

Butte County, CA – Multi-Department Permitting & Licensing System Modernization

Client: Butte County, CA

Departments: Environmental Health (Consumer Protection, Drinking Water, Hazardous Materials, Land Use & Wastewater, Solid Waste); Community Development Services (Buildings, Planning, Code Enforcement)

Timeline: January 2022 – October 2022 (ongoing support)



Butte County's Environmental Health and Community Development departments were using outdated systems (EnVision Connect and TRAKiT) to manage permits and licenses. This resulted in manually intensive renewal workflows, limited public self-service, inefficient interdepartmental coordination, and a lack of integrated document and data management.



Butte County, CA

Project Summary

SEPTech implemented the Accela Civic Platform across both departments, delivering:

- Dynamic online intake and permit/license issuance for 100+ types
- Automated workflows covering intake, plan review, inspections, communication, issuance, renewals, and expirations
- Batch renewal notifications with payment and issuance capabilities
- GIS-driven proximity alerts for events (e.g., demolitions, temporary closures)
- Fee calculations using custom scripting (constant, range, linear, min/max formulas)
- Integration with external payment processor, County's GIS/APO source system, Laserfiche document storage
- Legacy data migration from TRAKiT for Community Development Services and EnvisionConnect for Environmental Health

Challenges

- Managing over 100 distinct permit/license types within a unified platform
- Migrating complex legacy data from TRAKiT and EnvisionConnect without disrupting active records
- Automating renewal and expiration workflows for annual cycles
- Coordinating integrations with multiple systems (GIS, laserfiche, payment, assessor)
- Building a two-way integration between Accela and Laserfiche where document operations remain consistent across workflows regardless of which system the initial document upload originated from
- Implementing and continuously enhancing a repository of over 150+ scripts varying in all levels of complexity

Solution

- End-to-end processing streamlined across permitting, plan review, inspection, renewal, and enforcement
- Automated renewals and notifications eliminated manual batch renewal processes
- GIS-based alerts improved public communication and safety
- Two way integration with Laserfiche providing a comprehensive and efficient document management process
- The success of the implementation has led to the County contracting with SEPTech to provide Tier 2 & 3 support services to ensure operational stability and to continue to enhance the capabilities of the system

Highlights

- Migrated EnvisionConnect and TRAKiT data with no disruption
- Enabled online intake and issuance for 100+ permit and license types
- Automated workflows for intake, review, inspections, renewals, and expirations
- Eliminated manual batch renewal processes

- Improved public communication through GIS-based alerts
- Supported complex fee structures through custom scripting
- Integrated GIS/APO, Laserfiche, payments, and assessor systems
- Provided ongoing Tier 2 and Tier 3 support

Rapid Response to Enable Disaster Recovery

Following the devastating Park Fire, Butte County needed a faster way to help residents and businesses begin rebuilding. SEPTech partnered with the County to implement specialized Accela record types and streamlined workflows that accelerated demolition, hazardous materials review, cleanup, and reconstruction permitting. The solution implemented in record time, enabled citizens and contractors to quickly submit applications while maintaining regulatory oversight. SEPTech's partnership and impact was formally recognized by the Butte County Board for its impact on the County's effort to rebuild and restore services to the community.

Conclusion

The implementation resulted in a fully streamlined, end-to-end processing system that enhanced efficiency across permitting, plan review, inspections, renewals, and enforcement activities. Manual batch renewal processes were eliminated through automation, significantly reducing staff workload and minimizing errors. GIS-based proximity alerts improved public communication and safety by notifying stakeholders of relevant local events such as demolitions or temporary closures. Centralized document management was achieved through integration with Laserfiche, while intuitive self-service options were made available to citizens via Open Cities Premium. SEPTech's continued support ensures the system remains adaptable to evolving business needs while maintaining operational stability.