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## COMMUNITY DEVELOPMENT SERVICES

### MEMORANDUM

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**Date:** April 24, 2018

**To:** Members, Honorable Board of Supervisors

**From:** TRAKiT Executive Sponsors

**Subject:** TRAKiT Implementation Schedule

After an analysis of the current implementation of the TRAKiT land management software with the Executive Sponsors of the project, TRAKiT staff and interviewing staff of successful TRAKiT implementations in other northern California counties, staff has recommended the following target dates for the go live of the TRAKiT system in May:

- 1) At the end of the workday on May 8<sup>th</sup>, the ability to update information in the LMIS system (the current land management system) will be disabled. Online permit information will also be removed from the County's website during data conversion. From May 9<sup>th</sup> to the 13<sup>th</sup> staff will work with TRAKiT staff to complete the final conversion of data. During this time, County staff will work with TRAKiT staff, which will be on site, to complete the conversion and test it.
- 2) During May 9<sup>th</sup> to May 11<sup>th</sup>, new permits will not be issued or received due to validation and compliance issues during the final conversion. However, offices will remain open and staff will work to complete open permits, plan checks, and inspections.
- 3) On May 14<sup>th</sup>, the new TRAKiT software will go live for new permits and projects submitted at the Placerville and South Lake Tahoe locations. This will include the online portal for the public to check historical and current land management data.
- 4) On May 28<sup>th</sup>, the eTRAKiT (online permits) and credit/debit card transactions will go live to the public. This means that the public will be able to pay with credit/debit cards at the Placerville and South Lake Tahoe locations and online. In addition, the public will be able to apply for the following permits online:

- **Residential Electrical** (Service Panel, Subpanel, Alteration/Repair, Replace Service Panel, Replace Subpanel, Electric Vehicle Charging Station, Generator, Energy Storage System, Well, Temporary Service)
- **Residential Mechanical** (Electrical HVAC, Gas HVAC, Duct, Furnace, Replace A/C coil and condenser, Wood fireplace/Stove, Gas Fireplace/Stove, Whole House Fan, Alteration/Repair)
- **Residential Plumbing** (LP tank set, Replace Piping, Alteration/Repair, Water Heater Electric, Water Heater Gas, Solar Thermal, Water Tank)
- **Residential Re-Roof**

The four permit types, on the first page, will be the first that the County will provide online. At this time, it is planned to add more permit types for online use as staff and the public become familiar with the software.

During the implementation phases, staff will be available to the public at County offices and via phone to help with the new software. In addition, over the next few weeks, staff will be using different communication tools to make the public aware of the implementation schedule and the new software.

Thank you for all your support on this project. Staff and the Executive Sponsors are excited about the new software and the new conveniences and opportunities that it will provide the public.

### **Project Sponsors**

The Project Sponsors include Rich Briner, County Surveyor; David Russell, Information Technology Director; Rafael Martinez, Transportation Director; Greg Stanton, Environmental Management Director; and Roger Trout, Planning and Building Director.

### **TRAKiT Background**

The County's Land Management Information System (LMIS) is the foundation for many revenue-generating and/or recovering of County services and systems. The current LMIS is a collection of databases and application platforms that link together key processes such as planning, permitting, inspections, addressing, mapping, and parcel assessments. This system does not include the capability to accept, review, and process plans, permits, or fees electronically.

The current LMIS was constructed over time, largely in-house. It has developed organically to support legacy processes (out of date processes) and business rules, some of which originated before modern technology and automation. As a result, the current LMIS system is a collection of independently-developed modules and functions that are made to communicate in sometimes non-standard ways. As a whole, LMIS does not conform to any modern IT architectural standard and cannot be centrally administered or maintained. While the system has served the County well, it is time to replace LMIS with a modern system that expands functionality and improves the customer experience.

In recognition of the inherent limitations of the LMIS system, the Board awarded a Request for Proposals for an electronic permit system to SunGard and authorized CDS, formerly the Community Development Agency, to negotiate the associated contract for TRAKiT implementation and maintenance services on February 23, 2016 (Item 41).

Purchase and implementation of an electronic permit system is a key part of CDS's effort to improve development processing. In addition to service improvements realized by the CDS Ombudsman Program and the new queueing system in the Building C Permit Center, the TRAKiT system will allow for the processing and issuance of online building permits, the utilization of electronic field devices by inspectors, and electronic submittal, plan checking, and processing of building and civil improvement plans.

Implementation of the new TRAKIT permit system will result in several improvements:

Elimination of mainframe usage will

- Result in a reduction in associated hardware, software, system, and labor costs
- Allow redirection of Information Technology resources from legacy programming languages to new state-of-the-art technologies
- Enable departments and agencies to improve services by leveraging new technology
- Comply with Board direction to migrate from existing mainframe technology

Operating efficiencies will be achieved by

- Redesigned operations, tighter integration of business processes and data, and new capabilities such as workflows and mobile devices
- The availability of project status/reports in dashboard and snapshot views to the Board, management, staff, and customers
- Specialized resources are no longer needed to develop customized solutions (i.e., shadow systems, excel spreadsheets, etc.) for emergency and one-time use projects and reports

Customer service will be improved by

- The implementation of a 24x7 customer-facing portal that allows: online permit application and fee payment; online submission of plans and supporting documents; automated e-notification of permit and project status; and online management of inspections schedules
- Cost savings from elimination of printing and paper costs incurred with the submission of numerous paper plan copies and documents
- Cost and time savings from a reduction in trips to submit/resubmit applications and plans

