

Cityworks Permit Management System

Board of Supervisors Work Session

December 4, 2018

Agenda

- Current Permit System
- Replacement Permit System
- Cityworks Permit Management System
- Fiscal Impact

Current Permit System

Development Services Permit System

- County Development Services Department utilizes a computerized workflow management system
- System directs timely work of County staff who support building and development community
- Current system, Land Development Office (LDO) is a legacy system – functionally an old system – acquired in 2004

Development Services Permit System

- LDO was configured to:
 - Manage all activities related to development within County
 - Facilitate communication between the County and Development Community
 - Improve communication among County offices on development related activities

Development Services Permit System

- LDO is coming to the end of its useful life
 - Vendor server support ends as of January 2020
 - LDO does not allow for ready access to data to support GIS and other business operations
 - Failure of current system may result in reversion to paper/manual process
 - Utility of permit system must be improved to provide appropriate services to building and development community
 - New products available to provide more efficient services

Replacement Permit System

Development Services Permit System

- Project to replace system added to FY 2016-2017 Capital Year Budget
- Project originally appeared in Capital Year Budget as “Comprehensive Public Asset and Work Management Solutions”. Now referred to as **Cityworks Permit Management System.**
- Project scope was to extract data from LDO and develop a new application for building and development community
- Board committed \$540,000 to the project, though the cost estimate was not based on a specific application

Development Services Permit System

- After staff review, a determination was made that a more complete system was required
 - System needed to meet needs of building and development community as well as County staff
 - System should support private development and public assets
- Based on research into new system, a Cityworks Permit Management System would best fit the needs of private and public sectors

Development Services Permit System

- County already utilizes Cityworks for Stormwater Management and facilities work orders, and County already has a countywide license agreement for Cityworks
- Cityworks will provide for current County needs, improve customer services, allow us to manage our own data, and provide for future service enhancement options
- Acquisition will also avoid significant future licensing and maintenance expenses to manage the legacy LDO system

Cityworks Permit Management System

Cityworks Permit Management System

Permits, Licensing & Land / Asset Management

Cityworks Public Asset Management

Application



Plan Review



Issue



PLL

Install



Maintain



Replace



AMS



Cityworks Permit Management System

Permits, Licensing & Land (PLL)

Community Development Departmental Function	Cityworks Utilization
Engineering	New Construction, Plan Reviews, Workflow, DEQ Permit Management, Floodplain Management, Project Management
Building Construction	Permits, Plan Reviews, Certificate of Occupancy, Data Management, and Licensing
Planning & Zoning	Zoning Permit Review, Development Plan Reviews, and Data Management
Code Compliance	Track and Manage Building Codes, Erosion & Sediment, Illicit Discharge, Site Inspections
Licensing	Maintain Database Inventory, Ready Access to Database

Cityworks Permit Management System Asset Management System (AMS)

Community Development Departmental Function	Cityworks Utilization
Service Requests	Call Center, Request Prioritization, Dispatch, Investigations
Asset Inspections	Inspection of County/Private Infrastructure, Analysis, Asset Management, and Reporting
Resource Management	Track Costs - Labor, Materials, Equipment and Inventory
Reporting and Analysis	Key Performance Indicators

Cityworks Permit Management System

System Benefits

Benefits to Community Development / County Operations	Benefits to Development Community
Better Documentation and Work Flows	Easier to do Business
Improved Operational Efficiency	Increased Transparency
Quick Response to Citizen Requests	Better Communication
Increased Transparency	More Informed Decisions
Better Communication	Time Savings
Data Analysis and Reporting	Access to Inspection Results

Cityworks Permit Management System Improvements from LDO System

- Uses non-proprietary database (Open Data)
- Configurable system (flexible and agile) to address future demands
- Utilizes current technology for core business functions
- Leverages Enterprise GIS for data integrity
- In-house software expertise
- Better communication of information from staff to citizens / developers
- Remote access to current construction progress
- Customize reporting for better decision making abilities
- Reduction in annual operating costs

Cityworks Permit Management System

Supporting Community Strategic Plan



**Position Roanoke
County for Future
Economic Growth**



**Promote
Neighborhood
Connections**



**Ensure Citizen
Safety**



**Keep Roanoke
Healthy, Clean,
& Beautiful**

Cityworks Permit Management System Future Applications

- Enterprise Citizen Service Requests
- Zoning & Code Enforcement
- Countywide Asset Management and Inventory
- Facilities Management

Fiscal Impact

Estimated Project Costs

Item	Amount
LDO Data Migration	\$167,700
PLL Implementation and Public Access Portal	\$310,800
Asset Management System	\$208,746
Hardware	\$22,913
Contingency/First Year Operating (10%)	\$71,016
*Total Costs	\$781,175

***Represents detailed vendor quote along with staff hardware estimates. Vendor quote is valid through December 31, 2018 after which total project costs are estimated to increase to \$911,140.**

Additional Funding Required

Item	Amount
Current Capital Project Balance	\$341,841
Estimated Total Project Costs	\$781,175
Proposed Project Funding Deficit	(\$439,334)

Operating Budget Impact

Item	Amount
Annual LDO Software Support	\$57,000
*Annual Cityworks Permit Management System Software Support	\$22,000
Annual Operating Budget Savings	\$35,000

*Based on current vendor quotes. Systems to run concurrent for at least the first year.

Staff Recommendations

- Total funding required for implementation is \$440,000
- Allocate \$400,000 from fiscal year ending June 30, 2018 year-end balances on December 18, 2018
- Reserve first \$40,000 of 3% Community Development Technology fee to support project
- Remaining project balance at completion transferred back to Capital Reserves

Questions & Comments