
- Electrical: Subcontract - C
- Electrical: Subcontract - R
- Electrical: Subcontract 3+ Family
- Fire Alarm
- Municipal-Electrical
- Other
- Signs

* Required Field

Done

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- 1 Property Info
- 2 Contractor
- 3 Details(1)
- 4 Details(2)
- 5 Work Desc.
- 6 Preview

Electrical Permit Application Tip: Click Bottom Arrows to Navigate

Contractor Name

ba

- BA BUILDERS LLC
- BABABUNMI O OKELE
- BABBIDGE FACILITIES CONSTRUCTION CO INC
- BABCOCK AND WILCOX CONSTRUCTION
- BABCOCK FENCE/HOME IMPROVEMENT LLC
- BABU JOHN
- BACCO INC

Done

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Council of Governments

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1 Property Info 2 Contractor 3 Details(1) 4 Details(2) 5 Work Desc. 6 Preview

Electrical Permit Application Tip: Click Bottom Arrows to Navigate

Work Description

Add 3 additional outlets

Project Cost \$ 300 * Required Field # Numeric Field

Attach Documents/Plans

Step1. Click Browse Button and Select a File to Upload (Limit: 3 Files, 3 MB or Less each)

Browse...

Step2. Click Attach Button to Upload Selected File Attach

Attached Files:

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BACK NEXT

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Permit Fee: \$ 50 [Close](#)

Your Signature
Jocelyn Mathiasen

By clicking on the following check box, I hereby certify that I accept the submitted document and will note that the completion of the field above will act as my signature.

I also hereby certify that I am the owner of the property which is the subject of this application or the authorized agent of the property owner and have been authorized to make this application. I understand that when a permit is issued, it is a permit to proceed and grants no right to violate the State Building Code or any other code, ordinance or statute, regardless of what might be shown or omitted on the submitted plans and specifications. All information contained within is true and accurate to the best of my knowledge and belief. All permits approved are subject to inspections performed by a representative of this office. Requests for inspections must be made at least 24 hours in advance.

I understand that I must schedule an inspection upon completion of this work.

Note: 'Express' applications will be issued instantly upon payment.

[PAY NOW](#) [PAY LATER](#)

park ave

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Project Cost:	\$ 300
Permit Fee:	\$ 50
Transaction Fee:	\$ 1.42
Total Permit Fee:	\$ 51.42

Pay with Credit Card

First Name

Last Name

Billing Address

Already Have a Paypal Account ?

Check out **PayPal** with
The safer, easier way to pay



ON THE BACK END, THE SYSTEM HELPS MANAGE THE REVIEW PROCESS

- Permits that don't require review are issued instantly
- Instead of multiple, sequential permits, for many one projects that get signed off by multiple disciplines (zoning, wetlands, fire, etc.)
- Automatic verification of tax status, zone, use, etc.
- Automatic assessment to identify if wetlands, historic, flood, fire, or other special reviews are required (or not)
- Links to the city's GIS system so that we can identify neighbors, generate abutters' lists for notices, and look at proximity to wetlands, sewers, or other infrastructure
- Allows for extensive reporting
- Tracks time-lines and work in-progress in each discipline
- Provides for inspections scheduling, creates check-lists, and live links to property information



NEXT STEPS

- Software contract signed and work underway
- Permit center under construction
- Ongoing work on customer service training, focus on a mission that includes problem solving, consistency, and customer service
- For larger projects, Director can act as “ombudsman” to help facilitate them through the process
- Working on target turnaround times for specific permit types, especially commercial tenant fit outs
- Identifying and implementing performance metrics
- Expect this to be a process of constant improvement



QUESTIONS?

