



COUNTY OF PLACER
Community Development/Resource Agency

BUILDING
SERVICES DIVISION

Michael J. Johnson, AICP
Agency Director

Tim Wegner, Chief Building Officer

MEMORANDUM

TO: Honorable Board of Supervisors

FROM: Michael J. Johnson, AICP
Agency Director

By: Tim Wegner, Chief Building Official
Building Services Division

DATE: May 20, 2014

SUBJECT: PUBLIC COUNTER CLOSURE

ACTION REQUESTED

Approve a request to close the Community Development/Resource Agency (CD/RA) public counter, both at Tahoe and Auburn, on Friday, May 30, 2014 from 8:00a.m. to 5:00p.m. for the purpose of upgrading the County's land-use software. There is no fiscal impact associated with this action.

BACKGROUND

CD/RA currently utilizes the Placer Land Use System (PLUS) as a resource for land development permits and related land-based information. While the current PLUS system is functional, diminished vendor support and necessary enhancements required the County to consider an alternate system. As approved by the Board, CD/RA staff is working to implement a new land use permit system (Accela), and staff anticipates the new permitting system will be ready to "go live" on or about June 2, 2014.

PROPOSAL

The County's Community Development/Resource Agency is requesting to close the public counter at its Auburn and Tahoe locations on Friday, May 30, 2014. The purpose of this public counter closure is to allow the technological team adequate time to migrate data, test, and implement the upgraded land-use permitting system. As with any technological solution, data migration requires static data. In order to properly install the new system, the current system must go "off-line". The closure will only affect land-use permitting counter services. Reception at both locations will still be available to assist customers with non-land-use needs.

In an effort to reduce customer frustration due to the "off-line" nature of the land-use system, and the inability to issue permits, accept applications, receipt the collection of fees, or answer basic land-use questions, staff has concluded it is best to close the public counters for one day to allow for the uninterrupted installation of the new land-use system.

Customer outreach will occur to ensure that the public is notified of this one-day closure. Outreach will include providing advanced notification to the two Contractor Associations in the County (the Placer County Contractors Association and the Contractors Association of Truckee Tahoe), posting conspicuous signage at the entrance to both facilities, posting notices at the counters, and through a coordinated notification effort with the County's Public Information Office.

FISCAL IMPACT

There is no fiscal impact associated with this closure.

- cc: Michael Johnson, Agency Director
- Ken Grehm, DPW Director
- Jeff Brown, HHS Director
- Wesley Nicks, Environmental Health Services Director
- Paul Thompson, Assistant Agency Director-Tahoe
- Jennifer Merchant, CEO Analyst-Tahoe
- Karin Schwab, County Counsel
- Josh Huntsinger, Agricultural Commissioner
- Rui Cunha, Assistant Director of Emergency Services