



## Legislation Text

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**File #:** 18-1420, **Version:** 1

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TRAKiT Executive Committee recommending the Board receive and file an attached update memo on the TRAKiT system, a planning, permitting, and parcel management software solution.

### **DEPARTMENT RECOMMENDATION**

TRAKiT Executive Committee, recommending the Board receive and file an attached update memo on the TRAKiT system, a planning, permitting, and parcel management software solution.

### **DISCUSSION / BACKGROUND**

The previous update on TRAKiT happened through an agenda item on April 24, 2018. Before the April 24<sup>th</sup> update, the last update was in December of 2017. Since the last update the TRAKiT system went live in May 2018. Since the go live date, staff have been improving the system, fixing errors, working with TRAKiT staff to schedule an important upgrade, implementing the credit card system, and testing the online permitting system.

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 It has developed organically to support legacy processes (out of date processes) and business rules, some of which originated before modern technology and automation.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

## **ALTERNATIVES**

N/A

## **OTHER DEPARTMENT / AGENCY INVOLVEMENT**

Environmental Management, Information Technology, Planning and Building, Surveyor, and Transportation.

## **CAO RECOMMENDATION**

It is recommended that the Board receive and file the attached update memo regarding the TRAKiT system.

## **FINANCIAL IMPACT**

There are no costs associated with this report.

## **CLERK OF THE BOARD FOLLOW UP ACTIONS**

None

## **STRATEGIC PLAN COMPONENT**

Infrastructure, Good Governance

## **CONTACT**

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