

TRAKiT

TRAKiT OVERVIEW

Its LIVE!

Land Data Permitting Planning Code Enforcement Plan Review GIS

Purpose & Overview of Presentation

- Provide an overview of City's new permitting software 'TRAKiT'
- Background
- Implementation
- Opportunities & Challenges
- Functionality
- Where to from here?

No Council action is requested

Background

- ☑ Council approved purchase: Jan 25, 2011
- ☑ City entered contract: Jan 27, 2011
- ☑ Previous permitting software:
 - ❖ No longer supported by manufacturer
 - ❖ Outdated & limited functionality
 - ❖ Last system 'upgrade' was 2000
 - ❖ Increased risk of software failing and being unavailable for long periods of time
 - ❖ System crashed, April 2010, down 2.5 weeks
 - ❖ System crashed, May 2012, not yet recovered

Implementation

November 2011: City identified **process, workflows & program needs**

Consultant delivered trial **software** as per City's requirements

2 trial periods (2 weeks) for staff to review & edit software

April: **staff trained** onsite on new software

Over **56,000** permit records **converted to new system**

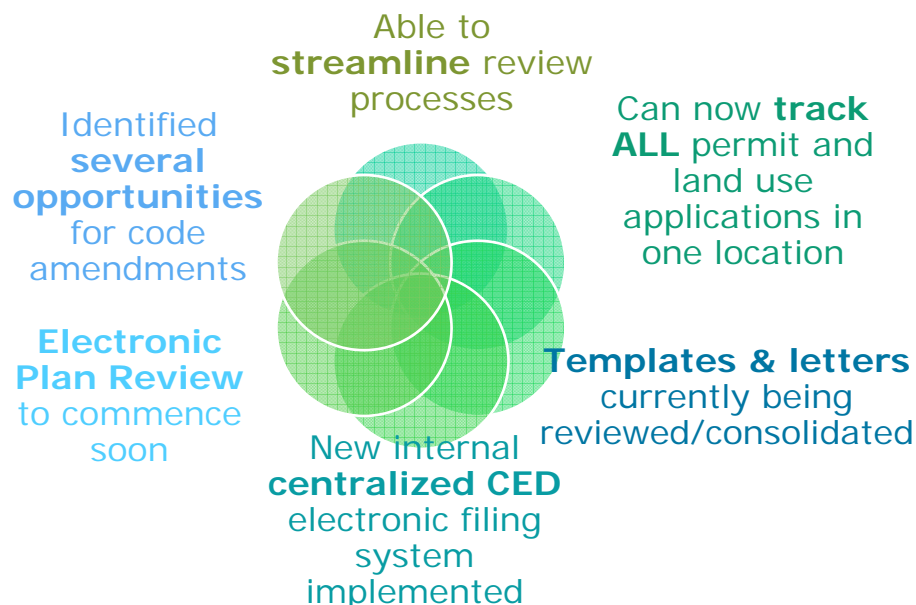
April 13: GO LIVE! ~ 6 weeks

The Challenges








- Time and resource intensive: preparing materials, trialing software, training
- System not static – will require internal adjustments
- IT not yet undertaken 'report writer training'
- Consolidating CED Workflows



Opportunities



The Time Savers...

-  **SEPA electronic routing** – time & money saver
-  **58 pre loaded** Inspection standard notes
-  **> 100 pre loaded** Code compliance violation notes
-  **Deleted 613** erroneous, out of date or irrelevant conditions
-  **Updated** permit forms, inspection lists and conditions
-  **Consolidated Online billing** to franchise utilities
-  **Improved tracking** of inspections

Functionality – So Much More!

- **Goal:** To increase permitting efficiencies & project tracking performance
- Tracking around **100 permit types and subtypes**
 - Engineering: ~14 permit types
 - Building: ~17 permit types
 - Planning: ~60 landuse types
 - Code Compliance: ~10 code types

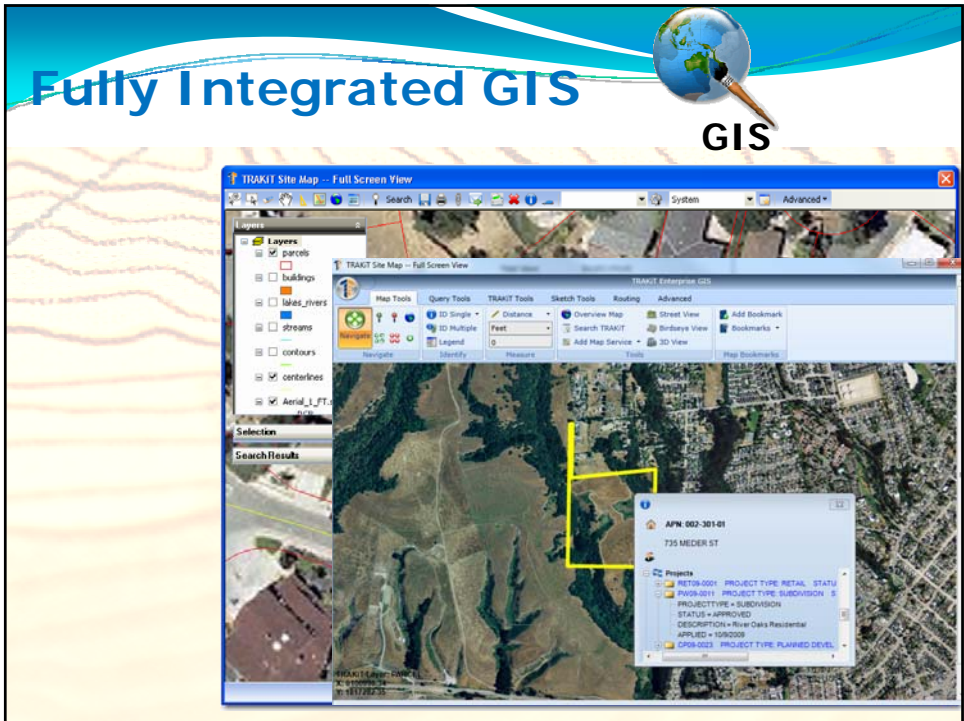
Customizable Workspace Interface

The screenshot shows a complex software interface with multiple panes. Callouts point to various features: 'User Defined' points to a top navigation bar; 'Report Shortcuts' points to a sidebar menu; 'Calendar / E-mail' points to a central pane with a calendar and email icons; 'Manager Console' points to a bottom pane with a grid of data; 'Charts and Graphs' points to a pane with several charts; and 'Work Centers' points to a pane with a list of items.

Easily View All Related Records

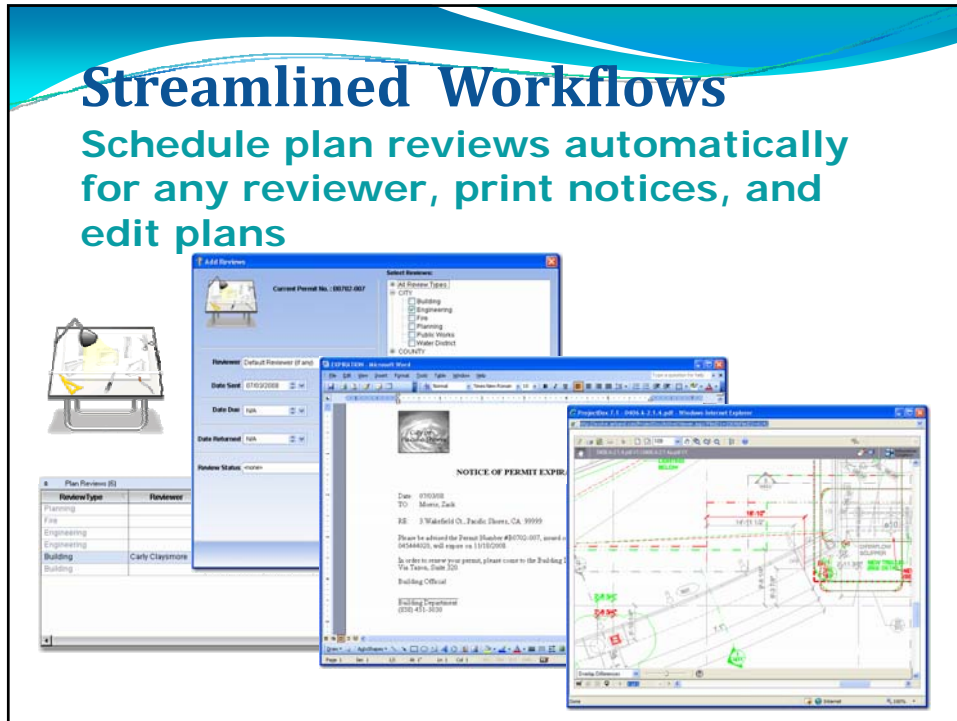
Quick & Streamlined

The screenshot shows a 'LandTRAK' window with a tree view of site records. Callouts identify different types of records: 'Current Parcel' points to the selected 'APN:04544020 - Addr:3 Wakefield Ct'; 'History Details' points to the 'SITE ADDR = 6 Wakefield Ct' entry; 'Parent Parcel' points to the 'APN:04614110 - Addr:2 Wakefield Ct' entry; 'Child Records' points to the 'APN:04544090 - Addr:10 Wakefield Ct' and 'APN:04544100 - Addr:6 Wakefield Ct' entries; and 'Sister Parcels (if any)' points to the 'No Sites with same Parent' entry.



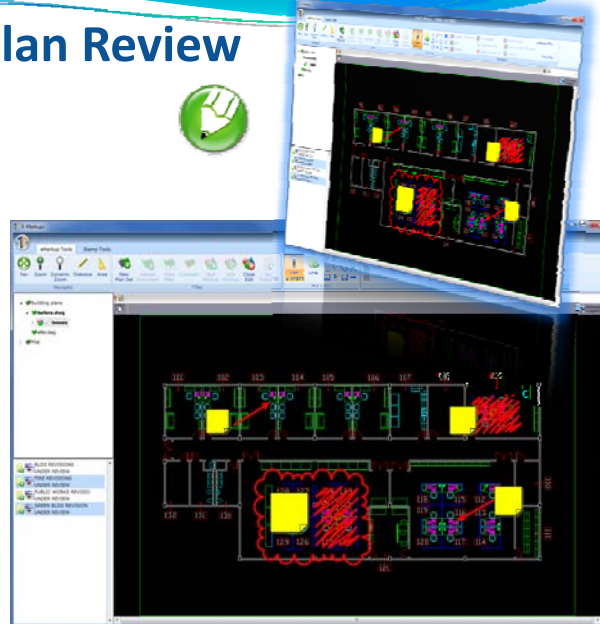
Streamlined Workflows

Schedule plan reviews automatically for any reviewer, print notices, and edit plans



Electronic Plan Review

- ✓ Redline Plans and add comments
- ✓ View all Departments comments on one screen
- ✓ Faster Review Times
- ✓ Easily identify plan submittal differences



Over 300 Standard & Custom Reports

The screenshot displays the TRAKIT Reports application interface. The main window shows a list of reports under the heading "Select a Report from the List below". The reports are categorized into several groups:

- Accounting/Finance
- Charts and Graphs
- CodeTRAK
- CRM TRAK
- Custom - CRW Systems
- Inspection
- LicenseTRAK
- ProjectTRAK
- Restricted Reports
- Export Script/Formats
- System
- TOOLS
- Setup Reports
- Record Number Change
- Record Selection
- Land Trak
- Diagnosics
- Accounting
- Fix Locked Fields (FX_LOCKID_SQL)
- TimeTRAK

Below the report list, there are fields for "Selection" and "Report Preparation Status". The "From Date" is set to 09/22/2010 and the "To Date" is 09/22/2010. The "Print To" is set to "Display". A "PREVIEW NOT AVAILABLE" button is visible.

Overlaid on the right side of the screenshot are three data visualizations:

- A 3D bar chart titled "City of Pacific Storm Permits TRAK Reporting Requested For the Period 11/2009 thru 12/31/2009". The x-axis shows months from 11/09 to 12/09, and the y-axis shows the number of permits from 0 to 100.
- A pie chart showing the distribution of permits across different categories.
- A 2D bar chart showing the number of permits for each month from 11/09 to 12/09.

Where to From Here?

- Preparation of staff training materials
- Identify opportunities for streamlined processes
- Continual refinement of system tools
- Undertake report writing course
- Implementation of 'in the field' remote inspection updates



