APPENDIX A

Description of Application Service(s)

City of Auburn

I   PRODUCT SUBSCRIPTION(S):

1.   **MyBuildingPermit.com** – development service applications, inspection scheduling, permit status information and other related services

II   FEE(S)

1.   Onboarding Fee – A one-time on-boarding fee of $10,000 will be assessed upon execution of the subscriber agreement that is based on estimated hours needed to provide technical support and training for implementing MyBuildingPermit.com.

2.   Annual Fee – The 2020 subscription fee is estimated at $64,153 which may be prorated in 2020 based on the date the first permits are issued from MBP. The subscription fee is based on a 5-year rolling average of the historical permit revenue actuals to determine a jurisdiction's percentage share of the total MBP expenses. Below is a description of the MBP Fee methodology unless modified as provided in Section II, Annual Fees, paragraph 2, Establishment of Fees:

- Step 1: Each jurisdiction submits the last five years of permit revenue from which a rolling five-year average can be computed. This softens the impacts of peaks and valleys in permit activity.

- Step 2: Each jurisdiction's percentage of the total Alliance permit revenue is calculated.

- Step 3: The percentage is then applied to the expenses (which may include investments) for the biennium budget period to determine each jurisdiction's obligation.

- Step 4: Each jurisdiction will be billed on a quarterly billing cycle.

3.   Establishment of Fees – The 5-year rolling average will be used to set both years of the biennial budget. At the direction of the Executive Board, a mid-biennial adjustment may occur. The Board shall set Subscriber Fees for the next calendar year, no later than September 30th. At such time the Board may communicate an increase, decrease or leave fees unchanged depending on need.

4.   The Annual Fee will be invoiced to each Jurisdiction via quarterly billings.

III   DESCRIPTION OF PRODUCT SERVICE – MYBUILDINGPERMIT.COM

5.   MyBuildingPermit.com (MBP) is managed and operated by the Partner cities of the eCityGov Alliance and the MBP Management Committee. The Management

Committee is made up of building officials or other designated representatives of the Partner and Subscriber agencies.

6. MBP is a web-based transaction portal designed to provide citizens and development professionals the ability to submit development service applications and obtain certain permits from member jurisdictions and agencies. Specifically, applicants may easily apply for, pay for, and receive multiple permits, from multiple member jurisdictions through a single web portal. The portal also provides the capability to schedule inspections and query and search for permit status and history for properties in member jurisdictions and agencies.

7. In order that MBP provide online application and permitting services for multiple jurisdictions and agencies, the Alliance and MBP Management Committee has adopted and requires certain business standards and operating procedures. These standards and procedures are documented in the MBP Administrative Policies (Attachment B). The MBP Administrative Policies are intended to create a quality experience for customers to help ensure a certain level of business consistency, and to keep operating costs to a minimum.

   The MBP site also provides a broad range of sources for building and construction related reference materials.

8. On-line Services:

   MyBuildingPermit.com home page explains the purpose of the site and provides navigational elements. The application functionality and content includes, but is not limited to:

   (a)   Information

   - Permit Status

   - Code References

   - Public Information

   - News and Events

   (b)   Application and Registration

   - How to Apply

   - Contractor Registration (requires approval)

   - Homeowner Registration (does not require prior approval)

(c)   *Transaction Services:* MBP offers jurisdictions and agencies two types of online permitting and application submittals.

Type 1 - No-review, over-the-counter (OTC) permits. These permit types are not reviewed by staff, are paid for online and issue immediately upon payment. The scope, number, fees and configuration of OTC permits is the responsibility of the MBP member jurisdiction or agency.

Requests for modifications to either existing OTC permit requirements and/or types will be handled on a case by case basis. Minor, individual modifications to each agency's permit form are possible.

Example: The City of Sammamish is the only city in the Alliance that legislatively requires an earthquake shutoff valve. The Sammamish plumbing permit form has been modified to accommodate this requirement.

Example: The Alliance added re-roof permits to MBP. Bellevue did not require re-roof permits. In order to create consistency for regional contractors, Bellevue added re-roof permits.

Type 2 – Permits and applications in this category require some level of staff review. The scope, number and configuration of online application types is fully configurable and is the responsibility of the MBP member jurisdiction or agency.

Type 2 Business requirements:

No payment is made until the application is accepted by the jurisdiction or agency. The jurisdiction or agency can use the MBP customer portal to securely send the applicant an invoice(s) as needed. Customers may pay invoices through the portal or directly with the jurisdiction or agency.

The initial application review for acceptance should be completed within 36 hours of receipt of the application.

The permit and application review process, timeline, progress payments, other review criteria and issuance is entirely the responsibility of the MBP member jurisdiction or agency.

Example: Some jurisdictions issue and inspect electrical permits; some utilize the Department of Labor and Industries for this service. Agencies that do issue electrical permits have those choices on their on-line permit forms; those agencies that do not issue electrical permits do not have these choices on their permit application forms.

Requests for modifications to either existing permit application requirements and/or types will be handled on a case by case basis. Minor, individual modifications to each agency's permit form are possible.

(d)   *Transaction Service:* As part of the customer on-line OTC and application submittal interview process, the site uses an easy to use search function to give the customer the opportunity to find the correct property address for each permit. The site will not issue a permit without an address match.

Incorrect or missing addresses present the single largest issue for customers and staff. Agencies are highly encouraged to develop and maintain accurate address data to ensure the highest level of accuracy. See Section V. Technical Specifications and Requirements for additional information.

(e)   *Transaction Services:* On-line contractor registration for verification of state and local business licenses. Contractors must be registered and approved by MBP and/or participating jurisdictions or agencies before they can submit or obtain on-line permits. Also, homeowners using a contractor but obtaining their own permits must have the contractor registered with MBP. There are no pre-registration requirements for homeowners doing their own work.

(f)   *Information Retrieval Service:* On-line permit status and history for **all** permits issued by each participating jurisdiction. Each jurisdiction may specify certain criteria for data included in the on-line reporting system.

9.   Other Features and Services

(a)   MBP provides authorized staff access to reports for the number of permits issued by type and city. Web statistics are also available upon request.

(b)   Staff training in the use and management of MBP site administrative tools will be provided throughout the implementation process and on an on-going basis.

10.   Future On-line Services:

The MBP work plan is updated annually. The work plan identifies work including, but not limited to, content development, system enhancements and new system functionality.

As features and services of the MyBuildingPermit.com site grow, it is the intention of the Alliance to create a consistent user experience for customers using the site. Alliance policy is to implement new services for all member departments that perform the function in each jurisdiction.

The Alliance recognizes that there are wide variations between agencies in terms of permit system use, information technology capability and/or business practices. However, it is the expectation of the Alliance that member agencies will make necessary adjustments to their respective business processes and

permit systems to accommodate features and functionality agreed to by the MBP Management Committee.

Every effort will be made to phase this kind of work providing sufficient lead time for individual jurisdictions and departments to make necessary organization and system adjustments.

IV SUBSCRIBER BUSINESS RESPONSIBILITIES

As a part of the implementation process, the Alliance will provide the Subscriber with a detailed implementation roadmap document and checklist. The following outline major tasks and responsibilities associated with the implementation of MBP. The timeline and phasing for implementing a new Subscriber to MBP will be negotiated at the time of the execution of this Agreement.

1. Set up, enter and test user configurable OTC permit types and fees in the MBP test environment. Coordinate any additional fee and technical configuration with the program manager.

2. Complete the permit configuration for plan review permit types. Set up and enter user configurable plan review permit information and fees. Coordinate any additional technical configuration with the program manager.

3. Acquire the following online services for online payments (additional information will be provided as needed);

    (a) A banking internet merchant account for receipting credit card payments. Most, but not all, merchant credit card systems work with MBP. Before securing a merchant account, confirm that the credit card processing system will work with PayPal PayFlowPro.

    (b) A PayPal PayFlowPro account for online credit card transactions.

4. Provide permit status checking and inspection scheduling directions and contact information.

5. Provide hyperlinks to agency code(s) and home web page.

6. Maintain member specific data and information and/or linked content.

7. Authorize and manage user accounts.

V TECHNICAL SPECIFICATIONS & REQUIREMENTS

11. Interfaces

It is possible to implement MBP with all, some or without interfaces between MBP and the agency backend permit system. In the absence of interfaces, some functionality such as permit status may not be available for applicants and

visitors to the MBP web site. In general, the MBP interfaces replace existing manual data entry by creating a new permit record and inserting the permit data directly into backend permit systems.

MBP uses several separate interfaces with individual backend permit systems to be able to provide the full range of services provided by MBP. The current list of functionality and interface requirements will be provided to the Subscriber.

Establishing and implementing interfaces between MBP and the Subscriber's back-end permit tracking system is the responsibility of the Subscriber, including, but not limited to interface and/or web license and implementing to the back-end system. The Alliance will provide the necessary technical specifications, test and production environments and provide assistance for the implementation of said interface(s).

The Alliance standard practice is to use Web Services to exchange XML formatted data and/or serialized objects as well as MS SQL linked servers with MBP specific views for the interface topology.

12.   Generic email boxes

Each Subscriber agency must create and supply generic email boxes addresses and contact phone numbers for user inquiries and comments in the following areas; Permits, Fees, Building, Technical, Inspection, Suggestion, Missing Address and Other.   The format for the three general service email addresses is:

- BuildingOfficial@xxxx

- PermitTech@xxxxx

- MyBuildingPermit@xxxx

13.   The Subscriber must provide **parcel and address data for their entire jurisdiction** in a format specified (available upon request) by the Alliance for use in MBP or in the absence of this data, the Alliance will use the best available property data. Typically, these are commercially available data and/or county data sets.

14.   Credit card and other banking transactions are accomplished using industry standard data encryption technologies. MBP does not retain credit card numbers, this data is passed directly through to the Subscriber's bank merchant account. Both the credit card processing service(s) and the host agency network are PCI compliant at the time this Agreement was executed. Security measures and information is available upon request.

15.   The cost to make annual changes to fees and other maintenance services are included in the annual subscription fee.

MyBuildingPermit.com Readiness Checklist
Prepared for XXX government

Business Requirements:

- ☐ Obtain Council or appropriate funding approval for joining MBP and sign Subscriber Agreement
- ☐ Allocate Staff Resources–
  - ▪ Stakeholder/Project Champion
  - ▪ Project Manager during Implementation
  - ▪ IT/Technical Resources – internal/contract developers, database admin, system analyst
  - ▪ Permit tech expert with permit system/technical understanding
- ☐ Map Permit/Application Process flow to MBP including: configuration of types and naming conventions, inspections required for each, fees
- ☐ Map Electronic Plan Review process to MBP (software for review/markup, document storage, monitors for viewing not provided by MBP), documents required for each application, supplemental questions needed
- ☐ Document all OTC permit application fee structures/logic charged to customers
- ☐ Accept and adhere to the MBP Administrative Policies
- ☐ Accept and encourage jurisdictional staff to use the MBP Tip Sheets, Code Interpretations, and Standards
- ☐ Participate in MBP Committee/Team meetings
- ☐ Plan for Jurisdiction's costs including: Credit card transaction fees (MBP policy does provide for charging convenience fees) , quarterly MBP Fees, On-Boarding Costs, Webservice Development Costs (if outside resources required)

Technical Requirements:

- ☐ Web Services - .NET 4.x   consume XML data sent from MBP in your backend permitting system and return XML response with permit number, etc.
- ☐ IP Address Connectivity with your permit processing system
- ☐ Create and Expose Database Views in you permit processing database
- ☐ Create and Expose a Database View containing your jurisdiction Address information
- ☐ Accept Credit Card payments via VeriSign or Pay Pal with a PayFlowPro Merchant Account
- ☐ Accept File Web Services (provided by eCityGov) and determine location on jurisdiction's network for file storage.

On-boarding Milestones:

Timeline estimates based on the subscriber's backend system and availability of resources.

- ☐ Execute Subscriber Agreement
- ☐ New Jurisdiction Configured in MBP Test site – *Complete in Month 1 of Project*
    - ▪ Jurisdiction provides details to MBP
    - ▪ MBP Staff creates new organization and logins
    - ▪ System Administrator Training begins
- ☐ Determine Modules to Implement – *Complete in Month 1 of Project*
    - ▪ Permit Applications – Over-the-Counter and/or Plan Review
    - ▪ Status Site
    - ▪ Inspection Scheduling
- ☐ Align Current Application process to MBP – *Complete in Months 2-3 of Project*
    - ▪ Process Flow
    - ▪ Mapping from MBP into backend system
    - ▪ Permit fees documented and created in MBP
    - ▪ Determine Required, Additional, and Supplemental information for each application
- ☐ Develop and Test Interfaces – *Complete in Months 2-4 of Project*
    - ▪ Between MBP and Juris Backend via webservice and database view
    - ▪ Status site and Juris Backend via database views
    - ▪ Inspection Scheduling via webservice
- ☐ Permit Staff Training – *Complete in Month 5 of Project*
- ☐ Go-Live in Production – *Complete in Month 6 of Project*

eCityGov Alliance

MyBuildingPermit Management Committee

ADMINISTRATIVE POLICIES

Adopted March 19, 2010

Revised December 7, 2018

Administrative Policies

MyBuildingPermit Management Committee

1. Purpose

The eCityGov Alliance (Alliance) is the sponsoring agency for the MyBuildingPermit program and the Management Committee. The MyBuildingPermit Management Committee Administrative Policies (Policies) identify and document the Committee's operating policies and principles for management of the MyBuildingPermit program.

The Management Committee (Committee) shall be responsible for the operation and oversight of the MyBuildingPermit program. The Committee shall consist of a representative from each member agency.

2. Agreement

These Policies shall be reviewed and adopted by the Alliance Executive Board. The adopted Policies shall be appended to individual MyBuildingPermit subscriber agreements as applicable.

3. Vision Statement

   a) MyBuildingPermit will:

      i) Develop and maintain consistent practices between member agencies.

      ii) Provide a highly-valued development services web portal for our customers.

      iii) Set the standard for working in partnership with cities and counties in the region.

      iv) Deliver web-based, wireless, and paperless development services application, permitting and review processes, setting the benchmark for best practices.

      v) Offer consistent core services that meet the needs of land development and contracting customers and community members.

      vi) Offer the best development data and information available with a full suite of property-related research tools.

      vii) Ensure adequate and ongoing funding for programs and web sites.

      viii) Incorporate sustainability as a component of all practices.

      ix) Maintain broad member agency participation, supported by all Cities' administration.

4. Goals

   a) The Committee shall implement the vision by pursuing the following goals:

i) Continually improve customer service.

ii) Promote building safety and awareness of development and environmental issues.

iii) Improve the development review process for customers.

iv) Maximize resource investments through economies of scale.

v) Promote training and other educational opportunities that will improve staff and customer understanding of codes, standards, and the processes used to manage and regulate development activities.

b) To achieve these goals, the Committee will:

i) Where possible, develop process and management consistency between member agencies.

ii) Regularly gather and use customer feedback and web statistics to help improve services and monitor progress toward measurable goals.

iii) Provide consistent process explanation and code interpretation to facilitate customer understanding of development services processes and regulations.

iv) Actively market and communicate program goals, overall vision, and project objectives to staff, elected officials and customers.

v) Gain organizational support for needed development services process changes.

vi) Periodically review all areas of the development services processes for enhancements that will improve the quality of services to customers.

vii) Monitor State code and legislation, and work with individual jurisdictions to learn of potential impacts of pending legislation. If all principal jurisdictions approve one or more proposed responses, then a joint response could be proposed to the Alliance Board for collective action.

5. Board Committee Structure and Procedures

a) The Committee shall consist of one voting representative from each MyBuildingPermit Partner and Subscriber agency member.

b) Committee members shall be appointed by an authorized executive of the participating agency.

c) Ad-hoc representatives and attendees.

i) Alliance Executive Board members, Alliance and member agency staff, sub-committee members and other invited guests may attend Committee meetings without voting rights.

d) Committee Officers

i) The duties of officers are those normally associated with the office, including but not limited to, preparing agendas, packet materials, meeting notes, attendance, and coordinating work and plans with the Executive Director and Executive Board on behalf of the Committee.

ii) The Committee shall elect a Chair from its members for a period of one year. The Chair may appoint a Vice-Chair to serve as Chair in his or her absence. No individual shall serve as Chair for more than three consecutive years.

iii) The election of the officers may be conducted by either a written, electronic, or verbal vote.

e) Decision Making

i) The Committee will strive to reach consensus on all matters.

ii) If consensus is not reached, decisions shall be made by a of simple majority of the Committee members present, including those members attending electronically or via phone.

f) Duties and Responsibilities of the Committee:

i) Meet monthly or on a schedule mutually agreed upon by Committee members.

ii) Approve extensions and exceptions to the time requirements in Sections 6 and 7 of these Policies, Member Eligibility and Responsibilities, if the Committee finds that circumstances warrant such an extension or exception.

iii) Appoint two non-voting Subscribers to the Executive Board to represent MyBuildingPermit Subscriber jurisdictions, as described in Section 4.5 of the Alliance Bylaws.

(1) Using simple majority vote by small and large Subscriber jurisdictions, respectively, select one Subscriber to represent large jurisdictions and one Subscriber to represent small jurisdictions. A jurisdiction with a population of 100,000 or more constituents is considered a large jurisdiction. The Subscriber member agencies appointed to the board will:

(a) Serve a two-year term commencing on May 1 and biennially selecting new non-voting Board Members to represent Subscribers. A subscriber member agency can serve two terms if selected by Committee.

(b) Provide notification to the Executive Board Chair or Executive Director if unable to attend a meeting.

(c) Address any issues brought forward by the Executive Board Chair.

iv) Recommend to the Alliance Executive Board that an agency's membership level be changed in accordance with the provisions of Section 6 and 7 of these Policies, Member Eligibility and Responsibilities.

v) Responsible to the Alliance Executive Director and Executive Board for the overall development and management of the MyBuildingPermit program and related activities.

vi) Provide oversight and guidance for the MyBuildingPermit program provided for in these Policies, the Alliance Interlocal Agreement, and Subscriber Agreements and adopted Committee operational policies. The Committee's management responsibilities shall include, but are not limited to:

(1) Establishing operational policies and practices as needed to support these duties and responsibilities.

(2) Providing budget and member agency fee recommendations to the Executive Director and the Alliance Executive Board.

(3) Developing and/or approving technical and informational content changes to the MyBuildingPermit web site and other MyBuildingPermit published materials such as technical tips sheets.

(4) Participating in and providing oversight of significant MyBuildingPermit projects in conjunction with Alliance and other technical resource staff.

(5) Working with the Executive Director to produce an annual report and forthcoming year work plan for presentation and approval by the Executive Board.

(6) Monitoring the performance of MyBuildingPermit systems and processes and making adjustments or recommendations as needed.

(7) Creating and overseeing MyBuildingPermit sub-committees including:

(a) Developing and approving sub-committee charters that provide policy and operational direction for the sub-committees.

(b) Assigning a Committee member as a liaison for each sub-committee.

(c) Monitoring, coordinating and managing sub-committee work programs and determining appropriate actions to institute recommendations or resolve issues.

          (d) Reviewing and providing guidance on sub-committee annual charter and work plan.

g) Individual Committee Members Duties and Responsibilities:

    i) Regularly attend Committee and sub-committee meetings and follow through on MyBuildingPermit work commitments.

        (1) Attendance may be in person or via electronic means, including, but not limited to video or phone conferencing.

    ii) Notify the Committee chair in advance of an absence.

    iii) Represent the interests and legal obligations of his or her agency with respect to the agency's development services functions.

    iv) Assist in the coordination of development services functions with and in support of the interests of adjunct development services functions/agencies such as fire districts, utility districts and other agencies which have authority for specific aspects of the development review process.

    v) Positively contribute to the MyBuildingPermit program by participating on the Committee and working sub-committees, serving as a Committee officer, and performing other necessary Committee-related duties.

6. Member Agency Eligibility

a) MyBuildingPermit Subscriber Member Eligibility — Any governmental or quasi-governmental agency or jurisdiction located or operating in Washington State that provides development review and permitting function may become a MyBuildingPermit member agency upon approval by the Executive Board.

b) Eligibility may be delayed and/or restricted to meet Alliance and MyBuildingPermit business objectives and constraints including, but not limited to;

    i) Available budget and/or staff resources.

    ii) Geographic proximity of the requesting agency.

    iii) MyBuildingPermit work load and/or regional implementation priorities.

c) The Committee recognizes that some new member agencies will be faced with additional challenges to joining MyBuildingPermit. These challenges may include, but are not limited to, limited technical support, no or limited functionality of back-end permit systems, limited development services revenue levels and limited availability of business staff. At the same time the Committee recognizes that the greater community will benefit from regional inclusion of interested agencies. The committee may make

reasonable efforts to include cities and agencies when membership aligns with MyBuildingPermit work plans, priorities and goals.

7. Member Agency Responsibilities

   a) MyBuildingPermit Participation Levels –There are two levels of MyBuildingPermit members; Active and Non-active.

      i) Active member agencies are required to regularly contribute to the management and operation of MyBuildingPermit through participation on the Management Committee and sub-committees.

         (1) Active member agencies must commit to sending a representative to each regular Management Committee meeting. This representative must be appointed by the member agency's executive and have the authority to vote on behalf of the member agency.

         (2) Active member agencies must make a good faith effort to send a representative to as many standing sub-committee meetings as possible with a minimum of one sub-committee for every six development services employees. Attendance may be in person or via electronic means, including, but not limited to video or phone conferencing.

      ii) Non-active member agencies are not required to participate on the committees. Non-active member agencies agree to accept decisions and direction of the Committee.

   b) Member Agencies agree to:

      i) Utilize all MyBuildingPermit development services code interpretations, standards, and other relevant materials adopted by the Committee within 30 days of becoming a member. Exceptions may be granted by the Committee where adopted resolutions or ordinances conflict with MyBuildingPermit materials, provided the jurisdiction makes a good faith effort to align said resolutions or ordinances with the MyBuildingPermit interpretations and standards in a timely fashion.

      ii) Begin implementation of MBP permit status, MBP inspection scheduling and MBP over-the-counter (OTC) permits within one year of becoming a member or one year from the time that new functionality becomes available. This requirement may be waived by the Committee if implementation is not technically and/or economically feasible. See Section 8, MyBuildingPermit Core Business Requirements for additional information.

      iii) Begin implementation of MBP online permits that require plan review within three years of becoming a member agency or within three years after new functionality becomes available. This requirement may be waived by the Committee if implementation is not technically and/or economically feasible.

iv) Support the effort to adopt a common building code adoption ordinance.

8. MyBuildingPermit Core Business Requirements

    a) Utilize all MyBuildingPermit code interpretations, tip sheets, and other agreed-upon materials.

    b) Agree to and utilize all modules of the MyBuildingPermit web portal as described in section 6.b above.

    c) Regularly maintain and update agency content, hyperlinks, fees, permit types and other configurable content.

    d) Monitor and manage documents and communications with applicants through the MyBuildingPermit applicant and staff web portals.

9. Amendment of Administrative Policies

    a) Amendments and changes to the Policies must first be approved by the Committee and then forwarded to the Executive Director for review and to the Executive Board for final adoption.

10. MyBuildingPermit Budget and Membership Fee Schedule

    a) The MyBuildingPermit budget and membership fee schedule shall be updated and established each year as part of the Alliance budget adoption or budget update process by the Executive Board. The Committee will provide a budget and fee recommendation which will be reviewed as part of the Executive Director's budget recommendation process for the Executive Board.

11. Authorities

    a) The Executive Board is the governing body of the eCityGov Alliance and as such has final authority for the establishing and monitoring of this Policy.

    b) The Executive Director and Committee are responsible for the implementation and administration of this policy.

    c) The Committee may formally adopt exceptions to this Policy that are consistent with Section 4, Vision Statement and Section 5, Goals and Purpose provided that said exceptions do not adversely impact MyBuildingPermit revenue and/or support resources. Adopted exceptions shall be reported to the Executive Board through the regular program reports.