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ON-LINE BUILDING PERMITS GO LIVE

Seven towns, Becket, Dalton, Lee, Lenox, Monterey, Sheffield and Richmond are implementing an on-line system for building permits. This will allow homeowners and contractors to apply for, submit material, pay application fees, schedule appointments and receive approvals on-line. For most permits, an applicant will be able to go through the entire process without having to go to town hall.

To access the program Applicants (homeowner / contractors) must register with the program. This takes less than 5 minutes. Once registered, applicants have the ability to

- Have some of the information auto-fill on the permit application.
- Have the ability to view the status of their permits.
- Edit the application before the permit is issued.
- Add attachments (plans, pictures, specs, etc.) to the application.
- Conduct an on-line chat with the inspectors.
- Pay for the permit.
- Print the permit as soon as it has been issued.
- View the inspection results.

All parties involved will benefit as this system will dramatically reduce the amount of time it takes for the permitting process. Homeowners and contractors won't have to worry about getting to town halls during allowable office hours. Municipal inspectors will be spending less time on permit administration and instead will concentrate on conducting actual inspections. Contractors can spend more time on the job and less time filing permits and tracking down inspectors. An added benefit for contractors is that they only need to register once and then they will be able to process applications in all seven participating towns.

The on-line program is called Permit Eyes and was developed by Full Circle Technologies, Inc. This program is being utilized in adjacent Franklin County as well.

This project was initially funded by a Community Innovation Challenge Grant through the Massachusetts Executive Office of Administration and Finance. The Community Innovation Challenge (CIC) Grant Program invests in and incentivizes innovation among local governments through regionalization and other reforms and efficiencies to maintain critical local services and stretch every tax payer dollar as far as possible. The Berkshire Regional Planning Commission served as the grant applicant and administrator.