BITCO SOFTWARE

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PermitTrax

"Changing the Way Government and Software are Brought Together"

Welcome to PermitTrax™,

Bitco Software thanks you for taking an interest in our permitting solution PermitTrax™. The PermitTrax™ product suite is a leading solution for state and local government looking to bring in and streamline their permitting processes electronically. PermitTrax™ integrates seamlessly with existing applications, such as Esri GIS, and ePlanSoft's e-planREVIEW® (electronic plan review software); resulting in a faster, more accurate and user-friendly software that increases staff productivity while enriching the public experience.

PermitTrax™ is a full featured web-based solution and has all the features and functions including:

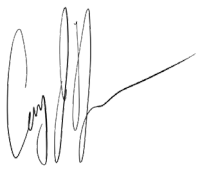
- The ability to support a wide range of highly configurable permit, planning and code enforcement types, and sub-types;
- A self-serve public access portal – Citizens Connect™, which gives citizens the ability to apply online for permits, make payments, track statuses, submit complaints, and upload plans and documents;
- Seamless integration with ePlanSoft's e-planREVIEW® for electronic plan review;
- Newly updated PermitTrax™ Mobile for in-field inspections and code enforcement; available on Apple iPad;
- Integration with Esri GIS
- A built-in ad-hoc reporting module that allows staff to create, track, and save reports on all data throughout the system
- A complete Cashier module for taking payments and exporting Daily Cash Reports. Set up sophisticated fee schedules with unlimited line items with General Ledger accounts for financial tracking.
- A system-wide search capability available from right inside the Dashboard that allows staff to search for any permit, project, person, or address within the system.

We at Bitco Software, LLC can provide the system to do that and so much more. Our management team provides over 20 years of experience in developing software solutions for government and private institutions, creating programs and applications that work in Windows, Web, and Apple based environments. We believe in doing things different and our approach will prove just that.

Please feel free to browse through this product guide on the features available with PermitTrax™.

If you have any questions or require additional information, please do not hesitate to contact at 425-367-4016 or email us at sales@bitcosoftware.com.

Sincerely,



Cory J. Jorgensen

Chief Executive Officer

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"Doing Things Different"

Why Bitco Software?

Based in Western Washington, Bitco Software, LLC was established in November of 2002. Bitco Software's management team provides over 20 years of experience developing software solutions for government entities. Our project leaders, management and staff collaborate with our customers creating a long-lasting relationship. Bitco Software strives to create a unified team environment enabling us to clearly understand your business processes to apply our methods of implementation to get the job done right the first time.

Bitco Software has a vision of helping bring software and government together; of "doing things different" than our competitors. Your team can be rest assured that our company will provide the best service anyone can offer. Having successfully integrated with over 25 jurisdictions in 19 years, Bitco Software's proposed Software-as-a-Service solution will not only meet your agency's needs, but also take your permitting processes to the next level. PermitTrax provides a seamless experience for both agency staff members and the public – from applying for permits electronically, making payments, tracking statuses, and other important information throughout the permitting process, all from their web browser.

We recognize our customers as the foundation of Bitco Software, creating a long-lasting relationship to help propel our products and services into the future as technologies change and evolve. Because being different is not just about providing better experience to our customers, it is about seeing and feeling that difference in the communities our software supports.

CALL
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BITCO SOFTWARE

One Solution to Fit Your Needs

PermitTrax is a full featured web based land management solution. PermitTrax comes as a full suite with all modules included. PermitTrax™ was designed from the ground up utilizing Microsoft .NET technology which presents the user with a rich, full featured thin-client multi-document application allowing the user to work on more than one item at a time. PermitTrax™ is offered as an On-premise install or Hosted in the Cloud.

PermitTrax™

PermitTrax improves efficiencies, workflows, and the permitting process in both the private and public sectors. PermitTrax is a fully web-based application designed to provide municipalities with the ability to track and manage their permitting, code enforcement, plan review, land management processes from any computer.

- Community Development
- Public Works
- Business Licenses
- Code Enforcement
- Cashiering and Payment Processing
- Analytics and Reporting
- GIS Integration
- Electronic Plan Review Integration

Citizens Connect™

The PermitTrax Suite includes the public access portal Citizens Connect™ that links PermitTrax™ to the public. The ability to put permitting processes online impowers the public to take advantage of self-service as well as aid in increasing agency staff productivity.

- 24/7 online citizen access
- Apply for permits, submit applications and complaints
- Issue online invoices and take card payments
- Keep citizens up to date on the progress of their permits using the My Permits section in Citizens Connect™.
- Upload Portal for intake of plan review documents and other related files

PermitTrax™ Mobile

PermitTrax Mobile is an Apple iPad application that connects directly to PermitTrax and allows real time updates for inspectors and Code Enforcement officers in the field. PermitTrax Mobile detects the presence of the internet and will automatically sync when a connection is found.

- View daily inspections on a map
- Enter comments and track statuses on inspections
- View permit details
- Schedule and manage inspections
- View attachments directly in the field
- Take and attach pictures to permits in the field

Introducing PermitTrax™

Permitting

State and local jurisdictions are tasked with enhancing the community's safety, welfare, economic opportunities, and quality of life. Within the process of application to approved permit for construction, there are many steps managed by Building departments. Without automation, this process is lengthy and costly for both the agency and builder.

PermitTrax™ moves the permitting process into a digital environment. In doing so, our solution reduces the need for paper processes and face-to-face interactions traditionally needed when submitting and issuing permits. Agencies gain improved visibility for the workflows associated with permitting processes. Staff know where an application is in the workflow and which staff members are responsible for it. This centralized approach allows the agency to better maintain or improve customer service satisfaction and keep on top of their workload.

The unique Multiple Document design allows the user to view multiple permits at one time and using an advanced scripting engine PermitTrax™ can calculate any complex fee structure. Automating these steps will free up valuable time, process permits faster and get citizens in and out quicker.

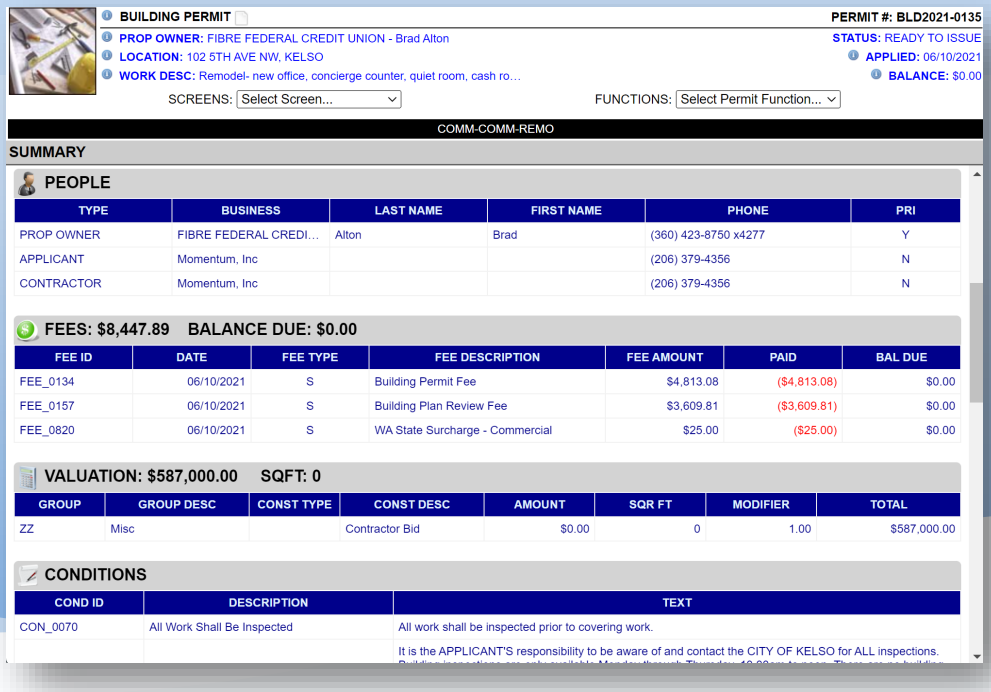
Use Case: City of Kelso, WA

The City of Kelso, WA tracks Building, Plumbing, Mechanical, Civil Engineering, Sign, and Special Event permits.

The permitting process begins with gathering of information for a new permit. PermitTrax runs the users through a wizard where the applicant contact information, contractor information and address/parcel information is inputted. Once through those steps, the user then will input in the permit information. For a Building permit, this means choosing the permit type (commercial/residential), the type of work, the building/property information, zoning information, and work description.

After the wizard is completed, a new permit is created and added to PermitTrax. Users can add and schedule inspections. The City can also print out an inspection card for the applicant to post on the job site. Reviews can be scheduled, and fees can be calculated and paid for through their PermitTrax system.

Once the building permit process draws to a close, the user can issue the permit and print out a physical building permit and/or the Certificate of Occupancy.



BUILDING PERMIT — PERMIT #: BLD2021-0135
PROP OWNER: FIBRE FEDERAL CREDIT UNION - Brad Alton — STATUS: READY TO ISSUE
LOCATION: 102 5TH AVE NW, KELSO — APPLIED: 06/10/2021
WORK DESC: Remodel- new office, concierge counter, quiet room, cash ro… — BALANCE: $0.00
SCREENS: Select Screen... FUNCTIONS: Select Permit Function...
COMM-COMM-REMO

SUMMARY

PEOPLE

TYPE	BUSINESS	LAST NAME	FIRST NAME	PHONE	PRI
PROP OWNER	FIBRE FEDERAL CREDI…	Alton	Brad	(360) 423-8750 x4277	Y
APPLICANT	Momentum, Inc			(206) 379-4356	N
CONTRACTOR	Momentum, Inc			(206) 379-4356	N

FEES: $8,447.89 BALANCE DUE: $0.00

FEE ID	DATE	FEE TYPE	FEE DESCRIPTION	FEE AMOUNT	PAID	BAL DUE
FEE_0134	06/10/2021	S	Building Permit Fee	$4,813.08	($4,813.08)	$0.00
FEE_0157	06/10/2021	S	Building Plan Review Fee	$3,609.81	($3,609.81)	$0.00
FEE_0820	06/10/2021	S	WA State Surcharge - Commercial	$25.00	($25.00)	$0.00

VALUATION: $587,000.00 SQFT: 0

GROUP	GROUP DESC	CONST TYPE	CONST DESC	AMOUNT	SQR FT	MODIFIER	TOTAL
ZZ	Misc		Contractor Bid	$0.00	0	1.00	$587,000.00

CONDITIONS

COND ID	DESCRIPTION	TEXT
CON_0070	All Work Shall Be Inspected	All work shall be inspected prior to covering work.
		It is the APPLICANT'S responsibility to be aware of and contact the CITY OF KELSO for ALL inspections.

Planning & Zoning

PermitTrax™ helps local and state governments streamline their planning and zoning processes to improve internal efficiency while also enhancing the quality of development projects throughout the community.

Setting up reviews, whom they are assigned to and the due dates, are easy and can be automated with the creation of the permit. You can easily track user comments, due dates, and the process of the permit along its due course to getting the project on its way.

Use Case: City of Des Moines, WA

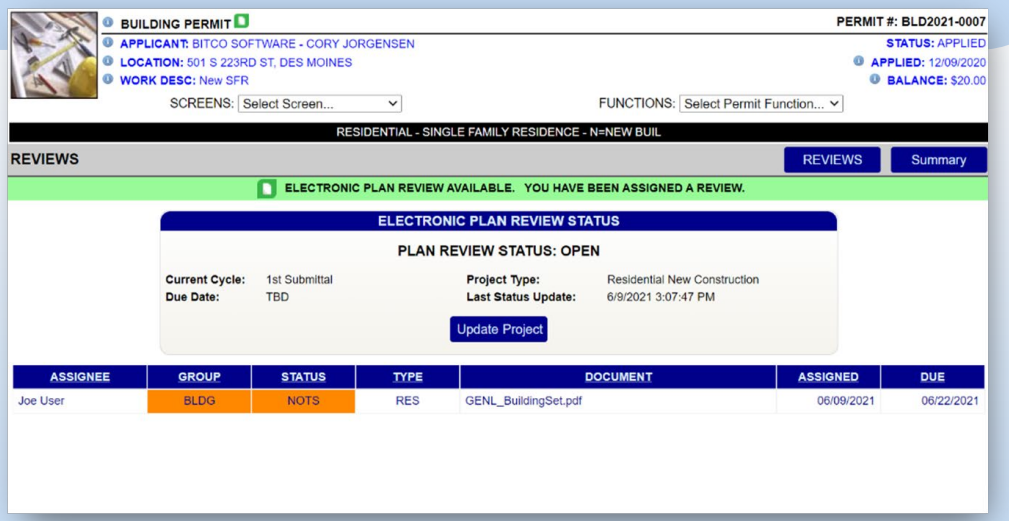
The City of Des Moines, WA utilizes e-planSofts's eplanREVIEW (EPR) integration with PermitTrax to facilitate their plan review process.

The public has two ways to submit documents for review; either at the counter or online through the Citizens Connect upload portal. If plans have been submitted through the portal, they are automatically added to PermitTrax and attached to the permit they pertain to.

Once in PermitTrax, the building official or permit technician can validate the files are in the correct format and easily upload them to EPR for plan review with one single click. Once in EPR, the plan reviewer will be notified that there is documents read to be reviewed.

Once the markup and review process is complete, the plan reviewer will push those files back to PermitTrax and building official/permit technician will be notified. Once back in PermitTrax, the proposed plans will automatically be available for the applicant to review in Citizens Connect.

Plan review statuses are easy to view via the Review function



Code Enforcement

PermitTrax™ can help cities collect, track, and manage the code enforcement process. It includes online services, inspection management, ticket issuance and fine collection. Staff will have the ability to track every step of the process, make assignments, manage their workload, and collaborate with others. Citizens can file complaints online and receive updates on the case through Citizens Connect™.

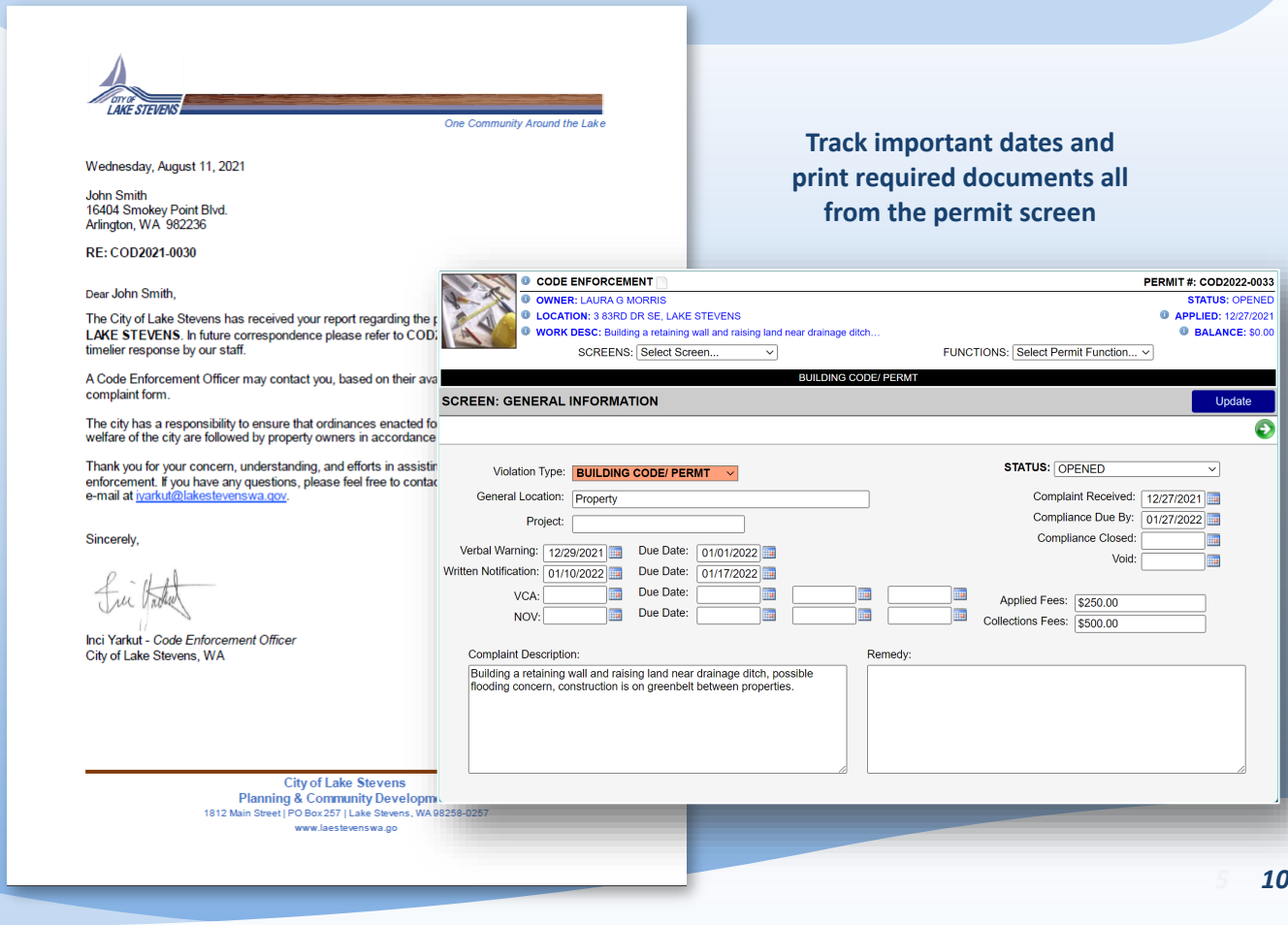
Use Case: City of Lake Stevens, WA

The City of Lake Stevens, WA uses PermitTrax to track and monitor numerous types of code violations. Previously, the city was reliant on pen and paper, email for submittals, communication, and scheduling of important dates for their code compliance processes. Recognizing the opportunity to improve efficiency and workflows for their code compliance officers, Bitco Software developed PermitTrax to better fit the city's need for a functional code enforcement module.

Once a complaint has been brought to the City's attention, the Code Enforcement Officer will open a new code case from within PermitTrax. From there, the Code Enforcement Officer can record various types of pertinent dates throughout the life of the code case like verbal warnings, written warnings, final notices and more. They are also able to add specific violations, record site visits, phone calls and leave comments throughout the code case timeline.

The City has various types of documents implemented for their Code Enforcement processes as well. These documents utilize scripted data fields, meaning when the generate a document like a notice letter, information specific to that permit will populate on the letter. By having information specific documents available, the City's Code Enforcement workflows are more efficient. No more time waisted typing out lengthy letters, notices and more.

PermitTrax™ can help cities collect, track, and manage the code enforcement process. It includes online services, inspection management, ticket issuance and fine collection. City staff will have the ability to track every step of the process, make assignments, manage their workload, and collaborate with others. Citizens can file complaints online and receive updates on the case through Citizens Connect™.



System Capabilities

Searching

A complete Search module is included with the PermitTrax™ suite. This module functions as a search engine for the entire suite, allowing users to search for previously added permits and projects. The People module is where staff can search for licensed professionals and contractors previously inputted into PermitTrax™. The Land Manager module allows users to search for addresses and parcels. Users can also refine their searches down by status, permit type, and date range using the advance search functionality.

Cashier / Financial Processing

A complete Cashiering module is included with PermitTrax™ allowing cities to pay-in-full, take partial payments, refund over-payments, and make adjustments as needed. Easily track GL accounts for each payment with an automated export of all daily cashier transactions nightly to be imported into your jurisdiction's Financial System. Easily configurable receipts and connection with Receipt Printers and Cash Drawers.

PermitTrax™ can integrate with many different payment gateways allowing agencies to process Credit Card payments through the main system, as well as through our public access portal Citizens Connect™.

Use Case: City of Liberty Lake, WA

The City of Liberty Lake, WA uses the Cashier module within PermitTrax to its fullest capacity. PermitTrax is scripted so when a new permit is generated, for example: a building permit, a list of fees are automatically added. Having this fee automation aids in streamlining the City's permitting process.

When it comes time to make a payment on a permit, the City can accept payments over-the-counter and/or the citizen can pay their fees online through Citizens Connect. PermitTrax allows for partial and full payments using cash, check, or credit card. Whenever a transaction has been made, a receipt reflecting the fee summary and payment transaction history is generated.

The City can also create an online invoice for the citizen to log into Citizens Connect and pay the fees associated with their permit. Similarly, to making payments in the main system, once a payment is made in Citizens Connect, a receipt is also generated.

All payment information is easily viewable making tracking transaction data user friendly

Reporting / Data Extraction

PermitTrax™ is configured with many different reports to help state and local agencies get to the data they need. Each report can be filtered and drilled down to show just the information needed.

If our standard reports don't do the trick, cities can use our Data Extractor where you can build an extractor to get to the data you need and export easily as a Microsoft Excel file. Need something more specific, we can custom build reports to any specification.

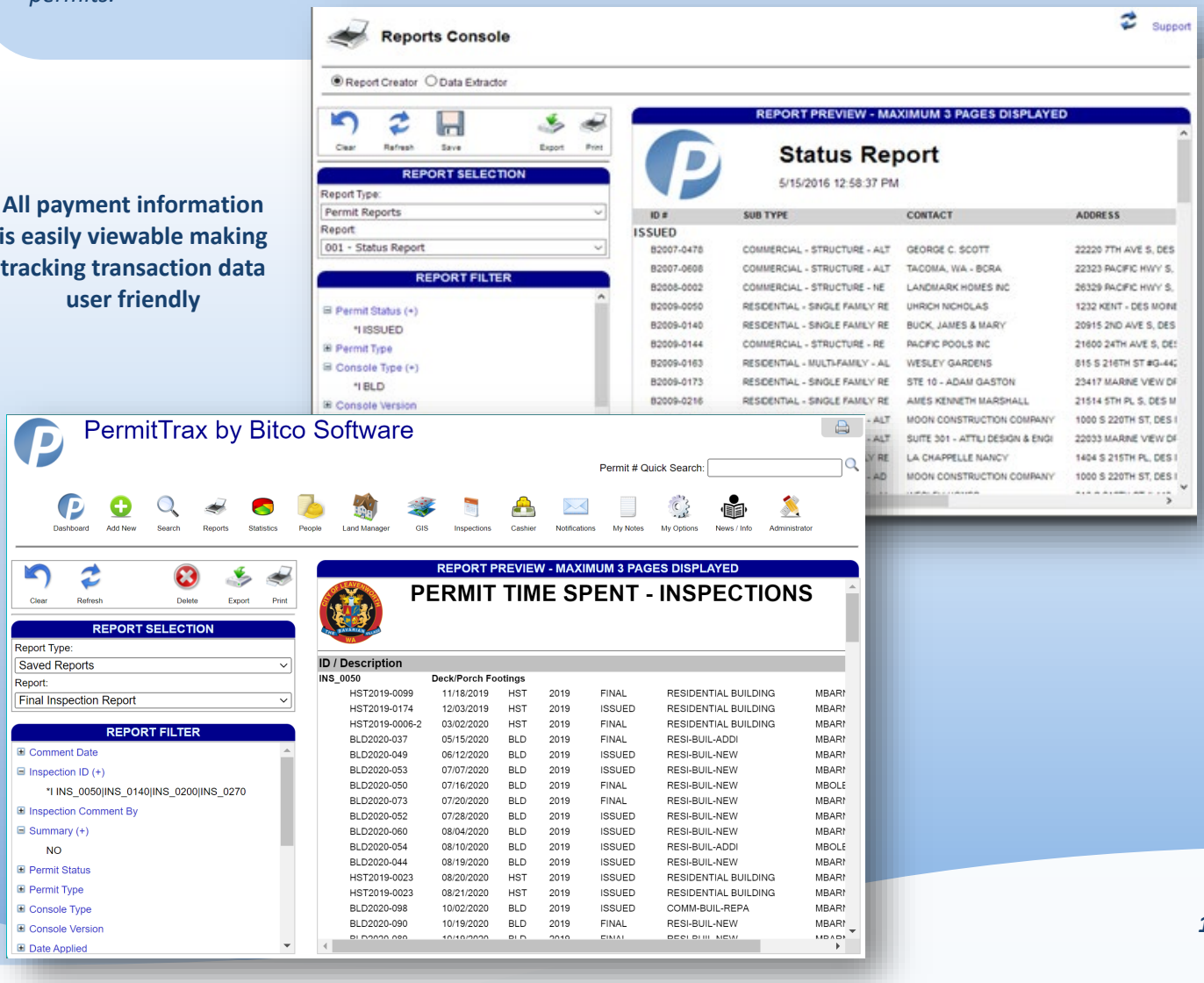
Staff can even save filtered reports to easily recall them when needed again.

Use Case: City of Leavenworth, WA

The City of Leavenworth, WA uses PermitTrax™ to create and track data both by using the standard reports and Data Extractor. The Data Extractor function is very valuable to the City when it comes time creating reports that reflect the data they need.

For example, The City of Leavenworth has created a custom report reflecting all issued permits for last year. Data items they track for this report include permit type, subtype, address, status, and total valuation. Leavenworth also takes advantage of PermitTrax™ Data Extractor by filtering out all building permits by a status of "Issued". The Data Extractor is an asset in maintaining data integrity by helping easily track and update all building permits.

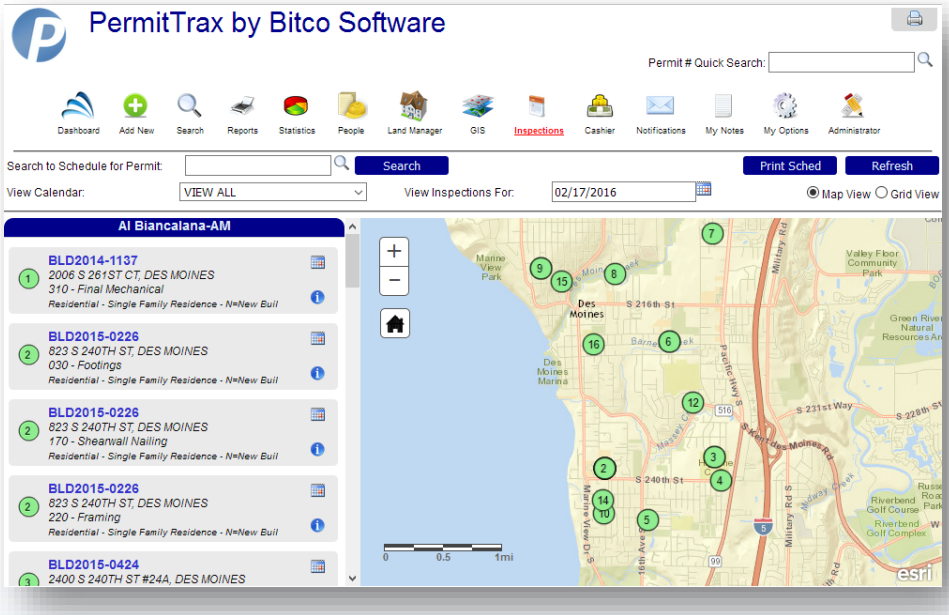
All payment information is easily viewable making tracking transaction data user friendly



Inspections

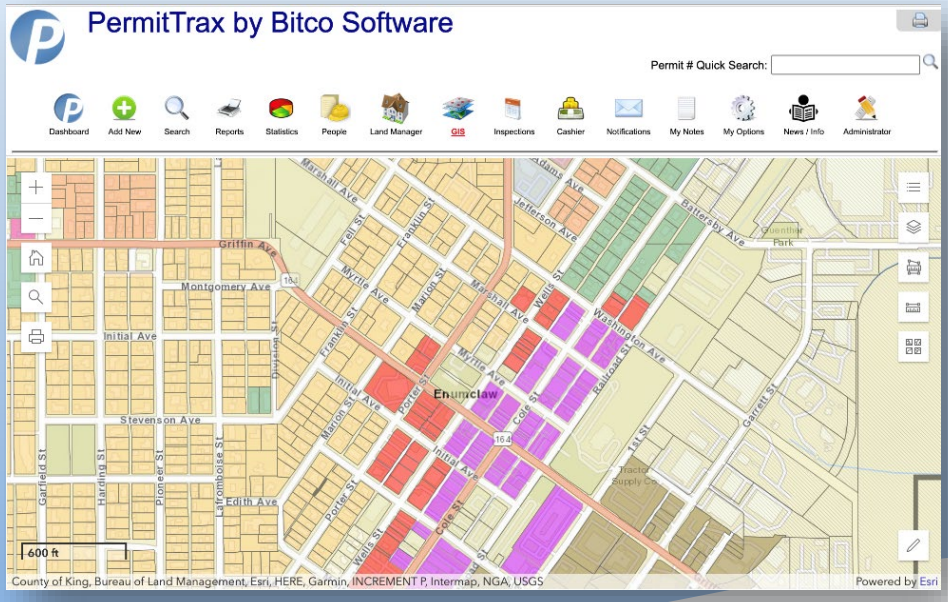
Managing an inspection department or team can be a challenging activity. Fortunately, PermitTrax™ gives managers the ability to change inspection scheduling quickly and efficiently. Dashboards give managers all the information they need to make quick assignment decisions and understand how their decisions will impact their team. Inspection scheduling is available to all applicable users (internal, contractors, and citizens) via the PermitTrax™ Suite. Agencies can define their inspector's availability.

Scheduled inspections show daily inspections on a map for easy location and routing



GIS Integration

PermitTrax™ easily connects to ERSI ArcGIS for Server or ArcGIS Online, providing cities with visual representation. Serve up as many GIS Layers as needed. Easily connect parcel data and start a new permit from a selected parcel on the map. Use the markup tool to draw easily on the map and print it out to a PDF. Measure distance in many different styles and easily change the base map. View the legend of your mapping layers.



Document Generation

Create and print documents such as permits, licenses, letters, certificates, and more with PermitTrax™. Bitco Software recognizes that different agencies will require different documents, that's why PermitTrax™ utilizes the Document Editor to provide highly configurable and specialized documents for any permit type. PermitTrax™ supports on-demand document generation, meaning if another copy of a permit, violation letter, business license, etc. is needed, the document can easily be initiated and quickly printed or emailed.

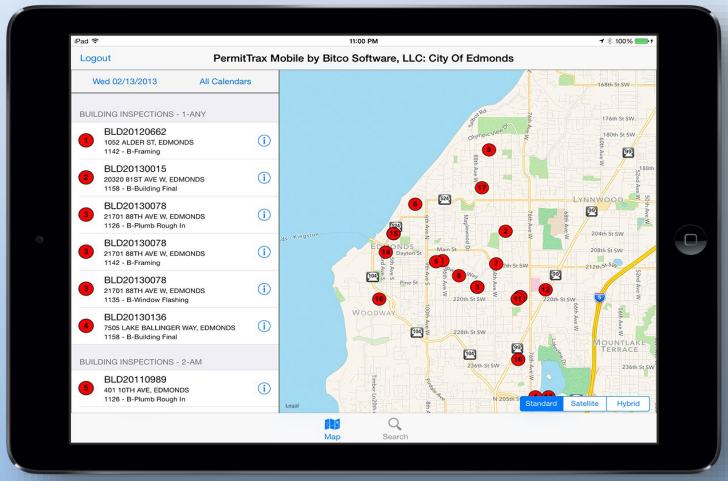
Data Conversion Utility

Bitco Software has developed a custom in-house conversion application that is configured, developed and maintained for converting an agency's data from an input then bringing that data into PermitTrax™. There are many ways our clients in the past have stored data such as Excel Spreadsheets, SQL Server Databases, older dBase files or even a CSV export from an existing system. We can work with staff on getting that data and developing a conversion that can import that data into the PermitTrax™ system. The same system can be used to import address, parcel, and contractor data from a third-party source as well.

PermitTrax™ Mobile Application

Since PermitTrax™ is a web-based application, no special applications or hardware are required for real-time mobile transactions. Basically, PermitTrax™ is Mobile Ready. You can give access to third party agencies that help with the review process and configure security access to only that which is needed.

PermitTrax™ Mobile is an Apple iPad application that connects directly to PermitTrax and allows real time updates for inspectors in the field. PermitTrax Mobile detects the presence of the internet and will automatically sync when a connection is found. View daily inspections on a map, get directions directly from the iPad, enter comments, view permit details, schedule new inspections, reschedule inspections, cancel inspections, and view attachments directly in the field.



Citizens Connect™ Public Portal

The PermitTrax™ Suite includes the public access portal Citizens Connect™ that links PermitTrax™ to the public. The ability to put permitting processes online allows citizens to take advantage of self-service as well as aid in increasing agency staff productivity. This module is highly configurable as to what the citizen can view and have access to.

Citizens Connect™ extends government services to the public 24-hours a day by providing your citizens with online access to apply for multiple types of permits - building permits, over-the-counter type permits, zoning permits, and more. Our public portal also allows for permits to be paid for over the internet and issued. Keep your citizens up to date on the progress of their permits using the My Permits section in Citizens Connect™. You can also utilize the Upload Portal to receive files from citizens like site plans or architectural layouts that will automatically attached directly to a permit.

The Citizens Connect™ portal can be sectioned off by departments and configured separately to help guide citizen along any processes. Take it one step further and add service requests, code enforcement applications, business license or even renewals.

By configuring a custom public access portal and designing pages that are intuitive, easy-to-use, and come with agency defined tools, tips and information, cities can better engage and connect with their citizens.

Use Case: City of Des Moines, WA

The City of Des Moines, WA uses the Citizens Connect™ portal to have citizens apply for permits, make payments, upload plans to EPR, monitor the status of their permits and more. The City has three different departments that use Citizens Connect: Community Development, Code Enforcement, and Public Works.

The Community Development department gives the public the option to apply for numerous types of permits with some requiring the submittal of plans for review. The types of permits available to apply online are residential mechanical, plumbing, re-roof and building just to name a few. Notification of specific milestones is key when using on online portal to ensure projects are moving along in a timely fashion. Key department staff members receive a notification when a new permit has been applied for online, when plan review documents and other files have been uploaded through the upload portal, and when fees associated to an online permit have been paid for. Once a permit has been applied for in Citizens Connect™, staff members can review that same permit from within the main system. After plans have been reviewed and marked up in EPR, those same files and be pushed back into PermitTrax and will be available for the citizen to view from Citizens Connect.

The City's Code Enforcement department uses Citizens Connect to give the public the option to submit complaints to the City with and without an address. Similar to the notification milestones for Community Development, when a new complaint has been submitted through the portal, key department staff like the Code Enforcement Officer will be notified. Citizens also have the ability to upload photos and other documents that pertain to their complaint.

By moving these processes from in-person to online, the City was able to maintain its responsibilities and services even during the Covid-19 pandemic.

Integration with e-PlanREVIEW®

The workflows built into the integration of PermitTrax™ and e-PlanREVIEW® will optimizes your time and efficiency. Essentially, you are turning two separate systems with separate processes into a cohesive, streamlined solution creates a simpler process for applicants and staff alike. For the applicants, they only need to submit their application, plans, and supporting documents in a single point of entry instead of going into multiple sites and portals, which can get confusing, convoluted, and frustrating!

And if it's a tedious and convoluted process for the applicants, imagine how tangled it can be with multiple project participants trying to coordinate tasks without any other means than to check multiple systems for status and information.

By integrating the two solutions, reviewers and permitting staff can log-in in one place, and with single sign-on, never have to switch from one app to another. All information and documents are centralized, status is visible in a single dashboard, and the vulnerability to human error is drastically reduced, because there is no need to enter the same information multiple times.

e-PlanREVIEW and Bitco Software's PermitTrax and Citizens Connect Portal offer up maximum efficiency not just individually, but together as a tightly integrated solution.

They operate in conjunction with each other to provide complementary functionality and real-time information exchange, and they operate without the disparity that some solutions experience allows for the smooth transfer of information and eliminates any delay between stages. It also eliminates the need for redundant data entry and the need to constantly check two separate platforms for status updates and upcoming tasks, saving time and mitigating the opportunity for human error. Taking that efficiency even farther, is the fact that all associated documents are centralized, so supporting information for all activities is easily accessible. Users can log in once with the single sign-on capability and, can configure the solution to open to each user's preferred landing page within the solutions. The status of permitting applications and plan reviews can be easily tracked from a single point of entry.

The tight integration also means that implementation is less complicated because there are no third-party connectors required.

Features and Functions

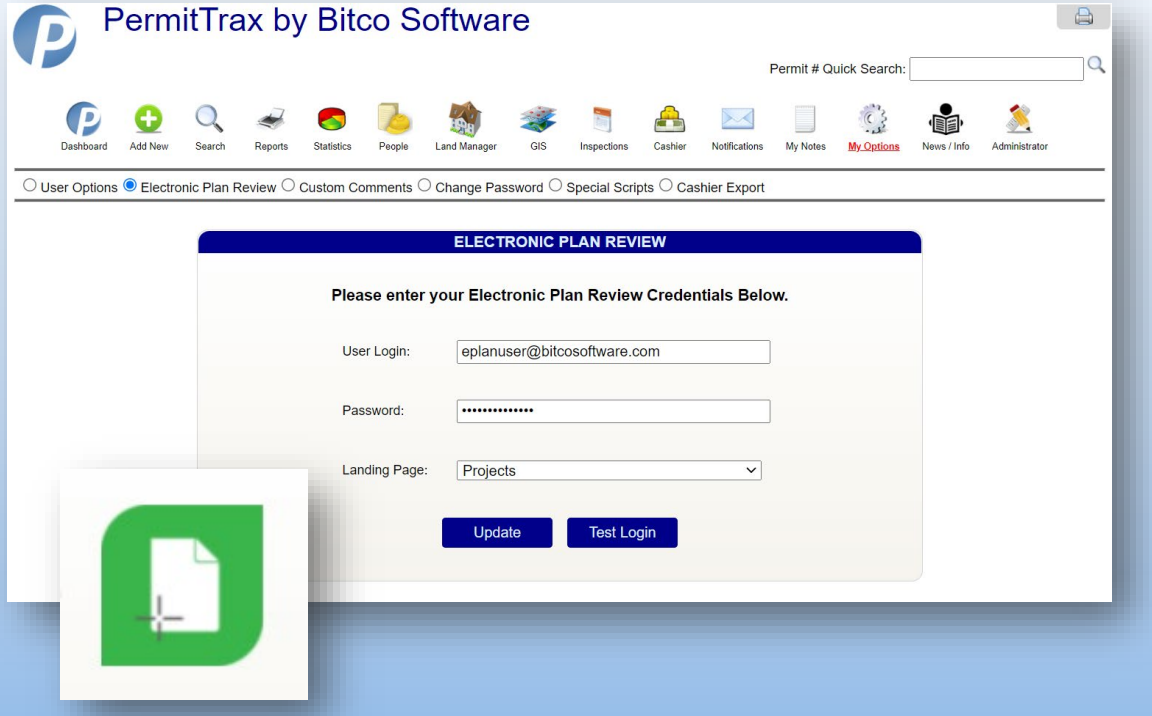
Below is a brief synopsis of how the integration between the two systems can elevated and streamline an agency's plan review and permitting processes.

- Full integration to the PermitTrax's™ Citizens Connect Portal
- Ability to assign multiple reviewers to a project.
    - Distinction between reviewers / comments within the drawing markups (i.e. color coding depts., user ID's, etc.)
- Ability for simultaneous reviews by users assigned to the project.
- User workflow tracking including start of first review, total review time, date of completed review, etc.
- Auto creation of plan review correction letter based on electronic plan markups.
- Auto-generated emails notifying reviewers when they've been assigned a plan review and when a plan review is nearing its deadline.

- Ability to recognize drawings scales for each plan sheet, not just a scale for the whole document.
- Markup tools consistent with building construction plans
    - Measurement tools based on drawing scale
    - Review clouds, text comments
    - Drafting symbols
- Ability to create and manage standard comment library
- Customizable digital review stamps with capacity for batch application to all plan sheets
- Document version management (i.e. cycle 1, cycle 2, etc.)
    - Ability to compare versions (i.e. overlay, side-by-side)
- Document security for approved plans
- Document upload capability for new submittals, resubmittals, revisions, etc.
- Ability to submit partial plan sets and slip sheets

Single Sign-On

PermitTrax™ will store and remember, your e-PlanREVIEW credentials, removing the need to log into different applications multiple times saves time. Once your credentials are added, when you log into PermitTrax, you will be automatically logged into EPR as well. PermitTrax™ gives you the option to choose what landing page you'd to first see when you first log into e-PlanREVIEW®. Once logged in, the little green EPR icon will appear. Clicking on that icon will take you to EPR and automatically log you in and take you to your chosen landing page.

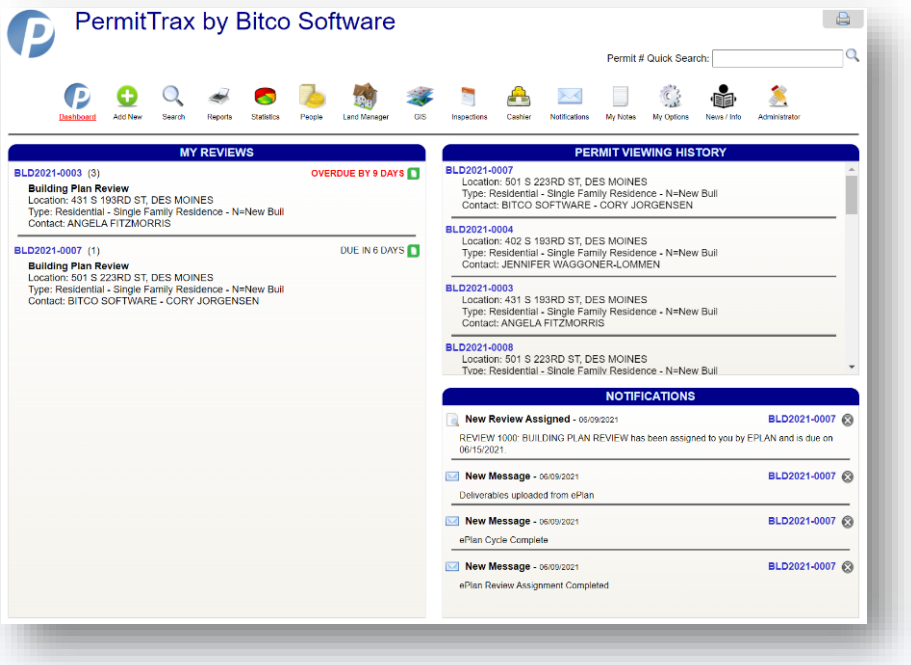


Notifications of Milestones

Keeping on top of projects is key when completing the review process. The integration between PermitTrax™ and e-PlanREVIEW® makes that easy. Assigned users can receive numerous types of notifications throughout the reviewing process through PermitTrax™ and by email. Notifications are viewable via the PermitTrax™ Dashboard and under the Notifications module.

Milestones that push notifications to users:

- Files have been UPLOADED to PermitTrax
- Review Assignments for Users
- ePlan Reviews Completed
- ePlan Cycle of Reviews Completed
- Deliverables Pushed Back to PermitTrax



Intake of Plan Review Documents

Site plans and other documents can be uploaded to PermitTrax™ in one of two ways; the citizen can upload their PDF files directly from their Citizens Connect™ Upload Portal, or a PermitTrax™ user can upload files using the Upload function within the main system.

Having the ability to upload plans electronically removes the need for in-person interactions. Since applicants can upload at any time, it removes the restriction of having to wait in a crowded waiting room and physically hand off the plans to counter staff as they become available. It keeps things moving well, and as we've seen over the last year and a half, it can also keep business going when there are distancing restrictions or any other need to close the office. Applicants aren't restricted to submitting only during office hours, either – we've had a lot of positive feedback about this!

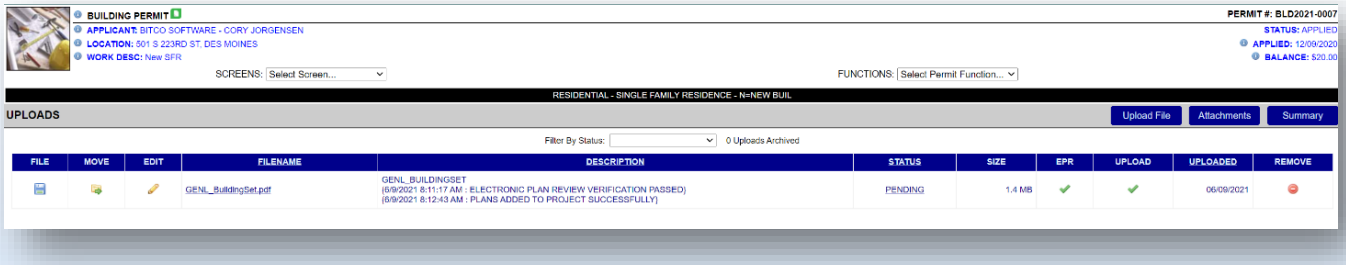
Citizens appreciate that they no longer need to take time out of their workday for printing or to make trips to the city halls and other municipalities; they have 24/7 access to uploading site plans at the click of the mouse.

Vet and Verify with PDF SCOUT™ Inspector Tool

Once plans have been uploaded, e-PlanSoft's PDF Scout Inspector Tool analyzes all incoming documents to make sure that all criteria are met, and the documents are safe and suitable for review and processing. PDF Scout checks for a whole array of issues, from making sure that file size is within acceptable limits, that it's all legible, and also that the file hasn't been corrupted and doesn't contain any unexpected data. With ransomware attacks on the rise, this is an extra layer of protection.

When Scout has verified that the incoming documents are safe and suitable, it then allows them to move through the routing and workflows. If there is an issue with any documents, they'll be rejected right away, and the applicant will be notified of the issue. This allows the citizen to resolve any issues prior to documents being uploaded. It also reduces some of the friction when having to reject a file in person, so it helps close the distance between the applicant and agency staff.

This can save literally DAYS in the process. Without the Scout utility, files can be passed on to the reviewer, who would have to send it back after they've gotten to the point where the issue is evident.



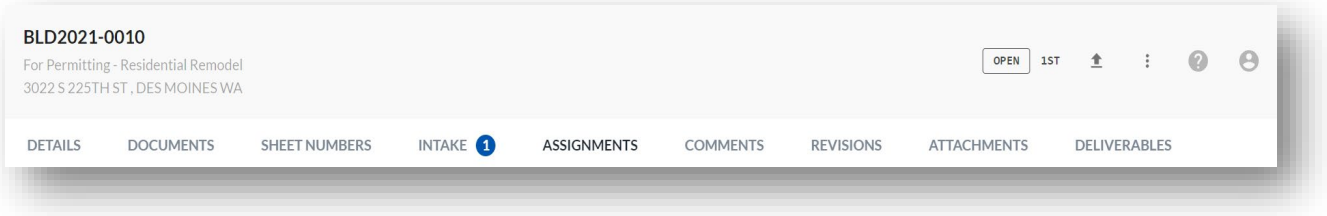
Creating Projects in EPR

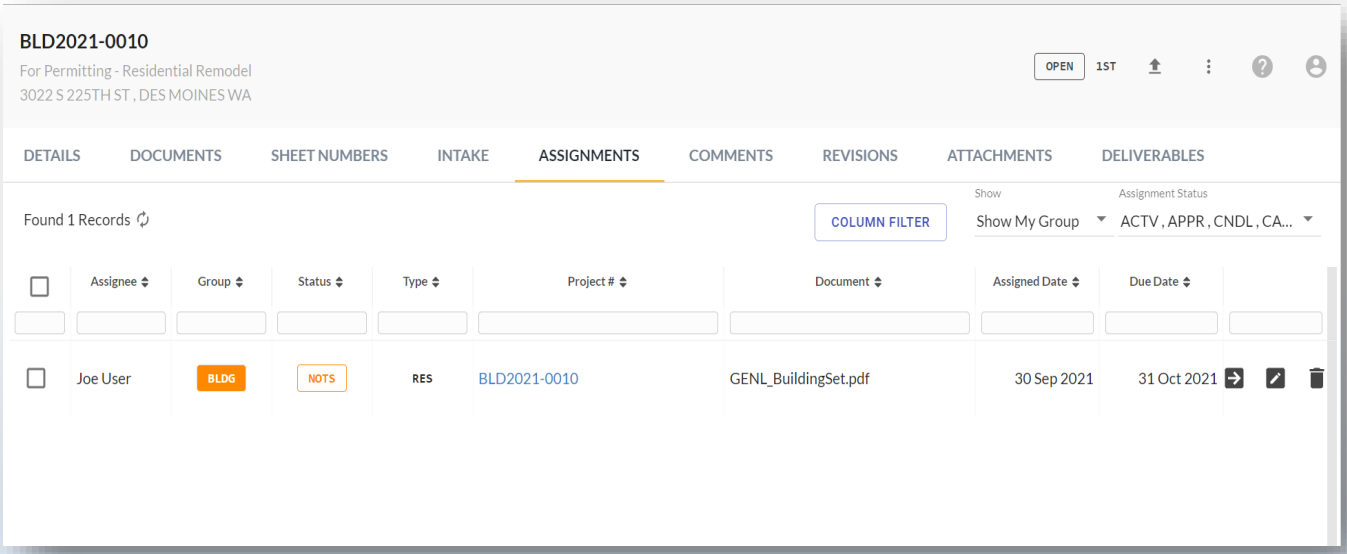
Once files have been uploaded to PermitTrax, it is time to add the permit to ePlanREVIEW as a New Project (if not already added). Creating a new project in EPR is simple and streamlined through PermitTrax™. The integration between the two solutions allows for the permit information inputted in PermitTrax™ to be automatically inputted into EPR when added.

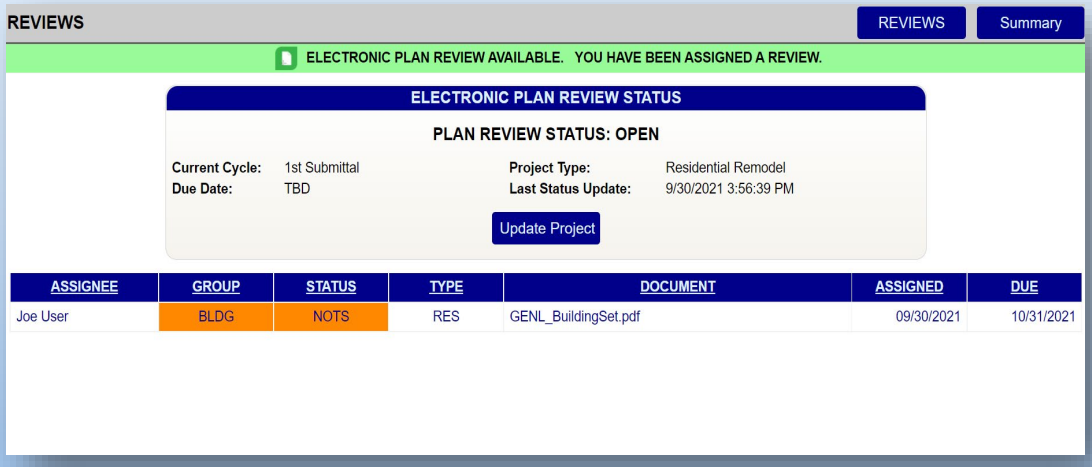
Assigning Reviews

After files have been pushed to e-PlanREVIEW®, the user can click on the little green icon next to the permit number to take the user directly to EPR and the project itself. Once inside EPR, the intake tab will show a number icon alerting the user that there are documents needing to be assigned for review.

When a review has been assigned, PermitTrax™ will send a notification to the user letting them know. Users can also easily see the status of plan reviews on a project from inside PermitTrax™.







Technology Overview

Server Requirements

PermitTrax™ runs on Microsoft IIS Web server utilizing Microsoft SQL Server for the relational database.

- Windows Server 2012-R2 or newer
- Microsoft SQL Server 2016 or newer

Client Machine Requirements

PermitTrax™ runs Completely through a web browser. PermitTrax is supported on the more recent versions of Chrome, Firefox, Safari and Microsoft Edge beginning with the January 15th, 2020, release. For intake staff, we recommend that an updated PDF software product such as Adobe Reader.

- Microsoft Edge
- Firefox
- Google Chrome – *Recommended!*
- Apple Safari

Mobile Application Requirements

PermitTrax™ Mobile is the application used by inspectors in the field and is available for Apple iPads via the Apple App Store at no additional cost.

- PermitTrax Mobile requires iOS 11 or greater
- Cellular access is recommended but not required

Implementation

Project Management Approach

Bitco Software provides a proven approach to a system implementation. We take the hassle out of the data entry into the PermitTrax system. We believe your software should be delivered and successfully implemented on schedule and within budget, meeting clearly defined goals and not taking you away from your clients. We help you gather the information you need and discuss the many possibilities to customizing the system to fit your current business processes. We believe that we are experts at what we do, and we should help you be the expert at what you do.

Bitco Software is a believer in remote implementation, which can save money and increase scheduling flexibility. We have deep experience with successful remote implementation, helping more than half our clients go live remotely from all across the country. Leveraging your PermitTrax software solution to improve overall operations is an investment, but the ultimate return is tied directly to a successful implementation. Our ordered, closely monitored, and controlled implementation maximizes your investment with a standardized process designed and proven for success. From the first meeting to the final sign-off, Bitco Software is with you every step of the way.

Implementation Plan

Phase 1, Task 1: Analysis of Systems Technical Requirements

Our configuration team will meet with the agency's project management and IT staff members to discuss and define the hardware/technical components needed for PermitTrax™. During this meeting, our team will explore various options to make sure our system is the best fit for your agency. The objective is to ensure the necessary hardware and technical components are in place before the start of configuration and implementation.

Our team will record your agency's requirements, both hardware and software, to ensure a smooth transition and implementation of PermitTrax™. If deficiencies exist, our team will work with your staff to explore other alternatives to ensure the system is being used to the best of its ability.

Agency Responsibilities: Agency staff is responsible for having IT and Project Management staff available so that the information needed from the agency is current.

Deliverables: Project Plan for Hardware, Software, network configurations, 3rd Party application integration, and GIS requirements for PermitTrax™.

Phase 1, Task 2: Project Kick-off Meeting

We will meet with your agency via Microsoft Teams to analyze how you do business, create a plan, and gather data to start customizing permits and processes. The information we look to gather is the point-of-contact for your agency, what types of permits and processes you would like implemented and gather emails to send out invites to join Basecamp.

In support of these efforts, our configuration team will analyze with your agency the following critical elements:

- **Permitting Workflows** – Identify the current tasks and decisions that are involved with the workflow for each permit, planning, and enforcement type. The implementation team will identify points of possible improvement in existing workflows and discuss how current business processes may change or be modified to fit within the PermitTrax™ suite. The workflow review will identify each task within the workflow, all of the possible outcomes for each task, and the party responsible for completing tasks. Task results can trigger changes in case status, dictate path that the workflow follows, and send email notifications.
- **Data and Document Requirements** – Review of the current application forms, requirements for submittal, checklists, violation lists, contractor data, and other pertinent data that needs to be tracked and recorded as part of a permit. Existing documents are asked to be electronically sent to our Project leader via Basecamp for review. Items like permit cards, notification letters, and notice of violations are also documented as these items will need to be developed as custom documents that can be printed. Once reviewed, our team will reach out to your staff with any questions or concerns pertaining to how specific items will fit into the work for your agency and how to configure them for PermitTrax™. This will help give agencies some insight on what their data will look like in PermitTrax™.
- **Fee Schedule** – Identify the fees associated with each permit/case and the information used to calculate the fees. The fee schedule is reviewed to ensure both parties understand all fees involved and how they are calculated and when they are assessed. This includes fees for application submittal, permits, and violations.
- **Notifications** – Notification requirements are identified and documented during the review of the case workflows. The system will be configured to meet notification requirements. For specific milestones (i.e. application submitted online, review has been assigned, the plan review cycle has been completed in EPR, etc.). Email notifications are also identified to be included in the configuration.
- **Data Migration** – Existing and historical data maintained for the purpose of supporting the daily operation and maintenance of the departments and their associated processes will be sent to our Project Team and analyzed for the purpose of supporting the development of any required data conversion/migration/development plans.

  Agency Responsibilities: The agency's project team staff is available to meet via Microsoft Teams to assist with gathering material, data, applications, documents, etc. Send Bitco Software your agencies fee schedule and all permit application information via Basecamp.

  Deliverables:

  - Send staff logins for Basecamp (3rd party application used to track the status of the project plan for implementation, maintain open and clear communication between Bitco Software's project team and the agency's project team, and upload permit documentation/files)
  - Your agency provides their current and historical data for data conversion and migration
  - Your agency provides a list of all permit types, inspections, and code violations

Phase 1, Task 3: Installation of PermitTrax™

Our project team will work with agency IT staff to install and configure the PermitTrax™ software into a development/production environment. Our team will be available to assist remotely via Microsoft Teams to help facilitate software installation, set-up, and configuration.

Deliverables: PermitTrax™ installed for agency in a development/production environment.

Phase 2, Task 1: System Design and Configuration

Once all data and information has been gathered, our project team will take what we received from you during the analysis of your business process and configure the system in our cloud environment to meet the agency needs. This process occurs in our offices in the City of Arlington, Washington.

Services during this task include but are not limited to:

- Set up users
- Configure permit consoles based on permit types, subtypes, case types, etc.
- Create a library of conditions based on permit type
- Set up and script fees based on fee schedule and valuation
- Import Contractor data
- Configure the inspections library
- Create permit documents (Permits, Certificates of Occupancy, Receipts, Invoice letters, etc.)

Agency Responsibilities: Staff is responsible for maintaining communication through Basecamp and be available to answer any question/concerns/comments.

Deliverables: Bitco software's project team will send periodic updates to be imported and reviewed in a test environment. The agency can expect to receive all updates of deadlines, information requests and communication to be facilitated through Basecamp.

Phase 2, Task 2: System Integrations

The PermitTrax™ software configuration effort must have integration points established to connect the multiple systems together. This can occur previous to, or during the actual integration effort itself.

Bitco Software offers a full and seamless integration with e-PlanSoft's e-PlanREVIEW®. ***See Page 12 for more information on this integration.***

Bitco Software's methodology is comprised of four (4) primary steps. These steps are a result of our experience with business systems integration and help to ensure a smooth and reliable production outcome.

The steps include Planning, Configuring, Training, and Deployment. These steps ensure that we include everyone and every system of record in the development of detailed requirements for the design of the interface(s). Once the interfaces are developed, a rigorous testing plan will be executed. On successful completion of testing, the interfaces are ready for deployment. However, prior to the final production deployment, user training is performed for those working directly with the project or integration.

Phase 3, Task 1: System Testing and Training

Once all elements of configuration and system set up are completed, the project team will work with the agency to begin the testing phase. We will meet virtually to walk through key staff members the many processes, workflows and set up within the PermitTrax™ suite. These virtual meetings ware typically broken up by departments to ensure only the information relevant to specific staff members is being discussed in detail. Our project team will continue communication via Basecamp to facilitate testing and ensure the system is fulfilling your jurisdiction's needs. We also use this stage to train the rest of your staff on how to use the application and the processes and determine the "best practices" for the software being implemented. Training is conducted via Microsoft Teams.

Phase 3, Task 2: Mock-Live Test Phase

Once all elements of the implementation step are tested, and configuration has been successful, we go through a mock-live test phase to make sure that everything converts correctly, designed to your specifications and all processes work as designed. If changes are need, we complete them at this step before going live.

Phase 4: Go-Live

Once the implementation process is complete and the configuration has been validated for accuracy. We then move all the information into a LIVE environment. PermitTrax™ users will now be executing Permitting, Building Inspection, and Code Enforcement tasks in a live configured PermitTrax™ production environment. On the GO-LIVE date our staff is available via Microsoft Teams to help with any questions with the new system.

Deliverables: Last minute configuration, support, and training.

Phase 5: Post Go-Live Support

Post-Implementation and continuing support is an important part of a strong and lasting relationship with our clients. Bitco Software understands that problems and issues can arise when a new system is implemented. Bitco Software commits to providing the support, resources, and knowledge to assist your staff before, during and after the system goes live.

Project Team

The following Bitco Software personnel will be assigned to the project to facilitate the successful implementation of PermitTrax™.

- **Project Manager -** Primarily responsible for overseeing the project timeline, managing status updates, issues, and risks. Primary point of contact for Bitco Software and responsible for communication with the City/County.
- **Implementation Specialist -** Assists with the implementation and configuration of PermitTrax™, aids the Project Manager and Technical Support Manager in customer and technological support.
- **Technical Support Manager -** Responsible for business and agency workflow analysis. Provides input on the solution architecture and the best way to implement the system to meet agency needs. Primary support for technology questions/issues (i.e. database, server, programming, etc.)
- **Operations Manager -** Oversees the project as a whole. Ensures the end result meets the agencies needs and expectations.

Support and Maintenance

User Support

User support is one of the most important aspects of government software. At Bitco Software, our goal is to have the very best customer support in the industry. We recognize that if a user cannot use the software to their fullest expectation, then it doesn't matter how great the software is. If an issue is caused by a software problem, the main priority of the product development staff becomes the resolution of that problem.

Methods of Support

Bitco Software offers telephone support, online support, and website support services.

Telephone support is provided as follow:

- Regular business hours: 8:00 am – 5:00 pm Pacific Standard Time
- Customer support phone number: (425) 367-4016

Online support is provided as follow:

- Regular business hours: 8:00 am – 5:00 pm Pacific Standard Time
- Weekdays, excluding holidays
- Bitco Software utilizes a support portal to receive, track, and manage email support requests.
- Bitco Software uses Microsoft Teams for web meetings when necessary for the support persons to share content to the jurisdiction via the support person computer.
- Bitco Software currently uses Citrix GotoAssist to provide remote support for our customers.
- An internet browser connection to the system is required
- Customer support email: support@bitcosoftware.com

Documentation:

- Online help can be accessed from within the PermitTrax™ system via the News/Info module.
- Staff can access, download, and print documentation from Bitco Software's ever-growing online documentation database.
    - Staff can find self-help documents pertaining to the many functions and features within PermitTrax™, PermitTrax™ Mobile, and Citizens Connect™.

All-Inclusive Service Plan

What is the All-Inclusive Service Plan?

Included with every License and Maintenance agreement is an All-Inclusive Service Plan. It includes all requests for changes, modifications, and additions to PermitTrax™ during the service plan period. You will no longer have to budget for extra services. You will no longer ask the question "How much will it cost to do this?" It's all included.

Here is a list of some of the services included:

- New permit type design and implementation
- New custom reports
- Fee modifications and Scripting
- Add and modify custom documents
- Implement newly developed application features
- Screen modifications
- SQL queries to extract custom data

There is no limit to modifications or additions. You want to add a new permit type? It's included!

We want to provide an application that our customers can use so they can better serve their current customers while making your internal processes more efficient. As the application evolves with new modifications, updates, and improvements; the services you provide change, the internal design of PermitTrax™ should do so as well, without breaking the budget. We find that the ability to do your job in an efficient manner and providing great service to your clients ***shouldn't*** be defined by the amount of money it takes to create those processes when they already exist.

Bitco Software's annual maintenance fee covers all bug fixes, enhancements to the product, telephone tech support and all upgrades and online training. You will be notified if there is an update available, what is new in that update, and how you can retrieve it.

Since Bitco Software's PermitTrax™ Land Management Suite is web-based, the maintenance is very easy. When updates and new versions are ready to go live, our team will push the new version to your sever. The next time you run PermitTrax™, you will have all the new changes automatically. You do not have to go from computer to computer to install these changes.

One of our goals at Bitco Software is to keep things easy. We handle all the technical problems and convert them into easy steps so a non-technical person can understand them.

Pricing

The cost of software is as important to us here at Bitco Software as it is to you. We utilize our experience and expertise in our industry to provide a software package that rivals no other. We pride ourselves with great customer service, flexibility at an affordable price.

We aren't landing rockets in the ocean on a small boat, launching satellites into space or engineering complex structures for people to live in. We provide a database containing a collection of data points that can be shared, reported, and calculated all in one place. In short, what we do is not rocket science and we believe it shouldn't cost like it.

We leverage the tools that we have, to develop software that is easy to use and not break the bank.

Hosted (SaaS) Solution: $15,000.00

Our Hosted solution is where our PermitTrax Suite is installed and maintained by Bitco Software using AWS Servers in the cloud. Bitco Software supplies the server, database, backups, hardware maintenance and PCI Compliance.

The Hosted solutions annual maintenance covers all updates to PermitTrax, Citizens Connect and our PermitTrax Mobile applications. Our maintenance agreements cover our support using the software and managing the system. We provide an All-Inclusive agreement. There are no additional charges for helping you use the system to better serve your jurisdiction or citizens. Our services are included!

PermitTrax Suite includes:	
Software License / Annual maintenance	$15,000.00
Number of Users	Unlimited
Data Conversions	Included
Implementation	Included
Training	Included
Total Annual Cost:	**$15,000.00**

On-Premise Solution: $20,000.00

The On-Premise solution is our PermitTrax Suite installed and maintain by you internally using your own infrastructure. You supply the server, database, backups, hardware maintenance, PCI Compliance. You are fully responsible for the data, server and solution and maintained by your IT department.

The On-Premise solutions annual maintenance covers all updates to PermitTrax, Citizens Connect and our PermitTrax Mobile applications. Our maintenance agreements cover our support using the software and managing the system. We provide an All-Inclusive agreement. There are no additional charges for helping you use the system to better serve your jurisdiction or citizens. Our services are included!

Don’t believe these numbers? It is true! Just ask our current clients.

Testimonials and References

City of Des Moines, Washington

Contact Information: Tina Hickey | (206) 870-7576

Customer Profile: Population: 31,734 | Website: www.desmoineswa.gov

Project Timeline: Since October 2010

Project Description: The City of Des Moines uses PermitTrax™ On-Premise to track and manage many types of permits, inspections, address and parcel data, code enforcement, GIS and more. The city uses PermitTrax™ Mobile to aid inspectors in the field. Citizens can apply, pay for, and review their permits through the city's Citizens Connect™ portal.

"PermitTrax is easy, really intuitive and our contractors like it. The ease of use is amazing as is Bitco Software's support. They are responsive and great to work with. The iPad app has been invaluable in the field and the affordability of PermitTrax is so reasonable. We have truly been spoiled with PermitTrax."

Permit Center Supervisor - City of Des Moines, Washington

- Tina Hickey

City of Airway Heights, Washington

Contact Information: Caleb Poe | (509) 244-5514

Customer Profile: Population: 8,560 | Website: www.cawh.org

Project Timeline: Since January 2018

Project Description: The City of Airway Heights uses PermitTrax™ Software as a Service to track and manage many types of permits, inspections, address and parcel data, code enforcement, GIS and more. The city uses PermitTrax™ Mobile to aid inspectors in the field. Permits through the city's Citizens Connect™ portal.

"PermitTrax has been a great addition to our permitting arsenal. As a smaller jurisdiction our building department issues all permits for the City. I am now able to setup permits and send reviews to any department easily and efficiently. The reports and data extraction features have also been great for our monthly and yearly reporting needs. We also very much appreciate that the system is setup for our specific requirements and that they can be molded as we grow. I would definitely recommend PermitTrax to anyone for their permit or tracking needs."

Permit Technician - City of Airway Heights, Washington

- Caleb Poe

City of Cheney, Washington

Contact Information: Susan Beeman | (509) 498-9240

Customer Profile: Population: 11,251 | Website: www.cityofcheney.org

Project Timeline: Since July 2008

Project Description: The City of Cheney uses PermitTrax™ Software as a Service to track and manage many types of permits, inspections, address and parcel data, code enforcement, GIS and more. The city uses PermitTrax™ Mobile to aid inspectors in the field. Citizens can review their permits through the city's Citizens Connect™ portal.

"I want to thank you for making Cheney's transition to PermitTrax so painless! The data conversion was clean and complete; setting up PermitTrax to incorporate our forms & processes went quickly and easily.

I especially appreciated the degree of communication we enjoyed with Bitco during the conversion process; questions and problems were addressed quickly.

Working through issues and training with shared web sessions was very effective, as were the regular phone and email communications. You obviously have a great deal of experience in the building & permitting arena, and your suggestions enabled us to amend our work flows in ways that made sense, without completely overhauling our own systems.

As a veteran of at least four different software conversion projects with the City of Cheney in the past 25 years, I can tell you that this was the least "buggy," the most painlessly accomplished, and the conversion project with the fewest unexpected twists & turns!

The way PermitTrax uses dynamic links to the L&I database and to our County GIS records has cut our permit processing time dramatically – at this point, I estimate we are turning out permits in roughly 1/3 the amount of time required on our previous system. Training new PermitTrax users has gone smoothly, too.

The user interface is clean and intuitive, making users able to navigate the system comfortably in a minimal amount of time. We are pleased to be expanding our use of PermitTrax beyond construction permits and business licenses, incorporating its use for numerous types of access permits, commercial landscape disposal permits, hydrant water use, code enforcement cases, and so on.

Having all our plan reviews and inspections visible in one location is great! We especially like the ability to "associate" permits from various departments or divisions, so you can see – at a glance – all the current permitting activities related to development at a single address.

We are very pleased with our choice of PermitTrax and look forward to a long and satisfying relationship with Bitco!"

GIS / Permit Technician - City of Cheney, Washington

- Susan Beeman

Client List

Below is a full list of Bitco Software's current clients.

City of North Bend, Washington	
Population: 6,983	Using Since: June 2007
Phone: (425) 888-8633	*The City of North Bend uses PermitTrax and Citizens Connect.*
City of Black Diamond, Washington	
Population: 4,476	Using Since: July 2008
Phone: (360) 851-4447	*The City of Black Diamond uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field w/ EPR integration. They offer Permits online through Citizens Connect.*
City of Des Moines, Washington	
Population: 31,734	Using Since: October 2010
Phone: (206) 870-7576	*The City of Des Moines uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field w/ EPR integration. They offer Permits, Business License and Code Enforcement online through Citizens Connect.*
City of Lake Stevens, Washington	
Population: 29,949	Using Since: August 2011
Phone: (425) 622-9430	*The City of Lake Stevens uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.*
City of Moscow, Idaho	
Population: 25,319	Using Since: November 2011
Phone: (208) 883-7009	*The City of Moscow uses PermitTrax and Citizens Connect. They offer Permits online through Citizens Connect.*
City of Covington, Washington	
Population: 20,825	Using Since: February 2012
Phone: (253) 480-2447	*The City of Covington uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field. They offer Permits online through Citizens Connect.*
City of Cheney, Washington	
Population: 12,165	Using Since: February 2013
Phone: (509) 498-9237	*The City of Cheney uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field w/ EPR integration.*

City of Clyde Hill, Washington

Population: 3,329
Phone: (425) 453-7800

Using Since: March 2013
The City of Clyde Hill uses PermitTrax to track different permits throughout the city.

City of Milton, Washington

Population: 7,715
Phone: (253) 922-8738

Using Since: February 2016
The City of Milton uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Enumclaw, Washington

Population: 11,879
Phone: (360) 615-5726

Using Since: March 2016
The City of Enumclaw uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field w/ EPR integration. They offer Permits online through Citizens Connect.

e-PlanSoft™

City of Liberty Lake, Washington

Population: 9,836
Phone: (509) 755-6708

Using Since: December 2016
The City of Liberty Lake uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Airway Heights, Washington

Population: 8,560
Phone: (509) 244-5514

Using Since: January 2018
The City of Airway Heights uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

San Juan Basin Public Health, Colorado

Phone: (970) 335-2030

Using Since: October 2018
The San Juan Basin Public Health uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

St. Lucie County, Florida

Population: 328,297
Phone: (772) 462-2505

Using Since: August 2019
St. Lucie County uses PermitTrax.

City of Leavenworth, Washington

Population: 2,375
Phone: (509) 548-5275

Using Since: March 2020
The City of Leavenworth uses PermitTrax, Citizens Connect and Mobile Inspections. They offer Permits online through Citizens Connect.

City of Toppenish, Washington	
Population: 8,873	Using Since: May 2020
Phone: (509) 865-7318	*The City of Toppenish uses PermitTrax, Citizens Connect and Mobile Inspections.*
Twin Falls County, Idaho	
Population: 86,878	Using Since: September 2020
Phone: (208) 734-9490	*Twin Falls County uses PermitTrax, Citizens Connect and Mobile Inspections.*
Covington Water District, Washington	
Population: 283,111	Using Since: November 2020
Phone: (253) 867-0940	*San Luis Obispo County uses PermitTrax to track different permits throughout the county.*
City of Kelso, Washington	
Population: 12,123	Using Since: December 2020
Phone: (360) 423-9922	*The City of North Bend uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field w/ EPR integration. They offer Permits online through Citizens Connect.*
	e-PlanSoft™
City of Othello, Washington	
Population: 8,100	Using Since: April 2021
Phone: (360) 851-4447	*The City of Othello uses PermitTrax, Citizens Connect and Mobile Inspections.*
City of Longview, Washington	
Population: 37,520	Using Since: January 2022
Phone: (206) 870-7576	*The City of Longview uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field w/ EPR integration. They offer Permits online through Citizens Connect.*
	e-PlanSoft™
Kanawha County, West Virginia	
Population: 178,124	Using Since: March 2023
Phone: (304) 357-0570	*Kanawha County uses PermitTrax, Citizens Connect and Mobile Inspections.*
City of Winchester, Virginia	
Population: 27,897	Using Since: June 2023
Phone: (540) 667-2306	*The City of Winchester uses PermitTrax, Citizens Connect and Mobile Inspections.*
City of Chewelah, Washington	
Population: 2,519	Using Since: December 2022
Phone: (509) 935-8311	*The City of Chewelah uses PermitTrax, Citizens Connect and Mobile Inspections.*

Latah County, Idaho	
Population: 40,313	Using Since: Current Implementation
Phone: (208) 883-7220	*Latah County uses PermitTrax, Citizens Connect and Mobile Inspections.*

Town of Friday Harbor, Washington	
Population: 2,054	Using Since: Current Implementation
Phone: (360) 378-2810	*The Town of Friday Harbor uses PermitTrax, Citizens Connect and Mobile Inspections.*