COMMUNITY DEVELOPMENT SERVICES

MEMORANDUM

Date: December 19, 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 September 12th. That was the first scheduled update to the Board since the June 6th agenda item, which amended the contract with TRAKiT due to Superion buying SunGard (SunGard is company that owns the TRAKiT system). The project is moving forward and is on schedule for a May 2018 implementation.

The following are further updates since the September 12th meeting:

TRAKiT Update

- Initial Delivery of Land Management Information System (LMIS) data was converted and uploaded into TRAKiT on October 9th.
- Eight Subject Matter Experts (SMEs) and an additional 25 volunteer employees from numerous departments were trained by Superion staff over a two week period, October 9th through October 20th.
- After training, Testing Teams were established to verify that historical data was converted correctly from the LMIS. Superion's goal was 60% accuracy with Initial Delivery. There will be other deliveries where data will be cleaned up following the Initial Delivery.
- The GIS/Surveyor's Team has completed the complex configuration of the GIS module. This conversion was part of the Second Delivery. The GIS module displays land and tabular data in a visual and map format.
- Second Delivery of LMIS data included corrections identified by the Testing Teams. Second Delivery data was uploaded on December 12th.
- From December 12th through 14th, SMEs and supervisors received additional training on how to use the Utilities and Maintenance functions of TRAKiT. These capabilities will allow certain users with administrative rights to affect changes directly in the system. Changes may include updating or reorganizing drop down menus to be more effective, adding/deleting users, updating fees when necessary, etc.
- After the December 12th Second Delivery, the 30+ employees began regression testing to re-verify the converted data and began designing the automated processes, such as, Plan

Reviews, Inspections and fee calculations. The next step will include adding more detail to the process flows resulting in operating procedures and training materials.

- During this phase, external interfaces and upload routines will be tested by the SMEs with Information Technology and Survey staff assistance.
- Elimination of multiple time keeping Access databases is underway and will be replaced by TRAKiT's centralized time tracking system. Coordination of the three departments accustomed to separate time tracking systems will be required.
- Work with other County information system project managers and implementation experts to ensure compatible interfaces between the County's new systems (FENIX, MegaByte and TRAKiT) is continuing.
- Monthly flyers updating all employees on TRAKiT progress will continue to be issued.
- Conversion from an eight (8) digit APN to nine (9) digits to accommodate the new MegaByte format is scheduled to occur in February with the Third Delivery of converted data.

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