

Integrated Permitting Application and Hardware

1st Senario-ROI	Integration methodology	Current Permits FY2009	Current Cost	Projected Reductions
Building	Online Permitting - Electrical, Plumbing, Building, Gas	2701/Yr		\$36,000/year
<u>Labor By Position</u>	TH Walk-up counter support services	8:30-10:30		\$80.00 / permit @ 50% usage 3hr Review/submittal-followup Assnt =\$80/hr for 1 permit
Admin-Clerk_1	Manual Input, Filing, Counter Assistance.		\$ 18.00	Hrly rate
Inspector_1	Counter Assistance, Insp Schedule, Onsite input		\$ 36.00	Hrly rate
Inspector_2	Counter Assistance, Insp Schedule, Onsite input		\$ 26.00	Hrly rate
Inspector_3	Counter Assistance, Insp Schedule, Onsite input		\$ 22.00	Hrly rate
Inspector_4	Counter Assistance, Insp Schedule, Onsite input		\$ 22.00	Hrly rate
Total/1 hr			\$ 124.00	

Building Department justification:

Additional Dept Usage	1 The formula above is broken down by permit with each permit being awarded one hour of administrative support. The support cost for one permit is \$80 which requires 2 inspectors and manual redundant input by numerous individuals numerous times throughout the permit cycle. In most cases the true support cost to supply a homeowner or contractor with a permit can be multiplied 3 to 4 times that figure due to the types of permits required. Due to the conservative ROI approach the formula projects savings if only 50% of all applicants used the online permitting application and the hourly process factor was decreased by 1 hour/permit.
DPW	2 The \$80.00 amount can be multiplied times half the overall permits or (1350) = \$ 108,040.00
ConCom	Other cost reduction factors include external printing of forms and permits, this equates to \$1250/Yr
BOH	Reduction in permit labor by 1/3 (1hr/permit) shows a ROI of \$36000/year
Selectmen	3 It appears the public factors are significant as that is a large componant of where the cost savngs have a direct impact to the public through saved fueld cost, benefits to the environment and a streamilned permitting experience.
MPD	Transaprency amongst neighbors and Municipal processes is also a significant factor.
MFD	4 Other departments integrated in this process are Health, DPW, MFD, MPD, Collector, ConCom, Planning, ZBA, Harbor Master, Beaches, Schools
Collector	All offer interaction or direct issuance of some type of permit and could leverage this application and hardware.
ZBA	5 This may eliminate a position or two over time through process efficencies. The Assessors lost 75% of their walkup customers due to the online database which is now accessed by the public. This project would have the same impact on Building and other depts.
Beaches	

Final Analysis:

ROI is the combination of direct reduction in expenditures and the direct loss of labor cost. This project shows a good ROI on both bases.

The other factor occurs in the direct savings to applicants, IE: Recreation, Fire, Solid Waste, Bldg, Harbor permits etc. Any resident or business utilizing the online options to obtain permits will save time and money by reduce trips to Municipal buildings to obtain permits