



Division of Environmental Health On-Line Permit Applications

**Board of Health
February 24, 2020**

Typical Transactions

Permit Fees

- Annual Food
- Temporary
- Conditional
- Septic System
- Temporary Holding Tank
- Water Well
- Municipal Solid Waste Haulers
- Septage Management
- Septic System Pumpers

Other Services

- Site Evaluation
- Health Review
- Plan Review
- Septic / Well Evaluation
- Re-inspection Fees
- Radon Test Kits
- Water Sample Analysis
- Public Beach Monitoring
- Bi-annual Inspections
- Non-Community Water Surveys
- Designer Fee for Revisions
- Feasibility Letter
- New Construction Letter
- Policy Letter
- Monitoring Fee
- Printing Fee
- Permit Reinstatement Fee
- Late Fee

Previous Options

- Pay In Person
- Pay By Mail
- Collected by Staff in Field

Challenges

- Advanced Business Solutions (ABS)
- Linking Applications to Gov.pay
 - Many different types of payments
 - Email notification – matching application to payment
- Internal Process for Intake, Processing Files, Getting Information to the Right Staff, Monitoring After Hours / Weekends
- Facilitating a Process for Field Staff

Process:

- Joe
 - Coordinated process with Gov.pay
 - Coordinated process with IT
- Greg – IT :
 - Formatted web applications / links
- Patti:
 - Identified Necessary Information
 - Internal processes

Advantages:

- Convenience to Customers

 - 24/7 Access

 - Don't Drive to Government Center

 - Don't Wait for Corporate Check or Use Business Cash

- Tracking of Payments

 - Less Handling of Checks / Cash

 - Less Documentation for Daily Deposits

- Field Staff Not Under Pressure to Collect Payments in Field

Status:

- Temporary Food
- Annual Food Permits

- Birth and Death Certificates
- Remaining EH Permits
- Remaining EH Services



Website Example