

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

Board of Commissioners

June 18, 2018



@wakegov



wakegov.com

What are we planning to do?

Replace our current systems and databases used by customers and staff to issue and track permits and inspections for all development services provided by Wake County



Wake County's Development Services

- Building Plan Review, Permitting & Inspections
- Zoning, Subdivisions, & Land Use Permits
- Stormwater, Erosion & Sedimentation Control
- Wastewater System Permitting & Inspections
- Well Systems Permitting & Inspections
- Food Safety Plan Review and Inspections
- Fire Safety Inspections

Why are we replacing our system?

PERMIT # 0183037

INSPECTION RECORD - NOTE UPDATE

WIMAP16

*****DIRECTIONS*****DIRECTIONS*****DIRECTIONS*****

US1N TL PURNELL RD TR CAMP KANATA TL INTO SUB

03/15/2018--JWW--PLANS REVIEW: NEED ENGINEERING LETTER FOR 40LB. L.L. TO FINI-
-SH ATTIC SPACE INTO LIVING ROOM.

03/16/2018--JWW--PLANS REVIEW: FINISHING 3RD FLR ATTIC INTO REC. ROOM AND BATH
764 SQ. FT.

03/22/2018 PERMIT READY FOR PICKUP ODF

6/1/18 RECVD CC ADD FORM TO ADD HVAC-ADDED LEWIS H/C-NO FEE DUE, PAID WITH
PERMIT...KAS

ER001-DML-6-11-18

TERMINATE WIRE IN FAN BOX IN BATH

LOOP WIRE IN STUD CAVITY FOR VANITY LIGHT

REINSPECTION AT PLUMBING ROUGH

F1=PRMT F2=INSP F3=1ST NOTE F7=BWD F8=FWD F9=LAST NOTE

The new system is called Energov

The new system will make our customers feel more connected to a government that is accessible, responsive, and engaged with the public in real-time



Features for our Customers

Customer *Permit Portal* will serve as a window to all development services with 24/7 access



Features for our Customers

Remote submittal of permit applications and electronic plans



Features for our Customers

Obtain plan review comments and permit status updates online; and pay fees online



Features for our Customers

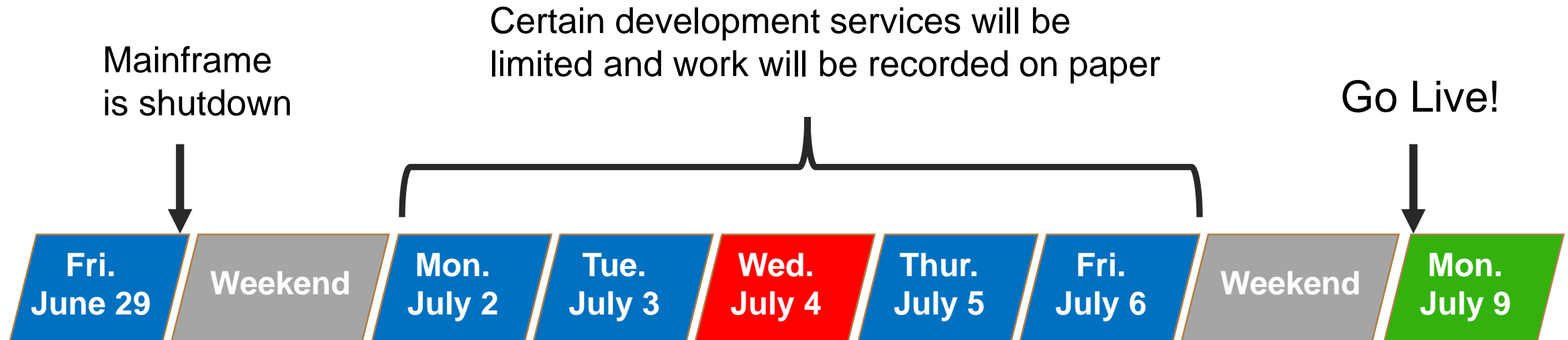
Schedule inspections
online and check
results



Who's been working on this?

- Information Services
- Community Services
- Environmental Services
- Fire Services
- Finance
- Budget
- Communications

Go Live is Monday July 9th



We are reaching out to our customers

- Providing information and assistance to our customers before and after go live
 - Sending email updates to customers
 - Handing out information at our permitting locations and posting signs
 - Posting information on our websites
 - Providing online tutorial on how to use the new system
 - Outreach to the Homebuilders Association and other organizations
 - Pushing out information on the County's social media channels

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

Board of Commissioners

June 18, 2018



@wakegov



wakegov.com