



COMMUNITY DEVELOPMENT SERVICES

MEMORANDUM

Date: April 24, 2018

To: Members, Honorable Board of Supervisors

From: TRAKiT Executive Sponsors

Subject: TRAKiT Update

The previous update on TRAKiT happened through an agenda item on December 19th. That was the second 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 December 19th meeting:

TRAKiT Update

- The third Delivery of the Land Management Information System (LMIS) data was converted and uploaded into TRAKiT on February 2nd. The third conversion put all the pieces together with e-TRAKiT, i-TRAKiT, GIS, credit cards and the expansion to a 9-digit APN.
- Staff is testing e-TRAKiT, which is the online module where customers can enter application information, upload documents and pay fees. They can also schedule or check the results of their inspections. Outside agencies that are part of the review process will be able to share their results online with EDC staff saving time and phone calls.
- Staff is testing i-TRAKiT, which is the mobile application for Inspectors and Code Enforcement officers out in the field. All the TRAKiT information they need will be available on an iPad right at their fingertips.
- Staff is currently working with TRAKiT to make sure all the GIS features/layers (e.g. municipalities, TIM Fee zones, asbestos review areas, ect.) are available in the system.
- TRAKiT has started end user training of staff. This training will be followed by outside El Dorado County Government partners (e.g. fire districts, CSDs, etc.) and the public (e.g. interested public and contractors).
- 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.

- An agenda item for a new payment system option for credit cards/debit cards is going to the Board of Supervisors on April 24, 2017 to approve the contract. The new payment system will allow the public to use credit/debit cards at the counter and online for a nominal convenience fee. In the past, the public would have to come to a County building and pay in cash or check.

Thank you for the help from the Treasurer/Tax Collector's Department and the Auditor-Controller's Department. Both departments quickly assisted in reviewing and approving a credit card policy for the new TRAKiT system.

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

