

The Alliance is a nine city interlocal agency that provides seamless, easy to use on-line services for citizens and businesses. The Alliance also has seven subscriber jurisdictions.

Unique Characteristics: *One-stop shopping. Eliminates redundant services. Customers need only know a single business process. Members retain full policy authority. Saves everyone time and money.*

Drivers: *Customer convenience and lower operating costs. Lower system costs for jurisdictions. Leverage joint staff expertise. Good government approach. Bridges the digital divide for smaller jurisdictions.*

Benefits: *Customer cost savings; MyBuildingPermit.com contractors are projected to save \$400,000 this year. Time to Market; Snohomish County was added to MBP.com in just 4 months. Digital Divide; The City of Snoqualmie (pop. 6,350) pays less than \$10,000 per year for Alliance services. City Cost Savings: The City of Bellevue (pop. 115,500) will save over \$400,000 in the first four years of operation.*

Keys to Success: *Governance model involves all levels of IT and business management. Project teams are lead by the business owners. Fees are proportional to population. Project development is an iterative process. Flexibility in business model. Leadership. Leveraged existing IT and fiscal resources. Executive level commitment to supporting business process alignments.*

Opportunities: *Extendable, locally and nationally (flexible business model). Value-added, best business practices imbedded in services. Leverage with system vendors. New services are easier to add. Self-supporting, generates revenue to support services and overhead. Revenue dividends are possible.*

Barriers: *Additional expense for new service channel(s). Absence of institutional and political drivers. High level of management and governance effort. Organizational and cultural barriers must be finessed. Traditional vendor licensing models.*

Services:

www.MyBuildingPermit.com – On-line permits, permit status, coordinated training, PSA's and reference material. Construction tip sheets and checklists are utilized uniformly across member jurisdictions (end-to-end business process alignment). Future services include on-line inspection requests, basic single family house permits and more fund transfer options.

www.NWProperty.net – Economic development tool for finding available commercial property. The site combines up-to-date commercial broker data, member GIS data, assessor data and business demographic data. System architecture allows for jurisdiction specific URL's for use in jurisdiction web pages.

www.MyParksandRecreation.com – Recreation activity search across participating cities. This phase links out to individual on-line registration systems. Phase II will incorporate a single transaction service.

www.NWMaps.net – Regional, interactive GIS mapping service. System architecture allows for jurisdiction specific URL's for use in city web pages.