

## North Kingstown, RI Wins National Award with FBGov Permitting and Collaboration

Washington DC: Public Technology Institute (PTI) announced award winners for 2009-2010. An independent panel of judges has identified the Town of North Kingstown, Rhode Island as this year's winner for the category of Web and E-Government Services.

Jason Albuquerque, IT Director for the Town of North Kingstown submitted the following to PTI for this award:

**Project Title:** Provide a short title that best describes your entry.  
Serving the Community by Streamlining the Permitting Process

**Problem:** Describe the problem or issue that you were trying to solve.

The Town of North Kingstown's staff, residents and businesses voiced their concerns on the need for delivering a more efficient municipal permitting and code violation reporting process.

After several years of exploring and trying different permitting solutions, North Kingstown needed to provide a better channel of communication for citizens, businesses, and any other stakeholders. The vision was to give our taxpayers a method to apply for municipal permits or report ordinance violations in a more streamlined, cost effective and transparent way.

The goals for this streamlined process were to 1) to enable better collaboration between the taxpayers of North Kingstown and the local government, 2) to deliver greater streamlined and transparent services for the citizens and businesses and 3) to improve the citizens and businesses ability to apply for and track all municipal permits.

In order to achieve these goals, the North Kingstown Department of Information Systems teamed with a Public/Private collaboration of a private technology vendor and a "sister" community in Massachusetts.

**Response:** Describe the solution or program you implemented.

In September 2009, North Kingstown completed a permitting and complaint tracking system implementation project with a Milford, Massachusetts based company named Hawkeye Government Solutions, and the Town of Westford Massachusetts in a Public/Private collaboration. The FBGov permitting solution included a front end system that includes an online permit application and violation reporting module that allows the applicants and reporters to track the status of their requests. This system also includes the back end system, which gave North Kingstown staff a comprehensive case management module to streamline permit approvals, investigations and to provide proper and timelier closure to all cases.

Furthermore, the municipality now has the ability to create analytic reports to identify potential trends or problem areas that would not have been apparent previously.

At the time, North Kingstown was the pioneer in the State of RI to deploy a solution of this magnitude.

website: <http://permits.northkingstown.org/>

**Results:** Describe the results of your implementation. Include examples of how your solution improved services, improved productivity or effectiveness, and if appropriate, led to cost savings.

The gains accomplished with the online permitting and complaint tracking management systems are unquestionable – in the months since North Kingstown partnered with HawkeyeGS and Westford MA, the municipality has significantly improved the relationship with its citizens and business by providing improved communication vehicles for permitting and code enforcement as well as providing transparency into permitting status and complaint tracking resolutions. Also, the automated workflow and central repository for all reports has decreased the amount of time and resources necessary for the municipality to respond to citizen reports and applications.

Because the solution was developed as such a comprehensive software application, it also has the ability to be offered to other communities as software-as-a-service further promoting a shared services model that has become a prevalent subject in the government arena.

For the future North Kingstown is looking to be a hub community in RI to offer a permitting complaint tracking solution as a service to RI cities and towns. This would provide substantial savings for other communities since the system requires no additional Information Technology investments. This in turn allows the municipality to implement a turnkey permitting/code enforcement solution in an extremely cost effective manner. A regional or State wide implementation of this system would also allow for contractors to track their labor within multiple municipalities all in a single interface.

**Key Participants:** In addition to jurisdiction staff, who participated in your entry, identify any partners (government agencies, other organizations) that participated in the development or implementation of your solution.

Hawkeye Government Solutions and the Town of Westford MA combined are FBGov a Public Private collaboration

About PTI

Public Technology Institute is a national, non-profit research and development organization established by and for city and county governments. PTI promotes innovation and collaboration by thought leaders in government, and advances the use of technology to improve the management and delivery of services to the citizen.

About Hawkeye Government Solutions:

Hawkeye Government Solutions is a software development and services organization addressing a variety of municipal land management applications. Late last year our company finalized a contract creating a public private collaboration with the Town of Westford, Massachusetts. Whereby, the Town created a suite of innovative land management software for permitting, licensing, zoning, conservation, board of health and complaint tracking. Our team markets and provides software support services for FBGov (For and By Government) solutions. We also offer a document imaging and retrieval solutions, [Hawkeye ImageView](#). Now, a municipality can have a working document imaging solution for a fraction of the cost and be totally integrated to our Collaborative FBGov software. Our goal is creating a community of municipalities working together in the development of quality technologies, software and services.