



**Digital Regionalization: Permit, License and Inspection Automation
Final Project Report
April 30, 2013**

Communities and Entities Involved in the Project

Barnstable County
Cape Cod Commission

Pilot Towns

Town of Chatham
Town of Nantucket
Town of Yarmouth

Contributing Towns

Towns of Barnstable County



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INTRODUCTORY LETTER

Government entities perhaps best understand and appreciate that with diminishing local resources, it is necessary to pursue efficiencies offered through technology advancements and to develop shared solutions to local problems whenever possible. For the Digital Regionalization: Permit, License and Inspection Automation (ePermitting) project, a governance committee comprised of Cape Cod and Nantucket town managers was convened to guide the project. The group meets regularly to discuss common concerns and possible future regional projects. As part of this effort, the towns also executed a data sharing protocol to increase access to consistent and coordinated digital data among towns and the region. This project is part of the larger “SmarterCape Initiative” to advance economic development and government efficiency through technological innovation.

The purpose of this project was to establish an automated and regional system for issuance of municipal permits, licenses, and inspection services on Cape Cod and Nantucket that would reduce costs and improve customer service. A regional automated system would be more advanced and integrated than could be afforded by individual towns, would eliminate redundant purchases of hardware and software, allow more efficient permit processing leading to cost savings, and provide 24/7 accessibility for residents and professionals requiring licenses and permits.

As with any major endeavor of this sort, many lessons were learned from the experience and challenges along the way. I believe this regional solution is an example that can serve as a successful model for other regions. On behalf of the communities of Cape Cod and Nantucket, I appreciate the support of the MA Executive Office of Administration and Finance.

Sincerely,
Paul Niedzwiecki
Executive Director
Cape Cod Commission

EXECUTIVE SUMMARY

The objectives of this project were to reduce the cost of providing core municipal services while improving customer service. As noted in the grant guidelines, the municipal fiscal reality demands investment in innovation to achieve efficiency in the delivery of primary local services. In many communities the volume of transactions for permitting, licensing, and inspection activities are second only to tax billing and collection activities. Moreover, while the volume is lower, the time spent per activity – and therefore the cost – is greater. Many municipalities use some level of automation, but the vast majority of the transactions are handled via face-to-face contact between town staff and town residents and businesses during the normal working hours of a municipality. This project will cut costs by reducing processing time for each transaction. The project will improve customer service and governmental transparency by allowing users to request and track permits, licenses, and inspections seven days a week via the Internet. By adopting this regional approach, towns can benefit from an enterprise-level automation effort including integrated solutions for Building, Health, Licensing (Beach / Disposal Stickers, Dog Licenses, Business Licenses, etc.), Fire, Police, Conservation, Historic, Board of Appeals, Planning/Zoning, Water Departments, and other permits, licenses, and inspections handled by municipal departments.

The project experienced several significant challenges requiring flexibility in the implementation plan and a significant amount of additional work. One important project feature was the ability to host the software solution at OpenCape's data center. Because of Open Cape's schedule, this option was no longer available. Another key assumption in the ability to deliver project results was being able to copy forms developed by the Towns of Framingham and Springfield, who had already implemented an Accela system. Because of platform compatibility issues, this was no longer an option.

One benefit to the project is that the region has consistently opted to use state forms, where they exist, and similar processes to provide consistency, to simplify implementation for future towns opting into the solution and to provide consistency for customers using the system.

A significant indirect benefit arising from this project is that the Cape towns have come together to address common concerns and work together to increase efficiencies and reduce costs. The project also worked with state agencies to access data from state Division of Professional Licensure to pre-populate and verify professional license information. Access to this project's SharePoint site was provided to other state projects for help with new similar projects.

PARTNER COMMUNITIES

Communities and Entities Involved in the Project

- Barnstable County
- Cape Cod Commission

Staff from the Cape Cod Commission managed the overall implementation of the solution working in conjunction with Barnstable County. The Cape Cod Commission is the regional planning agency for Barnstable County and is a department of Barnstable County government. Barnstable County finance staff and Information Technology staff were involved in the procurement process and in the implementation process for the project.

Pilot Towns

- Town of Chatham
- Town of Nantucket
- Town of Yarmouth

Contributing Towns, some of which will be the next to implement

- Town of Harwich
- Town of Provincetown
- Town of Falmouth
- Town of Barnstable
- Town of Dennis

Governing Committee

As previously noted, a governance committee comprised of Cape Cod and Nantucket town managers was convened to guide the project, which is part of the larger “SmarterCape Initiative” to advance economic development and government efficiency through technological innovation. The governance committee meets periodically to discuss common concerns and possible future regional projects aimed at increasing efficiencies and decreasing costs.

GOALS

Removal of redundancies: The permit, license, and inspection solution was designed to interact with other databases to save time and reduce redundancies. For example, the system was designed to eliminate the need to re-type or manually look up contractor registration information contained in state databases. Within the town itself, the system could automatically interface with the Financial Management Systems to push revenue data to the system, which would eliminate re-typing the data. Similarly, the system may be integrated with assessors' databases and town or regional Geographic Information to complete parcel information rather than requiring the information to be reentered. Not only is this more efficient, but also eliminates the potential for error. Productivity can also be enhanced by automating license renewals and by adopting mobile inspection devices.

Reductions in personnel or unfilled positions eliminated: Once the solution is fully implemented, individual towns can determine changes in staffing. Many towns have already reduced staff, cut office hours, or otherwise cut services to accommodate budget cuts. The permit, license, and inspection system is expected to constrain future costs and increase productivity so staff could be shifted to other areas of need. With this solution there may be less need to refill positions as employees retire.

Enhanced level of service: An online permit, license, and inspection system will increase transparency and will expand the hours of service to 24 hours a day, 7 days a week. The ability to retrieve documents attached to these activities is also a feature of the system.

Improvements to organization or management structure: New and more efficient management structures may be possible with the advent of a permit, licensing, and inspection solution. The solution will provide information on how the overall system is working that can feed into management methods and structures. For example, the formal reporting structures may not change for individual inspectors but with enterprise-wide inspection tracking, one manager could ensure inspection operations are being handled as efficiently and effectively as possible across all departments.

Improved public access to local government services: An estimated 80% of the permit, licensing and inspection scheduling activities can be processed online any hour of the day seven days a week. Online inquiry for all transactions will be 24/7. The ability to report problems and look up information about activities will be available 24/7.

More efficient level of service that still meets the population's needs: The system will remove the need for customers to handwrite and type information already in databases. Business rules will analyze and route work quickly, often with the needed electronic approvals to proceed. The need to visit town halls and in some cases many different departments or buildings in a municipality for routine transactions is eliminated. The ability to interact with government only during normal business hours is eliminated.

IMPLEMENTATION PLAN

Task	Qtr 1 2012	Qtr 2 2012	Qtr 3 2012	Qtr 4 2012	Qtr 1 2013
Created and released the RFP					
Towns select vendor					
Vendor contract negotiated/executed					
Project governance meetings conducted					
Gathered and consolidated system requirements, interfaces with most common assessing and financial management systems					
Conducted outreach meetings with Health Agents, Homebuilders and Remodelers Association on the Cape and Islands, other municipalities and regional planning agencies to present project goals and solicit feedback					
Permitting System designed					
Permitting System Configured					
System Training					
System Testing and Roll-out					

2012 Quarter 1:

A team comprised of Commission staff, County staff and Town staff prepared and issued the RFP during the initial phase of the project. The project manager and Commission staff were primarily responsible for gathering system requirements and conducting outreach meetings with interested parties throughout the project.

2012 Quarter 2:

To comply with procurement requirements, a team was assigned to review the responses to the RFP. The team was again comprised of Commission staff, County staff and Town staff. These meetings were extensive and significant consideration was given to each qualified response until a vendor was chosen and the contract negotiated and executed in Quarter 3.

2012 Quarter 3:

Commission staff facilitated the initial meetings of the project governance committee in 2012 Quarters 3 and 4 and ongoing in 2013. This committee still meets regularly to discuss not only the subject e-permitting solution, but also other regional initiatives. During Quarter 3, the project system was also designed by the vendor, the project manager and town staff and system training conducted by said parties.

2012 Quarter 4 and 2013 Quarter 1:

The project manager, vendor and town staff continued design of the system and moved into configuration, testing and solution roll-out during this time period.

BUDGET

Research leading to the initial CIC grant application revealed vendors that provide solutions ranging in scale from a single municipality to regions and entire states. Economies of scale or efficiencies would be achieved by pooling the purchasing power of multiple municipalities resulting in significantly lower cost to acquire and implement the solution than if each municipality operated independently. Additionally, it was anticipated that towns would coordinate further with the state and other regions to further reduce costs.

With this information, detailed cost estimates were made for software licenses and servers, vendor configuration, data conversion and training. The original budget, in summary form, was presented as follows:

Server & User License Purchases for Pilot Sites	\$161,000
Services Costs (Including Regional Project Management, Server Installation, Design, Configuration, Testing, Training and Implementation)	<u>\$460,000</u>
TOTAL COST	\$621,000

After vendor selection, it became clear that the only implementation method available for the pilot project was with a vendor-hosted solution. A budget modification was requested to transfer funds from 'software license purchase' into 'software as a subscription.' The remaining funds were transferred into design, configuration, testing, training and implementation.

At the conclusion of the project, CIC funds expended were as follows:

Software Subscription	\$ 25,427.70
Design, Configuration, Testing, Training and Implementation	<u>\$450,084.73</u>
Total CIC funds:	\$475,512.43

Additional funds expended (by source) were as follows:

Cape Cod Commission (cash)	\$7,792.00
Cape Cod Commission (in-kind)	\$31,886.00
DHCD District Local Technical Assistance program – project management	\$59,412.03
DHCD District Local Technical Assistance program – design/config/implementation	<u>\$96,424.00</u>
Sub-total	\$195,514.03

Total Project Cost:	\$671,026.46
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Additional project costs unaccounted for above include in-kind staff support from Barnstable County Purchasing, Barnstable County IT, Town of Chatham, Town of Yarmouth and Town of Nantucket.

CHALLENGES AND SOLUTIONS

The project faced many challenges. During the development stage, an important project feature was the ability to host the software solution at OpenCape's data center, providing cost savings for the project. With delays in OpenCape's schedule, this option was unavailable for the project delivery timeframe. This resulted in the project using the Accela hosted environment, which utilizes Oracle instead of the SQL environment.

Because of this database difference, it was no longer possible to 'copy' the work already completed and in use by the Town of Framingham, which uses a SQL-based platform. This was a key project delivery plan assumption and the change resulted in a significant amount of additional work. The project was fortunate to have a project manager who is also technically capable and did double-duty by creating most of the forms configuration including the renewal processing and approximately 100 reports in the Accela system himself. Because of his commitment to the project, he contributed a significant number of man hours to make the project successful.

Recognizing the significant amount of time the project manager dedicated to the initial pilot implementation and the potential lack of staff resources at the town level to dedicate solely to this project, the Commission and the County established and hired the Applications Implementation Manager position to facilitate the second and later phases of the project. The position is critical to bringing other towns into the solution and maintaining the regional project.

While staff resources at the town level are necessary for successful project implementation, the pilot towns have estimated that the new system could save up to 30 minutes of staff time per application, potentially a significant benefit of the project.

One benefit to using the Oracle platform, however, is that the State has recently decided to also use Oracle as its database platform for its Division of Professional Licensure, ABCC, etc. This will allow for easy integration of shared data.

The region has consistently opted to use state forms, where they exist, and similar processes to provide consistency and to help with the adoption of future towns reducing long run costs to implement and to provide consistency for end customers.

The project also worked with state agencies to access data from state Division of Professional Licensure to pre-populate and verify professional license information and provided its SharePoint site to other state projects for help with new similar projects.

OUTCOMES

Original Measures of Success:

Implementation Success: The success of the implementation of the proposed system will ultimately be measured by the number of towns opting into the system and by the expected lower costs of implementation.

Adoption Success: The success of the adoption of the proposed system will be measured by overall acceptance of the permit, licensing, and inspection system by town employees and users of the solution. A key measure will be the transaction time necessary to process (approve or deny) permits, licenses, or complete inspections. Other measures will be the number of times users check the status of their project online versus via the telephone, and the number of transactions taking place during non-traditional work hours. Over time an increase of transactions without the need to increase staff or budgets will be a significant measure of success. Finally, customer service surveys can be used to gauge adoption and ease of use.

The pilot towns on this project, Yarmouth, Chatham and Nantucket, have all decided to ‘go live’ with this system at the beginning of fiscal year 2014. This timing provides additional opportunity for training municipal staff and running current permitting processes simultaneously with the new systems to address any issues that may be identified. While the project cannot provide data to document its success at this time, early indications are extremely positive and other Cape towns are ready to implement this regional solution. Currently, the towns of Harwich and Provincetown are ready to begin implementation of the system this spring. It is anticipated that one additional town could also implement the system in fiscal year 2014.

Early in the design and configuration process, however, it became clear that other towns implementing this system would require technical support beyond what the vendor offers. As this need was recognized, the Cape Cod Commission and Barnstable County Commissioners jointly proposed funding in the County’s FY14 budget for an Applications Implementation Manager. After a significant knowledge transfer from pilot project participants, this position would provide technical assistance to towns implementing the system as well as acting as a liaison with the vendor. While the County budget process will not be complete by the time this final report is filed, the request has received positive feedback from committee reviewing the request.

Feedback received from the Homebuilders and Remodelers Association strongly suggest that the 24/7 access to town hall for permits and licenses will enhance productivity for their members, who will no longer need to drive to town halls during business hours and wait for municipal employees to assist them. The data to document these results are expected to show transactions during off-hours.

The governance committee established at the outset of this project has continued to meet and has expanded its role. The committee regularly discusses regional issues and has formed subcommittees to focus on specific projects that are moving forward above and beyond the e-permitting initiative.

CONTACT INFORMATION

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REFERENCES

- 1) Original CIC Grant Application (available upon request – contact E. Senteio)
- 2) Request for Proposals for Vendor Selection Process – see the Barnstable County vendor selection process website. The site requires registration and login; the bid documents can then be viewed by searching ‘Past Bids’ and entering in Search Dates ‘From’ and ‘To’ as 2012-06-14.
- 3) Memorandum of Agreement with participating towns (example attached)
- 4) Data Sharing Agreement (example attached)
- 5) Screen Prints from Nantucket’s permit system (example attached)
- 6) Project details related to system design and configuration (available upon request– contact E. Senteio)

- *Includes links and lists of resources that you used to structure your program. Any models that you used from other communities or states should be listed in this section. You do not need to include original copies of these documents, just references to explain how people can access them.*

RESOURCES

Accela

Salt Lake City

Montana BCB

Montana POL

Oregon ePermitting

Lane County, Oregon

ACFW

Reno

City and County of San Francisco (Support)

Guilford County

Howard County

City of Atlanta

ATTACHMENTS

EXAMPLE OF TOWN MOA

Memorandum of Agreement Between

Barnstable County through
Cape Cod Commission
3225 Main Street
Barnstable, MA 02630

and

Town Manager on behalf of
Town of Chatham
549 Main Street
Chatham, MA 02633

This Memorandum of Agreement (Agreement) is entered into this day of July 2012 by and between Mary Pat Flynn, Sheila Lyons and William Doherty as they are the Commissioners of Barnstable County, acting by and through the Cape Cod Commission (hereafter referred to as the “Commission”) and the Town Manager on behalf of the Town of Chatham (hereafter referred to as the “Town.”)

WHEREAS, the Commission has received a Community Innovation Challenge grant from the MA Department of Administration and Finance for a regional Permit, License and Inspection Software Solution Project, and

WHEREAS, the Town is interested in participating as a pilot site for this project, and

WHEREAS, there will be initial user license costs and on-going operating costs for this software solution upon deployment of the system and completion of the grant.

NOW THEREFORE, the Town enters into this Memorandum of Agreement with the Commission.

1. RESPONSIBILITIES OF THE TOWN

- A) The Town agrees to commit the necessary personnel, data and other resources to fulfill the requirements of the grant timeline, which calls for implementation, configuration and system testing through April 30, 2013.
- B) The Town will retain ownership of its data, as appropriate. The Town will have the ability to withdraw from the regional Permit, License and Inspection solution to a locally hosted site in the future if it chooses. Costs associated with this move will be absorbed by the Town.

- C) The Town agrees to purchase user licenses and hardware for its personnel, as needed, to cover the maintenance cost of these town specific items and to share post-implementation common infrastructure maintenance costs with other towns that choose to participate in this regional solution. The method of cost sharing will be determined by a Governance Committee with a representative from each participating town.

2. RESPONSIBILITIES OF THE COMMISSION

- A) The Commission shall administer funds to promote a successful Permit, License and Inspection solution and to fulfill the requirements of the grant.
- B) The Commission shall maintain financial records of the receipt and expenditure of the funds received hereunder in sufficient detail as needed by participating towns to verify project costs and the application of grant funds and in sufficient detail as may be contemporaneously required to comply with the financial reporting and record keeping requirements mandated by the Bureau of Accounts of the Department of Revenue, or any successor thereto, with respect to the Commission's ordinary custody and expenditure of funds.
- C) The Commission will have the unrestricted authority to publish, disclose, distribute, and otherwise use, in whole or in part, any reports, data or other materials prepared under this Agreement.

3. DURATION

- A) This Memorandum of Agreement shall be effective until June 30, 2014 unless an extension in time is agreed to in writing by both parties.
- B) Either the Town or the Commission may terminate this Agreement by written notice to the other party if the other party substantially fails to fulfill its obligations hereunder through no fault of the terminating party, or if the other party violates or breaches any of the provisions of this Agreement. Such notice shall be delivered by certified mail at least thirty (30) days before such effective date.

4. AMENDMENT

This Agreement may be amended as mutually agreed by both parties in writing.

5. SIGNATORY AUTHORIZATION

The respective signatories hereto represent and warrant that they are duly authorized to execute this Agreement on behalf of the public entity on whose behalf they have signed this Agreement, and that all substantive and procedural preconditions to their effective execution of this Agreement on behalf of said public entities have been satisfied.

6. INTEGRATED INSTRUMENT

This Agreement shall take effect as an integrated instrument.

IN WITNESS WHEREOF, the TOWN and the COMMISSION execute this Agreement this day of July in the year two thousand and twelve.

BARNSTABLE COUNTY COMMISSIONERS

TOWN OF CHATHAM

Mary Pat Flynn, Chairman

Jill Goldsmith, Town Manager

Sheila Lyons

Date

William Doherty
Date

CAPE COD COMMISSION
Paul Niedzwiecki, Executive Director

Date

EXAMPLE OF DATA SHARING AGREEMENT

Inter-Governmental Agency Agreement Concerning Sharing of Information

This agreement (the “Agreement”) is made as of this ____ day of November 2012, by and among Mary Pat Flynn, Sheila Lyons and William Doherty as they are the Commissioners of Barnstable County, acting by and through the Cape Cod Commission (the “Commission”), with its offices at 3225 Main Street, Barnstable, Massachusetts, through its Executive Director, and the following municipal corporations within the county of Barnstable, Massachusetts, acting through their chief administrative officers with the authority of the board of selectmen: Barnstable, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Mashpee, Orleans, Provincetown, Sandwich, Truro, Wellfleet, and Yarmouth (herein referred to individually as “Municipality,” and collectively as the “Municipalities”). The Commission and the Municipalities are referred to herein at times individually as “Party” and collectively as the “Parties.”

WHEREAS, the Commission is a regional agency within the county of Barnstable, Massachusetts, created by Chapter 716 of the Acts of 1989 (the “Cape Cod Commission Act”);

WHEREAS, the Cape Cod Commission has created a Strategic Information Office (“SIO”) to gather, analyze, visualize and distribute data for the benefit of the Municipalities and the region. Examples of this support include the pilot electronic permitting, licensing and inspections program and Watershed MVP, with other projects to be developed.

WHEREAS, all Parties are committed to improving planning efforts region-wide throughout the county of Barnstable by the free exchange of information.

NOW, THEREFORE, the Commission and the Municipalities agree as follows.

Section 1.0. Exchange of Information

Section 1.1. Any Municipality that receives a request for information from the Cape Cod Commission shall provide the requested information as soon as practicable.

Section 1.2. The Municipality shall retain ownership of its data, as appropriate. The Commission shall have the unrestricted authority to publish, disclose, distribute, or otherwise use, in whole or in part, any reports, data or other materials prepared under this agreement.

Section 2.0. Confidentiality

Section 2.1. It is agreed that a Municipality will not provide to the Commission information that includes personal, privileged or confidential information. In the event

the Commission receives personal, privileged or confidential information from a Municipality, the Commission shall take reasonable precautions to ensure that any personal, privileged, or confidential information produced by a Municipality in response to an information request is not disclosed to a person outside of the Commission and its staff.

Section 2.2. Where a Municipality reasonably believes that the Commission has made an information request that includes, within its scope, personal, privileged, or confidential information, the Municipality may withhold that information. If the information is contained within a document that also contains information that is not personal, privileged, or confidential, then the Municipality may produce the document after redacting the information it believes to be personal, privileged, or confidential.

Section 2.3. For purposes of this provision, “personal” information means, with respect any individual, the age, date of birth, identification numbers (such as an individual’s social security number, driver’s license number, and the like), income, ethnic origin, blood type, social status, credit records, and medical records of that individual, as well as any employee evaluations, comments, or disciplinary actions.

Section 2.4. For purposes of this provision, “privileged” information means information that is protected by the attorney-client privilege.

Section 2.5. For purposes of this section, “confidential” means any information that a Municipality is bound not to disclose by law or by agreement with the person disclosing the information (as may be the case for medical records, trade secrets obtained during investigations, and the like).

Section 2.6. By providing the Commission with requested information, a Municipality shall not be deemed to have waived any privilege or right of confidentiality or the right to withhold a document from the public pursuant to an exemption from the definition of “public records” as set forth in Massachusetts General Laws Chapter 4 Section 7.

Section 2.7. Any personal, privileged, or confidential information voluntarily or inadvertently provided by a Municipality shall not be disclosed to a third person without the prior, written consent of an official of the Municipality providing the information who has authority to grant such consent. In the event the Commission releases such information to a third party, such release shall not be deemed a waiver of privilege or right of confidentiality.

Section 2.8. In the event that the Commission receives a public records request pursuant to Massachusetts General Laws Chapter 66 Section 10 that includes within its scope information provided by a Municipality under this Agreement, the Commission

shall notify the Municipality of such request, and the Commission agrees to consult with the Municipality, if so requested.

Section 3.0. Termination

Either a Municipality or the Commission may terminate this Agreement by written notice to the other Parties. Such notice shall be delivered by certified mail at least thirty (30) days before such effective date

Section 4.0. Amendment

This Agreement may be amended as mutually agreed by all parties in writing.

Section 5.0. Signatory Authorization

The respective signatories hereto represent and warrant that they are duly authorized to execute this Agreement on behalf of the public entity on whose behalf they have signed this Agreement, and that all substantive and procedural preconditions to their effective execution of this Agreement on behalf of said public entities have been satisfied.

Section 6.0. Integrated Instrument

This Agreement shall take effect as an integrated instrument.

IN WITNESS WHEREOF, the Parties, by their representative(s) hereunto duly authorized, execute this Agreement as of the date first above written, said Agreement to be binding upon and inure to the benefit of their respective heirs, successors and assigns.

BARNSTABLE COUNTY COMMISSIONERS

By: _____
Mary Pat Flynn, Chairman

By: _____
Sheila Lyons

By:
William Doherty

ON BEHALF OF THE CAPE COD COMMISSION

By:

Paul Niedzwiecki, Executive Director
Cape Cod Commission
P.O. Box 226

3225 Main Street
Barnstable, MA 02630
(fax) 508-362-3136

ON BEHALF OF THE TOWN OF BARNSTABLE

By:

Thomas K. Lynch, Town Manager
Town of Barnstable
Barnstable Town Hall
367 Main Street
Hyannis, MA 02601
(fax) 508-790-6226

SCREEN PRINTS OF WATER HEATER REPLACEMENT PERMIT

The screenshot shows the homepage of the Town & County of Nantucket Citizen Portal. The header features a banner image of Nantucket harbor with a windmill, lighthouse, and ships, and the text "TOWN & COUNTY OF NANTUCKET MASSACHUSETTS". Navigation links include "Accessibility Support", "Register for an Account", and "Login". A search bar is present. A menu bar contains "Home", "Board Of Health", "Building", "Licenses/Stickers", and "Fire". The main content area includes a "Welcome to the new Citizen Portal" message, a paragraph about the partnership with Accela, Inc., and a "Login" section with fields for "User Name or E-mail" and "Password", a "Login" button, and a "Remember me on this computer" checkbox. A link for "I've forgotten my password" and a "New Users: Register for an Account" link are also visible. The Windows taskbar at the bottom shows the Start button and several open applications.

TOWN & COUNTY OF NANTUCKET MASSACHUSETTS

☐ Accessibility Support | [Register for an Account](#) | [Login](#)

Search...

[Home](#) [Board Of Health](#) [Building](#) [Licenses/Stickers](#) [Fire](#)

Welcome to the new Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

Login

User Name or E-mail:

Password:

☐ Remember me on this computer

[I've forgotten my password](#)

New Users: [Register for an Account](#)

Done

Unknown Zone (Mixed) 100%

start 3 Microsof... 3 Internet ... ePermitting ... Event on Ma... RE: Update ... GIS Object f...

Enter User Name and Password

[Announcements](#) | Logged in as: **Ed Senteio** | [Collections \(0\)](#) |  [Cart \(1\)](#) | [Account Management](#) | [Logout](#)


[Home](#)
[Board Of Health](#)
[Building](#)
[Licenses/Stickers](#)
[Fire](#)
[Service Request](#)

Welcome Ed Senteio

You are now logged in.

Cart (1)

13TMP-000024

\$80.00

*** Stickers can be found under "Licenses" ***

Board Of Health

[Create an Application](#)

Building

[Create an Application](#)

Licenses/Stickers

[Apply for a License/Sticker](#)

[Track & Renew Licenses](#)

Fire

[Create an Application](#)

Service Request

[Enter Complaint/Request for Service](#)

Click to Create and Application

Home	Board Of Health	Building	Licenses/Stickers	Fire	Service Request
Create an Application					

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.


- ☐ Buildable Lot Inquiry
- ☐ Certificate of Inspection Application
- ☐ Commercial Electrical
- ☐ Commercial Express Permit
- ☐ Commercial Gas
- ☐ Commercial Gas Water Heater Replacement
- ☐ Commercial Insulation
- ☐ Commercial Mechanical
- ☐ Commercial Plumbing
- ☐ Commercial Sheet Metal
- ☐ Multi-Family Inquiry
- ☐ Residential Express Permit
- ☐ Residential Gas
- ☐ Residential Gas Water Heater Replacement
- ☐ Residential Insulation
- ☐ Residential Mechanical
- ☐ Residential Plumbing
- ☐ Residential Pool-Spa
- ☐ Residential Sheet Metal

- ☐ Sign Permit - Permanent
- ☐ Sign Permit - Temporary
- ☐ Tent
- ☐ Trench
- ☐ Zoning Determination Written Request

[Continue Application »](#)

Choose a Permit / Application Type

[Announcements](#) | [Logged in as: Ed Senteio](#) | [Collections \(0\)](#) | [Cart \(1\)](#) | [Account Management](#) | [Logout](#)



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[Fire](#)
[Service Request](#)

[Create an Application](#)

Residential Gas Water Heater Replacement

1 Application Information

2 Supporting Documents

3 Review

4 Pay Fees


5 Record Issuance

Step 1: Application Information > Location

Input and click search for the Address, Parcel or Owner information to find the appropriate location. Or you may use the GIS option to find a property location.

* indicates a required field.

Address

Use map to select work location: 

* Street No.:

* Street Name:

City:

State:

--Select--

* Zip:

Search

Clear

Enter Street Address Information – Search Against Synch of Assessing Data

AddressUse map to select work location: 

* Street No.:	* Street Name:	
<input type="text" value="12"/>	<input type="text" value="BEVERLY RD"/>	
City:	State:	* Zip:
<input type="text" value="WEST YARMOUTH"/>	<input data-bbox="641 415 662 443" type="text" value="MA"/>	<input type="text" value="02673-"/>
<input type="button" value="Search"/>	<input type="button" value="Clear"/>	

ParcelUse map to select work location: 

* Parcel Number:	
<input type="text" value="039.303"/>	
Lot:	Block:
<input type="text"/>	<input type="text" value="303"/>
Book:	Page:
<input type="text" value="D1025991"/>	<input type="text"/>
Parcel Area:	
<input type="text" value="0.35"/>	
Air Conditioning Type:	
<input type="text"/>	

Owner

Owner Name:		
<input type="text" value="SMITH BRIAN JAMES"/>		
Address Line 1:		
<input type="text" value="C/O BARRY REBECCA & CHRIS"/>		
Address Line 2:		
<input type="text" value="5 STAGECOACH RD"/>		
Address Line 3:		
<input type="text"/>		
City:	State:	Zip:
<input type="text" value="EAST BRIDGEWATER"/>	<input data-bbox="641 1581 662 1608" type="text" value="MA"/>	<input type="text" value="02333-"/>
<input type="button" value="Search"/>	<input type="button" value="Clear"/>	

Save and resume later: 

System pulls back from Assessing -- Address, Parcel and Owner Information

▼ Add Licensed Professional

* License Type: * State License Number:

* First: Middle: * Last:

Name of Business:

Business License #:

* Address Line 1:

* City:

* State:

* Zip:

Home Phone: Mobile Phone: Fax:

 Save and resume later: 

Based on login setting licensed professional is displayed.

Application Information

GENERAL INFORMATION

Water Heater Location:

Number of Water Heaters to be Replaced:

Plan Submitted: ☒ Yes ☐ No

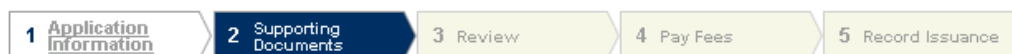
Have Current Liability Insurance: ☒ Yes ☐ No

Type of Coverage:

 Save and resume later: 

Enter application and pricing information.

Residential Gas Water Heater Replacement



Step 2: Supporting Documents > Supporting Documents

Please attach, Fax, Mail or Bring to Townhall The Following Documents:

- Workers Compensation Insurance Affidavit or Insurance Binder >(Click Here To Download From Mass.gov Site)
- Massachusetts Product Approval Information >(Click Here to Download From State Licensure Site)
- For Unvented Water Heaters, Provide Manufacturer's Specifications
- Provide Copies of License(s) Applicable For This Work
- Signature of Home or Business Owner Authorizing This Work

* indicates a required field.

Attachment				
Name	Type	Size	Latest Update	Action
bc_seal.jpg	Copy of License to do this type of Work	8.91 KB	04/29/2013	Actions ▼

Save and resume later:

Attached electronic documents.

Residential Gas Water Heater Replacement



Step 4: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Residential Plumbing Fee	1	\$40.00
Residential Gas Fee	1	\$40.00

TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

\$80.00

Review fees.

1 Enter your information	2 Payment Options	3 Review Payment	4 Payment Confirmation
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Your Invoice

Type	Invoice #	Due Date	Balance Due
Building Permits	41495	4/29/2013	\$80.00

How would you like to pay?

Credit Card ▼

Billing Information

Cardholder Name

Fred Smith

Billing Address

100 Main Street

City

Nantucket

State

MA

Zip

02652

Email Address (For payment confirmation receipt)

Payment Information

We proudly accept:



Card Number

4111111111111111

Expiration Date

May / 2016

Pay fees

Your Invoice

Type	Invoice #	Due Date	Balance Due
Building Permits	41495	4/29/2013	\$80.00

How much would you like to pay?

Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount.

If you have a question on the bill, please contact us at (508) 398-2231.
If you think there is an error on the Credit Card, ACH or Service Fee charge, please contact Customer Service at 877-256-8330, Option 3

☒ Pay Full Invoice **\$82.36**

<i>Total Amount</i>	\$80.00	+	\$2.36	=	\$82.36
<i>Details</i>	Invoice Balance		Service Fee		Total Payment

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