



Town of Millbury

Strategic Planning Best Practice

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EOTSS | Executive Office of Technology Services & Security



Millbury Town Hall¹

Executive Summary

In February of 2017, the Town of Millbury adopted the strategic planning best practice as part of a Community Compact agreement with the Baker-Polito Administration. The Town was looking to modernize and improve the efficiency of their permitting process, especially given the rapid growth in permit applications. Moreover, the Town wanted to strengthen customer service and convenience by implementing online permitting. In order to accomplish these goals, the Town requested assistance in developing a Comprehensive IT Strategy focused on better aligning technology investment with short and long-term organizational priorities to facilitate for both residential and commercial activities.

¹ Pvmoutside. Millbury Town Hall. Wikimedia Commons. Accessed October 10, 2019.
https://commons.wikimedia.org/w/index.php?search=millbury+ma+town+hall&title=Special%3ASearch&go=Go&ns0=1&ns6=1&ns12=1&ns14=1&ns100=1&ns106=1#/media/File:Millbury_MA_Town_Hall_2.jpg

Community Profile

The Town of Millbury is located in Worcester County, Massachusetts, neighboring the City of Worcester. The Town was first settled in 1739 by Scottish immigrants, and later incorporated as a town in 1743. Today, the Town is known for its natural attractions with a population of 13,261 and a median household income of \$74,713².

Background

In the past, the Town's Planning and Development Department had been utilizing an antiquated permit tracking software. However, things started to become untenable for the Town with a growing number of residential and commercial developments and a permitting software that had reached end of life. In 2016 alone, the Town issued more than 550 building permits. With the backlog of permit requests, the Town's developments were falling behind, frustrating many who are involved in the process.

Implementation

The Town applied for [Community Compact IT Grant](#), a competitive grant program focused on driving innovation and transformation at the local level via investments in technology. In addition, the Town requested funding for the project at Town Meeting. With the combined funding, the Town hired ViewPoint to implement a cloud-based electronic permitting (e-permitting) system.

The Town also invested in new hardware to support the e-permitting system, including tablets, a workstation computer, and new wiring. Understanding the importance of hardware upgrades, replacements, and sustainability, the Town added the newly acquired hardware to their IT asset management processes, which includes an IT asset inventory and ongoing IT-related budget for contingent or scheduled expenses.

² Millbury town, Worcester County, Massachusetts. American Fact Finder. U.S. Census Bureau https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml

Conclusion

Through this Community Compact, the Town was able to efficiently implement a sustainable solution for a modern permitting system. Along with the new permitting system, the Town is now in a better position to consider how to move forward in maintaining, replacing, and upgrading IT assets to provide a better technology environment for Town employees and constituents.