



NOV 15 1993

REFER TO
LEGISLATIVE SECRETARY

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OFFICE OF THE SPEAKER
DATE: 11/15/93
TIME: 11:50 AM
RECD BY: Terry

Honorable Joe T. San Agustin
Speaker
Twenty Second Guam Legislature
155 Hesler Street
Agana, Guam 96910

Dear Mr. Speaker:

We are submitting herewith the report of the One-Stop Building Permit Application Task Force in accordance with Public Law 22-30.

This report contains the following:

1. Selected recommendations and funding requirements for a One-Stop Permit Process at the Department of Public Works.
2. Various alternatives considered by the One-Stop Building Permit Application Task Force.
3. Future Alternatives the Government of Guam may consider for a long term solution to our present permitting problems.

Should you have any questions, please contact Mr. Jesus Q. Ninete, Sr., Building Permits Administrator at 646-3108,

Sincerely yours,

BENIGNO M. PALOMO

220406

Enclosure

EBORJA:bn
11/15/93

ONE-STOP BUILDING PERMIT CENTER REPORT

Public Law 22-30

Prepared by
One-Stop Building Permit Application Task Force

Agencies Represented

Department of Public Works
Department of Land Management
Bureau of Planning
Department of Public Health
Department of Parks & Recreation
Department of Agriculture
Public Utility Agency of Guam
Guam Power Authority
Guam Fire Department
Guam Environmental Protection Agency
Guam Telephone Authority
Contractor License Board
Guam Contractors Association
Army Corps. of Engineering
Guam Housing and Urban Renewal Authority

Chaired by
Eddie A. Borja
Department of Public Works

Committee Coordinators
Bert Johnson
Public Utility Agency of Guam
&
Michael Ham
Bureau of Planning

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ONE-STOP BUILDING PERMIT APPLICATION TASK FORCE
PUBLIC LAW 22-30

CHAPTER I. OBJECTIVES AND INTENT

The primary objective of the Task Force is to prepare a written report to the Governor of Guam and the Guam Legislature. The report should include the recommendations for a one-stop center and a plan on how to implement the recommended one-stop permitting center at the Department of Public Works.

It is intended that the recommendations of the Task Force will reflect and express a sense of community concern toward the present permitting system. The proposed single governmental office for the purpose of obtain a building permit will provide convenience and promote efficiency to the general public.

CHAPTER II. ONE-STOP RECOMMENDED ALTERNATIVES

1. SINGLE BUILDING PERMIT COUNTER: AGENCY PICK UP & RETURN

Counter space is established at a single location.

2. SINGLE BUILDING PERMIT COUNTER: MESSENGER PICK UP/DELIVERY TO AGENCY

Counter space is established at single location.

3. SINGLE FACILITY HOUSING REPRESENTATIVES FROM PERMITTING AGENCIES

Satellite offices of permitting agencies are established within a single building at Department of Public Works.

- Note: A. Listed above are alternatives the Task Force felt could be implemented within six months to a year and had relatively low to moderate cost involved.
- B. Attached are details to the above alternatives to a One-Stop Center at DPW. Listed are Area of Concerns, Pros and Cons to the various alternatives that the Task Force had to consider.
- C. Alternatives that required significant funding and could not be implemented within one year are listed with Chapter V. title Future Alternatives Recommendations.

1. SINGLE BUILDING PERMIT COUNTER: AGENCY PICK UP & RETURN

Counter space is established at a single location.

Applicant visits single counter to pick up application and to drop off completed permit application. Application is placed in a location to be picked up by representatives of permitting agencies according to a designated schedule. After review, approved application is returned to counter to be routed to another permitting agency. Should a permitting agency have a concern with an application, the agency contacts the applicant directly. The routing continues until the permitting process is completed. The applicant is contacted to pick up building permit at same counter.

AREAS OF CONCERN:

- ▶ Requires the locating of floor space that is accessible to both applicants and permitting agencies, parking included.
- ▶ Requires routing controls to track applications
- ▶ Requires preparation and adherence to an agreed upon schedule

PRO:

- ▶ Low initial cost
- ▶ Relieves applicant of travel time and expense, provided application holds no agency concerns
- ▶ Can realistically be implemented with limited funds and in less than 6 months

CON:

- ▶ Applicant has no control over the speed of the process nor the routing between the permitting agencies

2. SINGLE BUILDING PERMIT COUNTER: MESSENGER PICK UP/DELIVERY TO AGENCY

Counter space is established at single location.

Applicant visits single counter to pick up application and to drop off completed permit application. Application is delivered by a designated messenger to each permitting agency according to an agreed upon schedule. After review, approved application is picked up the messenger and routed to another permitting agency. Should a permitting agency have a concern with an application, the agency contacts the applicant directly. The routing continues until the permitting process is completed. The applicant is contacted to pick up building permit at same counter.

AREAS OF CONCERN:

- ▶ Requires the locating of floor space that is accessible to applicants, parking included.
- ▶ Requires routing agency to acquire a designated messenger and vehicle
- ▶ Requires routing controls to track applications
- ▶ Requires preparation and adherence to an agreed upon schedule

PRO:

- ▶ Low initial cost
- ▶ Relieves applicant of travel time and expense, provided application holds no agency concerns
- ▶ Can realistically be implemented with limited funds and in less than 6 months

CON:

- ▶ Applicant has no control over the speed of the process nor the routing between the permitting agencies

3. SINGLE FACILITY HOUSING REPRESENTATIVES FROM PERMITTING AGENCIES

Satellite offices of permitting agencies are established within a single building.

Applicant visits single building to pick up application and to drop off completed permit application. Application is routed by the applicant to representatives from each permitting agency within the same building. Should a permitting agency have a concern with an application, the applicant is present to discuss any discrepancies. The routing continues until the permitting process is completed. The applicant returns to the building permit counter to pick up a building permit. The applicant is not required to leave the facility during the entire application process. While many applications can be processed within the same day, some will require review time beyond a one day time period.

AREAS OF CONCERN:

- ▶ Requires significant floor space with parking for employees and applicants
- ▶ Requires the establishing of satellite offices with accommodations for needed records and communication facilities to base permit clearance decisions
- ▶ Requires access to existing records, either by transportation, duplication, or electronic data processing
- ▶ Requires communication channels between satellite office and main agency

PRO:

- ▶ Limits physical run around; applicant does not have to leave building during permitting process
- ▶ Addresses the need to discuss individual concerns with applicant; applicant can meet personally with clearance officials to discuss agency concerns
- ▶ Applicant has some control over the speed & routing of the process with the permitting agencies
- ▶ With funding, can realistically be implemented within 12 months

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CON:

- ▶ Requires moderate to significant funding and space
- ▶ Requires additional, trained personnel to man satellite offices with the authority to make decisions
- ▶ Requires record access system beyond existing systems.

CHAPTER III. VOTING OF TASK FORCE ON RECOMMENDATIONS

1. **ALTERNATIVE 1 AGENCY PICK UP & RETURN TO DPW**
 - A. Department of Parks & Recreation

2. **ALTERNATIVE 2 DPW MESSENGER PICK UP/DELIVERY TO AGENCY**
 - A. Public Utility Agency of Guam
 - B. Department of Land Management
 - C. Department of Public Health
 - D. Guam Power Authority
 - E. Guam Environmental Protection Agency
 - F. Guam Telephone Authority
 - G. Department of Agriculture
 - H. Bureau of Planning
 - I. Army Corps. of Engineering
 - J. Guam Housing and Urban Renewal Authority

3. **ALTERNATIVE 3 -- REPRESENTATIVE FROM AGENCIES AT DPW**
 - A. Guam Fire Department
 - B. Department of Public Works
 - C. Contractor License Board
 - D. Guam Contractors Association

CHAPTER IV. PLAN FOR IMPLEMENTING MAJORITY SELECTED RECOMMENDATION

1. Funds needed for additional Personnel at Building Permits Section, Department of Public Works.
 - A. Hire new employee to route building permit applications and plans. The suggested position for the employee should be an Engineer Aide III which pays \$22,600.00 annually with benefits.
 - B. Set up controls and tracking system to ensure accountability.

2. Funds needed for New Vehicle.
 - A. Purchase vehicle needed for transmittal of applications and plans to the required agencies. The vehicle should preferably be a Van type vehicle. The space is necessary to carry large type drawing or a large amount of plans. A mid size Van amounts to about \$15,000.00.
 - B. Notify each agency to provide a designated parking for the Messenger to speed up the process of pick up and delivery.

3. Total Appropriations Needed:
 - A. Initial start up cost includes salary of employee and vehicle: \$37,600.00
 - B. Annual Personnel Cost: \$22,600.00

Note: Suggested Funding come from Building Permits Fees Collected.

CHAPTER V. FUTURE ALTERNATIVES

1. SINGLE FACILITY HOUSING PERMITTING AGENCIES

Each entire permitting agency is relocated to a single building or building complex.

Applicant visits single building to pick up application and to drop off completed permit application. Application is routed by the applicant to each permitting agency situated within the same building. Should a permitting agency have a concern with an application, the applicant is present to discuss any discrepancies. The routing continues until the permitting process is completed. The applicant returns to the building permit counter to pick up a building permit. The applicant is not required to leave the facility during the entire application process. While many applications can be processed within the same day, some will require review time beyond a one day time period.

AREAS OF CONCERN:

- ▶ The availability of sufficient capital funds
- ▶ The availability of land/building of sufficient size and location to house permitting agencies

PRO:

- ▶ Applicant has some control over the speed & routing of the process with the permitting agencies
- ▶ Applicant does not have to leave building during permitting process
- ▶ Uses existing staff; does not require additional, trained personnel to man offices

CON:

- ▶ Requires significant initial capital expenditure
- ▶ Requires vast amount of floor space, probably multi-story building with parking
- ▶ Long-term solution; cannot be implemented in less than a year

NOTE: Attached is a prospective drawing of a Proposed One-Stop Center Building at Department of Public Works located at the front parking lot area. The ten story building is estimated at \$1,000,000.00 per floor. Each floor has approximately 22,000 sq.ft.

2. FUTURE ALTERNATIVE - COMPUTER NETWORKING PERMITTING AGENCIES

The Government of Guam has already initiated a project to study the feasibility of allowing simultaneous permit review through computer linkages, which may be both manipulated by proper authorities and secured from manipulation from outside, between a variety of GovGuam agencies.

A brief description of the project, and how it will be developed, is attached. In short; using existing computer technology and capabilities, the various GovGuam agencies of concern would input their records in both digital and data form, into a central computer system. Land records and maps, infrastructure maps and any other records needed by the various agencies would be utilized within the system. The agencies responsible for certain records would have the ability to update and change those records as needed, while simultaneously safeguarding them from changes from without.

Using such a system, an applicant could drop completed applications at one location, such as DPW, who would then scan them into the computer. Each agency could then call the application up without leaving their offices, and review, comment and approve or disapprove

the application.

The advantages to such a system are obvious. The applicant would have only one stop to drop, and one to return to DPW for his approved permit. This could decrease traffic to the agencies, would save time for each agency, and would provide GovGuam with the best technology for community management.

The disadvantages would be found in computer downtime during disasters, which could be overcome by generator back-ups, and in the "dehumanization" of the process. Applicants would still have to be contacted and, in some cases, made to come to the various offices when questions arise which are not answered in the application, although this would only necessitate applicant presence for certain applications, as opposed to the current "all" applications.

The study which will better describe the process in detail, is in finalization and will be available within a few weeks. The money spent thus far, for the study and some computer set up, is Department of Interior funding. This funding is not assured beyond the current tasks.

To set the system up now, and to institute permitting in this system, would require a commitment by the Government of Guam. An approximation of costs for project completion is as follows:

Estimated Cost for Networking
Government of Guam Agencies for Permitting Process

The implementation of a Networking System should occur in two stages. Stage One should include DPW, DLM, GPA, PUAG, and GEPA. Agencies in stage one presently have computer systems that can handle data exchange, except for DPW. Stage Two will include BOP, GFD, GPD, PHSS, DoAG, GTA and DPR. Presently the User Infrastructure Committee has an on-going project to network various Government agencies. Most of the hardware and software has been procured for GPA, PUAG and DLM.

STAGE ONE:

The cost for STAGE One would include the cost for communications equipment, the rental of the T1 lines and for a compatible computer system for DPW.

DPW

Hardware Cost:	\$96,017.
Software Cost:	\$83,365.

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Communications: \$59,000.

Total Cost: \$238,382.

The hardware cost include cost for RISC\6000 580 Models with 2 X-stations, and 5 ASCII. The software would include AIX, GenaMap, GenaCivil, and Ingress. Communication cost include the necessary hardware, cabling, Uninterrupted Power Sources (UPS) and the rental of the T1 line use. We are presently looking into other options for sending data across the network. This configuration will be the quickest solution. It could be implemented within a few months after DPW purchases the hardware and software.

Communications cost for the other agencies: \$80,000

Training: \$50,000.

Total cost for Stage One: \$368,382.

STAGE TWO: Total cost for the remaining seven agencies. GTA is in the process of obtaining a computer system which will be able to accomplish data exchange through a network.

Hardware: \$672,119.

Software: \$583,555.

Communications: \$413,000.

Training \$ 20,000.

Total Cost of STAGE TWO \$1,688,674.

Yearly Maintenance (for the Government wide Networking system):

Hardware: \$448,968.

Software: \$ 61,444.

T1 Lines: \$260,000.

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Summary Totals:

Hardware	\$768,136.
Software	\$666,920.
Communications	\$472,000.
Training	\$ 70,000.
Maintenance	\$770,412.
Total Cost for complete system:	<u>\$2,747,468.</u>

The cost for training would include systems administration for each agency as well as training for the GIS concepts, use of the hardware and software, and specific agency applications. The staff at the Department of Administration Data Processing conduct classes presently on the use of the RISC computer system, Genasys and Ingress products.

Note that the cost listed are a high-end estimate. The User Infrastructure group is looking into alternative methods for data exchange other than T1 lines. They are investigating alternatives that could reduce recurring rental cost. The final system could be a hybrid of various technologies which would reduce the cost significantly. Also note, that this is not the cost for permitting. This is the cost for networking of Government agencies's information, permitting would be only one of the benefits from the systems. Many other applications and data can be obtained through the system. The time frame for the complete project, if the funds are available, would be approximately one year for the entire system.

CHAPTER VI. AGENCIES REPRESENTATIVES TO TASK FORCE

	NAMES	AGENCY
1.	Mr. Eddie A. Borja	Department of Public Works
2.	Mr. John T. Anderson	Department of Land Management
3.	Mr. Michael Ham	Bureau of Planning
4.	Mr. Ernie Aquino	Department of Public Health
5.	Mr. Vic April	Department of Parks & Recreation
6.	Mr. Marvin Aguilar	Department of Agriculture
7.	Mr. Bert Johnston	Public Utility Agency of Guam
8.	Mr. Fred Blas	Guam Fire Department
9.	Mr. Domingo Cabuaso	Guam Environmental Protection Agency
10.	Mr. Carl Perez	Guam Telephone Authority
11.	Mr. Antonio LG. Garrido	Guam Power Authority
12.	Mr. Frank Cruz	Contractor License Board
13.	Mr. Thomas Nielsen	Guam Contractor Association
14.	Mr. Frank Dayton	Army Corp. of Engineering
15.	Mr. Paul Duenas	Guam Urban and Renewal Agency

CHAPTER VII. ATTACHED ARE MINORITY DISSENTING OPINIONS



GUAM CONTRACTORS' ASSOCIATION

October 26, 1993

Department of Public Works
Marine Drive
Upper Tumon, Guam 96931

RE: One-Stop Building Permit Center Task Force

Gentlemen:

The Guam Contractors' Association has reviewed the Building Permit Process Alternatives as presented at the last One-Stop Building Permit Center Task Force meeting.

All input we have received from our membership on this matter is represented in Alternative No. 4, Single Facility Housing Representatives from Permitting Agencies. We have always believed that keeping the plans and documents in one place would facilitate the process, and that each agency's representative should have complete approval authority for the Building Permit process and access to all pertinent records from his particular agency.

Areas of concern were personnel, space, and funding. We believe this permit center could be staffed with existing personnel, just moved to a new location but doing the same job. As to space, we have been informed that the Department of Public Works is willing to make space available for each agency to do its work. Funding will be required to set up the center and reproduce each agency's records needed to accomplish its review. We believe this could be accomplished with minimal funding.

While we understand that this alternative requires some adjustments by the agencies involved, we believe that the end product will justify the inconveniences encountered in the set-up stages, and that the One-Stop Building Permit Center will pave the way for more efficient procedures in other aspects of the Government of Guam.

Sincerely,

GUAM CONTRACTORS' ASSOCIATION

Thomas Nielsen
Secretary-Treasurer



GUAM CONTRACTORS' ASSOCIATION

October 26, 1993

Department of Public Works
Marine Drive
Upper Tumon, Guam 96931

RE: One-Stop Building Permit Center Task Force

Gentlemen:

With this letter, the Guam Contractors' Association accepts with honor a position on the DPW One-Stop Building Permit Center Task Force. The Association's appointed representative is Tom Nielsen. We have also appointed an alternate, Don McCann, who will be sitting in, and will vote for GCA in the event Tom Nielsen is unavailable. They may be contacted as follows:

Tom Nielsen - Maeda Pacific Corp. - 646-4326

Don McCann - Guam Pacific Tokyu Const. - 646-1825

If you have any questions concerning this matter, please feel free to contact the Guam Contractors' Association at 477-1845.

Sincerely,

Mark Mamczarz
KMS

Mark Mamczarz
President

TWENTY-SECOND GUAM LEGISLATURE
FIRST (1993) REGULAR SESSION

MAY 19 '93

Bill No. 444 (LS)
Introduced by:

V.C. Pangelinan
T.C. Ada
T.V.C. Tanaka

AN ACT TO CREATE THE BUILDING PERMIT
APPLICATION TASK FORCE TO FORMULATE A PLAN FOR
A ONE-STOP BUILDING PERMIT CENTER.

BE IT ENACTED BY THE PEOPLE OF THE TERRITORY OF GUAM:

1 Section 1. Legislative Findings. The Legislature recognizes that since the
2 inception of the process whereby prospective builders were required to obtain a building
3 permit in order to construct buildings on Guam, they have been unnecessarily
4 inconvenienced because a building permit cannot be obtain at a single governmental office.
5 The applicants have had to obtain approvals at multiple places, which are miles apart, and
6 the procedures at times, took several weeks to complete. Unless the process is made more
7 efficient, there will continue to be unnecessary delays and an increased frustration with the
8 system. In furtherance of reducing the time, travel, and delay caused by having to visit
9 several agencies in order to complete the building permit application procedure, a Task
10 Force shall be created to develop and present the steps necessary to implement a One-Stop
11 Building Permit Application Center at the Department of Public Works.

12 Section 2. One-Stop Building Permit Application Task Force. There is hereby
13 created within the Government of Guam the One-Stop Building Permit Application Task

1 Force consisting of one representative from each of the Agencies or Departments from
2 which an applicant could possibly need clearance or approval in order to obtain a building
3 permit. The representative for each agency shall be designated by the Director or General
4 Manager of said agency or department.

5 Section 3. The representative from the Department of Public Works shall be the
6 Chairperson and as such shall preside over the Task Force's affairs.

7 Section 4. The responsibilities and authority of the Task Force shall be:

8 a) Prepare Plan. To cause to be prepared, through the expertise
9 and analysis of the committee's members, a comprehensive plan which
10 shall put into effect the goal of providing the public a "One-Stop
11 Building Permit Application Center";

12 b) Recommendations. To develop and make detailed
13 recommendations to the Governor and the Legislature, including
14 minority dissenting opinions, regarding any changes, deletions, or
15 additions to the current building permit application process which
16 would further streamline the application process;

17 c) Report. To deliver to the Governor and Legislature within thirty
18 (30) days of the enactment of this Act, a written report detailing the
19 information requested in paragraphs a) and b) above. The report shall
20 include the steps necessary to implement the expedited application
21 process within forty-five (45) days of approval by the Legislature of the
22 Task Force's report.

23 Section 5. All agencies, departments, boards, commissions and other
24 instrumentalities of the Government of Guam shall render such assistance to the
25 Committee as the Committee may require.