

PermitTrax[™]

Land Management Software Made Easy!

- Land Management Suite
- Mobile Inspections
- Citizen Portal
- Web Interface
- ☑ SaaS / On-Premise



16404 Smokey Point Blvd, Suite 202 Arlington WA 98223 Phone: (425) 367-4016 Website: http://www.bitcosoftware.com







PermitTrax Product Summary



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 multidocument 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.

The following Modules are included with PermitTrax™:

- PermitTrax™
- Administrator
- Cashier
- · Reporting and Data Extraction
- Inspections
- GIS Integration

- Citizen Portal Citizens Connect™
- Mobile Inspections Application
- Document Editor
- Data Conversion Utility
- · LaserFiche Integration
- Electronic Plan Review Integration

Here is a sample list of features PermitTrax™ provides:

- Tracking of multiple types of Construction Permits, Licensing, Public Works,
 Planning and Code Enforcement as well as many other specialized permits.
- · Fee Automation for fast and accurate fees.
- · Complete tracking of the review process.
- Track Inspections, Conditions and comments.
- Associate Permits to Parcels, Addresses and Contractors as well as to other permits.
- Cashier Module for applying payments to a single permit or multiple permits in one transaction.
- Attach any type of electronic file such as photos, documents, correspondents to a Permit, Parcel, Address or Contractor.
- Ability to add different levels of messaging for easy inter-office communication.
- Create and print documents such as permits, letters, certificates, licenses.

- · Email notifications.
- Full reporting features as well as a data extractor to get the data you need.
- GIS Interface for mapping and locations.
- Citizen Portal for viewing the status of a permit, schedule inspections or apply online. Upload files directly to a permit or pay online. Process renewals easily.
- Mobile Inspections in the field using our PermitTrax Mobile application on an Apple iPad. Store and Forward or Live data updates.
- Integration with LaserFiche document management system for attachments.
- Daily exports of financial transactions to import into your financial system.
- Electronic Plan Review integrated with e-PlanSoft.

"DOING IT DIFFERENT"

Application Design

PermitTrax[™] is a 100% browser based application, which means that the application is accessed completely through a web browser such as Microsoft Internet Explorer, Google Chrome or Mozilla Firefox on the client machine. Nothing is installed on the client machine, which makes PermitTrax[™] easy to maintain for your IT department. Easily grant access to those third party agencies that help in the processing of permits.

Product Suite

PermitTrax[™] is packaged as a Land Management Suite which means all features, upgrades and new modules are included in the price when you purchase the licensed application. There is no need to purchase new features as they become available as they are already included. We even include in our maintenance an All Inclusive support, so any requests to configure the system are included in the price. We even include our PermitTrax Mobile application for doing inspections in the field with no additional licensing.

Technology

Utilizing Microsoft technologies, we are able to focus on the strengths of Microsoft products, services and support. The complete PermitTrax™ Suite is developed using Microsoft.NET technology. PermitTrax™ utilizes Microsoft SQL Server for data storage. Once setup, SQL Server is a low maintenance system, which creates less management for an agencies IT department. PermitTrax™ can run on SQL Server enterprise or the freely distributed SQL Express edition.

Price

PermitTrax™ is priced competitively using a per server model instead of per user. Since the application runs through a web server, it seems illogical to charge per user. While our competitors are charging for add on modules, we include those modules and features with the licensed application. At Bitco Software, we charge the same flat rate for maintenance for each customer which includes all updates and support. No added fees, we take care of our customers without the added cost.

Low Maintenance

The PermitTrax[™] product suite is a very friendly IT application. The application is installed only on one server. As updates become available, maintenance is achieved with a few clicks to install the latest version. Once installed, your whole client base is now upgraded to the latest version.

Citizens Connect™ Public Portal

The PermitTrax™ Suite includes the public access portal Citizens Connect™ that links PermitTrax™ to the public. This module is highly configurable as to what the citizen can view and have access to. Citizens Connect™ also allows for permits to be applied for over the internet, paid for and issued. You can also utilize the Upload Portal to receive files that are 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. Easily setup licenses with the renewal process for easy renewals.

Mobile Access / Mobile Inspections

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.



Data Conversions

Bitco Software is dedicated to making sure that we do everything to make your job easier and the implementation process goes smooth. We provide an application that makes it easy for you to convert your old permit data into the PermitTrax™ database as well as parcel, address and contractor data. This application is our Data Conversion Utility and is custom built for your specific data conversions. With only three clicks of a button, the conversion process starts and is completely automated.

To complete a data conversion, we need to get the data from you in an easy to read format such as an ASCII text file that is delimited, or a Microsoft Access database. Our conversion team will help you from the beginning to end. If a conversion is part of the service agreement, the conversion application is part of the PermitTrax™ Suite and is covered under your annual maintenance agreement. If your assessor's office changes the format of your conversion, we will gladly modify this custom application to meet those changes.

Relational Database

The PermitTrax[™] Land Management Suite uses Microsoft SQL Server to store the application data using a relational database schema. Microsoft SQL Server is a logical choice to storing data as it is an easy to use and maintain database application and requires little maintenance once setup and installed. Microsoft SQL Server works seamlessly within a Microsoft client/server infrastructure.

Low Cost option: Microsoft also provides SQL Server Express, which is a no-cost option with the full functionality of the full version with only a limitation on concurrent connections.

Product Support / Maintenance

Technical Support is provided at regular business hours between 9:00 AM to 5:00 PM PST. This includes Telephone and E-Mail support. We currently use Citrix GotoAssist to provide remote support for our customers.

Included with every License and Maintenance agreement is an All-Inclusive Service Plan.

What is the 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!

Why would we do this? 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 <u>shouldn't</u> 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. For on-premise installations your IT staff just downloads the new installation and installs them on the server. 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. For our SaaS customers, you are updated as soon as we install the new version on the server.

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. We listen to our customers and track the questions that are asked; we then assess those questions, and then change our product or procedures to eliminate the confusions.

Implementation of PermitTrax

Bitco Software provides a proven approach to a system implementation. We take a lot of the hassle out of the data entry into the PermitTrax™ system. We do not want to take you away from your clients so we provide that process for you. 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. Below is a systematic procedure we use to implement the PermitTrax™ Land Management Solution and is usually a four to six month process.

Step 1: Analysis

We will meet with you to analyze how you do business, create a plan and gather data to start customizing your permits and processes. At this time we will install the software and train your project leader.

Step 2: Implementation

We take what we received from you during the analysis of your business process and configure the system to meet your needs. We do this in our offices in the City of Arlington, Washington. We send periodic updates to be imported and reviewed in a test environment.

Step 3: Completed Implementation Testing

Once all elements of the implementation step are tested, 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. We use this stage to train the rest of your staff on how to use the application and the processes that are implemented.

Step 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. On the GO-LIVE date our staff is available on-site to help with any questions with the new system.

Step 5: POST GO LIVE

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.

Who We Are

PEOPLE

Bitco Software's management team provides over 20 years of experience developing software solutions for government and private institutions. Our project leaders, management and staff integrate with our customers creating a long lasting relationship. Bitco Software strives to create a unified team environment so we can 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. Your assessment team can be rest assured that our knowledgeable team will provide the best service anyone can offer.

PRIMARY CONTACT

Cory Jorgensen - President of Bitco Software, LLC

Phone: (425) 367-4016

E-Mail: cjorgensen@bitcosoftware.com

COMPANY

Bitco Software LLC 16404 Smokey Point Blvd, Suite 202

Arlington WA 98223

Privately Owned Limited Liability Company formed in the state of Washington.

Website: http://www.bitcosoftware.com

LENGTH IN BUSINESS

Bitco Software LLC was established in November 2002.

MANAGEMENT BELIEFS

Bitco Software is dedicated to providing the industries best customer service, support and products so we can insure our customers' business visions and goals. We recognize our customers as the foundation, creating a long lasting relationship to help propel our products and services into the future as technologies change and evolve.



System Requirements

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 2008 or newer

Client Machine Requirements



PermitTrax runs completely though a web browser. Client machines require a supported internet browser and Adobe Reader for PDF documents.

Supported Browsers:

- Internet Explorer 11+
- · Microsoft Edge
- Firefox
- Google Chrome Recommended
- Apple Safari

Mobile Inspections



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

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



Pricing

Pricing



PermitTrax[™] with Citizens Connect[™]

PermitTrax[™] is a Web Application that runs using a standard Web Browser. PermitTrax[™] is sold as a Suite, with NO PER USER LICENSE FEES and includes all modules with PermitTrax[™], including our iOS field application PermitTrax Mobile[™]. The following is a list of modules / features included with your Annual Maintenance / Subscription.

Permit Tracking Module, Citizens Connect Portal Cashiering Module, Reports Module Document Editor, Administrator Module PermitTrax[™] Mobile iOS Application Integrates with ESRI GIS, LaserFiche, ePlan

...AND INCLUDES ANY FUTURE ENHANCEMENTS / MODULES

On Premise Installation

You install PermitTrax™ on your server and maintained by you.

\$10,000.00 per year

Software As A Service (SaaS)

 $\mathsf{PermitTrax}^{\intercal \mathsf{M}}$ is installed in the cloud and maintained by us.

\$15,000.00 per year

Both service options above include

Data Conversions of existing data
System Configuration
Implementation
Training

The PermitTrax[™] Suite Annual Maintenance / Subscription includes our All-Inclusive support services including product upgrades along with continuing application configurations to the system at no additional cost. Bitco Software believes that we should give 100% product support to our customers.



Client References

San Luis Obispo County, California



Contact: Corey Rabbon

Phone: (805) 781-4471 Website: http://www.slocounty.ca.gov

Since: August 2004 Population: 276,443

San Luis Obispo County uses PermitTrax to track different permits throughout the county.

City of North Bend, Washington



Contact: Tom Meagher Phone: (425) 888-7641

Since: June 2007

Email: tmeagher@northbendwa.gov
Website: http://northbendwa.gov

Email: crabbon@co.slo.ca.us

Population: 6,236

The City of North Bend uses PermitTrax and Citizens Connect.

City of Black Diamond, Washington



Contact: Barbara Kincaid Phone: (360) 886-5700

Since: July 2008

Email: bkincaid@blackdiamondwa.gov
Website: http://www.ci.blackdiamond.wa.us

Population: 4,292

The City of Black Diamond uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Des Moines, Washington



Contact: Dale Southwick Phone: (206) 870-6545

Since: October 2010

Email: <u>DSouthwick@desmoineswa.gov</u> Website: <u>http://www.desmoineswa.gov</u>

Population: 30,687

The City of Des Moines uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field. They offer Permits, Business License and Code Enforcement online through Citizens Connect.

City of Lake Stevens, Washington



Contact: Troy Stevens Phone: (425) 377-3234 Since: August 2011 Email: tstevens@lakestevenswa.gov
Website: http://www.ci.lake-stevens.wa.us

Population: 29,949

The City of Lake Stevens uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Moscow, Idaho



Contact: Bill Belknap Phone: (208) 883-7011 Since: November 2011 Email: bbelknap@ci.moscow.id.us
Website: https://www.ci.moscow.id.us

Population: 24,534

The City of Moscow uses PermitTrax and Citizens Connect. They offer Permits online through Citizens Connect.

City of Covington, Washington



Contact: Robert Meyers Phone: (253) 480-2445 Since: February 2012 Email: rmeyers@covingtonwa.gov
Website: http://www.covingtonwa.gov

Population: 18,830

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



Contact: Susan Beeman Phone: (509) 498-9240 Since: February 2013 Email: sbeeman@cityofcheney.org
Website: http://www.cityofcheney.org

Population: 11,251

The City of Cheney uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Clyde Hill, Washington



Contact: Teri Tupper

Phone: (425) 453-7800

Since: March 2013

Email: teri@clydehill.org

Website: http://www.clydehill.org

Population: 3,157

The City of Clyde Hill uses PermitTrax to track different permits throughout the city.

Town of Merrillville, Indiana



Contact: Sheila Shine Phone: (219) 769-3631

Since: May 2013

Email: sshine@merrillville.in.gov
Website: http://www.merrillville.in.gov

Population: 35,622

The Town of Merrillville uses PermitTrax to track different permits throughout the city.

Adams County, Washington



Contact: Loren Wiltse Phone: (509) 488-9441

Since: August 2013

Email: lorenw@co.adams.wa.us
Website: http://www.co.adams.wa.us

Population: 19,067

Adams County uses PermitTrax and PermitTrax Mobile in the field. Adams County also hosts PermitTrax for the City of Othello, City of Ritzville, City of Lind and the City of Washtucna.

City of Moses Lake, Washington



Contact: Kevin Myre Phone: (509) 764-3752

Since: January 2015

Email: kmyre@cityofml.com
Website: http://www.cityofml.com

Population: 21,360

The City of Moses Lake uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Milton, Washington



Contact: Christiane Mercer Phone: (253) 922-8738 Since: February 2016 Email: cmercer@cityofmilton.net
Website: http://www.cityofmilton.net

Population: 7,239

The City of Milton uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Enumclaw, Washington



Contact: Chris Pasinetti Phone: (360) 615-5726 Since: March 2016 Email: cpasinetti@ci.enumclaw.wa.us
Website: http://cityofenumclaw.net

Population: 11,479

The City of Enumciaw uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Liberty Lake, Washington



Contact: Barbara Barker Phone: (509) 755-6704 Since: December 2016 Email: <u>bbarker@libertylakewa.gov</u>
Website: <u>http://www.libertylakewa.gov/</u>

Population: 7,591

The City of Liberty Lake uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

City of Airway Heights, Washington



Contact: Cindy Reddekopp Phone: (509) 244-5514 Since: January 2018 Email: creddekopp@cawh.org
Website: http://www.cawh.org/

Population: 6,114

The City of Airway Heights uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

San Juan Basin Public Health, Colorado

SAN JUAN BASIN **public health**

Contact: Brian Devine Phone: (970) 335-2030 Since: October 2018 Email: <u>BDevine@sjbpublichealth.org</u> Website: <u>https://sjbpublichealth.org/</u>

The San Juan Basin Public Health uses PermitTrax, Citizens Connect and PermitTrax Mobile in the field.

St. Lucie County, Florida



Contact: Pete DePasquale Phone: (772) 462-2742 Since: August 2019

St. Lucie County uses PermitTrax.

Email: depasqualep@stlucieco.org
Website: https://www.stlucieco.gov/

Population: 277,789

City of Leavenworth, Washington



Contact: Lilith Vespier Phone: (509) 548-5275 Since: March 2020 Email: <u>dsmanager@cityofleavenworth.com</u>
Website: <u>https://cityofleavenworth.com/</u>

Population: 2,010

The City of Leavenworth uses PermitTrax, Citizens Connect and Mobile Inspections.

City of Toppenish, Washington



Contact: Debbie Zabell Phone: (509) 865-1632

Since: Current Implementation

Email: <u>Debbie.Zabell@CityofToppenish.us</u>

Website: http://cityoftoppenish.us/

Population: 8,894

The City of Toppenish uses PermitTrax, Citizens Connect and Mobile Inspections.

Twin Falls County, Idaho



Contact: Andrew Havens Phone: (208) 734-9490

Since: Current Implementation

Email: ahavens@co.twin-falls.id.us
Website: https://twinfallscounty.org/

Population: 86,878

Twin Falls County uses PermitTrax, Citizens Connect and Mobile Inspections.

Covington Water District, Washington



Contact: Steve Lee Phone: (253) 867-0940

Since: Current Implementation

Email: steve.lee@covingtonwater.com/
Website: https://www.covingtonwater.com/

Population: ~50,000

The Covington Water District uses PermitTrax and Citizens Connect.

City of Kelso, Washington



Contact: Amber Jacobs Phone: (360) 423-9922

Since: Current Implementation

Email: ajacobs@kelso.gov

Website: https://www.kelso.gov/

Population: 12,303

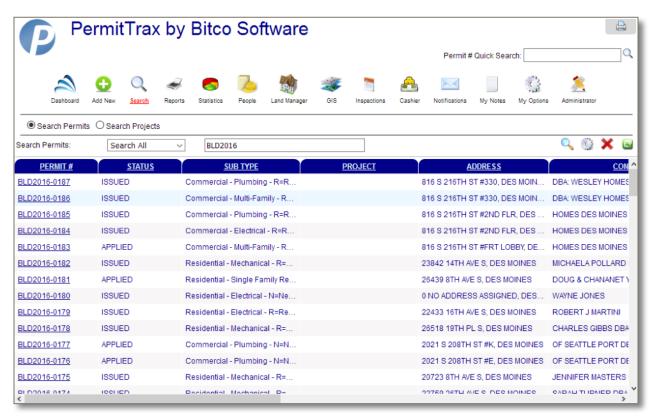
The City of Kelso uses PermitTrax, Citizens Connect and Mobile Inspections.



Application Screen Shots



The Dashboard displays the users assigned reviews, history and notifications.



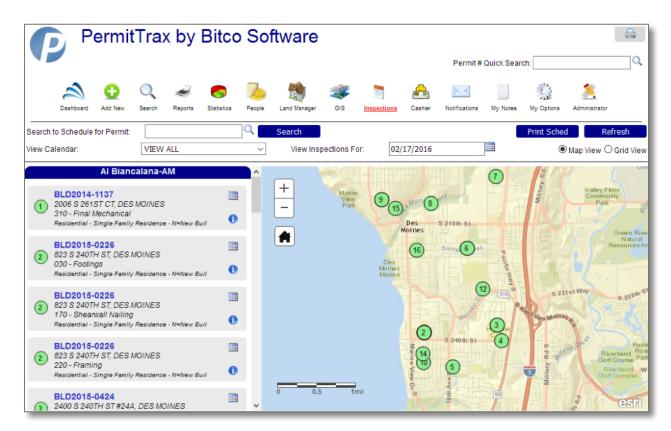
PermitTrax provides an extensive search feature.



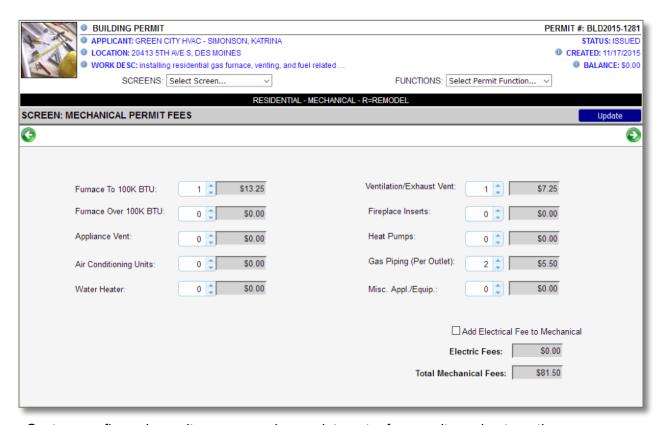
Quick snapshots and drill downs of data to get statistical data.



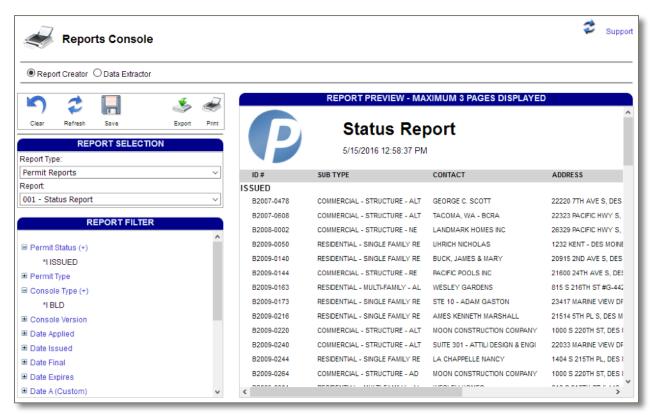
Integrated GIS maps to your existing data layers.



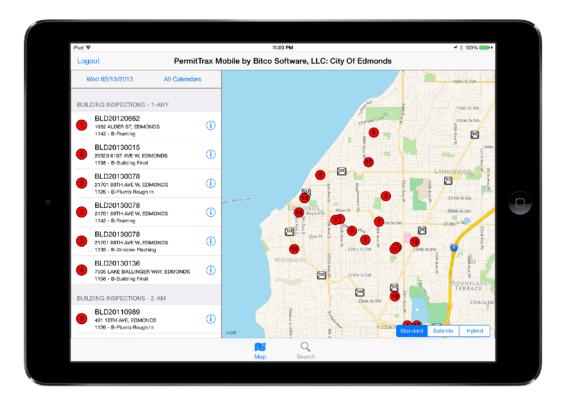
Scheduled inspections show daily inspections on a map for easy location and routing.



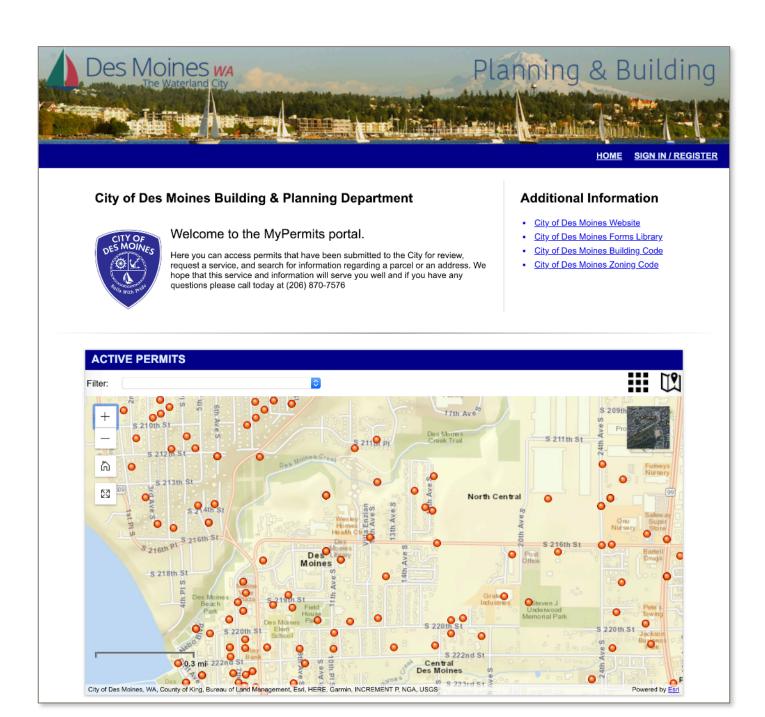
Custom configured permit screens and easy data entry for permits and automation.



Easily run reports or use our data extractor to get to the data you need.



PermitTrax mobile available for the iPad is a great field tool for inspections.



Citizens Connect online portal allows the public to view and apply for permits online.