



WCCA Spring Conference

March 13, 2024

About Me

- Craig Dantoin, Project Manager
 - 7 years with TTech
- Formerly, worked in County Zoning
 - Burnett & St. Croix Counties
- UWSP Alum
- Live in Wausau, married w/ 2 children

Today's Agenda

- Products offerings
- Migrating historical info
- Types of integration
- Customer Support
- Questions

Product Offerings



Parcel
Management



Tax
Receipting



Permit
Management

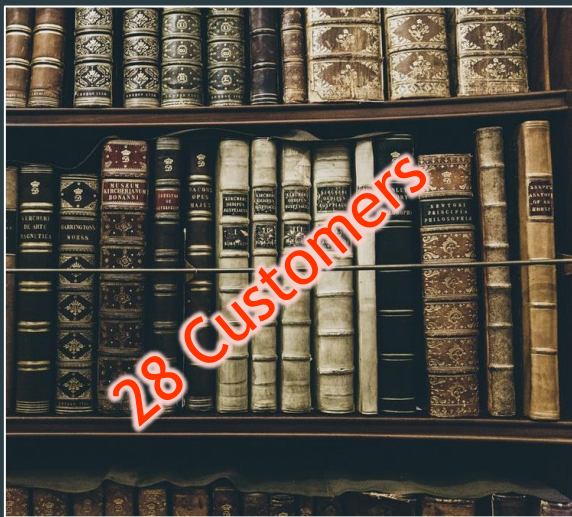


Land
Conservation

Ascent Suite



Muni's & Banks



Land Records



Land Conservation



Permit Management



Ascent Managed Services

Ascent Permit Management (APM)

- ❑ Sanitary Permits
- ❑ Land Use Permits
- ❑ Addressing Permits
- ❑ Stormwater Permits
- ❑ Non-Metallic Mine Permits

APM - All programs

- ❑ Real-time parcel data
- ❑ Assisted updating when parcel becomes inactive
- ❑ Links to document imaging (permits & property)
- ❑ Tracking of violations (permit & property)
- ❑ Unlimited ad-hoc notes
- ❑ Web-based software - Accessible anywhere with internet
- ❑ Numerous reports

APM - Sanitary

- ❑ State & County permits
- ❑ Auto-numbering of permit numbers
- ❑ Remittance reports for State
- ❑ Customizable system types, components, etc.
- ❑ Pumping cards & system tracking with one-click
- ❑ Maintenance reporting online by pumpers/maintainers
 - ❑ Customizable questions which can generate automated alerts
- ❑ Public access to issued permits & maintenance
- ❑ Online submission of sanitary permits by plumber

- ❑ Land Use Permits
- ❑ Addressing Permits
- ❑ Stormwater Permits

APM - Land Use

- ❑ Sanitary Permits
- ❑ Land use, Conditional use, Variance/waiver, Rezone
- ❑ Auto-numbering of permit number
- ❑ Completely customizable types of “projects”
 - ❑ Auto-permit conditions to be applied when permit created
 - ❑ Unlimited number of projects for each permit
- ❑ Hearing information (CUP/Variations)
- ❑ Public access to issued permits

- ❑ Addressing Permits
- ❑ Stormwater Permits

APM - Addressing

- ❑ Sanitary Permits
- ❑ Land Use Permits
- ❑ Site Address Assigning/Permitting
- ❑ Issue new site address permit or assign addresses
- ❑ Document location of new site address
 - ❑ Distance & direction from known points (intersections, driveways, etc.)
- ❑ Track permit conditions, fees, notes, etc.
- ❑ Public access to issued permits
- ❑ Stormwater Permits

APM - Stormwater

- ❑ Sanitary Permits
- ❑ Land Use Permits
- ❑ Addressing Permits

- ❑ Stormwater, Erosion control, Conditional Approvals
- ❑ Customizable types of stormwater practices
 - ❑ Unlimited number can be associated to each permit
- ❑ Tracking of ongoing maintenance required (recorded doc.)
- ❑ Future or completed inspection/follow-up necessary
- ❑ Tracking financial assurance for project
 - ❑ Type of financial assurance (FA) & expiration date
 - ❑ Amount of FA required vs. current FA County holds
 - ❑ Reporting by FA types & expiration
- ❑ Public access to issued permits

APM - Non-Metallic Mining

- ❑ Sanitary Permits
- ❑ Land Use Permits
- ❑ Addressing Permits
- ❑ Stormwater

- ❑ Associate NMM permits by operator, landowner, contractors
- ❑ Financial assurance held vs. required (renewals & expiration)
 - ❑ Including lender details
- ❑ Tracking annual fees & operator certifications
- ❑ Site inspection details from each site visit
- ❑ Complaints & violations

Migrating Historical Data

- ❑ What is a data *migration*?
 - ❑ Translating data from old to new program



Migrating Historical Data

- ❑ Data is not “apples to apples” in different programs
 - ❑ Some things are “out of place”



Migrating Historical Data

- ❑ Two popular ways data is migrated:
 - ❑ Vendor gathers data from County & manipulates it to fit into the new software
 - ❑ Slightly higher cost, better results (most cases), faster & easier for vendor
 - ❑ County prepares data (using file specifications) for it to be added into new software
 - ❑ Cost effective, can have mixed results or extended timelines for project (depending on I.T./contractor)

Key Points to Migrating Data

- ❑ Learning how & why you use existing program the way you do
 - ❑ Having book without being able to read
- ❑ Develop “rules” to migrate info repeatably
 - ❑ Conv + Seepage Bed + Trench + NPIG + Chambers
- ❑ Using “rules” complete migration takes 15-20 mins
 - ❑ Make changes until everyone is happy (go-live)
 - ❑ No downtime when going live

APM - 3rd Party Integration

- ❑ Parcel Data Source
 - ❑ ALRS (two way) or other vendors
- ❑ Document Imaging (scanned images)
- ❑ Payment Processor (online payments)
- ❑ GIS Data
 - ❑ Zoning districts, overlay districts, density development, etc.
- ❑ External applications to APM

Customer Support

- ❑ Dedicated staff, located in WI
- ❑ Support ticket & knowledgebase (documentation)
 - ❑ Average response time ~15-20 mins
- ❑ Community support & outreach
 - ❑ Volunteering at local charities
 - ❑ Donations each month to staff's chosen charity
 - ❑ Sponsoring local events, awards, scholarships important to staff & customers

Other Related TTech Programs

- ❑ Best Management Practices
 - ❑ Applicability in situations where complicated practices or grants are involved with project
- ❑ Farmland Preservation
- ❑ Nutrient Management Plan
- ❑ Farm Evaluation

Questions?