



Town of Natick, Massachusetts
Department of Community and Economic Development
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Amanda Loomis, AICP
Director

To: Natick Select Board
From: Amanda Loomis, Director of Community & Economic Development
RE: Electronic Permitting Launch
Date: May 16, 2022

Dear Members of the Natick Select Board,

On May 23, 2022, the Town will launch the new electronic permitting/licensing system for permits and licenses from Community & Economic Development, Select Board, and the Fire Department (the Health Department and the Department of Public Works will be launched shortly after). The electronic permitting/licensing system was developed in collaboration with Viewpoint, a provider supporting many other Massachusetts municipalities.

The online permitting/licensing system, accompanied by a one-stop website, will benefit municipal staff, boards, committees, applicants, businesses, and the community. Below is a quick list of opportunities associated with the new permitting/licensing system.

- A streamlined permit/license process, where applications and information are accessed through a central online portal
- A Viewpoint account already established with another community can also be used in Natick
- A reduction in the number of trips to various departments to apply for and review application documentation
- A reduction in the amount of paper associated with permits, accompanied by a decrease in the amount of physical storage space required in municipal buildings
- An option to pay for permit/license fees either by credit card, electronic check, or paper check



Figure 1: Online Permitting

The electronic permitting/licensing website will be accessible by a new button added to the Natick website homepage (Figure 1: Online Permitting). Although it is expected that there will be a significant decrease in the number of trips to municipal buildings, it is expected that the quality of customer service will increase.

I look forward to meeting with you on Wednesday night.