

Haverhill's 43D Initiative

"Journey to Expedited Permitting"

Timeline

- **June 2007**- Mayor's Office applied for grant
- **October 2007**- Grant award finalized, with partial holdback on technology portion
- **December 2007**- Permitting Ombudsman hired (Robert Driscoll)
- **December 2007**- All Staff Meeting w/ Mayor
- **February 2008**- Formal Adoption of Priority Development Site (upper Hilldale Avenue)
- **Spring 2008**- Hiring of Technical Consultant (MVPC);
- **Summer 2008**- Extensive process review begins
- **August 2008**- 2nd part of grant award
- **September 2008**- Software demos begin

Keys to Initiative

- Involvement of Every Department
- Roadmap as theme-- where do you want to go?"
- Don't reinvent the wheel
- Two-way transparency
- Eliminate repetition
- Reduce time/ visits to City department
- Make everything 'appeal-able'
- Make sure you can back up standard (legally-defensible)
- More seamless Interdepartmental handoff
- Get everything automated, with 'triggers'
- Driven to software, not software-driven

Findings of Permitting Review

- Not that bad usually, but problem points exist
- Multiple points of entry into system; Need for 'single point of contact'= Permit Manager
- Unique tracking # for applications
- Pre site-plan review
- Deliver documents to one office for dissemination to all
- Applicant needs to be informed in writing of site plan review decisions
- All forms Electronic
- Dispute Resolution process being more formalized
- Departments should be able to see other departments' notes/concerns on an application
- Put it all under one roof
- Codify standards whenever possible

43D already paying dividends

- MORE grants for PDS site for sewer/water
- New businesses relocating
- Faster turnaround of bigger projects
- Staffing reductions
- PDS highlighted and marketed abroad
- Technical review produced a million small remedies
- In early 2009, permitting software!

Contact:

- Andrew Herlihy, Chief of Staff
- aherlihy@cityofhaverhill.com
- 978-374-2300 (Mayor's Office)

- Robert Driscoll, Permitting Ombudsman
- 978-374-2330 (Economic Development and Planning Office)