City of Port Orchard
E-newsletter

City Upgrades Its Permitting Database System

- Ellen Ferguson, DCD Office Manager

An upgrade in the City’s permitting database system is happening earlier than expected. It was on the horizon as part of the City’s 2015 budget, but a recent equipment failure signaled the need to make the move sooner. The Departments of Community Development and Public Works have utilized Paladin’s Interlocking Land Information System database since 2006, but as technology has advanced the aging system was relying on legacy hardware that could no longer be upgraded. This reliance became apparent in the worst possible way when the City’s local server, which hosted the program crashed in August. Parts and support were no longer available from the manufacturer, and IT scrambled to find third-party solutions to get the server repaired. In the meantime, the system failure meant that City staff could not issue any permits or access their records for reporting requirements.

When Paladin became aware of the situation, they were able to locate a compatible server, which they loaned to the city to get the system up and running. After four and a half days of effort by IT personnel from both the company and city, the system was back up with a minimum of data loss, but on an obsolete machine with no warranty of service. It did, however, allow the departments to issue permits once again, and gave some breathing room to determine the next course of action. After considering the options, the City Council approved the move to Paladin’s updated permitting system as soon as possible.

Paladin’s new version of the permitting software, called SMARTGov, is a browser-based program with building, land use and public works permitting, plan review, inspections, fees, reports, and code enforcement modules. By providing cloud-based data storage, the system does not rely on local server hardware. Cloud storage provides data backup in multiple locations. Besides the cost savings of equipment and maintenance, cloud data can be accessed by staff in the field for inspection reports and code enforcement.

SMARTGov will have a familiar feel to staff who are already using Paladin’s Land Information System. But the new version of the database is much more robust with more features. They can look forward to taking advantage of the Geographic Information Systems (GIS) mapping system, creating

Upcoming Events

- Port Orchard Farmers Market, Saturdays, 9:00am-3:00pm, Downtown
- Council Meeting, September 23, City Hall, 7:00pm
- Port Orchard First Saturday Art Walk, October 4, 2:00-5:00pm, Downtown
detailed reports, and customizing the interface to increase efficiencies in their individual roles. The features in SMARTGov will allow for a more streamlined process with tools such as SMARTCycle designed to cut overall permit processing time. An online portal, which will allow applicants to track the status of their permits, is planned for implementation in 2016. This portal may eventually allow certain permit applications to be submitted online, including payment of the application fee.

The transition will begin in September, and is likely to be a two-month process. Data will have to be migrated from the old system, be validated, and any errors corrected. Permit types, fees, reports, and inspections will require configuration. And staff will have to be trained in the new system. The departments will do everything possible to minimize any impacts to the public but the switchover may require the offices to be closed for full or partial days. Applicants can expect delays in permit processing before the final “go-live” date, expected to be sometime in November.

K-PREP
-Kitsap County Department of Emergency Management

The K-PREP (Kitsap Practices Responsible Preparedness) program was created in 1991 to provide for self-sufficiency through the development of disaster response teams at schools and businesses or in your neighborhood. Here are some highlights of the K-PREP program:

- Create and train teams in areas such as search and rescue, first aid, fire suppression, damage assessment, and more.
- Heighten your organization or neighborhood’s knowledge of disasters that may occur in the Northwest and how to respond to protect your school, business, or community.
- Learn about personal protection gear and equipment and what should go into your school/business/personal emergency kit.
- K-PREP is a FREE program available to all citizens in Kitsap County. Call KCDEM at 360-307-5871 to find out more!