

**Town Council Regular Meeting
Amended Agenda
Wednesday, August 05, 2026, at 8:00 AM
Town Hall Rose Room**

1. Pledge
2. Visitors
3. Approval of Minutes – July 15, 2026
4. Appointments/Reappointments
Appointments
 - Human Rights Committee - Laurie King, Ava Crayton, Mary Jane Engle, Amanda Corcoran and Abby Roccapriore for a term until July 1, 2029
 - Amy Handler (D) Inland Wetlands Commission from an alternate seat to a full seat for a term until 6/30/2027
5. Discussion and possible action on a request from the Town Clerk to add Vital Director as an additional service
6. Public Works Line Item Transfer Requests
7. Town Manager's Report
8. Chairman's Report
9. Council Discussion
10. Town Council Committee Liaison Reports
11. Executive Session - Personnel, Pursuant to CGS 1-200 (6) (A)
12. Economic Development Coordinator Position
13. Adjourn



William Stanton Andrews Memorial Town Hall

TOWN OF CLINTON
54 East Main Street
Clinton, Connecticut 06413
(860) 669-9101

*Lisa Balter, CCTC
Town Clerk*

July 9, 2026

Michelle Benivegna
Town Manager
54 East Main Street
Clinton, CT 06413

Michelle,

Please find attached a slide set and agreement proposal for a service I would like to provide from the Town Clerk's Office.

Vital Director allows the public to apply online for their Birth, Death or Marriage Certificates, Verifies Identity, and accepts payment by card. Currently, our office only provides access in person by cash or check with Identification, or by submitting a completed paper application with cash or check along with identification by mail.

Vital Director would be at no cost to the town, minimal fees to the consumer, and provides an additional option of online application and payment by card. The consumer will still have the option to request in person or mail if they choose.

I have worked with Permutium in the past, and their service is excellent. They will provide training for each staff member, future staff, and will work easily with our office for any changes needed, such as adjusting the cost of postage for the mailing of requested records to pass onto the consumer. They will provide an online portal for consumers with the Town's name and logo that will be linked to our Town Clerk page and will work with my office to add any necessary details.

I am asking to sit before you with the Town Council on August 5th to request the addition of this service for the Town.

Respectfully,

Lisa Balter, CCTC
Town Clerk

VitalDirector

BY PERMITIUM

Proposal prepared for:
Town of Clinton, CT
Lisa Balter, Town Clerk



Built for the Way Your Office Actually Works

Capability	What Changes for You
Branded Site	Your agency's name and logo on the ordering portal - a professional experience citizens recognize as yours
Vital Verify	Built-in identity verification so your team spends less time on fraud and more time on approvals
Order Tracker/Automated Updates	Applicants get automatic status updates at every step - fewer "where's my order" calls, no extra work for staff
UPS Express Shipping	Citizens choose expedited delivery and track their certificate in real time. Your team handles fulfillment, not shipping questions
Shopping Cart	Applicants order multiple record types in a single transaction - faster for them, fewer incomplete orders for you

Less Paperwork. Faster Processing. Happier Citizens.

VitalDirector gives your team the tools to process vital records faster, with less manual work and fewer frustrated citizens.

- **Less staff burden:** Online applications and automated workflows replace manual data entry and paper-based processing
- **Fewer walk-in and phone interruptions:** Citizens apply, pay, and track orders online - including from your lobby via QR code
- **Real-time reporting and audit tracking:** Everything your team needs to stay compliant and accountable, in one place

58% of Americans say that paper-based transactions are a thing of the past.

82% of Permitium orders happen via smartphones.

500 Agencies across **25** states trust Permitium.

60 days to be up and running.

Applications

Division	Authorizations
Town Clerk	● Birth Certificates ● Death Certificates ● Marriage Certificates

Technology Fee Table

Pricing and Revenue Share	
One-Time Implementation Fee (\$1,000 - 100% discount offered)	\$0*
Permitium Service Fee Per Transaction (paid by the citizen)	\$5
VitalVerify (paid by the citizen)	\$1
One-Time Setup Investment	\$0*

*Offer to waive One-Time Implementation Fee if signed by August 14, 2026

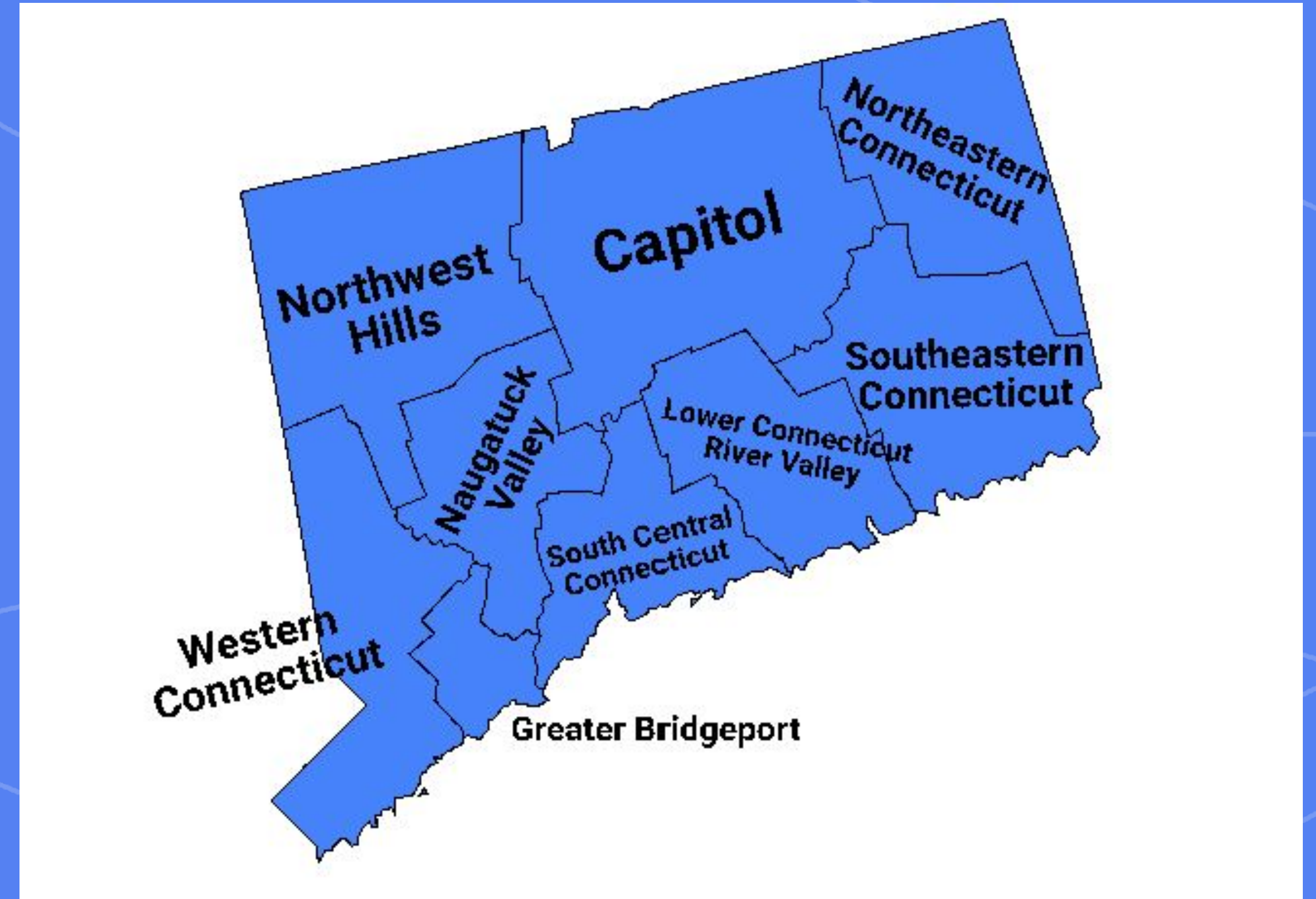
Connecticut + VitalDirector

Notable Customers

- New Britain City Clerk
- East Haven Town Clerk
- Branford Town Clerk

Why over 40 Connecticut Town & City Clerks trust Permitium?

Permitium is SOC2 & PCI Compliant. Visit our [Drata Trust Center](#) to learn more.



What other Connecticut Clerks Are Saying

The City of New Britain has seen firsthand what modern vital records access looks like - for staff and citizens alike.

"Permitium's online ordering solution has enabled us to modernize and streamline our vital records ordering process, which has led to increased staff efficiency and performance. The technology allows us to better serve our citizens, as well, in an efficient and cost effective manner. Our customers and staff also appreciate the tracking process to inform the requester of their order status."

**─Mark Bernacki, City of New Britain CT Town & City
Clerk, Registrar of Vital Statistics**

What to Expect From Day One

4

minutes

Average
response time

20

minutes

Average
resolution time

45

days

from kickoff
to live

1

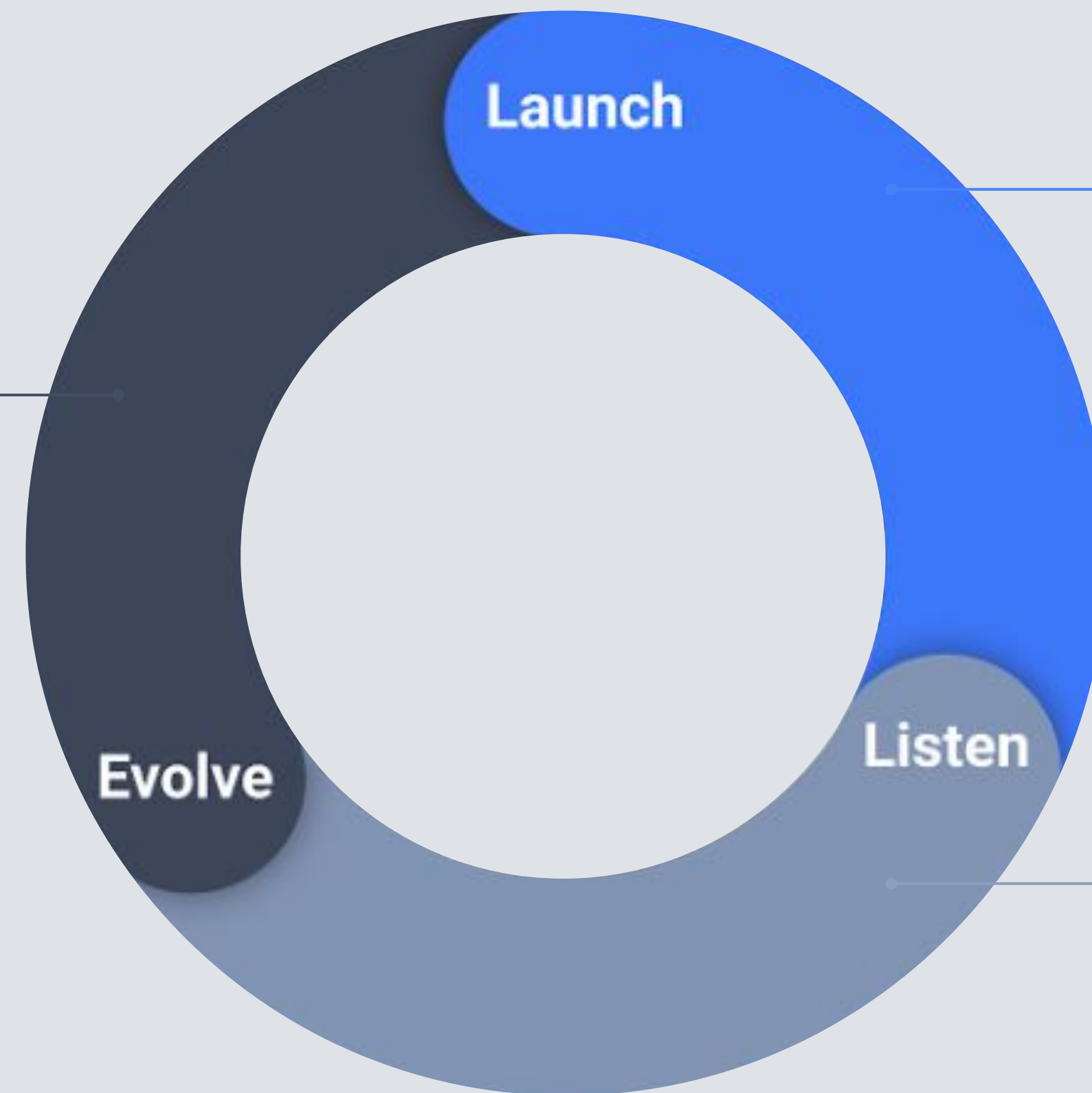
dedicated

Onboarding
project manager

Customer Success Doesn't Stop at Onboarding

Customer Success

After launch, our Customer Success team keeps you current on new features and gathers your feedback. Permitium should keep working for your office as your needs change - that's their job.



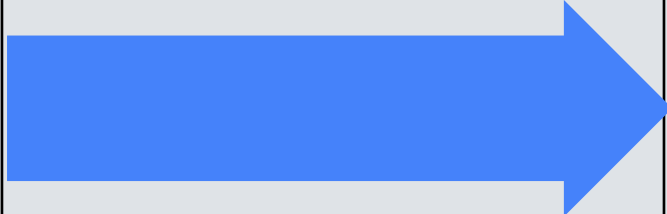
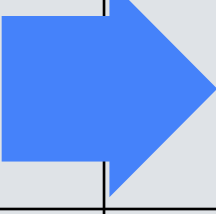
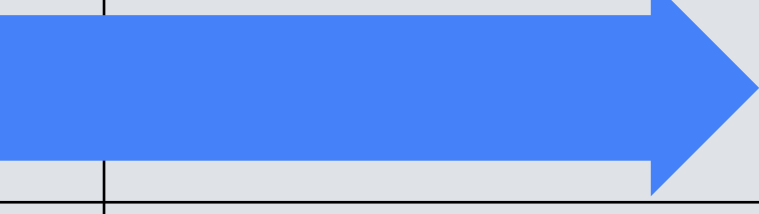
Onboarding

Your dedicated project manager handles configuration, staff training, and citizen-facing setup from day one - so your team can focus on learning the system, not managing the rollout.

Support

Need something fixed or reconfigured? Our Support team handles it fast. We consistently hear from customers that our response time and follow-through stand out.

From Kickoff to Live in 6 Weeks

		Kick Off	Configuration & Testing		Training	Go Live
		Week 1	Week 1-3	Week 3-5	Week 5-6	Week 6
Align	Align on your goals and success criteria					
Requirements & Data Gathering	Gather info on your current workflow and office info for system configuration					
Product Configuration	Build, configure and complete an initial review of your system					
Customer Testing	System handover for test and feedback. Continue configuration based on feedback.					
Review	Walk through completed configuration for sign off					
Training	Training your team on how to use the system day to day					
Go Live!	The big day!					

Your Path to Launch

Step	Owner	Date
Proof of Concept Demo	Permitium & Clinton Town Clerk	June 18, 2026
Proposal Review & Project Plan	Permitium & Clinton Town Clerk	July 9, 2026
Town Council Meeting	Clinton Town Clerk	8/5/2026
Execute Agreement	Clinton Town Clerk (Clerk Lisa Balter)	8/14/2026
Project Kickoff/Configuration Checklist	Permitium & Clinton Town Clerk	Week of 8/24
VitalDirector Testing/Training	Permitium & Clinton Town Clerk	Week of 9/21
VitalDirector Launch!	Permitium & Clinton Town Clerk	Week of 9/28



Order Form

Customer Information:

Agency Name ("Customer"):	Clinton Town Clerk
Customer Address:	54 East Main Street, Clinton, CT 06413
Primary Contact Name:	Lisa Balter
Primary Contact Email Address:	lbalter@clintonct.gov
Primary Contact Phone:	860-669-9101
Invoicing Contact Name:	Lisa Balter, Town Clerk
Invoicing Email Address:	LBalter@clintonct.gov

Order Form Information:

Prepared By:	Patrick Walker
Order Form Creation Date:	July 9, 2026
Order Form Expiration Date:	August 14, 2026
Subscription Services Invoicing Frequency:	Annual upfront
Professional Services Invoicing Frequency:	All fees invoiced on the first invoice issued pursuant to the Effective Date on this Order Form
Payment Terms:	Net 30
Payment Mechanism:	Invoice

Transaction Services:

Name of Service	Term Start Date	Term End Date	Service Fee per Transaction ⁽¹⁾
VitalDirector	10/01/2026	09/30/2026	\$5

- (1): Service Fee is charged to consumer (record requester or applicant); there is no charge to the Customer (agency) with the exception of applications or orders where the Customer elects not to pass the Service Fee on to the consumer and instead covers the Service Fee cost. An additional fee of \$1.00 is added for orders that utilize Permitium's VitalVerify identification service.
- (2): If Customer elects to participate in a revenue share from the Service Fee, then the agency's revenue share will be deducted from the total Service Fee. For example, if the Service Fee is \$8.00 per transaction, and the Customer's revenue share is \$1.00, then the Customer will receive \$1.00 from the \$8.00 Service Fee for each transaction.

Professional Services:

Additional details relating to the scope of Professional Services have been included in the Statement of Work attached as Appendix B.

TOTAL SUBSCRIPTION AND PROFESSIONAL SERVICES FEES PAYABLE BY CUSTOMER:	\$0
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Additional terms and conditions related to this Order Form (the "Order Form Terms") are set forth in Appendix A.



By signing this Order Form, I represent and warrant that the information provided is true and accurate, and I am authorized to sign on behalf of Customer and bind Customer to the terms and conditions of this Order Form, including the Order Form Terms and any documents attached to the Order Form or otherwise incorporated by reference. This Order Form is effective as of the earlier of the date of signature below or the first service term start date above (the "Effective Date").

Customer

Signature:

Printed Name: Michelle Benivegna

Title: Town Manager

Date:

Permitium

Signature:

A handwritten signature in black ink, appearing to read "P. Walker".

Printed Name: Patrick Walker

Title: Sales Manager

Date: July 9, 2026

Signature:

Printed Name: Lisa Balter

Title: Town Clerk

Date:



Appendix A – Order Form Terms

ORDER TERMS

Upon execution of this Order Form, Customer (as identified above in Customer Name) and Permitium, LLC ("Permitium") will be parties to a legally binding contract consisting of:

- 1) This Order Form
- 2) The Software as a Service ("SaaS") Terms and Conditions located here: <https://www.permitium.com/legal/terms-conditions>

(collectively, the "Agreement").

The parties agree as follows:

- A. Customer agrees to pay the Total Fees Payable in accordance with the Invoicing Frequency and Payment Terms indicated above for the use of the services. Invoices will be sent by electronic delivery unless Customer requests otherwise; in which case, additional fees will apply. Customer's obligations may not be canceled prior to expiration of the Term End Date.
- B. Credit card processing fees at the rate of \$0.30 per transaction plus 3.3% of the transaction total are passed through to the consumer (record requester or applicant) by Permitium.
- C. The provisions of this Agreement constitute the entire agreement between the parties regarding the subject matter hereof and supersede all proposals, prior agreements, oral or written, and all other communications with respect thereto. No terms and conditions on any purchase order or other document exchanged by the parties will be deemed to modify or amend this Agreement.
- D. In the event of any inconsistency or conflict between this Order Form and the Software as a Service Terms and Conditions, this Order Form will take precedence and prevail.
- E. All capitalized terms used in this Order, but not defined, shall have the meanings provided in the Software as a Service Terms and Conditions.
- F. The terms of this Order are Permitium Confidential Information.
- G. Terms described in the Additional Terms section below will, to the extent in conflict, override terms in the Order Terms and/or the Software as a Service Terms and Conditions and/or the Professional Services Terms and Conditions.

ADDITIONAL TERMS

None.

Appendix B – Statement of Work

SUMMARY

Permitium, LLC (“We” or “Permitium”) is pleased to propose this Statement of Work (“SOW”) to **[Clinton Town Clerk]** (“You” or “Customer”). This Statement of Work sets forth a description of the Subscription Services and Transaction Services and the scope of Professional Services to be provided by Permitium to Customer, identified in the Order Form (and subject to payment of fees as set forth in the Order Form), in connection with Customer's access and usage of Permitium's Subscription Services or Transaction Services. We have provided an approach that is designed to achieve Customer's strategic goals and ensure a smooth organizational transition. Our approach offers innovation and agility while managing costs predictably.

SCOPE

SaaS:

Permitium will provide the Customer with the following SaaS solutions as identified in a fully executed Order Form between Customer and Permitium:

- PermitDirector, a secure, cloud-based SaaS solution for processing permit and license applications
- VitalDirector, a secure, cloud-based SaaS solution for processing vital record applications

Permitium provides SaaS solutions inclusive of the following services:

- Standard technical support
- Standard SaaS upgrade releases

Remittance of Customer Funds:

Permitium will collect payments and deliver to the Customer by the 25th of the following month a monthly statement which will be itemized for every transaction submitted the previous month, and remit funds collected on behalf of the Customer monthly via ACH for the total amount collected less applicable transaction fees.

Professional Services:

- Standard Implementation and Onboarding: Permitium will provide standard onboarding and implementation services including:
 - Standard configuration
 - Standard testing
 - Standard one-time training
 - Standard integrations for any integration modules subscribed to in a fully executed Order Form between Customer and Permitium
- See separate Statement of Work (“SOW”), if applicable, for any professional services engaged beyond Implementation and Onboarding.
- The Professional Services listed on this Statement of Work (“SOW”) will be provided remotely by Permitium and there is no reference of travel by Permitium to Customer here within. If Customer requests that Permitium be onsite at Customer, then any reasonable travel expenses incurred by Permitium will be paid for by Customer.

Permitium's Project Commitment

- Implement Permitium SaaS solution(s), configured based on standard options and with input received from customer team for the implementation
- Up to three virtual recorded training sessions
- Create QR Code Flyers, if applicable
- Go-live support
- Provide ongoing service hosting and support

Customer's Project Commitment

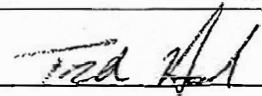
- Customer agrees to work expediently with Permitium to provide all necessary information, graphics and other resources as needed in order to go live with the Permitium solution by the mutually agreed upon go-live target date (typically the term start date for the subscription or transaction services).
- Complete user training for customer staff, with each trained user thereby both contributing to the User Acceptance Testing ("UAT") process as well as demonstrating personal proficiency with the SaaS solution's final configuration. Each trained user will be expected to process at least 5 'test' orders by transaction type prior to the Permitium SaaS solution go-live
- Customer to place live Permitium site links throughout their agency website, with clear instructions directing public usage of the Permitium service(s) as the sole method for submitting applications or record requests
- Replace and redirect any and all PDF application forms from customer website within 7 days of Permitium SaaS solution go-live
- Implement in-office "kiosk mode" processing workflow upon go-live, with customer office staff then directing 100% of in-person applications to utilize Permitium site from citizens' personal devices or customer-provided IT equipment
- For users of Permitium's VitalDirector solution, have local hospitals distribute hospital app QR code flyer to patients within 2 weeks of VitalDirector go-live

**TOWN OF CLINTON
TRANSFER OF FUNDS REQUEST FORM**

DATE OF REQUEST:	07/21/2026
DEPARTMENT OF REQUEST:	PUBLIC WORKS
FISCAL YEAR OF REQUEST:	FY27
REASON FOR REQUEST:	With the recent rain events , especially the heavier ones, it has become more frequent for leaks at the library. There are small metal roofs on the 4 corners of the building which are in desperate need of replacement. Replacement of metal roof sections is in the current CIP using "other funds"

DECREASE ACCOUNT(S)	DESCRIPTION	AMOUNT
604111 - 59730	SIDEWALK PROJECT (GRANT)	125,000

INCREASE ACCOUNT(S)	DESCRIPTION	AMOUNT
604301 - 59920	LIBRARY METAL ROOF REPL	125,000

1) Department Head Signature*:  Date: 7/22/2026

Comments: *

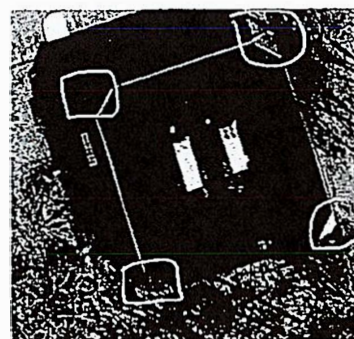
**When completed forward to Director of Finance for review*

2) Director of Finance: Funds are available: Yes ☒ No ☐ Date Approved: 7/22/26 Denied: _____

3) Town Manager: Date Approved: 8/3/26 Denied: _____

4) Town Council: Date Approved: _____ Denied: _____

5) Finance Dept: _____ Date Transfer made: _____



**TOWN OF CLINTON
TRANSFER OF FUNDS REQUEST FORM**

DATE OF REQUEST:	07/21/2026
DEPARTMENT OF REQUEST:	PUBLIC WORKS
FISCAL YEAR OF REQUEST:	FY27
REASON FOR REQUEST:	An air conditioning system failure at the PD. A 2-compressor set up with one of the components seized up. HVAC will be fixed ASAP so we do not interfere with PD's 24/7 operation.

DECREASE ACCOUNT(S)	DESCRIPTION	AMOUNT
015000 - 58086	CONTINGENCY	18,000.00

INCREASE ACCOUNT(S)	DESCRIPTION	AMOUNT
014301 - 54306	TOWN BLDG AND FACILITIES	18,000.00

1) Department Head Signature*: *Todd Hayd* Date: 7/21/2026
 Comments: _____

**When completed forward to Director of Finance for review*

2) Director of Finance: Funds are available: Yes ☒ No ☐ Date Approved: 7/21/26 Denied: _____

3) Town Manager: Date Approved: 8/3/26 Denied: _____

4) Town Council: Date Approved: _____ Denied: _____

5) Finance Dept: _____ Date Transfer made: _____