

City of Torrington
Building Department
140 Main Street Torrington, CT 06790 (860) 489-2244

The Need To Upgrade Cities Permitting Software
February 1st 2021

History

- 18 years ago city council was asked to choose a software program for permitting. Engineering and zoning were in favor of what we presently have in place. Building wanted a different software that was more comprehensive. After the choice I was hired as Chief Building Official, 16 years ago, and was required to bring Building Dept. on to the present platform. With the help of Mr. Bill from finance we had to develop our own forms that meet state requirement. After about a year all building permits, M.E.P. and Demolition permits were being processed by the present platform. The present platform as we have now does not do in field inspections', handle complaints, offer online permitting, track finance from revenue generated, etc. The departments that presently use the permitting software are, Building, Zoning, Public Works {engineering} and assessor as read only.
- The Assessors' office uses eQualityCama as their software. The data they have is collected from the city clerks which use InfoQuickSolutions (IQS)InfoQuickSolutions (IQS). The data is manually entered from IQS city clerk to eQualityCama then is manually entered on a weekly bases to the present permitting software.
- At present Police and Fire use Hunt solution. It can be found at <http://www.huntpublicsafety.com/>. They use the safety products, CAD & RMS, for Fire and Police.
- At present Public Works uses present permitting software, GIS, and most recently [2018] Muncicity software.
- At present Finance uses TylerTech{New World}

Goals

- Improve customer service
- On-line applications and fees
- Remote access for staff to files, complaints in the field
- Improve work flow between departments
- Real time access to inspections via portal
- Tickle option for the follow-up to complaints and problems.
- Better communication between the Code enforcement/life safety offices {Building, Fire Marshal, T.A.H.D.} that also do relocation.
- Building department currently use software program that it developed to track finances. All manually imputed.
- All reports/investigations from all departments to be able to view in one spot.

Facts

- The Building Department last year did 1975 permits for a total of \$391,000.00 revenue and a value of \$ 28,622,000.00. Engineering did 414 permits and zoning did 227 permits with unknown value and revenue.
- Public works has recently gotten its own software, Muncicity. Muncicity has in its package an asset management component. Link for it are <https://www.muncicitysoftware.com/departments/dpw-highway> , <https://www.muncicitysoftware.com/all-solutions/work-order-assets> .

- Asset management is also offered by Tylertech, New World. Add on to present services could be had there. <https://www.tylertech.com/solutions/public-administration/civic-services/Enterprise-Asset-Management>
- Tylertech also offers fire/ems package, <https://www.tylertech.com/solutions/courts-public-safety/public-safety/fire-ems> Fire has stated that neither central square nor citizenserve meet their needs.
- Central Square does not include Blue beam in price. It add on at extra cost. Using the same number seats that price would be between \$ 11,000.00 and \$ 15000.00 on top of the\$ 336,480.00. Citizenserve has module included with no price increase.
- Cost of Central Square permitting is estimated at \$ 185,000.00.with Blue Beam. Implementation is only an estimate. See exhibit C
- Cost of Citizenserve is \$ 130,200.00 or 30% less {\$55,000.00}. Also Citizenserve also offers complete customer care for unlimited training and support. See exhibit B and <https://www.citizenserve.com/>
- Citizenserve also offers a licensing component that might be used by police for raffle, pedaling permits. This would also alert T.A.H.D. see exhibit A
- “All departments can review simultaneously” that is a statement that shows a lack of understanding of permit/C.O. process. See exhibit D. The process need to follow a procedure of what department signoff first with Building being the last. Statue states that building has 30 days to review [90 w/covid}, and need only zoning for everything and fire Marshal for multifamily and commercial. But other department should be signoff before both of those departments do. They include Engineering, TAHD, wetlands, sewer, water, flood hazard. Those signoffs takes time. And changes could be made to the original plans that alter the project. So from a customer service stand point you want an orderly process that now can be que’d from department to department as all approvals are given. This is even more important for Certificate of Occupancy as if zoning signoff and sewer, engineering, or other agents of city have issues the owner can request and receive a permit or C.O. see exhibit F & G
- I would be less than honest if I did not tell you that Municipity has a permitting option also. This was not investigated or priced. Both Kevin in my office and Tom in assessors have used in the past.
- The building fees ordinance has not been majorly redone since 4-3-2006. These are fee’s not taxes for a service request. If the fee’s where raised 3 dollars it would have generated additional revenue of \$ 85,800.00 this past year. This would cover the cost of annual subscription. Cover cost for credit card fees so we aren’t doing that add 3% on top of fee. It would also cover cost for a full time administrative asst. in my office that is needed. This also does not take into account of valuation of project cost that are very outdated. Also it references’ the past codes that have been updated.
- Some cities have fees for Fire Marshal services. Exhibit H & I are the City of Waterbury fee schedule adopted and proposed.

Conclusion

Something needs to be done to provide greater service to public and employees.

If we are looking for an assets management module, wouldn’t you want it with your financial group?

If your assets are roads bridges etc wouldn’t you want it in the public works software?

The time has passed to not do something.

My contact is brett_zuraitis@torringtonct.org or 860-489-2245

Thank you

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Automatically accept and route online citizen requests to the appropriate department or person...

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Learn More (<https://www.citizenserve.com/solutions/online-municipal-software/>)

From cover page of citizenseve



Complete Customer Care

Every user subscription comes with **unlimited training and support** at no additional cost through our complete customer care program.

Our comprehensive Complete Customer Care Program provides unlimited training and support to every citizenserve user at no additional cost. Our dedicated, certified support engineers and project managers work alongside you to configure citizenserve to meet your individually specific needs. They coordinate every setup task, including data migration and system integration, in order to ensure your satisfaction and success. We are available at any time to assist you with any issue, concern or question you might have. Every member of our support staff is holistically trained for proficiency in all facets of citizenserve, so they can readily and easily assist you regardless of situation or circumstance. Although our average emergency response time is fifteen minutes or less, we absolutely guarantee response times in one hour or less for high priority issues. For all standard requests, our average response time is less than four hours, but we guarantee a response the same day.

COST COMPARISON

Central Square

Permitting & Enforcement

Annual subscription: \$37,050 – 26 Users

Implementation fee: \$136,540 *

Asset Management

Annual subscription: \$36,250 - 25 users

The implementation cost: \$126,640

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

CitizenServe

Permitting & Enforcement

Annual Subscription: \$39,000 – 26 users

Implementation fee: \$91,200

* Implementation is estimated. Will be billed on actual costs and time spent



WHY SHOULD WE PURCHASE THIS SOFTWARE?

❖ User Friendly Experience for Tax Payers:

- ❖ Allow for Credit Card Payment, currently only accepting check & cash
- ❖ Submit Applications on-line and track application progress

❖ Increase Staff Productivity

- ❖ Update file directly in the field, reduce need to upload photos and notes from the field.
- ❖ Automatic Scheduling of Inspections

❖ Streamlined Work Flow

- ❖ Applicants do not have to walk to multiple departments for signatures
- ❖ All Departments can review simultaneously

❖ Better Enforcement

- ❖ Ability to check permit status when seeing work done in the field
- ❖ Automatic Notifications when follow up inspections are due
- ❖ Police check for enforcement actions after City Hall closed
- ❖ Coordinated efforts across departments

❖ Staff Accountability

- ❖ Track amount of time on one permit / enforcement action and compare to fees / fines issued
- ❖ Track time spent on projects for reimbursement due to storm damage or grant funds

Instructions for Obtaining Building Permit

Instructions

1. Provide Assessor's Office with a copy of your building plan and they must sign top of the permit form.
2. If this is NEW CONSTRUCTION, get house number, sewer and driveway permit from Engineering Dept.
3. Call before you dig number, C.B.Y.D., must have on file or written on permit. 1-800-922-4455 or 811.
4. To obtain a Building Permit, the following signatures are needed:
 - Zoning, Wetlands
 - Assessor
 - Torrington Area Health (for outside projects on properties with a septic system or well)
 - Torrington Water Company (new buildings only - residential or commercial)
 - Engineering
 - Fire Marshal (for all 3 family or larger residential units or commercial projects)
5. A completed PERMIT APPLICATION with Map, Block, & Lot numbers. This can be obtained from Assessor Office or Website.
6. Use and Building Type.
7. Provide two sets of plans in sufficient detail as that the plan review process can proceed as fast as possible. It is to be drawn to scale, with sufficient detail and clarity to show the nature of the work to be performed. Show the footprint, cross-section, elevations, spans, materials to be used, etc. If using engineered lumber or materials, provide engineered stamped drawings or manufacturer's specification sheets for this job. If required, a Signed sealed set of drawings will be provided from an architect or engineer. Building type of construction and use should be marked on plan and permit, including Site Plan.
8. State of CT. Workers Compensation Affidavit and proof of insurance.
9. When acting as authorized agent; you must provide information on company letterhead clearly stating: location of work performed, contractor's registration/ license number and copy for file, name, address and signature of owner/contractor.
10. Separate permits are required for all electrical, heating, sprinkler, A/C, or plumbing work.
11. It can take up to 30 {thirty} days to review an application, so the more information and completeness the faster it can be processed.

Check List

- Planning and Zoning approval
- Inland Wetlands approval for properties within the review parameters of a wetland.
- City Fire Marshal approval (for everything other than one or two-family dwellings and their accessory structures)
- Engineering/Water Pollution Control approval – if the structure is on or going to be connected to public sewers, driveways and roadwork.
- Torrington Area Health District approval (for food establishments; or if there is a septic system or well on the property, and also for additions and exterior work).
- Assessor must verify receipt of a copy of the building plans.
- Workers' compensation certificate if contractor or owner is hiring or contracting-out the work. If the homeowner or contractor is working alone, then the appropriate 7A (Sole Proprietor) or 7B form would need to be completed.

Fee \$75 ___ Paid

(Includes \$60 State tax)

Date: _____

CITY OF TORRINGTON ZONING PERMIT

Zoning Permit # _____

Property Address: _____

Name of Applicant: _____

Telephone # _____

Mailing Address: _____

Name of Owner: _____

Telephone # _____

Mailing Address: _____

Zoning District: _____

Assessor's Map _____ Block _____ Lot _____

Required Setbacks: Front: _____

Side: _____ Back: _____

Lot Area: _____ Sf/Acres

Flood Hazard Area: ___ Yes ___ No

City Water: ___ Yes ___ No

City Sewer: ___ Yes ___ No

Does any portion of this property contain a conservation or preservation land restriction on it? Yes ___ No ___

If 'Yes' applicant must notify the holder of the land restriction regarding the application by certified mail, return receipt requested, no later than 60 days prior to the filing of the application. In lieu of such notice the applicant may submit a letter from the holder of such restriction (or their agent) verifying that the application is in compliance with the terms of the restriction.

Current Use: _____

Proposed Use: _____

Permit is requested for the following:

___ new construction

___ accessory structure

___ parking

___ change of use

___ addition

___ other _____

Dimensions of proposed construction:

Width: _____ Ft. Length: _____ Ft.

Height: _____ Ft.

Total Square Feet: _____ sf (>= 200sf req BP)

Description of proposed work: _____

I, the undersigned applicant, understand that this Zoning Permit is based on information, submitted by me and that falsification by misrepresentation, omission or failure to comply with the conditions of approval shall constitute a violation of the Zoning Regulations and render this permit null and void. I further authorize the City's agents to enter the property during and after construction for the purpose of inspection with regard to this application.

All applicants are responsible for obtaining a Sewer Discharge Permit if applicable, prior to the issuance of a Zoning Permit. Additional information and a Sewer Discharge permit can be obtained at the Public Works Dept., Room 307, City Hall

Applicant's signature _____

Date: _____

I have read and will comply with the requirements outlined in the Required Action List.

Applicant's signature _____

Date: _____

* * * * *

For Official Use Only

Conditions or Comments: _____

Permit: _____ Issued _____ Denied _____ By: _____ Date: _____

Foundation Approval: _____ Issued _____ Denied _____ By: _____ Date: _____

| Required Approvals | Date | Issued by | Conditions |
|------------------------|-------|-----------|------------|
| ___ Area Health | _____ | _____ | _____ |
| ___ Site Plan | _____ | _____ | _____ |
| ___ Special Exception | _____ | _____ | _____ |
| ___ ZBA Variance | _____ | _____ | _____ |
| ___ Inland Wetlands | _____ | _____ | _____ |
| ___ Grading Permit | _____ | _____ | _____ |
| ___ Driveway Location | _____ | _____ | _____ |
| ___ Engineering Review | _____ | _____ | _____ |

BUREAU OF FIRE PREVENTION FEES FOR LICENSES AND SERVICES
THE FOLLOWING FEES ARE REQUIRED BY THE CITY OF WATERBURY ORDINANCE
SECTION 41.11 AND APPROVED BY THE BOARD OF ALDERMAN EFFECTIVE JULY 1, 2011.

Fire Services Department

Bureau of Fire Prevention Fees:

Plan & Review

| | |
|---|----------|
| First \$10,000 of Project Cost | \$ 52.50 |
| Every \$10,000 thereafter | \$ 5.25 |
| Re-submittal | N/C |
| Site Plans | \$ 26.25 |
| Exploratory/Demo | \$ 26.25 |
| Certificate of Inspection (w/o plan review) | \$ 78.75 |
| Additional Certificate of Occupancy | \$ 26.25 |

Hood Systems

| | |
|------------------------|----------|
| Hood Plans | \$ 26.25 |
| Hood Suppression Plans | \$ 26.25 |

New Sprinkler

| | |
|--|----------|
| 1-6 Sprinkler Heads Isolation | \$ 25.00 |
| Buildings up to 3,000 square Feet | \$100.00 |
| Buildings over 3,000 to 10,000 square Feet | \$175.00 |
| Buildings over 10,000 square Feet | \$250.00 |

New Fire Alarm Systems

| | |
|--|----------|
| Buildings up to 3,000 square feet | \$ 50.00 |
| Buildings over 3,000 to 10,000 square feet | \$100.00 |
| Buildings over 10,000 square feet | \$150.00 |

Annual Licensing Inspections

| | |
|-------------------------------------|----------|
| Liquor License < 50 Occupants | \$ 52.50 |
| Liquor License > 50 – 299 Occupants | \$ 78.75 |
| Liquor License > 300 Occupants | \$105.00 |
| Skilled Nursing Facility/Healthcare | \$185.00 |
| Hospital License | \$315.00 |
| Hotel/Motel > 100 Rooms | \$157.50 |
| Hotel/Motel < 100 Rooms | \$ 78.75 |
| Group Home License | \$ 52.50 |
| Rooming House License | \$ 52.50 |
| Day Care License | \$ 52.50 |
| Business License | \$ 52.50 |
| Theatre License | \$157.50 |
| Gas Station Inspection | \$134.40 |
| Tank Truck Inspection | \$ 52.50 |
| Remote Propane Fill Locations | \$ 26.25 |
| Propane or Oil Storage Facility | \$135.00 |
| Separators | \$ 21.00 |
| Private Fleet Dispensing Locations | \$ 26.25 |

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Permits

| | |
|-----------------------------|----------|
| Tent Permits | \$ 52.50 |
| Blasting Permit | \$ 60.00 |
| Fire Works Permit | \$115.50 |
| Festival & Carnival Permits | \$105.00 |
| Propane Change out | \$ 21.00 |
| Tank Removal | \$115.50 |
| 20 lb. LPG | N/C |

Reports

| | |
|---|----------|
| NFIR Reports | \$ 10.50 |
| Fire Investigation Reports (non-victim) | \$ 42.00 |

EXHIBIT H

BUREAU OF FIRE PREVENTION FEES FOR LICENSES AND SERVICES
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SECTION 41.11 AND APPROVED BY THE BOARD OF ALDERMAN

Fire Services Department

Bureau of Fire Prevention Fees:

Plan & Review

| | |
|---|----------|
| First \$10,000 of Project Cost | \$ 60.00 |
| Every \$10,000 thereafter | \$ 5.00 |
| Re-submittal | N/C |
| Site Plans | \$ 30.00 |
| Exploratory/Demo | \$ 30.00 |
| Certificate of Inspection (w/o plan review) | \$ 95.00 |
| Additional Certificate of Occupancy | \$ 30.00 |

Hood Systems

| | |
|------------------------|----------|
| Hood Plans | \$ 30.00 |
| Hood Suppression Plans | \$ 30.00 |

New Sprinkler

| | |
|--|----------|
| 1-6 Sprinkler Heads Isolation | \$ 30.00 |
| Buildings up to 3,000 square Feet | \$120.00 |
| Buildings over 3,000 to 10,000 square Feet | \$210.00 |
| Buildings over 10,000 square Feet | \$300.00 |

New Fire Alarm Systems

| | |
|--|----------|
| Buildings up to 3,000 square feet | \$ 60.00 |
| Buildings over 3,000 to 10,000 square feet | \$120.00 |
| Buildings over 10,000 square feet | \$180.00 |

Annual Licensing Inspections

| | |
|-------------------------------------|----------|
| Liquor License < 50 Occupants | \$ 60.00 |
| Liquor License > 50 – 299 Occupants | \$ 95.00 |
| Liquor License > 300 Occupants | \$125.00 |
| Skilled Nursing Facility/Healthcare | \$220.00 |
| Hospital License | \$375.00 |
| Hotel/Motel > 100 Rooms | \$190.00 |
| Hotel/Motel < 100 Rooms | \$ 95.00 |
| Group Home License | \$ 60.00 |
| Rooming House License | \$ 60.00 |
| Day Care License | \$ 60.00 |
| Business License | \$ 60.00 |
| Theatre License | \$190.00 |
| Gas Station Inspection | \$160.00 |
| Tank Truck Inspection | \$ 60.00 |
| Remote Propane Fill Locations | \$ 30.00 |
| Propane or Oil Storage Facility | \$160.00 |
| Separators | \$ 25.00 |
| Private Fleet Dispensing Locations | \$ 30.00 |

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Permits

| | |
|--------------------|----------|
| Tent Permits | \$ 60.00 |
| Blasting Permit | \$ 60.00 |
| Fire Works Permit | \$140.00 |
| Propane Change out | \$ 25.00 |
| Tank Removal | \$135.00 |
| 20 lb. LPG | N/C |

Reports

| | |
|---|-------------|
| NFIR Reports | \$.50/copy |
| Fire Investigation Reports (non-victim) | \$.50/copy |