



CITY OF BAINBRIDGE ISLAND

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City Permitting Process is About to Become more Streamlined

Bainbridge Island, WA: If you've ever dreamed of checking the status of your building permit from the comfort of your kitchen table, your dream is about to come true. On April 14th, Bainbridge Island's Department of Planning and Community Development will transition from their existing Tidemark Permitting System to SMARTGov; a permit tracking system developed by Paladin Data System, located in Poulsbo, WA. Phase One of this transition will allow residents to utilize the new public portal to gain a transparent insight into the City's permitting process. Permit applicants will be able to:

- Search for permits by permit number, address, name, or contractor
- View permit information such as contacts, and submittal requirements
- Search and view public notice announcements for land use actions
- Monitor approval steps, inspection results, and pending permit conditions online

"The training and implementation will require a lot of work from the staff at the onset. But the payoff in terms of streamlining processes and improving customer service is huge," said Kathy Cook, Planning Director.

Phase Two of deployment, anticipated to occur by the end of the year, will implement online permit submittals and online issuance of permits typically issued over the counter including: residential mechanical, plumbing and reroof permits. According to James Weaver, COBI Building Official, the City "wants to give our customers the flexibility to apply for permits when it's convenient for them. It saves them valuable time. Ultimately our goal is to provide online permitting with applications, permits, and issuance occurring entirely online. It just makes sense."

Customers should expect reduced staffing levels due to training during the week of April 7th. Building inspections will also not be performed the week of April 7 due to training. Delays in processing permits may occur during the week of April 14th due to new system usage. "Our intention is to improve efficiency and provide complete transparency to the public," says Weaver. "Permits will be tracked, managed and streamlined in a much more efficient manner."

For more information on the shift to SMARTGov, contact IT Manager, Steve Miller at smiller@bainbridgewa.gov or 206.780.8647.

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