

## Jackson County Permitting Committee Outline

There was a kick-off meeting on August 30, 2022 to discuss the future of Jackson County's permitting software. At that time the Permitting Software Committee was created, 11 members from 9 different County agencies were appointed to the committee, they were:

Tony Elders – Director, Permitting and Code Enforcement

Tiffany Qualls – Office Supervisor/Software Administrator, Permitting and Code Enforcement

John Jeleniewski – Senior Planning, Planning Department

Alicia Parham – Director, Environmental Health

Travis Painter – Onsite Program Coordinator, Environmental Health

Tabitha Ashe – Tax Administrator

Zeb Holland – Emergency Management

Allie Mathis – GIS Analyst

Tiffany Henry – Director, Economic Development

Kelly Fuqua – Director, IT

Kerri Tucker – Assistant to the County Manager

On September 14, 2022 we had our first meeting of the Permitting Software Committee. During this meeting we worked together to create a scope of the project to be sure that all high priority items would be addressed during our search for a new system. Some major items that were wanted in a new software were:

- A site that would allow permits to be issued for all permitting departments: Code Enforcement, Planning, and Environmental Health. We decided that it would be good to have a site that would allow for Emergency Management to use it, as well, for addressing and some incident reports.
- Access for the general public to allow them to search records, submit complaints, and look at permits and inspections.
- A site that would help to make the permitting process more understandable for the public; i.e. property owners, business owners, and contractors.
- Mobile access that would be available for use without cell signal for field inspectors to access data and result inspections.
- A site that would have a workflow that will involve all departments in approvals; this would especially be helpful in regulated/zoned areas.
- A system that would tie into (and work well with) our newest GIS system, ArcGIS Pro.

## Jackson County Permitting Committee Outline

- A system that would allow for us to have a good way to track old and new parcel numbers (PINs) related to permit records.

Tiffany Qualls presented information that she had put together for five different software companies based on information that she had put together over several months of webinars and comments that she had gotten from users on the NC Permitting Listserv. The Committee wanted to see presentations from each of the five companies and we had decided to split the presentations up into two separate days giving each company one or two hour blocks (depending on what the companies requested) to do their presentations. Each company was provided the detailed scope of work that was written up by the Committee to be sure their presentation would involve our high-priority items. Companies invited to present their software were:

- Accela (Accela requested two presentation blocks, 1 hour for a Discovery Call and another 1.5 hours to do their full presentation based on the results of the Discovery Call)
- Citizenserve – 2 hours
- iWorq Systems – 1 hour
- Evolve (Infovision) – 1.5 hours
- Tyler Technologies – 2 hours onsite

These software presentations occurred on October 12<sup>th</sup> and 26<sup>th</sup> of 2022 and were all done via online meeting except for Tyler Technologies who wanted to come onsite for their presentation.

After the presentations were over and the Committee had time to discuss each presenter they decided to reach out to Evolve (Infovision) and Tyler Technologies to discuss the bid process. We asked each company if they may have submitted a contract with another agency in North Carolina in the last year to try to use the “piggyback” clause in the general statutes. If there wasn’t a piggyback available, we decided that we would start the process to submit a Request for Proposal (RFP). Tyler Technologies offered a copy of a piggyback contract for us to use and they also mentioned that they were part of a competitive bidding group called Sourcewell; the County has also used this service in the past for other capital projects. (Using a cooperative purchasing program like Sourcewell is also allowed by general statute.) Evolve (Infovision) was never able to get that information together for us. Garth Magness with Tyler Technologies has since provided us with copies of their Sourcewell documents, a Statement of Work, and a sales quote.

## **Jackson County Permitting Committee Outline**

Our current permitting system has had the following permits entered since we started working full time in the system in 2013:

16,860 Building Permits

17,700 Land Development Permits

7,050 Environmental Health Applications

There are currently 52 active users in the system from 7 different departments (Permitting & Code Enforcement, Environmental Health, Planning, Tax Administration, Economic Development, Emergency Management, and GIS).

### **Revenue Collected Online (by Department)**

#### **Permitting and Code Enforcement**

Average time per credit card transaction: 4 min 24 sec (includes the phone call, running the credit card, and making copies for Finance; doesn't include emailing copies to the customers). 4 hrs / month is needed to create all of the invoices for billing; 48 hrs / year.

#### Miscellaneous Permit Billing Alone:

FY 19-20 60% of Miscellaneous Permits were billed resulting in \$7,100 being paid by credit card over the phone; 240 invoices were created and sent via email. 17.6 hrs / year spent processing credit card payments for this alone (1.46 hr / month on average).

FY 20-21 63% of Miscellaneous Permits were billed resulting in \$8,750 being paid by credit card over the phone; 256 invoices were created and sent via email. 18.77 hrs / year spent processing credit card payments for this alone (1.56 hr / month on average).

FY 21-22 64% of Miscellaneous Permits were billed resulting in \$8,730 being paid by credit card over the phone; 223 invoices were created and sent via email. 16.3 hrs / year spent processing credit card payments for this alone (1.36 hr / month on average).

#### **Planning Office**

2022 YTD (as of September 20, 2022) the Planning Office has processed 113 permit payments over the phone via credit card. Each transaction by phone takes a total of approximately 6 minutes to process; 11.3 hrs so far this year.

#### **Online tax bill payment information:\***

FY 19-20 – 5,266 payments (\$3,137,752.12)

FY 20-21 – 6,473 payments (\$4,150,073.83)

FY 21-22 – 7,302 payments (\$5,563,673.43)

\*These payments are just property owners; we have a separate system for escrow payments to be submitted.