

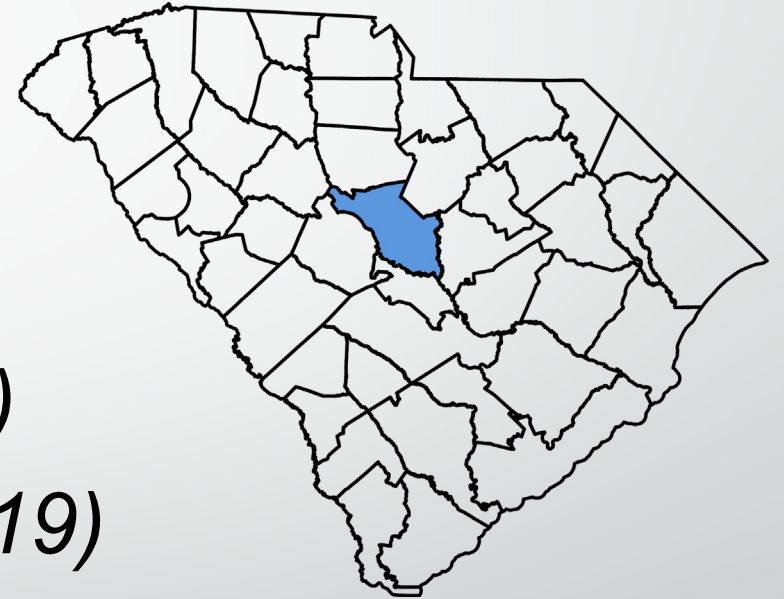


***TRENDS IN PLANNING AND ZONING
ONLINE SERVICES***

***Richland County & TRAKiT
Presented by Tommy DeLage***

RICHLAND COUNTY

- *772 square miles*
- *384,504 Residents (2010 Census)*
- *415,759 Residents (Estimated 2019)*
- *State Capital*



What is TRAKiT & How Did We Get Here?



Timeline

- **RFP 2011**
- **Project Implementation - December 2012**
- **Go Live Phase 1 - February 2014**
- **Go Live Phase 2 - May 2014**



TRAKiT

Web Based

- ✓ **Submittals**
- ✓ **Reviews**
- ✓ **Inspections**
- ✓ **Code Enforcement**
- ✓ **Business License Tracking (Zoning)**



Online Services

Home | Setup an Account | Log In Contractor / Applicant Password LOGIN REMEMBER ME Forgot Password

Public Login

Use of this website constitutes acceptance of Richland County's Terms & Conditions.

User Name:

Password:

LOGIN

* New users [Click here](#) to Register.
[Forgot your password?](#)

Contractor / Applicant Login

Use of this website constitutes acceptance of Richland County's Terms & Conditions.

Password:

LOGIN

[Forgot your password?](#)

The County of Richland County Government, Columbia, SC makes every effort to produce and publish the most current and accurate information possible. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation. Utilization of this website indicates understanding and acceptance of this statement.

Project Review

- ✓ Plats
- ✓ Site Plans
- ✓ Subdivision

Permit Review

- ✓ Residential
- ✓ Commercial
- ✓ Signs

Map Amendments

- ✓ PDD
- ✓ Zoning District Change

Board Of Zoning Appeals

- ✓ Special Exceptions
- ✓ Variances
- ✓ Appeals

Review Process

✓ 17 Day Review Process

✓ Weekly Tuesday Deadline

✓ Weekly Wednesday
Screening

✓ Weekly Friday Revision or
Approval Letter Cycle

The screenshot displays a web application interface with a blue navigation menu on the left and two login sections on the right.

Navigation Menu:

- Permits
 - Apply
 - Search
 - Pay Fees
- Projects
 - Apply for New Project
 - Search Projects
 - Pay Fees
- Properties
 - Search Property
- Inspections
 - Schedule
 - Cancel
- Shopping Cart
 - Pay All Fees
 - Paid Items
- Contact
 - Contact us

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Reviews

Reviews (25)

 Add Reviews

 Filter

Default

 	ADDRESSING Group INITIAL SUBMITTAL Status DISAPPROVED	Reviewer Alfreda Tindal Remarks SEE NOTES & ATTACHME...	Sent 8/28/2019 Due 9/13/2019 Returned 8/30/2019	
 	ENGINEERING Group INITIAL SUBMITTAL Status DISAPPROVED	Reviewer WEBSTER LYONS Remarks See Comment	Sent 8/28/2019 Due 9/13/2019 Returned 9/4/2019	
 	FIRE Group INITIAL SUBMITTAL Status DISAPPROVED	Reviewer TINA ROBINETTE Remarks <i>(no remarks)</i>	Sent 8/28/2019 Due 9/13/2019 Returned 8/30/2019	
 	FLOOD Group INITIAL SUBMITTAL Status DISAPPROVED	Reviewer Heather Brown Remarks <i>(no remarks)</i>	Sent 8/28/2019 Due 9/13/2019 Returned 9/10/2019	
 	GIS Group INITIAL SUBMITTAL Status DISAPPROVED	Reviewer Betty Etheredge Remarks See comments	Sent 8/28/2019 Due 9/13/2019 Returned 9/3/2019	
 	LAND DEVELOPMENT Group INITIAL SUBMITTAL Status DISAPPROVED	Reviewer MONICA EUSTACE Remarks <i>(no remarks)</i>	Sent 8/28/2019 Due 9/13/2019 Returned 9/13/2019	
	SCREENING			

Outside Agency Portal



Online Services During a Pandemic



ZONING



PLANNING



BUILDING



Auto Reply Links

Thank you for contacting Richland County Government's Department of Community Planning & Development. Due to the COVID-19 virus, Richland County Government is closed to the public; limiting services to ensure the safety of our citizens and personnel.

Community Planning and Development (CP&D) divisions encourage use of our online services via the following links and email addresses:

DIVISION	WEBSITE	EMAIL ADDRESS
Assessor's Office	http://www.richlandcountysc.gov/Government/Departments/Taxes/Assessor	AssessorOffice@RichlandCountySC.Gov
Building Inspections	http://www.richlandcountysc.gov/DevServ/Home	devservices@richlandcountysc.gov
Business Service Center	http://www.richlandcountysc.gov/Government/Departments/Licensing-Registration/Business-Service-Center	BSC@richlandcountysc.gov
Community Development	http://www.richlandcountysc.gov/Government/Departments/Community-Development	TEASDELL.DENISE@richlandcountysc.gov
Conservation	http://www.richlandcountysc.gov/Government/Departments/Conservation	epps.quinton@richlandcountysc.gov
Planning Services	http://www.richlandcountysc.gov/Government/Departments/Planning-Development	NIP@richlandcountysc.gov
Register of Deeds	http://www.richlandcountysc.gov/Government/Departments/Business-Operations/Register-of-Deeds	CustomerService.RoD@richlandcountysc.gov
Zoning, Engineering, New Development	http://www.richlandcountysc.gov/DevServ/Home	devservices@richlandcountysc.gov

It is our commitment to work with our community and staff to get through this uncertain time together, as effectively and efficiently as possible. [Learn more](#) about Richland County's COVID-19 response.

Online Service Links

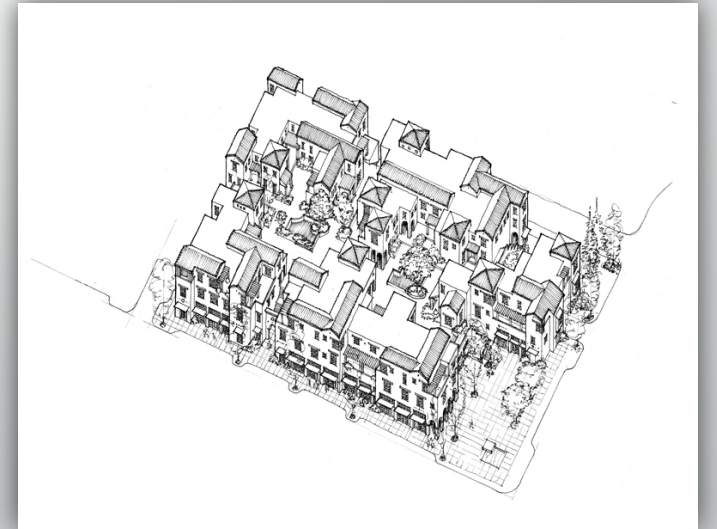
DIVISION	WEBSITE	EMAIL ADDRESS
Assessor's Office	http://www.richlandcountysc.gov/Government/Departments/Taxes/Assessor	AssessorOffice@RichlandCountySC.Gov
Building Inspections	http://www.richlandcountysc.gov/DevServ/Home	devservices@richlandcountysc.gov
Business Service Center	http://www.richlandcountysc.gov/Government/Departments/Licensing-Registration/Business-Service-Center	BSC@richlandcountysc.gov
Community Development	http://www.richlandcountysc.gov/Government/Departments/Community-Development	TEASDELL.DENISE@richlandcountysc.gov
Conservation	http://www.richlandcountysc.gov/Government/Departments/Conservation	epps.quinton@richlandcountysc.gov
Planning Services	http://www.richlandcountysc.gov/Government/Departments/Planning-Development	NIP@richlandcountysc.gov
Register of Deeds	http://www.richlandcountysc.gov/Government/Departments/Business-Operations/Register-of-Deeds	CustomerService.RoD@richlandcountysc.gov
Zoning, Engineering, New Development	http://www.richlandcountysc.gov/DevServ/Home	devservices@richlandcountysc.gov

Centralized Contact Listing

EMAIL ADDRESS
AssessorOffice@RichlandCountySC.Gov
devservices@richlandcountysc.gov
BSC@richlandcountysc.gov
TEASDELL.DENISE@richlandcountysc.gov
epps.quinton@richlandcountysc.gov
NIP@richlandcountysc.gov
CustomerService.RoD@richlandcountysc.gov
devservices@richlandcountysc.gov

Lessons Being Learned

- Equipment Needs
 - ✓ PPE
 - ✓ Computers
 - ✓ Cleaning Supplies
- Paper Permits/Plans
 - ✓ Process/ Work Flow
- Increased Email Submissions
 - ✓ Process/ Work Flow



Lessons Being Learned

- Staffing and CDC Guidelines
- Inspections
- Virtual Meetings
 - Required meetings
 - Pre-submittal meetings



Permit Comparison



Permit Number Comparison

- April 2019 vs April 2020
- Comparison Reasoning
 - a. SC Home to Work Order issued April 6
 - b. Nonessential Businesses Closures March 31
 - c. Most Restrictive (Staffing)
 - d. County Closed to Public

Statewide Permits in SC

- In April, building permits issued in South Carolina for new residential construction fell 21.5% percent to 2,717.
- This figure was down 12.7% from one year ago

	Month	Current	Previous Year	% Change Year Ago	2020 YTD	2019 YTD	% Change YTD
Closings	April	6,800	8,641	-21.3%	26,734	28,732	-7.0%
Median Sales Price*	April	\$235.0	\$210.0	11.9%	\$229.9	\$208.0	10.5%
Foreclosures	April	271	1,505	-82.0%	3,995	6,108	-34.6%
Residential Building Permits -Total	April	2,717	3,114	-12.7%	11,869	12,146	-2.3%
Residential Building Permits -Valuation*	April	\$619,435	\$652,613	-5.1%	\$2,722,366	\$2,523,563	7.9%

* Thousands of US dollars. Foreclosures estimated. Source: S.C. Association of Realtors, RealtyTrac, U.S. Census.



Richland County Permit Numbers

- <http://richlandcountysc.gov/DevServ/Home/Resources>

Richland County Permit Numbers April 2019

APRIL 2019 RESIDENTIAL	
PERMIT TYPE	NUMBER OF PERMITS
DEMOLITION/RES 1 STORY	18
DEMOLITION/RES 2 STORY	2
MANUFACTURED HOME	15
RES ELECTRICAL/RESIDENTIAL	33
RES MECHANICAL/GAS	177
RES PHOTOVOLTAIC SYSTEM/ROOFTOP	18
RES ROOFING	124
RESIDENTIAL ACCESSORY ADDITION & ADD/ALT/ACCESSORY ADDITION	4
RESIDENTIAL ADDITIONS & ADD/ALT/ADDITION	11
RESIDENTIAL ALTERATIONS/ALTERATIONS	19
RESIDENTIAL NEW ACCESSORY STRUCTURE	5
RESIDENTIAL NEW CONSTRUCTION/SINGLE FAMILY RES	103
RESIDENTIAL REPAIRS/REPAIRS	39
SWIMMING POOL/BARRIER	11
SWIMMING POOL/RESIDENTIAL	17
TOTAL PERMITS	596

Richland County Permit Numbers April 2020

APRIL 2020 RESIDENTIAL	
PERMIT TYPE	NUMBER OF PERMITS
DEMOLITION/RES 1 STORY	1
MANUFACTURED HOME	7
RES ELECTRICAL/RESIDENTIAL	9
RES MECHANICAL/GAS	56
RES PHOTOVOLTAIC SYSTEM/GROUND MOUNT	3
RES PHOTOVOLTAIC SYSTEM/ROOFTOP	12
RES PLUMBING	1
RES ROOFING	46
RESIDENTIAL ACCESSORY ADDITION & ADD/ALT/ACCESSORY ADDITION	3
RESIDENTIAL ADDITIONS & ADD/ALT/ADDITION	4
RESIDENTIAL ADDITIONS & ADD/ALT/ADDITION/ALTERATION	1
RESIDENTIAL ALTERATIONS/ALTERATIONS	1
RESIDENTIAL NEW ACCESSORY STRUCTURE	6
RESIDENTIAL NEW CONSTRUCTION/SINGLE FAMILY RES	61
RESIDENTIAL REPAIRS/REPAIRS	27
SWIMMING POOL/BARRIER	3
SWIMMING POOL/RESIDENTIAL	4
TOTAL PERMITS	245

Richland County Permit Numbers April 2019

APRIL 2019 COMMERCIAL	
PERMIT TYPE	NUMBER OF PERMITS
COM ELECTRICAL/COMMERCIAL	30
COM MECHANICAL/GAS	27
COM PLUMBING	21
COM ROOFING	1
COMMERCIAL ADD & ADD/ALT/ADDITION	2
COMMERCIAL ALTERATIONS	13
COMMERCIAL MODULAR	1
COMMERCIAL NEW CONSTRUCTION/NEW BUILDING	2
COMMERCIAL PHOTOVOLTAIC SYSTEM/ROOFTOP	2
COMMERCIAL REPAIR	3
FIRE PROTECTION SYSTEM ALARM	6
FIRE PROTECTION SYSTEM AUTO SUPPRESSION	12
FIRE PROTECTION SYSTEM SPRINKLER	9
TELECOMMUNICATIONS TOWER/NEW TOWER	1
TOTAL PERMITS	130

Richland County Permit Numbers April 2020

APRIL 2020 COMMERCIAL	
PERMIT TYPE	NUMBER OF PERMITS
DEMOLITION/COMMERCIAL	1
COM ELECTRICAL/COMMERCIAL	24
COM ELECTRICAL/CONSTRUCTION TRAILER	1
COM MECHANICAL/GAS	5
COM PLUMBING	10
COM ROOFING	1
COMMERCIAL ADD & ADD/ALT/ADDITION	1
COMMERCIAL ALTERATIONS	2
COMMERCIAL NEW CONSTRUCTION/NEW BUILDING	2
FIRE PROTECTION SYSTEM ALARM	4
FIRE PROTECTION SYSTEM AUTO SUPPRESSION	2
FIRE PROTECTION SYSTEM SPRINKLER	4
TELECOMMUNICATIONS TOWER/EXISTING TOWER ADD	7
TELECOMMUNICATIONS TOWER/NEW TOWER	5
TOTAL PERMITS	69

Richland County Permit Numbers 2019 VS 2020

PERMIT TYPE	APRIL 2019	APRIL 2020	DIFFERENCE
Total Residential	596	245	-351
Total Commercial	130	69	-61

Richland County Project Numbers April 2019

APRIL 2019 PROJECTS	
PROJECT TYPE	NUMBER OF PROJECTS
ADMIN REVIEW	1
ADMINISTRATIVE SUBDIVISION	13
LINEAR UTILITIES	3
MAJOR LAND DEVELOPMENT	1
MAJOR SUBDIVISION FINAL	1
MAJOR SUBDIVISION PRELIM	1
MAP AMENDMENT/REZONING	1
MINOR LAND DEVELOPMENT	2
MINOR SUBDIVISION	1
MULTI-FAMILY RESIDENTIAL	1
SITE ADDITION	1
TOTAL PROJECTS	26

Richland County Project Numbers April 2020

APRIL 2020 PROJECTS	
PROJECT TYPE	NUMBER OF PROJECTS
ADMINISTRATIVE SUBDIVISION	11
LINEAR UTILITIES	3
MAJOR SUBDIVISION BONDED	1
MINOR LAND DEVELOPMENT	6
MINOR SUBDIVISION	1
SITE ADDITION	3
TOTAL PROJECTS	25

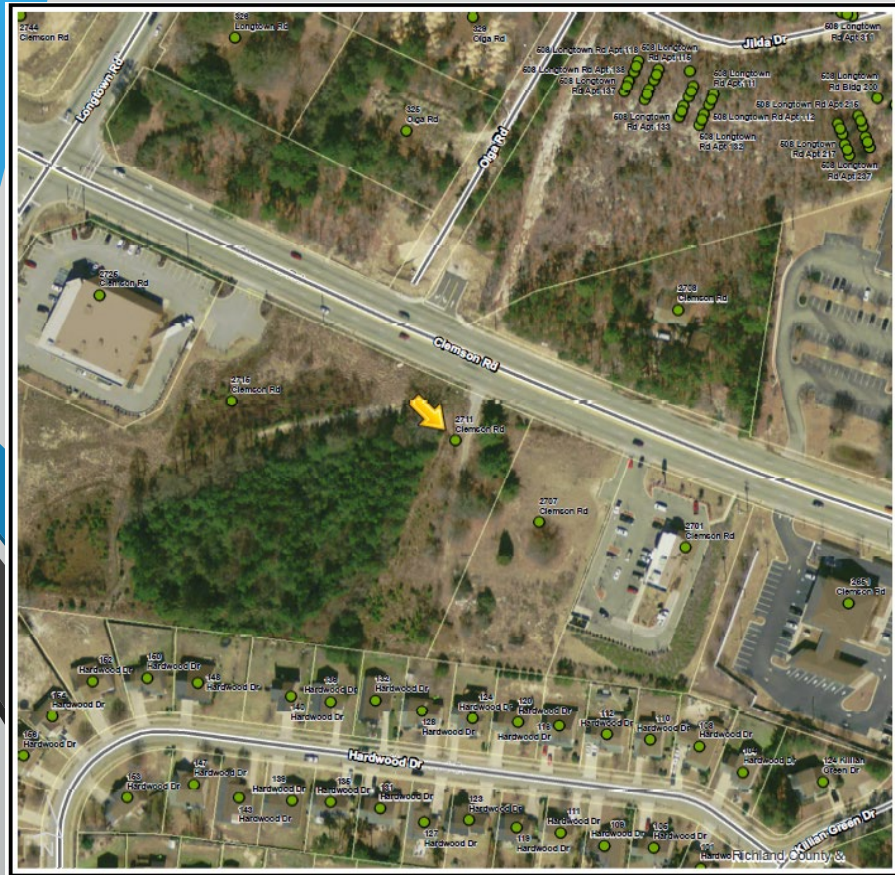
Richland County Project Numbers 2019 VS 2020

TYPE	APRIL 2019	APRIL 2020	Change
Projects	26	25	-1

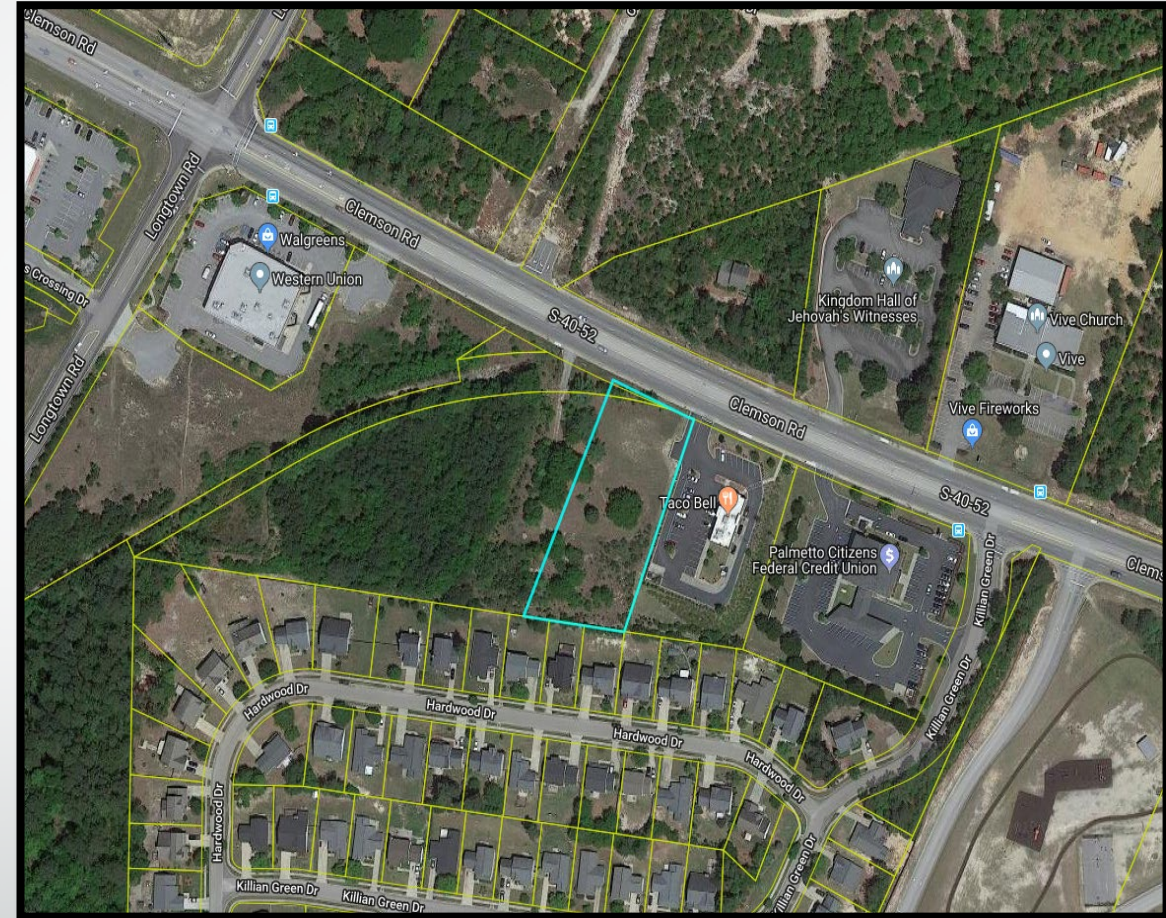
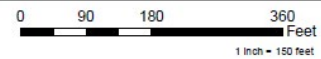
DIGITAL QUIRKS



Importance of Addressing



Richland County SC
Addressing Map



Commercial Developments



DITIGAL QUIRKS

- User
 - a. Inactivity Log Off
 - b. Linking Projects & Permits
 - c. Special Characters & File Names (!,\$,&,#)

- Duplicative Emails

- VPN

Thank you!

Tommy DeLage

Assistant Zoning Administrator/Interim Planning Services Manager

delage.tommy@richlandcountysc.gov