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For Immediate Release:

City of Brockton Awarded \$136,000 in State Grant to Modernize City Permitting System

BROCKTON, MA - The City of Brockton will receive a \$136,000 grant through the Community Compact Cabinet's (CCC) Information Technology grant program. The grant will enable the City to purchase a new permitting software that will streamline the process by which residents and contractors apply for and track their permits. This software will allow business owners to submit, pay for, and renew business licenses efficiently online. Permit seekers currently must visit City Hall to submit their applications and payments. Modern software will allow for the automation of this process, as well as transmit that information across City offices. The introduction of this software is the latest initiative by Mayor Robert F. Sullivan to modernize the functions of City Hall and drive progress in Brockton. In July, the City convened a task-force to understand the needs of and plan improvements for Brockton's information technology systems. The need for a new permitting system was uncovered through their activities and analysis.

Drawing in the Planning Department, Board of Health and several other City departments, the software platform will allow for an integrated approach to building permits, Board of Health permits, licensing, and code enforcement. Each department will be able to more efficiently evaluate and issue the permits and licenses they are charged with while allowing them to do so with the knowledge and assistance of the other integrated departments.

The new software will be user friendly, inclusive of all languages, and allow more citizens to stay home rather than travel to City Hall to fulfill their business needs during the COVID-19 pandemic.

"I am thrilled that the City of Champions has been selected for this grant," said Brockton Mayor Robert F. Sullivan. "I am confident that it will greatly improve the quality of the services we provide to our residents and Brockton business owners. I thank Governor Baker, Lt. Governor Polito, and Secretary Heffernan for their support on this much needed endeavor. It is truly a game-changer for our City and those we serve."

"City of Champions"

“The new software will allow the City to utilize Google Translate which will enable all residents and contractors to read and submit the various applications in the language of their choosing,” said Jim Plouffe, Building Superintendent for the City of Brockton Building Department. “It will further enable more remote applications which will also assist in the fight against COVID-19.”

The software will help open Brockton to new business by eliminating application obstacles.

“This software will add a convenience factor for contractors and residents alike with the ability to file for a permit from out of state or afterhours, 24/7, 365 days a year,” said Bill Santos, Director of Information Technology for the City of Brockton.

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