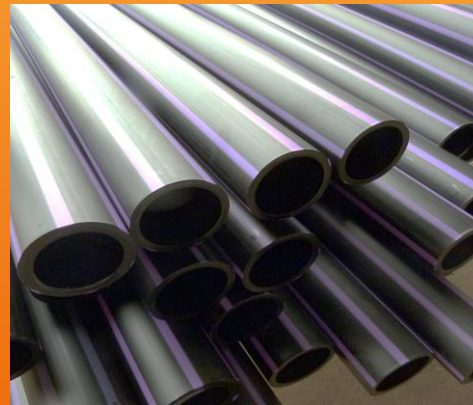




CITY OF TORRINGTON SOFTWARE UPGRADES



**PERMITTING &
ENFORCEMENT SOFTWARE**



**ASSET MANAGEMENT
SOFTWARE**



**ON-LINE PUBLIC
INQUIRY/COMPLAINT**

City Council Presentation ~ February 1, 2021

2/1/2021 10:49 AM
RECEIVED FOR RECORD
TORRINGTON TOWN CLERK

GOAL & PROCESS

Goal:

Select the best product to meet the needs of the City today and in the future

Process:

- ❖ Feb. 2020: Staff from multiple City Departments met to discuss the needs of each department
- ❖ April 2020: RFQ Issued for qualifications, 9 Responses
- ❖ May - July 2020: Short list of companies selected, based on Written proposals
- ❖ July 2020: 5 companies were interviewed
- ❖ August 2020: Fee Proposals from the 5 companies short listed
- ❖ August – November 2020: Short list narrowed down to 3 companies, based on interviews and fee Proposals
- ❖ November 2020: 3 companies were invited to give product demonstration
- ❖ December 2020: Selection Committee provided recommendation of top 2 companies to Mayor Carbone

SELECTION COMMITTEE

- ❖ Peter Towey - Fire Chief
- ❖ William Baldwin - Police Chief
- ❖ David Tripp - Deputy Fire Chief
- ❖ Ray Drew - Director of Public Works
- ❖ Martin Connor - City Planner
- ❖ Brett Zuraitis - Building Official
- ❖ Jeremy Leifert - Assistant Planner
- ❖ Ed Bascetta - Fire Marshall
- ❖ Greg Wytak - Sargent PD
- ❖ Rista Malanca - Economic Development Director
- ❖ Gerry Crowley – Director of Information Technology
- ❖ Dale Swanson - PD
- ❖ Jane Hall - PD



WHO IS USING THE SOFTWARE?

❖ Building Department

- ❖ Building and Mechanical permits
- ❖ Building Code Enforcement Actions
- ❖ Plan Reviews
- ❖ Demo Permits

❖ Land Use Department

- ❖ Permits issued by Commissions: P&Z, Wetlands & ZBA
- ❖ Zoning Permits
- ❖ Zoning, Blight & Wetlands Enforcement Actions
- ❖ Plan Reviews

❖ Fire Department

- ❖ Fire Marshal Plan Review
- ❖ Fire Marshal Inspections
- ❖ Fire Code Enforcement actions
- ❖ Open Burn Permits

❖ Police Department

- ❖ Pistol Permits
- ❖ Raffle Permits
- ❖ Peddling Permits
- ❖ Parking Ticket tracking
- ❖ Overnight Parking Permits

❖ Public Works

- ❖ Road Cut Permits
- ❖ Sewer Discharge Permits
- ❖ Enforcement Actions
- ❖ Hauler Permits
- ❖ MSW Permits

❖ City Wide

- ❖ Asset Management Software
- ❖ On-Line Public inquiry/complaints
 - ❖ Automatically forwarded to the appropriate department

PERMITTING & ENFORCEMENT SOFTWARE

Benefits:

- ❖ Improve customer service
- ❖ Business Friendly
- ❖ Provide remote access
- ❖ Streamline work flow
- ❖ Improve communications between departments.
- ❖ Increased Organizational Productivity

Goals:

- ❖ On-Line applications & fees submitted by the public
- ❖ Residents/Developers can track approvals and inspections remotely
- ❖ Plan review comments and photos readily available to applicant and City Departments
- ❖ Access to permits and enforcement files in the field
- ❖ Standardized letters; Correspondence automatically generated in the field or office
- ❖ Approval process automated based on permit type
- ❖ Permit tracking & financial reporting

ASSET MANAGEMENT

Benefits:

- ❖ Monitor Infrastructure performance with detailed reports
- ❖ Transparent Fiscal Responsibility
- ❖ Track Replacement Costs
- ❖ Data driven decision making
- ❖ Improved Regulatory Compliance

Goals:

- ❖ Identify exact location of asset in the field by GPS, not closest address
- ❖ Keep accurate inventory
- ❖ Improve Preventative Maintenance
- ❖ Better risk Identification & mitigation
- ❖ Integrated Department initiatives & Budget
- ❖ Improved Disaster preparedness and response

RECOMMENDATION: TOP 2 CHOICES

	Central Square #1 Choice	CitizenServe #2 Choice
Offers Permitting & Enforcement	X	X
Asset Management software solutions	X	
Has built in Plan Review Product		X
Connects to Blue Beam	X	
Ability to track hours for inspections, permit reviews and enforcement	X	
Providing a public portal that would allow permits and payments to be submitted and tracked on-line.	X	X
Automatically update files with notes and photos in the field	X	X
Plan reviews and staff comments readily available to all users.	X	X
Automating permit review and workflow.	X	X
Includes data migration	X	X
Ability to use in the field without LTE data plan	X	

COST COMPARISON PERMITTING & ENFORCEMENT

	Central Square	CitizenServe
Permitting & Enforcement Annual subscription	\$37,050	\$39,000
Permitting & Enforcement Implementation fee	\$136,540*	\$91,200

**\$10,000 credit will be given if both solutions are implemented together.*

NOTES:
Central Square Implementation is estimated. Will be billed on actual time and materials

CitizenServe requires LTE ability on devices and data plans: \$1,430 increase in implementation fee & \$2,400 increase in annual fee

COST COMPARISON ASSET MANAGEMENT

	Central Square	Citizen Serve
Asset Management Annual subscription	\$36,250	N/A
Asset Management The implementation fee	\$126,640	N/A

HOW ARE WE GOING TO PAY FOR IT?

Central Square: Total Costs

- ❖ Permitting & Enforcement \$ 173, 590
- ❖ Asset Management \$ 162,890
- ❖ ipads \$ 5,595.59

Total: \$ 342,075.59

3-Year Budget:

- ❖ \$ 35,000 Building Healthier Communities Fund
- ❖ \$ 25,000 FY 20/21 – Currently Budgeted
- ❖ \$ 282,075.59** FY 21/22 Budgeted
- ❖ \$ 37,050 FY 22/23*

*Annual subscription will be budgeted through the IT Department

** If additional funds required prior to 7/1/21 – may request contingency funds from FY 20/21 to keep project moving forward

WHY SHOULD WE PURCHASE THIS SOFTWARE?

❖ Long Term Economic Recovery

- ❖ Assist Small Businesses get “back on their feet”
- ❖ Change in Community expectations post COVID-19
- ❖ Staff can work remotely if necessary
- ❖ Public has access to City Hall, even if City Hall is closed to the public
- ❖ Allow for Credit Card Payment
- ❖ Submit Applications on-line, No paper applications to handle

❖ Streamlined Permitting Process

- ❖ One-stop submittal process for applicants
- ❖ All Departments can review simultaneously
- ❖ Ability to check permit status in the field
- ❖ Automatic Notifications when follow up inspections are due
- ❖ Police check for enforcement actions after City Hall closed
- ❖ Coordinated efforts across departments

❖ Encourage Economic Growth

- ❖ Improve Communication with development teams
- ❖ Expedite Plan review
- ❖ Streamline review process
- ❖ On-line Signatures and Payments

❖ Staff Productivity

- ❖ Track Inspection time for scheduling purposes
- ❖ Accurate data to determine fees & fines
- ❖ Generate data related to emergency response
- ❖ Accessible files for all staff
- ❖ Real time updates on enforcement matters
- ❖ Automatic Scheduling of Inspections

Any
Questions

