City of Morgan Hill

Legislation Text

File #: 16-611, **Version:** 1

CITY COUNCIL STAFF REPORT
MEETING DATE: SEPTEMBER 7, 2016

PREPARED BY: Steve Golden, Associate Planner/Community Development
APPROVED BY: City Manager

TRAKIT DEMONSTRATION

RECOMMENDATION(S)
Accept report and demonstration.

COUNCIL PRIORITIES, GOALS & STRATEGIES:

Ongoing Priorities
Maintaining fiscal responsibility
Fostering a positive organizational culture

2016 Focus Areas
Enhancing Our Services
Improving Our Communication

REPORT NARRATIVE:
On April 15, 2015, the City Council authorized the purchase and implementation of the TRAKiT permit tracking system to help manage the City's land development activity. The staff report from the April 15, 2015 meeting has been attached (Attachment 1). The overall objective for the purchase and implementation of the permit tracking system was to improve:

1.   Public access to permit records;
2.   Customer ability to submit and track permit processing on-line;
3.   Staff ability to organize and access permit data to support the land entitlement process; and,
4.   Staff ability to generate reports and/or respond to data requests for both internal and external customers.

The implementation phase was expected to take nine months, with coordination and team efforts spanning citywide. Implementation of TRAKiT started July 2015. Teammates diligently worked with the vendor to configure and implement the new TRAKiT system which included converting data from existing databases into TRAKiT and configuring the new system to manage existing procedures and processes.

The TRAKiT vendor was onsite providing training the first week of May 2016 and the City's TRAKiT system went "live" on May 13, 2016. The initial goals of the project have been achieved, by providing an integrated system which has allowed for:

1. **Permitting.** Monitor all public and private building activity, planning applications, issue a variety of permit types (fire, building, plumbing, mechanical, electrical, encroachments, grading, oversize, overweight permits, etc.), link to related records, account for all appropriate fees and validate contractors.

2. **Inspection Tracking and Scheduling.** Track both routine and periodic inspections of buildings and property, and manage all building inspection scheduling activities.

3. **Code Enforcement.** Monitor and manage violations.

4. **License Management.** Provide the ability to issue and track multiple licenses in various categories for one business. Maintain historical information regarding relocation of businesses, ownership transfers, and change in the nature of the business.

5. **Mobility/In-Field Usage.** View, schedule and modify inspections and record notes while in the field with the use of the iPad.

Moving forward we look to advance the functionality and adopt more widespread and greater use of the system to support delivering City services, which include:

1. **Public Online Application Submittal, Complaint, and Inquiry Capabilities.**
The software has the capability to integrate with the City's existing website and allow public online submittal of complaints, allow access of permit information, access online permit applications, and allow for the submittal of plans.

2. **Plan Application Tracking.** Provide on-line and reporting capabilities of all plan review activities (including electronic plan submission) from project submittal through permit issuance to project completion.

3. **Reporting.**
Generate ad-hoc reports using any combination of data elements maintained by land use and permitting systems.

On June 15, 2016, the City Council requested a demonstration of TRAKiT, which is scheduled for presentation at the City Council meeting on September 7, 2016.

COMMUNITY ENGAGEMENT: Inform
Approximately one month prior to the "Go Live" date, the City engaged in efforts to inform contractors and developers on how to access the new online TRAKiT system. An informational sign was posted at the Development Services counter explaining the update, emails were sent to contractors and developers, and an "Online Inspection Requests" handout was provided showing a step by step process to scheduling inspections (Attachment 2).

ALTERNATIVE ACTIONS:
Not Applicable

PRIOR CITY COUNCIL AND COMMISSION ACTIONS:
On April 15, 2015, the City Council adopted Resolution No. 15-086 approving and authorizing the City Manager to execute an Installation and Use Agreement for the purchase, implementation, and maintenance of a permit tracking software system with CRW Systems (now Sungard). On September 16, 2015 the City Council adopted Resolution 15-222 approving a budget amendment and authorizing the City Manager to enter into change requests and amendments with Sungard.

FISCAL AND RESOURCE IMPACT:
This is a demonstration of a budgeted permit tracking software system. There is no fiscal impact.

CEQA (California Environmental Quality Act):
Not a Project

LINKS/ATTACHMENTS:
1. April 15, 2015 City Council Staff Report
2. Online Inspection Requests