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

Board of Commissioners

June 18, 2018

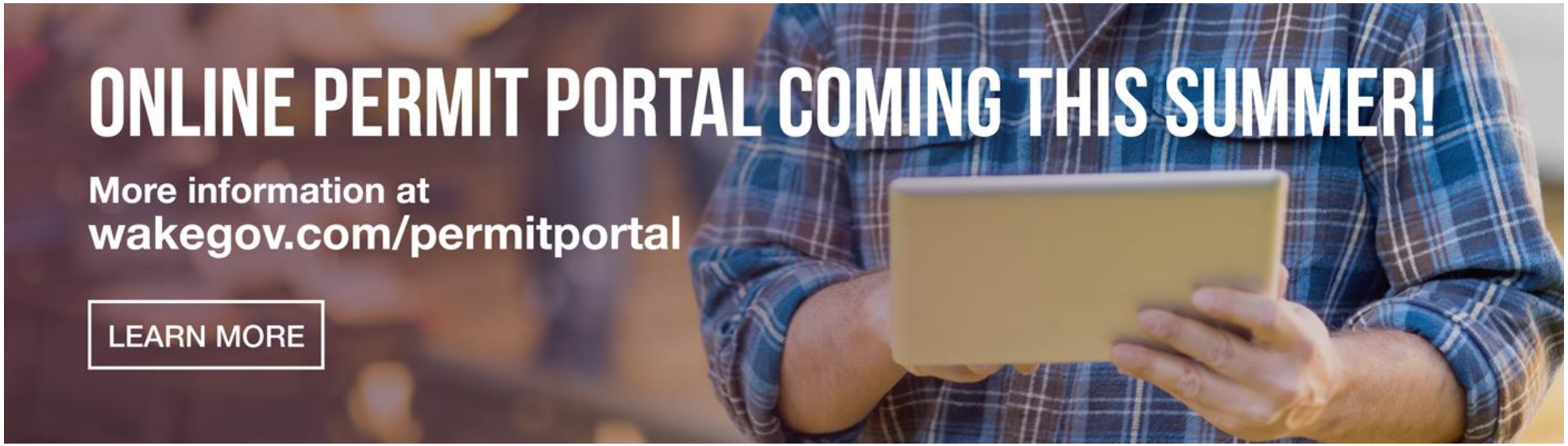
WAKE COUNTY
NORTH CAROLINA

@wakegov

wakegov.com

What are we planning to do?

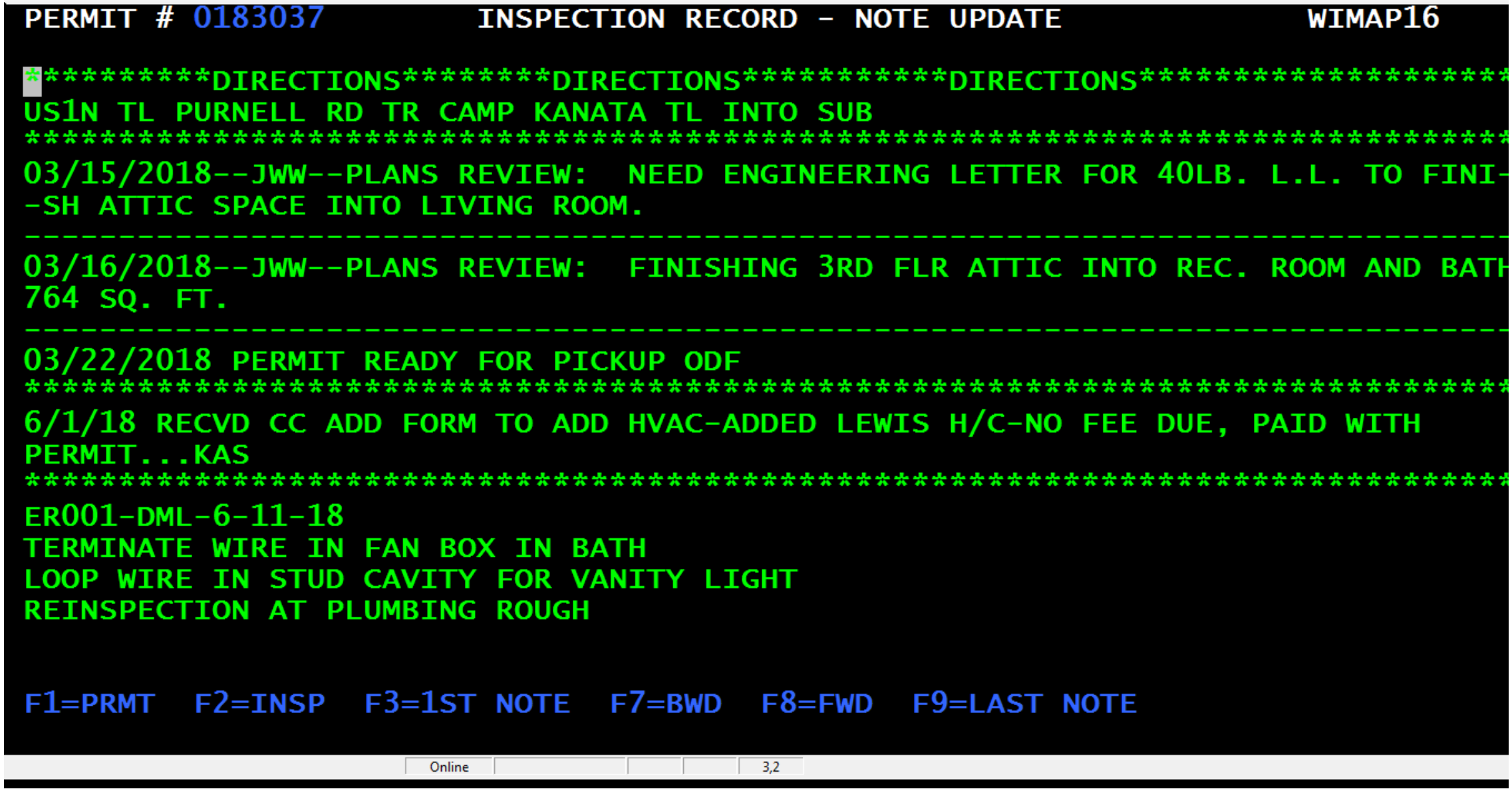
Replace our current systems and databases used by customers and staff to issue and track permits and inspections for all development services provided by Wake County



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?



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

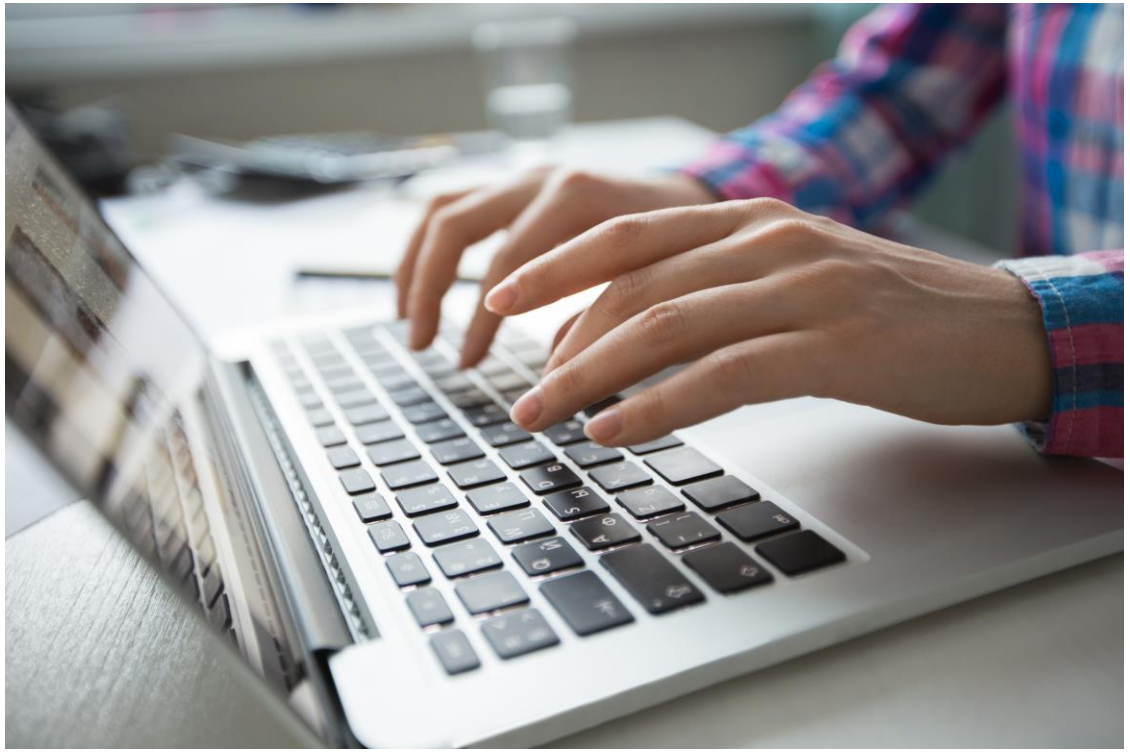
Remote submittal of permit applications and electronic plans

Features for our Customers

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

Features for our Customers

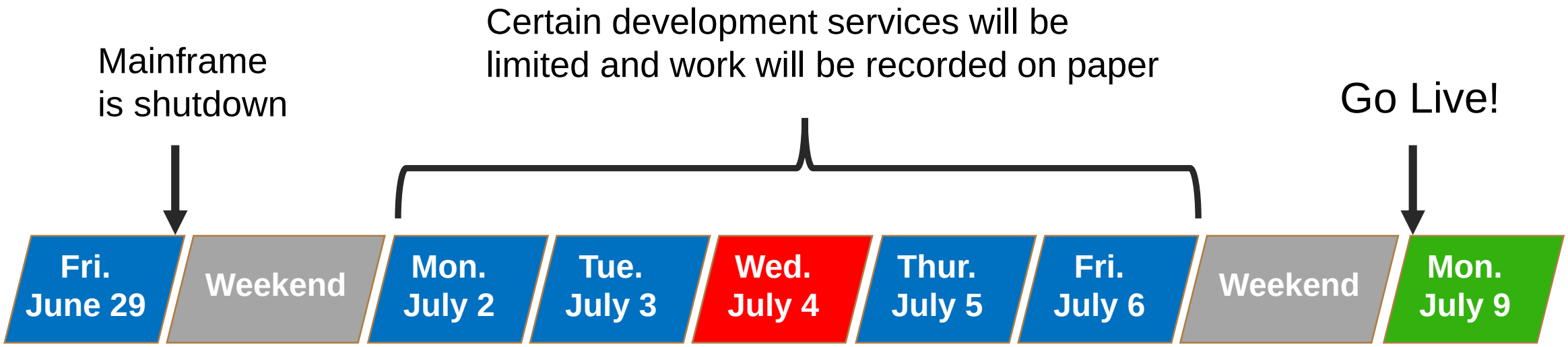
Schedule inspections online and check results



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

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