

Item D-1

Community Development Software Replacement

Current Software: Community Development®

formerly TRAKiT by CentralSquare

- Community Development (TRAKiT) software since 2002
- Manages
 - Planning & Zoning (Plats, Site Plans, SUPs, etc.)
 - Permit Issuance and Tracking
 - Inspections
 - Code Compliance
 - Historical, Current, and Future Parcel Records
 - Addressing
 - Infrastructure
 - Development Fees
- Used by developers, contractors, residents, and multiple city departments

TRAKiT & eTRAKiT Screenshots

The screenshot shows the TRAKiT dashboard with a purple header for 'CENTRAL SQUARE TECHNOLOGIES' and 'COMMUNITY DEVELOPMENT'. The main content area is divided into several sections: 'My Tasks' with a 'Review Center' containing three permit entries (e.g., 'BUILDING SERVICES - JWIL (1ST SUBMITTAL)'), an 'Inspection Center' with two entries ('ENERGY FINAL' and 'REINSPECTION'), and a 'Permit Gadget' on the right showing a 'Permit Types By Applied Date' pie chart. A sidebar on the left contains navigation icons for home, RSS, follow, and other functions.

Dashboard design updated in 2018

The screenshot shows the current eTRAKiT web edition with a blue header for 'City of KELLER, Texas'. A central message states: 'Our online system is experiencing technical difficulties processing mechanical, electrical, plumbing and irrigation permits online. We apologize for the inconvenience and can assure you we are working diligently with our vendor to find a solution as quickly as possible. **At this time ONLY Fire Department, Approach and Retaining Wall permits can be applied for online.** In the meantime, for all other permit types, our staff is happy to assist you in person at Keller Town Hall, 1100 Bear Creek Pkwy, Monday - Thursday 7:30 a.m. - 5:30 p.m. If you have any questions, please call 817-743-4110.' Below the message is contact information for the Building Services Department. At the bottom, there are five main navigation buttons: 'Permits' (with sub-links for Apply / New Permit, Search Permit, Pay Fees, Fee Estimator), 'Projects' (with a Search link), 'Properties' (with a Search link), 'Inspections' (with sub-links for Schedule, Scheduled, Cancel), and 'Contact' (with a Contact Us link).

Current web edition (eTRAKiT)

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- Permits
 - Apply / New Permit
 - Search Permit
 - Pay Fees
 - Fees Estimator
- Projects
 - Search Projects
- Contractor
- Properties
 - Search Property
- Inspections
 - Schedule
 - Cancel
 - Scheduled
- Shopping Cart
 - Pay All Fees
 - Paid Items
- Contact
 - Contact us

Permit Search

Search By: [Click here for search examples](#)
 Search Operator:
 Search Value:

SEARCH

Your search returned 100 of 280 total records.
Please refine your search criteria to reduce the number of records returned.

PRINT EXPORT TO EXCEL

Search Results

Permit Number	Application	Issued	Site Address
MISC18-0067	02/23/2018		1100 BEAR CREEK PARKWAY
MISC18-0120	04/04/2018		1100 BEAR CREEK PARKWAY
MISC18-0141	04/11/2018	04/28/2018	1100 BEAR CREEK PARKWAY
MISC18-0145	04/16/2018	04/22/2018	1100 Bear Creek Parkway
11-0001	08/18/2011		1100 BEAR CREEK PKWY

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eTRAKiT Screenshots

HOME | AGENCY DASHBOARD | LOG OUT | LOGGED IN AS: RYAN LEE

Hello
Below is a Dashboard of your current activities.

ies

Date Type: Date Range:

Attachments	Conditions	Record #	Address	Inspection Type	Status	Inspector	Scheduled	Time	Completed	Time
			1 KELLER	CSI INSPECTION	PASS	CSI INSPECTION	12/06/2022		12/06/2022	

Review Center

Change View: Reviewers MY REVIEWS Date Type: Date Range:

No Reviews Found.

Action Center

Change View: Officers MY ACTIONS Date Type: Date Range:

No Actions Found.

TRAKiT Summary

Positives

- 20-year history
- Somewhat customizable
- Ease of high-level navigation
- Ease of attaching documents

Negatives

- Not customer/contractor friendly
- Customer support is unresponsive
- Frequent online payment errors requiring IT intervention
- Limited reporting capabilities
- System updates tend to create more issues than they resolve
- Addresses aren't geolocated so it doesn't tie information to parcels
- Advanced search is cumbersome, which makes researching properties and projects difficult
- Fragmented data
- Qualitative project research requires a historical knowledge of system design iterations

Additional Considerations

Strategic Goal – Customer Service

- During the budget process, staff strives to associate any additional spending with a specific strategic goal. Our primary guide for this project is strategy 5.1: Establish, measure, and monitor high standards of customer service. The limitations of the current software hinder this goal.
- At the Jan. 18, 2022 City Council meeting, staff was directed to incorporate a modernized user interface and workflow in order to improve the overall customer experience.
- Based on feedback from several current and previous council members, staff worked to develop specifications which would collect information in a readily consumable format using live data.

Project Team

- At project kickoff, staff from the various user departments were engaged to analyze existing conditions and determine future needs.
- User departments include Community Development, Building Services, Code Enforcement, Public Works, Parks, Fire, Police, Utility Billing and IT.

Project Sponsor:

Julie Smith

Project Manager(s):

Ryan Lee, Steven Barcey

Steering Committee:

Division Managers (7)

Project Team:

Heavy Users (10)

Stakeholders:

All Regular Users (40)

Change Management Team:

Customer Service and Administrative (7)

Software Replacement Timeline

Timeframe	Action
September 2021	Council approved –via annual budget - consulting services to assist in RFP development (\$69,000)
January 2022	Council awarded contract to Sciens Consulting
July 2022	RFP Issued
August 2022	Proposals received (5 proposals; 1 did not meet minimum qualifications)
September 2022	Finalists selected (2); reference checks and interviews conducted
October 2022	Finalist software demonstrations
November 2022	Finalist selected (Tyler: EPL)
December 2022	Best and final offer received
December 2022 (today)	Council work session to discuss project details and upcoming contract award
January 2023	Council consideration to approve final contract
February 2023	Project implementation kickoff
March 2024	Go-Live

Proposed Contract: EPL – Tyler Technologies

- Includes all necessary modules to perform permitting, plan review and code compliance services.
- Adds integration functionality (via Bluebeam) and automation that allows for electronic plan reviews to be completed without the need for additional or duplicative external inputs.
- Adds Decision Engine functionality, which provides an intuitive interface for customers and contractors to pull permits online with minimal staff intervention.
- Adds Executive Insights functionality to allow for executive review of high-level Key Performance Indicators.

Proposed Contract (cont.)

- Adds Citizen Connect functionality, which allows residents to geospatially review activities and create alerts for any changes at a particular address or in an area for permits, inspections and code cases.
- Adds automatic verification of trade and professional licenses with TDLR.
- Adds ESRI GIS integration for visually appealing maps and geolocation services.
- Primary system workflow configurations will be designed by the vendor with staff input to minimize staff development time as much as possible.

Staffing Impacts

IT Staffing

SaaS* selection requires minimal IT staffing, compared to on-prem** selection (.5 vs. 1 FTE).

Community Development Staffing

Requirement for pre-configuration of workflows minimizes staff time, but substantial resources will still be required from staff and stakeholders from the user departments over the 12- to 16-month implementation period.

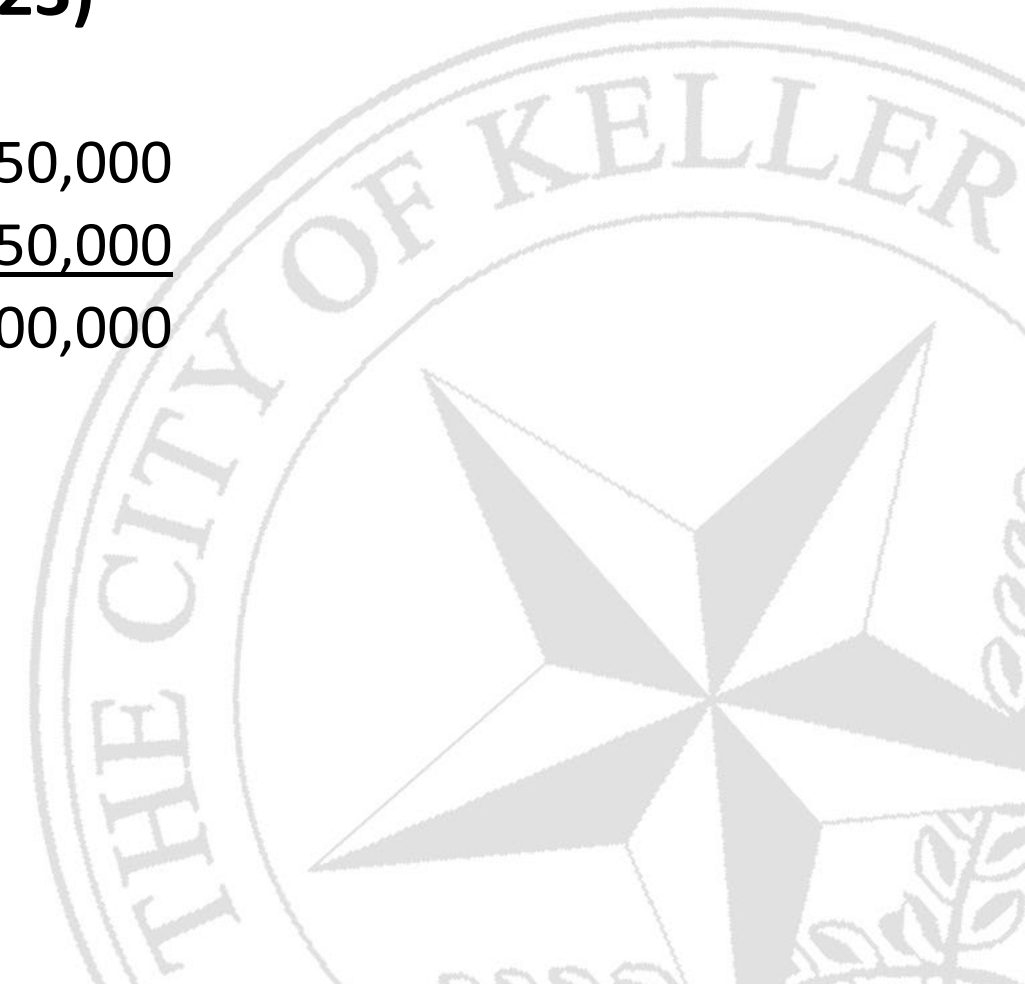
*SaaS – Software as a Service (cloud)

**On-Prem – On Premises (local)

Financial Impacts

Budget (approved FY 2022-23)

- General Fund \$250,000
- IT Fund Balance \$250,000
- Total FY 2022-23 \$500,000



Financial Impacts (Cont.)

Project Cost

- Year 1: \$623,782 (\$193,582 Annual Fee; \$430,200 Implementation)
 - As the project spans fiscal years, any carry-over costs will be addressed during the annual budget process.

Escalation

- Year 2-5: 0% Increase (\$193,582)
- Year 6-8: 3% Increase per year
- Year 9-10: 5% Increase per year

Total Contract for 10 Years: Approximately \$2,415,000



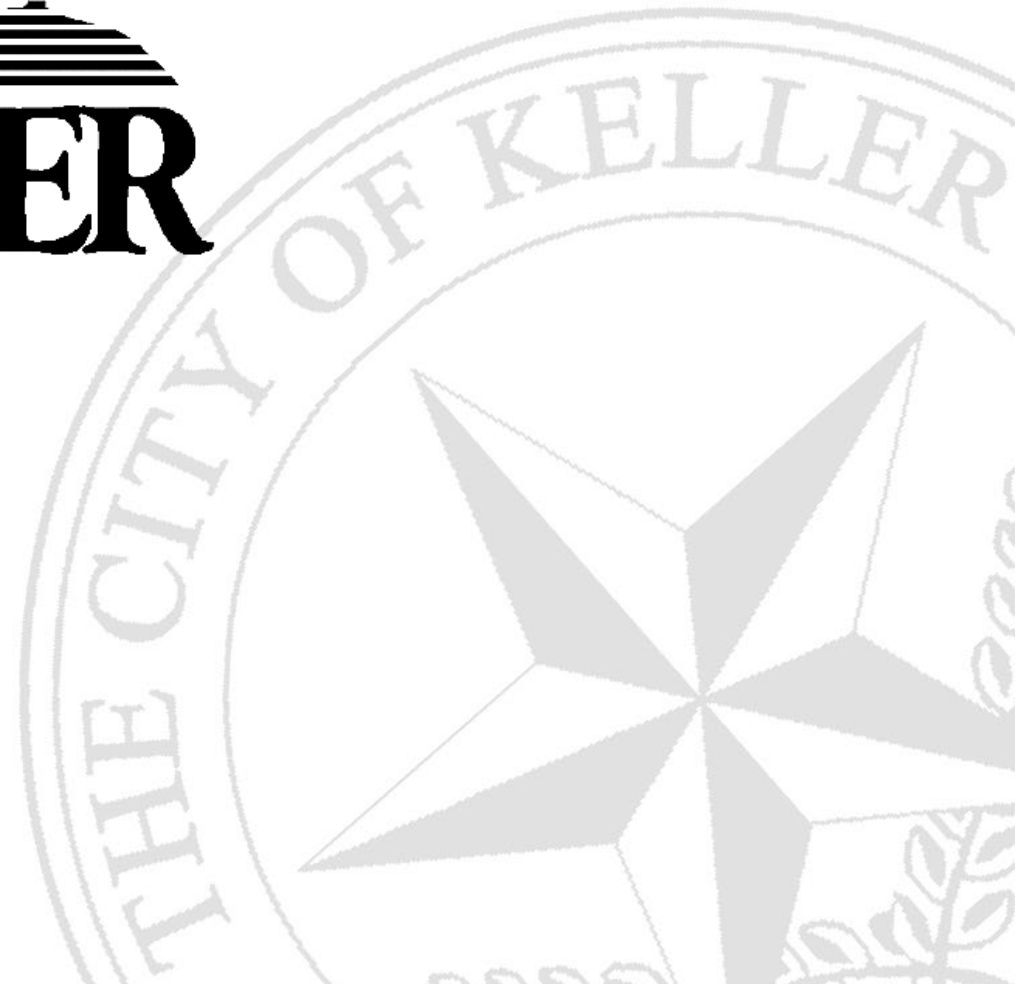
Questions?

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