Robert J. Pasek

2017 MAR 10 P 12:04

TOWN CLERK
EAST HARTFORD

INVESTIGATION AND AUDIT COMMITTEE

TOWN COUNCIL MAJORITY OFFICE

MARCH 8, 2017

PRESENT	Councillors Ram Aberasturia and Esther Clarke
ABSENT	William P. Horan, Jr., Chair
ALSO PRESENT	Marcia Leclerc, Mayor Michael Walsh, Finance Director Gregg Grew, Director, Inspections and Permits Department Rich Kehoe, Town Council Chair

CALL TO ORDER

Chair Horan called the meeting to order at 6:32 p.m.

APPROVAL OF MINUTES

December 12, 2016 Meeting

MOTION By Ram Aberasturia
seconded by Esther Clarke
to **approve** the minutes of the December 12, 2016 meeting.
Motion carried 2/0. **Abstain**: Horan

OPPORTUNITY FOR RESIDENTS TO SPEAK

None

NEW BUSINESS

Acceptance of the Inspections and Permits Department Audit

Mike Walsh, Finance Director, explained the procedure for departmental audits and which direction the Town should go in the future.

Gregg Grew, Inspections & Permits Department Director, provided a general overview of the audit process of his department. BlumShapiro made five specific recommendations for the Inspections & Permits Department (pgs. 13-14 of audit – attached) and Mr. Grew went over each recommendation and how his department will implement each of the five recommendations. A general discussion of the audit followed.

MOTION By Esther Clarke
seconded by Ram Aberasturia
to **accept** the internal audit of the Inspections and Permits Department dated January 2017 as prepared by BlumShapiro, the town's auditors, and to send same to the Town Council to receive and accept the audit.
Motion carried 3/0.

ADJOURNMENT

MOTION By Esther Clarke
seconded by Ram Aberasturia
to **adjourn** at 6:59 p.m.
Motion carried 3/0.

C: Town Council
Mayor Leclerc
Mike Walsh, Finance Director
Gregg Grew, Director, Inspections/Permits Department

Recommendations

1. Formalize the communication of closed permits/the issuance of certificates between the Inspection and Permits Department and the Tax Assessor
    a. The Inspection and Permits Department should print a report/listing of all closed permits/issued certificates of approvals and completions on a weekly basis and deliver it to the Tax Assessor's Department
    b. This will allow the Assessor's Department to schedule more timely inspections of properties
    c. In addition, this will alleviate the need for the Assessor's Department to proactively search within ViewPermit for any recently closed projects/permits
    d. This will also ensure compliance with state statutes
    e. Weekly communication will strengthen the coordination and relationship between the two departments and will result in smoother operations and thus, better service to the residents of the Town
    f. On an annual or semi-annual basis, reconcile the open permits between the two Departments to ensure that no property permit fell through the cracks

2. Continue to "clean-up" ViewPermit by formally closing completed projects/permits
    a. The Town should continue closing any open permits that have been completed but not formalized within the system
        i. The Town should aim to complete this clean-up over the next year with the help of the Town Inspectors
    b. This will allow the Town to more accurately identify the number of actual open projects/permits within the Town
    c. Closing old open permits will also alleviate the need to close open permits at the time a property is sold or refinanced
        i. Currently, when a person sells a property or refinances, all open permits must be closed

3. Consider ViewPermit and Vision electronic integration, where possible
    a. The Town should work directly with the ViewPermit and Vision vendors to electronically integrate the two programs so that duplicate, manual entry of ViewPermit data into Vision is no longer necessary
    b. An integration between the two systems will provide real-time information to both departments on their shared information

   c. There may be an additional cost associated with building this integration; the Town should consider the most practical way to share this between the Inspection and Permits Department and the Tax Assessors Department

4. <u>Develop a ViewPermit support strategy with the Capitol Region Council of Governments (CRCOG)</u>
   a. With all the difficulties the Town is experiencing with ViewPermit, a loss of time and efficiency is occurring
   b. The staff are frequently unable to print, taking time to send service tickets to the vendor, and have implemented little workarounds to some of the "quirks" or "bugs" in the system
      i. This is not optimal for efficient operations in the Department
   c. It is likely that East Hartford is not the only client/municipality experiencing these issues
   d. The Town should coordinate with CRCOG to develop a strategy or plan for how to obtain better response and reliability from the vendor, noting any constant glitches (i.e. the lookup screen)
      i. As part of this effort, the Town should demand a stronger service level agreement with ViewPermit that provides the following information:
         - Infrastructure performance metrics
            - (availability, backup and restoration protocols)
         - Change management (update) procedures/standards associated with software modifications
         - Disaster recovery and Business continuity procedures/standards
         - Incident management/problem resolution procedures/standards
            - Time to respond to severity 1 to severity 3 tickets
         - Security standards and protocols

5. <u>Other Considerations: PayPal Reconciliation</u>
   a. The Town may consider providing the Inspections and Permits Administrative Aide view-only or read-only access to PayPal
      i. This will expedite the reconciliation process between the Inspections and Permits Department and Finance for credit card activity