



LTL: Civic Innovation- Getting Permits in the Modern Age

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“Your Mission, should you decide to accept it, is to go undercover and infiltrate (both in person and online) several plumbing permitting facilities around the country and analyze them through the lens of the LEAP framework, comparing technology and what repeatable and efficient methodologies can be garnered in the permitting process as it relates to plumbers and that can be extrapolated to other types of permitting.”

“This tape will self-destruct in 5 seconds...”

THE TEAM

Chris Kopecky



- J.D., St. Louis University School of Law
- Law Professor and Attorney at Law
- Collects 'Do Not Disturb' signs from around the world

Navya Sane



- M.S., Electrical Engineering University of Missouri Kansas City
- Analyst at Nomura Securities in NYC
- Can go without sleep for up to 8 days in a row

Timothy Gates



- J.D. expected December 2017 from UMKC Law
- Class A General Contractor, Master Plumbing, Electrical and Mechanical (HVAC) licenses, Real Estate Broker
- Used to have 2 black bears as pets

History of Project...

- In 2015, started project for City of KCMO in our UMKC Law, Innovation & Public Policy class.
- Purpose was to explore the barriers to a very inefficient, siloed, and low-tech permitting process, starting with plumbing projects.
- Using student teams, we drafted questions to help guide contractors and the public to the correct permits and the departments to get them, and made sure the questions were relevant to the existing law.
- Brought on programmer from Code for America (KC) to automate questions through an external web portal with database to allow for the start of pre-filled permits to be printed.
- The City of KC had us help them work on their internal Energov system and develop user-friendly questions to help users navigate the system and beta test their soon to be released version.
- The LTL allowed us to broaden our vision and scope beyond the City to analyze other permitting governmental entities across the country to aid in reengineering legal and regulatory processes.**

Infiltration Points



LTB Legal and Regulatory Process Reengineering Framework (LEAP)

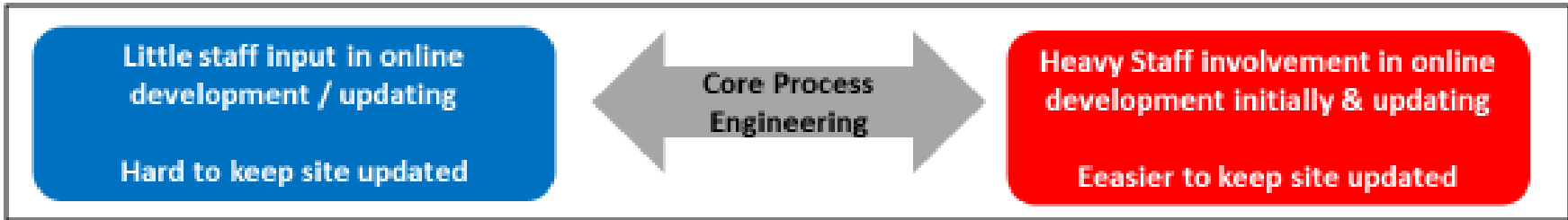
Priorities

Save \$\$\$ & Time
for Customers &
Municipalities

Universal
Online
Permits

User
Friendly
Websites

Control
'Certain Permits Require Staff Input / Guidance'
Municipalities with no online permitting or hard to navigate sites.



Autonomy
'Easy Access / Save Costs & Time'
Municipalities with online permitting and user friendly websites.

Constraints

Building
Code
Compliance

Public Safety
Multiple
Dept's/Entire

Administrative
Support /
Funding

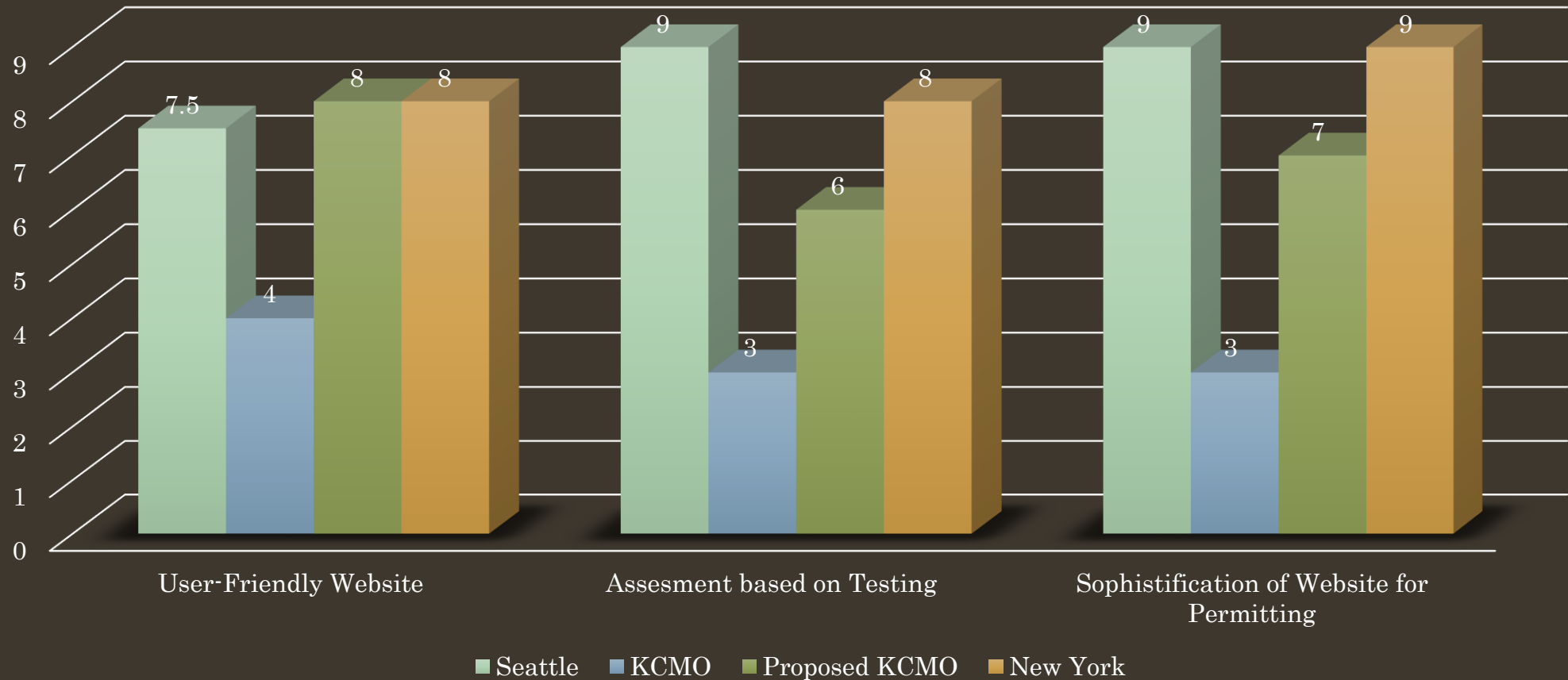
Fieldtrip

Factors Considered:

- Technology (Website)
- Ease (online and offline)
- Time/Cost/ Options/ Alternatives
- Universal Application (Electrical, Water and Sewer)



Comparison of Permitting Websites in Kansas City, NY City, and Seattle (King County)



Main Takeaways...

- The permitting “barrier to entry” for entrepreneurs/contractors is everywhere, not just in KC and our data will be shared with the Kauffman Mayor’s Conference as well as Metro Lab.
- Online versions of permit applications are very limited utilizing fillable forms to be printed, then emailed or faxed in, with fees paid external to the system.
- Uniform and simplified permit applications are becoming more mainstream in many jurisdictions, even though the online technology is lagging.

Other:

- Enforcement retroactively thru inspectors.
- Aging government employees difficult.
- Simple plumbing permits streamlined.

The Future...

Work with cities/counties to develop a potential Universal Online Permit Application for use around the country, including the KC area, for plumbing , electrical and mechanical projects.

- Utilize an online wizard to help navigate through the application questions, utilizing user-friendly vernacular.
- Online Payment with Instant Permits (approved within 24 hours or less)
- Contact options (Chat, Call, Form) with several language options
- Ability to resume and finish the filing later, and adding tracking option.
- Open source universal icons, and code books (i.e., Int'l Code Council Books).

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