

# Regional Online Permitting A Model for Regionalization and Resource Sharing

Capitol Region Council of Governments  
Connecticut Regional E-Government  
Initiative



# Topics

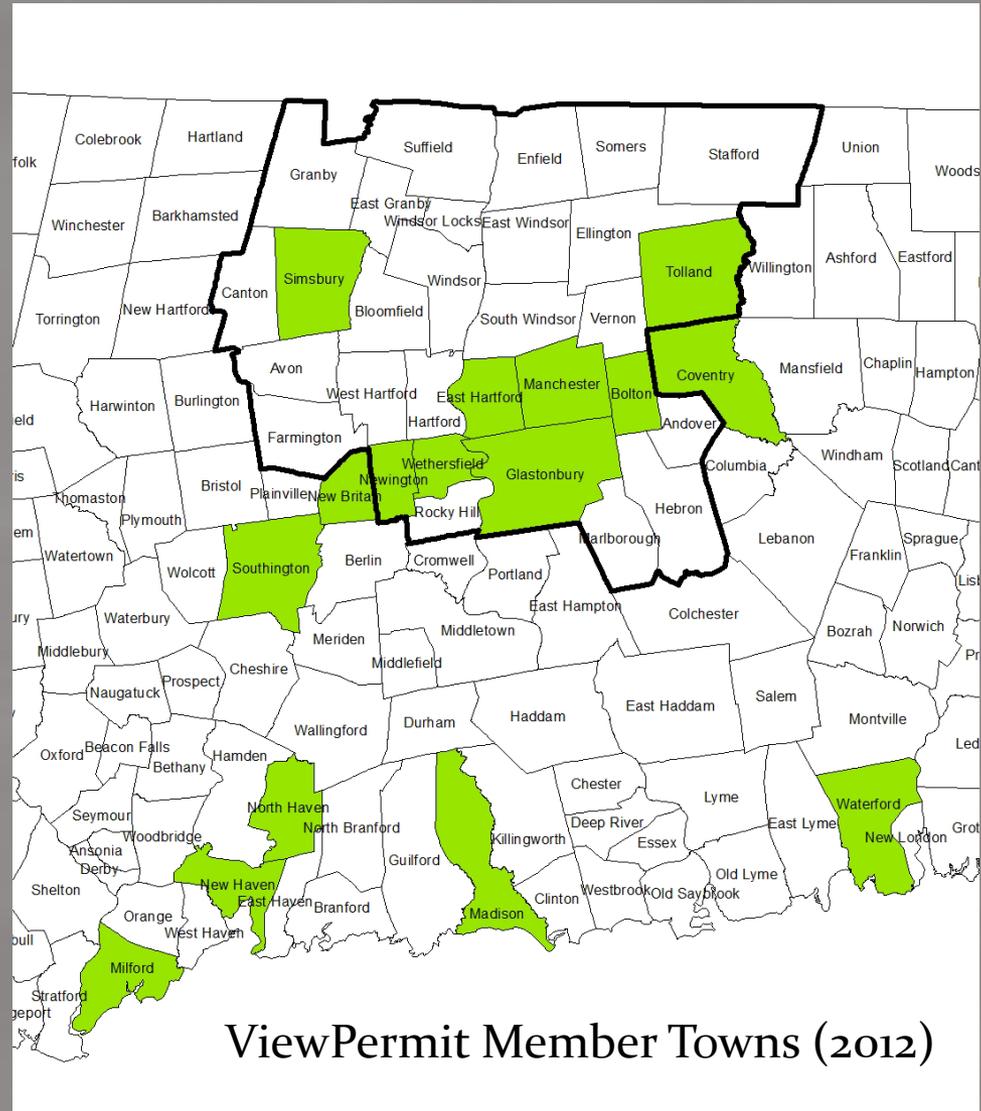
- Background and History
- Challenges
- Successes
- Looking ahead

# Background and History

- CRCOG received a 515K Shared Services grant from Connecticut to identify regional IT services or applications
- Permitting identified
  - Highly visible
  - Relatively new capability
  - Successes elsewhere in reducing costs
  - Ability to automatically verify contractor licensing
  - Ability to take it into the field
- Extensive RFP and selection process

# Background and History

- 9 pilot towns
- Aimed to create a regional solution that meets the needs of diverse communities (Bolton: 5000; New Haven: 123,000)
- 18 month definition, customization and configuration process
- Go live in fall of 2010
- Growth to 16





# On-line Permit Center

## Capitol Region Council of Governments

Connecticut Regional E-Government Initiative



### Select a Community



Bolton



Coventry



East Hartford



Glastonbury



Madison



Manchester



Millford



New Britain



New Haven



Newington



North Haven



Simsbury



Tolland



Waterford



Wethersfield

General Info

Technical Support

# Why ViewPoint?

- User Interface
- Flexibility & Customization
- Module Offerings
  - Permitting
  - Public Works
  - Planning and Zoning
- GIS Integration and Capabilities
- Competitive Pricing

# Success Factors

- Stakeholder input
  - Town Building Officials
  - Town IT Directors
  - State Building Inspector
  - Department of Consumer Protection
  - Planning and Zoning Officials
- Prioritization
- Compromise
- Communication

# Management Challenges

- Coordination
  - Customization
  - Rollout
  - Training
  - Priorities
- Focus
- Communication
- Metrics

# Structure

- CRCOG is primary contractor
- Each town signs a “participating agreement”
- Contract includes pricing for additional towns, based on size and scope of the product
- CRCOG receives administrative fees (included in the maintenance) to cover management costs

# Benefits of Regional Online Permitting – Permittee

- One stop for contractors
- Ease of business - savings on time, travel and labor costs
- Information readily available

# Benefits of Regional Online Permitting - Municipality

- Municipalities have a larger voice in raising issues
- Connecticut specific customizations complete for building
- Time and efficiency savings for the municipality
- Information readily available for the public
- Significant cost savings over “go-it-alone” approach

# Looking Forward

- Complete module roll-out
- “Shopping Cart” functionality
- Similar regional projects – potentially building on existing platform into related modules
- Expand opportunities for additional towns