



# **Newton Information Management System**

Software & Implementation Services

City Council Finance & ZAP Committees, January 11, 2021

# Newton Information Management System

## What

- A system to support the City's permitting processes, licensing and municipal information management for building projects and land use.

## Who

- John Lojek, ISD
- Joseph Mulvey, IT
- Jonathan Yeo, COO
- Neil Cronin, Planning
- Kristen Patten, ISD
- Sherri Lougee, HHS
- Chris Markiewicz
- Dottie Keene (consultant from D.H. Keene Associates)

## When

- Project started in 2019, consultant hired
- Implementation services and software contract bid in June 2020
- Bid review, interviews and contract discussions – July to Dec 2020
- First phase of implementation (building permits) – 2021 to 2022
- Additional phases of implementation – 2021 to 2023

## Newton Information Management System

### Consultant

- Dottie Keene of D.H. Keene Associates
- ★ • Has been working with City team since 2019 to analyze business practices, document requirements into an RFP and facilitate the evaluation and selection of a winning vendor
- She will now assist the City with OpenGov's implementation by working with multiple departments to precisely describe and configure the business workflows in the new system
- She will test and approve data conversions and ensure that interfaces and integration with city systems are complete and correct
- She will assist with training of departmental users and ensure a smooth rollout of an updated public website for permits and licenses and property information lookups

# Newton Information Management System

## Background

- Newton does not have a coordinated permitting and licensing system
- Many communities have implemented efficient on-line systems from a number of major vendors over past decade
- ISD's internal system, Community Plus, is no longer supported and is not a comprehensive, modern system
- **2019 Analysis Found:**
  - Incomplete Building Project Ideas or Plans
  - Lengthy permitting process
  - Difficulty in tracking time deadlines and conditions to be met
  - Disjointed communication of permitting status
  - Inability to see updated building project plans across departments
  - Lack of constituent ease of use
  - Difficulty in seeing an overall view of the history of a property

# Newton Information Management System

## Requirements for New System

- **Central access and storage** of building plans and updates to them, and version control
- **Permitting steps tied together into one view of all applications for a specific building project** on a property
- **Easy and speedy ways** to enter a building project, track permit applications, denote status changes and issue signoffs on work performed
- **Ability to enter inspection results remotely** using mobile devices
- **Ability to capture permit or licensing revenue from all departments** or to be able to note that a fee was paid. This includes interoperability with credit card solutions
- **Pre-determined (yet adjustable) workflow steps to guide applicants** through the permitting process for a building project
- **Status lists and notification method** of projects and where each is in the various permitting processes
- **Tickler files to remind departments** of steps that are outstanding and need to be addressed
- **Ability to designate conditions and follow on steps** to be performed and tracked after a building project has been completed (but not closed out)
- **Ability to analyze projects and create reports**

## Newton Information Management System

### OpenGov

- A California-based company with an office in Boston
- OpenGov purchased very popular ViewPoint Cloud system and team in 2019
- Used by over 1,000 municipalities in the country for on-line permitting and other systems
- Used by 83 municipalities in Massachusetts for information and permitting systems
- Examples include:
  - Wellesley
  - Franklin
  - Shrewsbury
  - Westwood
  - North Andover
  - Williamstown
  - Dartmouth
  - Sudbury
  - Fitchburg
  - Wayland
  - Worcester
  - Barnstable

**City of Newton Project Implementation Costs for OpenGov**

	Year 1		Year 2		Year 3		Year 4		Year 5		EXPENSES
	Jan-Jun FY2021	Jul-Dec FY2022	Jan-Jun FY2022	Jul-Dec FY2023	Jan-Jun FY2023	Jul-Dec FY2024	Jan-Jun FY2024	Jul-Dec FY2025	Jan-Jun FY2025	Jul-Dec FY2026	
<b>City Resources</b>											
City Executives	0	0	0	0	0	0	0	0	0	0	\$0
City Executive Project Sponsor	0	0	0	0	0	0	0	0	0	0	\$0
City Project Manager	\$50,000	\$50,000	\$40,000	\$35,000	0	0	0	0	0	0	\$175,000
IT Interface integration leads - vendor liaison + doc mgmt impl, website updates	0	0	0	0	0	0	0	0	0	0	\$0
IT Data conversion and cleanup contractor	\$35,000	\$40,000	\$35,000	\$40,000	0	0	0	0	0	0	\$150,000
GIS coordinator for interface with OpenGov PLC	0	0	0	0	0	0	0	0	0	0	\$0
MUNIS contractor to import PLC financial transactions	0	\$37,500	0	0	0	0	0	0	0	0	\$37,500
Business leads for workflow/rules configuration, user admin, reporting, testing, training assistance	\$45,000	\$45,000	\$45,000	\$45,000	0	0	0	0	0	0	\$180,000
Department testers/superuser SMEs	0	0	0	0	0	0	0	0	0	0	\$0
<b>Purchases</b>											
Additional hardware: monitors, mobile inspection devices...	0	\$30,000	\$15,000	0	0	0	\$30,000	0	0	0	\$75,000
One-time vendor implementation team setup	\$66,785	\$40,000	\$38,000	\$0	0	0	0	0	0	0	\$144,785
Annual vendor hosting of PLC applications, document images and interfaces "in the cloud"	\$135,000	0	\$135,000	0	\$135,000	0	\$135,000	0	\$135,000	0	\$675,000
	\$331,785	\$242,500	\$308,000	\$120,000	\$135,000	\$-	\$165,000	\$-	\$135,000	\$-	<b>\$1,437,285</b>
<b>FY Totals</b>	<b>\$331,785</b>		<b>\$550,500</b>		<b>\$255,000</b>		<b>\$165,000</b>		<b>\$135,000</b>		
	<b>FY2021</b>		<b>FY2022</b>		<b>FY2023</b>		<b>FY2024</b>		<b>FY2025</b>	<b>FY2026</b>	

**FY21-23 TOTAL =**

**\$1,137,285**

## Newton Information Management System

New System will:

- Include all permits, licenses and information about a property into one comprehensive database
- Configure workflows to prompt departments on next steps on reviews and approvals
- Provide significant improvements for contractors and residents alike by allowing them to see more information online with greater “self service” and having contractors apply online for various requests for inspections and permits