

## CITY OF SEATAC, WASHINGTON

### SOFTWARE IMPROVES THE PACE OF COMMUNITY DEVELOPMENT

The city of SeaTac, Washington, is home to one of the fastest growing airports in the United States and the world. Although the brisk pace of global travel occurred daily within its own borders, the city was struggling to stay ahead of rapidly changing technology.

Modernizing outdated government systems was high on the city's agenda to improve accountability and transparency. A need to update outdated permitting software that had been residing on equally outdated hardware led to the city's implementation of CentralSquare Community Development from CentralSquare Technologies (previously TRAKiT from Superion).

Before implementing Community Development, the city faced inconsistencies with accountability, tracking and timeliness in its permitting processes. It also operated with software that was extremely cumbersome to use.

The robust licensing provisions in Community Development offered added efficiencies through flexibility, automation and ease of use. Its easy-to-navigate modules were tightly linked through a GIS-centric database which provided the city a customizable system for creating, issuing and tracking activity directly from the parcel fabric. The information-tree format helped users easily identify previous activity and see any future impacts activities would have.

"One of the features that helped us decide to go with CentralSquare Community Development [previously TRAKiT] was the GIS integration, which is very good," said Bart Perman, Information Systems Manager. "Being able to create a project or permit from a map and visualize where activity is happening in the city has streamlined our processes and decreased permit turnaround time from 14 days down to one or two."

CentralSquare Community Development is designed to enhance operations by automating permitting, managing



inspections, regulating land use and tracking projects. It provides visibility updates and also allows payment processing. A single-screen interface provides rapid access to all the tools in the system.

"It's all really visible right there on the screen with CentralSquare Community Development," said Joyce Kennedy, Senior Permit Coordinator. "You can create a master permit and all your sub-MEP permits under it. You can see all the permit history for one particular project. That is really helpful, especially for our inspectors."

A focus on analytics enables agencies to make data-driven decisions that have real impact across all operations, from licensing and permitting to inspections and workflow.

"Inspectors need to know that all permits and any approvals from other inspectors have taken place before they finalize and issue a certificate of occupancy," said Kennedy. "CentralSquare Community Development is very user-friendly, so having all of this information right there and accessible is impressive."

SeaTac's progression toward modernization has positioned the city to meet and exceed the challenges posed by complex community development needs in today's fast-paced world.

