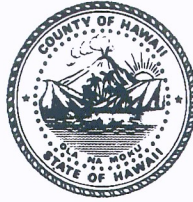


Susan L.K. Lee Loy
Council Member
District 3



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Email: sue.leeloy@hawaiicounty.gov

HAWAI'I COUNTY COUNCIL
25 Aupuni Street, Hilo, Hawai'i 96720

MEMORANDUM

DATE: November 29, 2019

TO: Aaron S.Y. Chung, Chairperson;
and Members of the Hawai'i County Council

FROM:  Susan L.K. Lee Loy, Council Member

SUBJECT: Re: Communication No. 638 – Presentation regarding EnerGov.

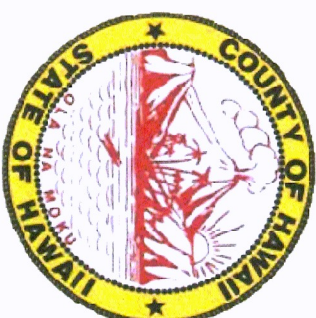
2019 DEC -2 AM 10:01
COUNTY CLERK
COUNTY OF HAWAII

Attached is a copy of the PowerPoint slides that the Administration is presenting regarding Communication No. 638, the EnerGov status update, in the Public Works and Mass Transit Committee meeting on December 3, 2019.

Please distribute copies of these slides for the presentation.

SL:ps

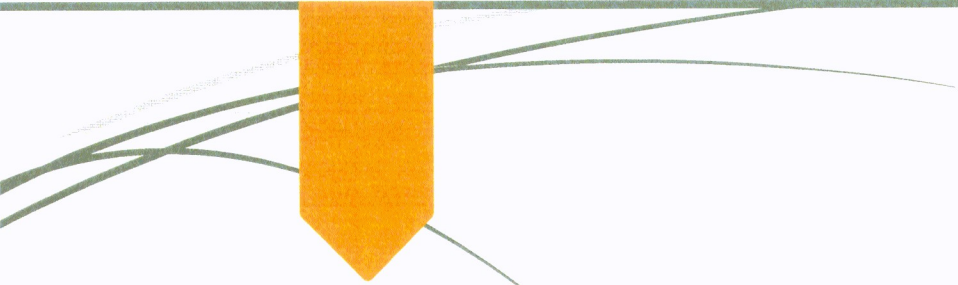
Comm. No. 638.1
Ref. To: PIPMTG
Ref. Date: DEC 03 2019



Building & Land Use Permit System

Hawai'i County's Proposals to Improve the Permitting System
Status Report to County Council

December 3, 2019





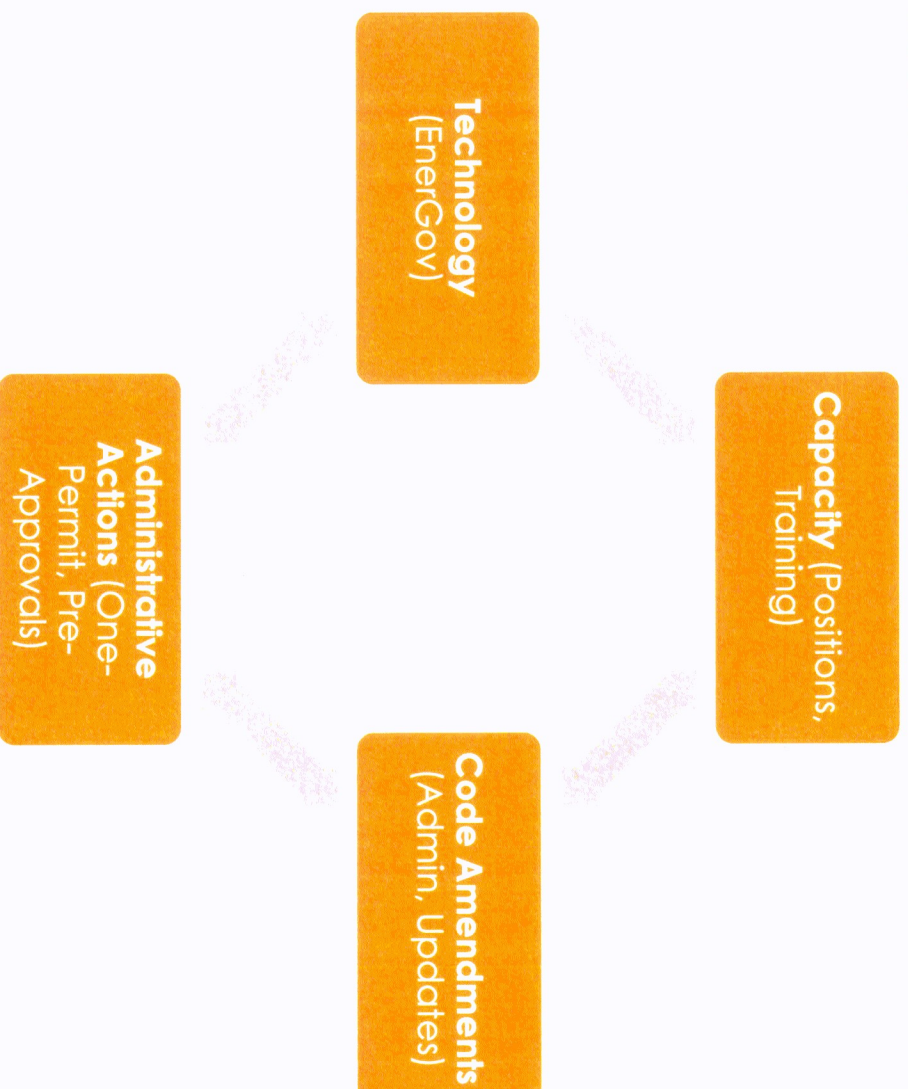
Permit System Mission & Goals

Mission:

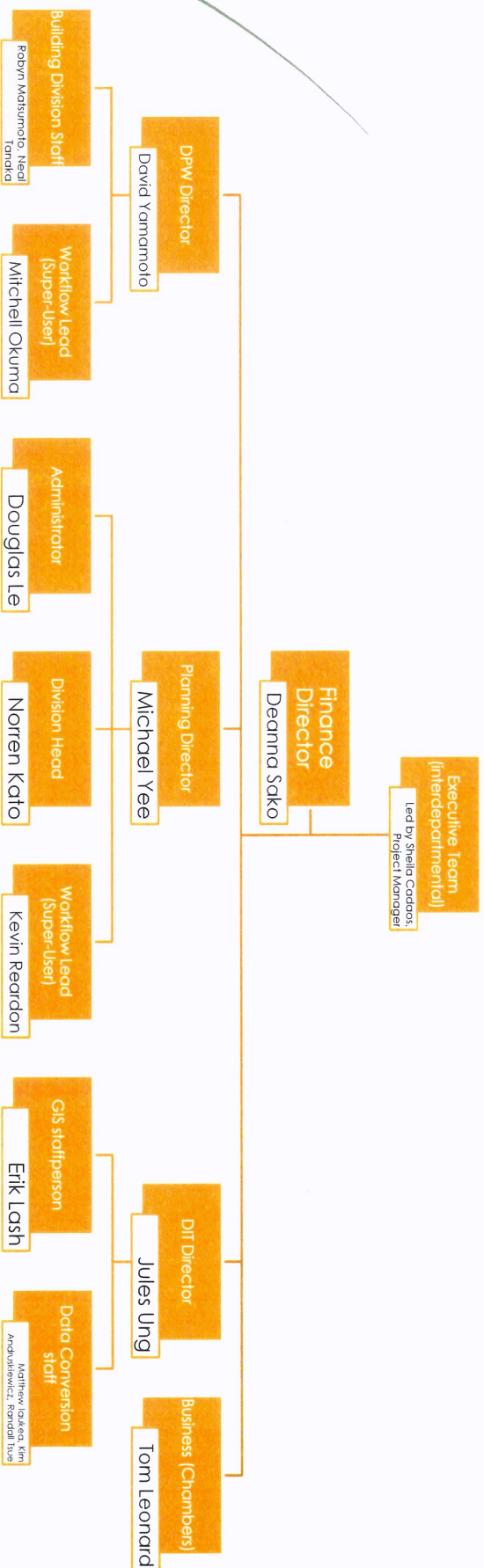
Develop a permit system that is:

- Efficient
- Accountable
- Adapted to local conditions
- Supports affordable housing and economic development
- Up to date with best practices

Initiatives



EnerGov Team





EnerGov Efficiencies & Accountability

Pre-Application (Online Lookup)

GIS (parcel/
address query,
maps)

Forms,
checklists,
guidelines,
interpretations

Application

Online
application &
fee payment

E-plans
submittal

Review

Concurrent e-
review

E-comments

Status check

Approval

Online
payment

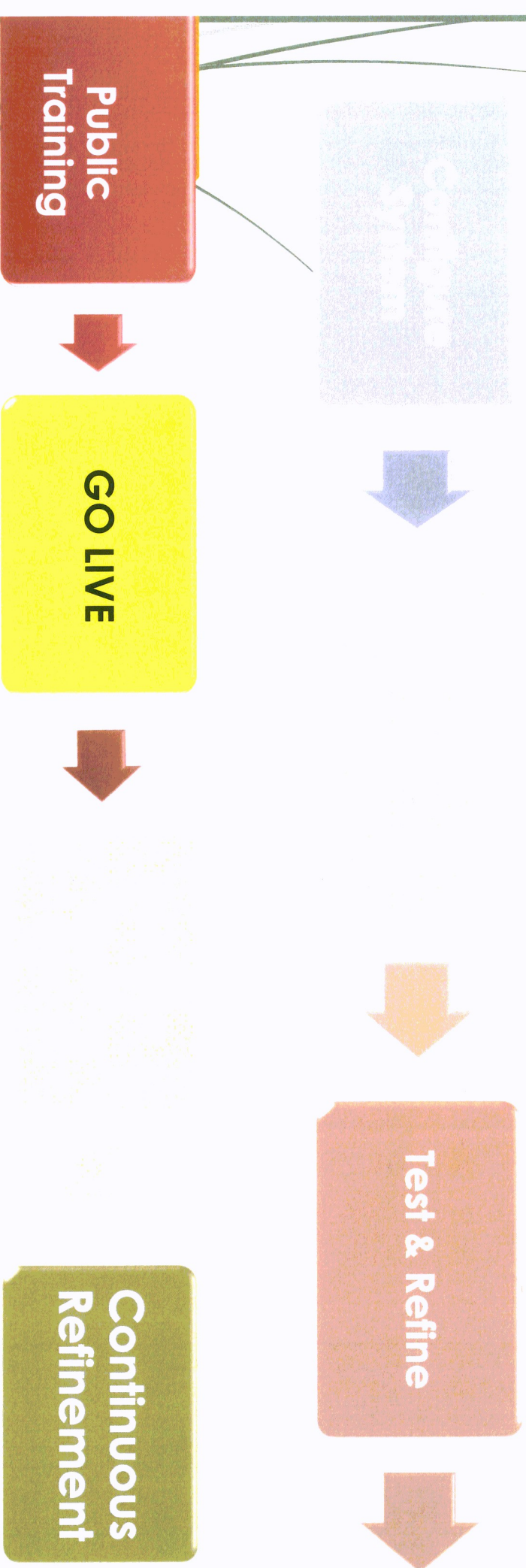
E-permit

Inspection

Online
scheduling

E-approval

EnergyGov Go-Live





EnerGov Features

- ▶ **Parcel Information:** Zoning, building permit history, other planning data lookup by TMK, address, or GIS map.
- ▶ **DPW Permits Initially:** Building, Engineering (Grading, Grubbing, Stockpiling).
- ▶ **Application**
 - ▶ **GIS based:** system provides alerts for special situations. Dynamic work flow means system can detect if property is in a flood zone or connected to county sewer system.
 - ▶ **Online submittal:** apply any time, from anywhere.
- ▶ **Review**
 - ▶ **Concurrent E-review:** multi-agency reviews can occur concurrently. Building permits are reviewed by DPW Building and Engineering Divisions, Planning, Dept. of Health Wastewater and Sanitation Branches, & Fire Dept.
 - ▶ **Digital commenting** and response tracking.
 - ▶ **Online permit status check:** transparency and accountability.
- ▶ **Permit Issuance:** online payment.
- ▶ **Inspection:** online scheduling.



Department of Public Works

▶ **EnerGov** Status:

- ▶ Completed 1st round of public testing
- ▶ Continue staff testing of permitting process
- ▶ Data migration from 2 different legacy systems and data cleanup and validation of the migration ongoing
- ▶ Need more staff testing of code enforcement, special inspection, & certificate of occupancy processes
- ▶ Need staff testing of online payment processing and credit card payments
- ▶ Integrations still need to be completed
- ▶ Continue to research of eReview and define standards and process/procedures



Department of Public Works' Initiatives

- ▶ New permit processing and tracking system: **EnerGov**
- ▶ **Code amendments:** reorganization and updates to building-related codes (Building, Plumbing, Electrical, Energy)
- ▶ **Administrative** changes:
 - ▶ Reassigned intake to DPW from Planning
 - ▶ Checklists: completeness for applicants and consistency for reviewers
 - ▶ One-permit system (building, electrical, plumbing)
 - ▶ Additional personnel and training
- ▶ **Expedited** or special reviews:
 - ▶ Pre-approval of package homes
 - ▶ Factory-built housing (pre-approved plans; in-factory inspections)
 - ▶ Tiny homes (building code appendix under consideration)



Department of Public Works (cont.)

- ▶ Administrative Code amendment:
 - ▶ **Reorganization:** Consolidate into a new chapter the administrative and enforcement provisions from the existing Building (Chapter 5), Electricity (Chapter 9), and Plumbing (Chapter 17) codes.
 - ▶ **Simplification:** Fees for electrical and plumbing to be based on valuation instead of itemized circuits and fixtures to reduce plan resubmittals and fee recalculations.
 - ▶ **Frivolous Submittals:** Non-refundable Plan Review fee will be in addition to the final permit fee to reduce frivolous permit submittals.
 - ▶ **Resubmittals:** Introduce a resubmittal fee after the third submittal to encourage a complete permit application submittal, and complete responses by the applicant to all plan review comments.
 - ▶ **Electronic Submittals:** Language to accommodate and encourage online electronic plan submittals.
 - ▶ **Inactive Projects:** Expiration of applications and permits to clear inactive projects. As the new Admin Code is adopted, DPW will actively expire legacy permits issued under older building codes.

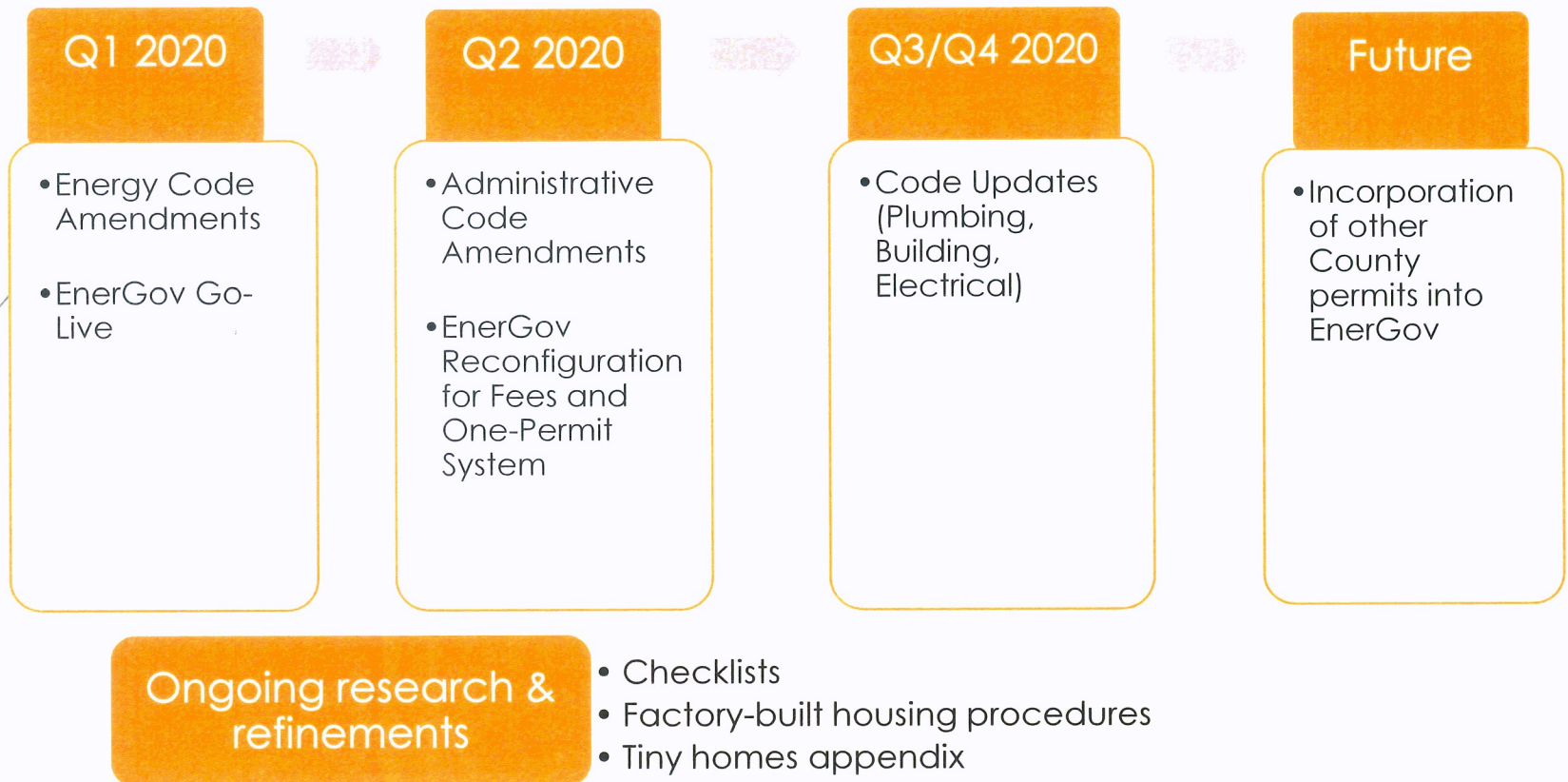


Department of Public Works (cont.)

- ▶ Challenges to Go-Live:
 - ▶ Vendor Contracts & Licenses:
 - ▶ Tyler
 - ▶ Eden Integration
 - ▶ iAS Integration
 - ▶ Finalizing Contract with Credit Card Vendor
 - ▶ GIS and Hardware
 - ▶ Limited Resources
 - ▶ Large volume of daily operational activities
 - ▶ Staff time to develop training materials, train on the system, and test the system
 - ▶ Conflict demands due to the development of code revisions
 - ▶ Staff time to work on Data Migration and review Migration results
 - ▶ Time needed to research eReview and define standards and process/procedures
 - ▶ Testing of online payment processing, credit card payments, and Integrations still need to be completed
 - ▶ Selection/Designation of Program Manager for Countywide Permitting System



Rollout Process





Planning Department

- ▶ Majority of Planning permits online, including STVR
- ▶ Persistent efforts by “chosen” to configure the system
- ▶ Public testing by planning consultants
- ▶ Challenges to Go-Live



Applications Available at Go Live

- ▶ Majority of the most frequently applied for application Types from Plan Approval to Rezoning applications.
- ▶ Recent addition of Short Term Vacation Rental Application. Required the Department to create this within the last 2 months.
- ▶ We expect these applications to be available for electronic submittal and processing by the go live date.



Efforts of the “Chosen”

- ▶ The Chosen are staff designated by the Planning Department to work on the departments tasks that need to be completed to launch EnerGOV.
- ▶ The Chosen have been working on this from the beginning of the process and putting this extra effort for the last 4 years.
- ▶ Within the Planning Department, there are 9-10 individuals that work on the EnerGOV effort. The number fluctuates as some staff have ask to be relieved of the duty and we need to bring on other staff to fill the void.
- ▶ Back-fill for the Chosen was not included in implementation. Time management, capacity, and prioritization are constant challenges for them.
- ▶ Currently, Chosen must continually work with DIT staff to clean data, review system changes, do system testing, recommend changes, and do programing.



Public Testing by Planning Consultants

- ▶ The Planning Department had the good fortune of having the assistance of 3, very experienced, Planning Consultants.
- ▶ The Department is grateful for their assistance in testing the program and acknowledge the valuable time and effort they are providing to the Department and County.
- ▶ Their familiarity with our applications and their unique perspective will help improve the functioning of the system. They are critical to determining if we are really prepared to “go live.”



Challenges – Staff Time

- ▶ There many challenges but there is one overriding concern. It is staff time.
- ▶ The Department is engaged in 4 really major initiatives: Lava Recovery and Redevelopment, EnerGOV implementation, the General Plan update and processing of 4,000 Short Term Vacation Rentals applications.
- ▶ One of these efforts would be a lot for a Department. Planning has been smashed with 4.
- ▶ This has forced us to consider that we will not go live with as good a system as we would like. Simply because, we do not have enough staff hours to do everything.



Challenges – Other

- ▶ Code changes that may be necessary as the County Code may have requirements not compatible with the electronic processing of application.
- ▶ Development of output reports to support processing by external agency reviews such as the State agencies, etc.



Department of Information Technology

- ▶ DIT's role in data conversion and integrations
 - ▶ Legacy data: conversion
 - ▶ New data: systems integration
- ▶ Challenges to Go-Live



IT Integrations

- ▶ **IAS-World (Tyler Product)**
 - ▶ Current Ownership data from IAS-World to Back Office in Energov
 - ▶ GIS data will synch with Q-public data that Real Property displays publicly
 - ▶ Building Permit information will be batched from Energov to IAS-World
- ▶ **PVL (DCCA database)**
- ▶ **Eden (Tyler Product)**



GIS Data Layers

- ▶ SMA
- ▶ SLU
- ▶ Zoning
- ▶ LUPAG
- ▶ Special District
- ▶ Planning Enforcement
- ▶ SHPD Properties
- ▶ Historic District
- ▶ Critical Habitat
- ▶ Streams
- ▶ FIRM Zone
- ▶ DEM – Sewer
- ▶ Airport 5-Mile Radius
- ▶ DHHL
- ▶ FUDS
- ▶ Ahupua‘a
- ▶ CDP Area
- ▶ LSB Soil Type
- ▶ ALISH
- ▶ East_West
- ▶ PW Inspector Assignment
- ▶ State-Owned



System Administration

- ▶ **Role of a Program Manager**– under discussion with user agency directors, Finance, and HR
- ▶ **Program Manager's Shared responsibilities with Departmental Super Users**
 - ▶ Create and track incident reports and modification requests to Tyler
 - ▶ Decide and plan for upgrades
 - ▶ Custom reports, modify existing reports
- ▶ **Exclusively System Administrators (DIT)**
 - ▶ Software Setup & Configuration
- ▶ **Exclusively Department Super Users**
 - ▶ Add/modify case types
 - ▶ Produce department performance reports