

Item Title: Update on Wake County's New Online Land Development and Permitting System

Specific Action Requested:

That the Board of Commissioners receives an update on Wake County's new online land development and permitting system

Item Summary:

Purpose: This item is a standard update on County operations to the Board of Commissioners

Background: For the past several years, staff from Information Services, Community Services, Environmental Services, Fire Services, and Finance have been working collaboratively on the selection, configuration and implementation of a new online land development and permitting system. The new system, Energov, is currently anticipated to go live July 9th. It will replace an old mainframe system that has been used since the mid-1980s, and other standalone systems and databases.

The new system will provide a much-improved interface with the development community through an online permit portal. The portal will allow customers to conduct all their land development and permitting needs from their office, home, or mobile device. As the transition to the new system occurs, the County will reach out to its customers with updates and information about how to access and use the system. The Communications Department is helping lead this outreach effort.

Board Goal: This effort complements the Great Government initiative by improving efficiency through innovation and technology.

Fiscal Impact: Costs associated with this project are identified in the FY19 budget and future year operating budgets.

Additional Information:

The County has been using a mainframe system, which houses most of the County's land development permitting and inspection data, since the mid-1980s. This system no longer meets the emerging online needs of our development services customers.

Recognizing the need for a replacement system, funding was first included in the FY2007 CIP. Selection of a new system commenced in 2008 but was subsequently put on hold due to the economic downturn. Project funding was then re-established in FY2013.

Early in the project, staff conducted a survey of its customers asking for input on what they would like to see offered in a new land development and permitting system. Customers expressed the need for features like active online tracking for permit and plan review, the ability to pay for permits online, submit plans electronically, and essentially do as much as possible online. The new system, Energov, will provide all these features and capabilities while replacing and integrating a variety of standalone systems and databases.

The new system is currently anticipated to go live July 9th. Prior to going live, the County will conduct a robust communications effort to inform customers about transitioning to the new system, and information on how to access and use it. During the week of transition, some services to our customers may be limited as data will be converted from our old systems to the new one. Once the new system is live, staff and the system developer will be positioned to work through any issues that arise.

Attachments:

1. Presentation