



COMMUNITY DEVELOPMENT SERVICES

MEMORANDUM

Date: September 12, 2017

To: Members, Honorable Board of Supervisors

From: TRAKiT Executive Sponsors

Subject: TRAKiT Update

The previous update on TRAKiT happened through an agenda item on June 6th where the contract for the system was amended due to an ownership change. That was the first time that the Board had been updated on the project for months due to administrative delays. Since June 6th, the project has moved forward and is now on schedule for its May 2018 implementation. The following are further updates since the June 6th meeting:

TRAKiT Update

- Implementation Kick-off was on June 6, 2017 with Board Chair Supervisor Frentzen, CAO Don Ashton, and project sponsors: Rich Briner, David Russell, Roger Trout, Greg Stanton & Bard Lower in attendance with Community Development Services (CDS) staff
- Initial Subject Matter Expert (County employees that are leading the implementation effort) team put together in July 2015 to develop functional requirements, RFP, and select a new system is still in place even though half have changed positions
- Subject Matter Experts led interviews and brainstorming sessions with CDS staff, management and external users such as Surveyor's Office to gather the data necessary to complete their workbooks and delivered them on time
- TRAKiT was onsite for the Kick-off and two more times to assist with the workbooks
- Final workbooks, which will be used to configure the system, were delivered to TRAKiT per the Timeline on September 6, 2017
- The roster for users to be trained on how to navigate the system has been submitted. These users will participate in testing each of the three system deliveries between November 2017 and March 2018
- Full conversion will begin after the workbooks are delivered September 6, 2017
- During the conversion and data load process the Subject Matter Experts will be developing process flow documents that will be used to design and test the new system
- Staff is in the process of creating a dedicated testing room
- Regular communications have been distributed to County staff through the July and August editions of the TRAKiT Flyer and will continue to be issued monthly

Project Sponsors

Due to the start of the Property Tax Administration System Replacement Project, County Assessor Karl Weiland asked to be replaced on the TRAKiT Project Sponsors team, so he can focus his efforts on the implementation of this critical system. Now the Project Sponsors participating 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,

- Through redesigned operations, tighter integration of business processes and data, and new capabilities such as workflows and mobile devices
- Through the availability of project status/reports in dashboard and snapshot views to the Board, management, staff, and customers
- When 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 with

- 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