PERMITTING INFORMATION PORTAL (PIP)

Overview:

Orange County recently implemented a new permit tracking/management software system, commonly referred to as the Land Management Central Permitting System (LMCPS) designed to allow various County Departments to utilize the same property and applicant data in an effort to:

- Streamline the permit and inspection(s) process for our customers; and
- Improve field inspectors' access to permit data and allow them to enter inspection data on-site in real time.

Work on this project includes development of the Permitting Information Portal (PIP) providing customers with:

1. Information on where, exactly, a development permit is in the review process;
2. Streamlined permit review process; and
3. Improved reporting capabilities.

PIP is mobile friendly and will be a time saver for you and your development teams and provides customers with 24/7 online access to various permitting activities within Orange County.

FREQUENTLY ASKED QUESTIONS:

What are the supported browsers for Orange County's PIP?

ANSWER: Most of the major web browsers support PIP including:

- Internet Explorer – version 11.0 or higher;

- Google Chrome;

- Mozilla Firefox; and

- Apple Safari.

Depending on your Operating System (OS), you may have a default web browser installed (i.e. Internet Explorer 11, Microsoft Edge, Google Chrome, Safari, etc.) and you may have to download a newer version of the 'browser' to make full use of PIP.

So PIP can be used with Apple products (e.g., MacBook, I-Pad)?

ANSWER: Yes, you should be able to make use of PIP with most Apple products, including the I-Pad. There may, however, be a need to update the device's operating systems to run PIP properly.

How is PIP organized?

ANSWER: When you access PIP, the main screen will look as follows:
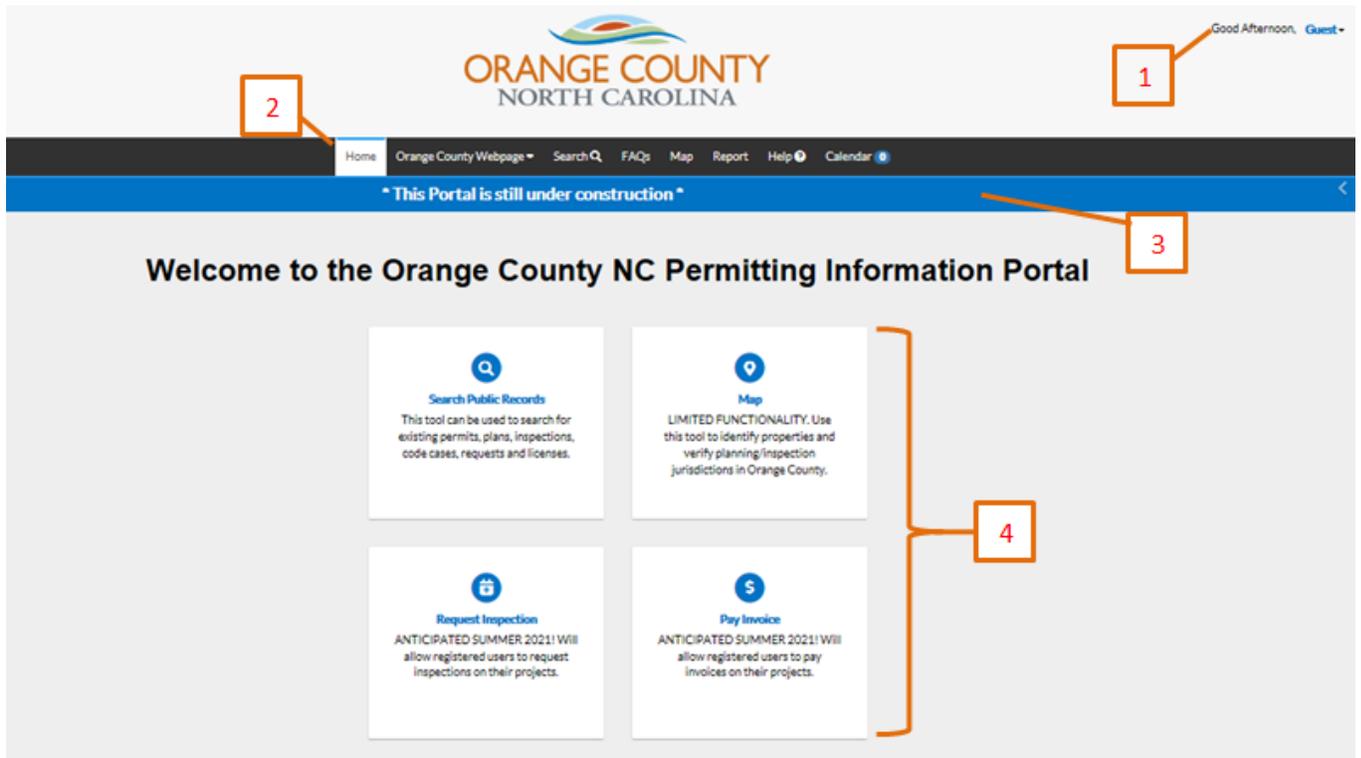
LEGEND:

1. *Greeting*: Indication that you are using the portal as a Guest (non-registered user)

2. *Tabs* across the top that have drop down options, further defined as follows:

Home	Returns you to PIP.
Orange County Webpage	Is a quick-links section to several useful County webpages. You can right-click to open in a separate tab, new window, etc.
Search	Is a quick way to get to the same Search Public Records portal option as you find on the Home screen
FAQ's	Link to Frequently Asked Questions
Map	Allows you to search the same map as Orange County GIS. Also a Portal function.
Report	Generates certain reports of data in the system.
Help	Takes you to the online Software Designer's help guide.
Calendar	Is simply the monthly calendar with holidays noted.

3. *Banner* of information/messages

4. *Portal functions*

**Please Note**: **Some of the functions and options you see are not currently available**.

Do I need to add PIP as a 'trusted site' on my web browser?

ANSWER: Adding PIP as a trusted site in your web browser may help to avoid browser issues (e.g., pop-up blocking issues, seeing displayed data properly) but is not mandatory to make use of PIP.

Please Note: If you do add the site to your trusted sites, you should close out and re-start your browser in order to make sure the change takes effect.
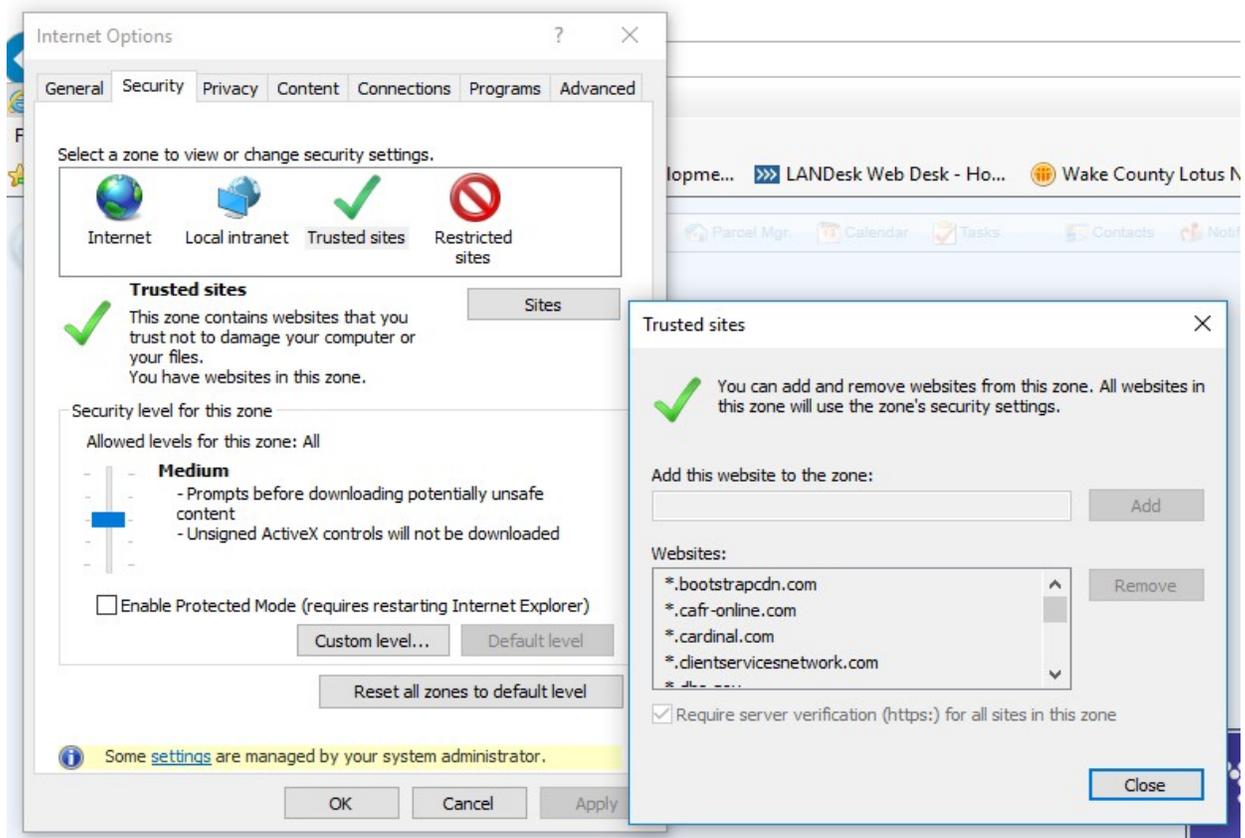
EXAMPLES OF HOW TO ADD PIP AS A TRUSTED SITE:

- Internet Explorer:
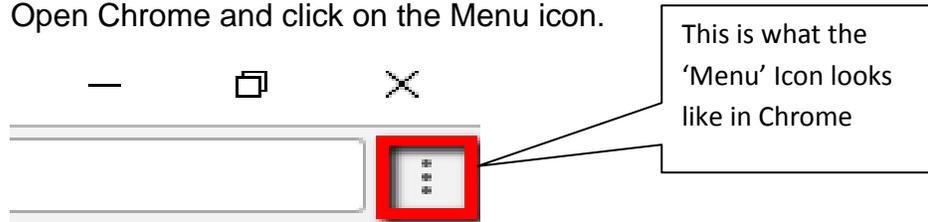 - Open Internet Explorer and click on Tools icon.
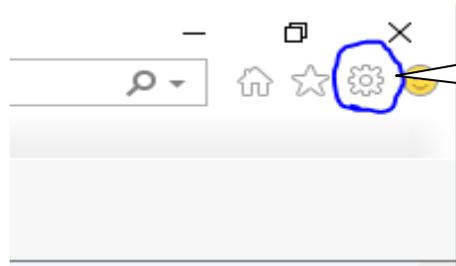
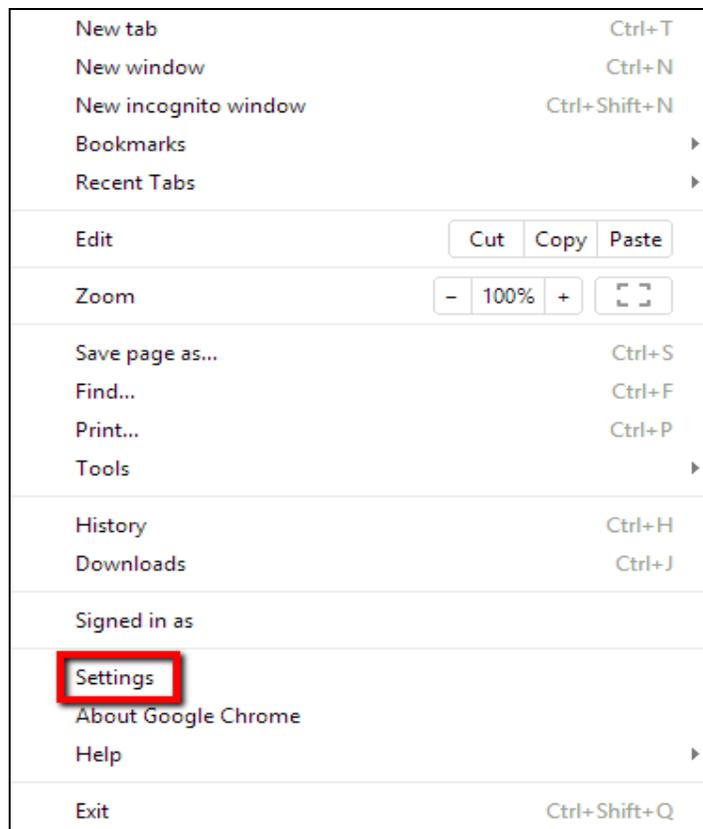This is what the 'Tools' Icon looks like in Internet Explorer

  - Click on Internet Options then click on the Security Tab.

  - Click on Trusted Sites Green Check mark.

  - Click on Sites and then click to add the PIP 'url' to the website box (shown below).

- o Click on Close and Okay to close out the screen. You now have added PIP to your 'trusted sites' under Internet Explorer.

- Google Chrome:
  - o Open Chrome and click on the Menu icon.

This is what the 'Menu' Icon looks like in Chrome

  - o Click on the 'Settings' tab.

New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N
Bookmarks	▶
Recent Tabs	▶
Edit	Cut Copy Paste
Zoom	– 100% + ⬜
Save page as...	Ctrl+S
Find...	Ctrl+F
Print...	Ctrl+P
Tools	▶
History	Ctrl+H
Downloads	Ctrl+J
Signed in as	
Settings	
About Google Chrome	
Help	▶
Exit	Ctrl+Shift+Q

o On the 'Settings' page, scroll down and click on the 'Advanced' drop-down menu.

o Scroll down to the System group and click on Open proxy settings.

System

Continue running background apps when Google Chrome is closed		
Use hardware acceleration when available		
Open proxy settings		

o Click on the 'Security' Tab.

Internet Properties

General | Security | Privacy | Content | Connections | Programs | Advanced

To set up an Internet connection, click Setup. [Setup]

Dial-up and Virtual Private Network settings

[Add...]
[Add VPN...]
[Remove...]

Choose Settings if you need to configure a proxy server for a connection. [Settings]

⦿ Never dial a connection
○ Dial whenever a network connection is not present
○ Always dial my default connection

Current   None   [Set default]

Local Area Network (LAN) settings

LAN Settings do not apply to dial-up connections. Choose Settings above for dial-up settings. [LAN settings]

[OK] [Cancel] [Apply]

o Select the 'Trusted Sites' box.
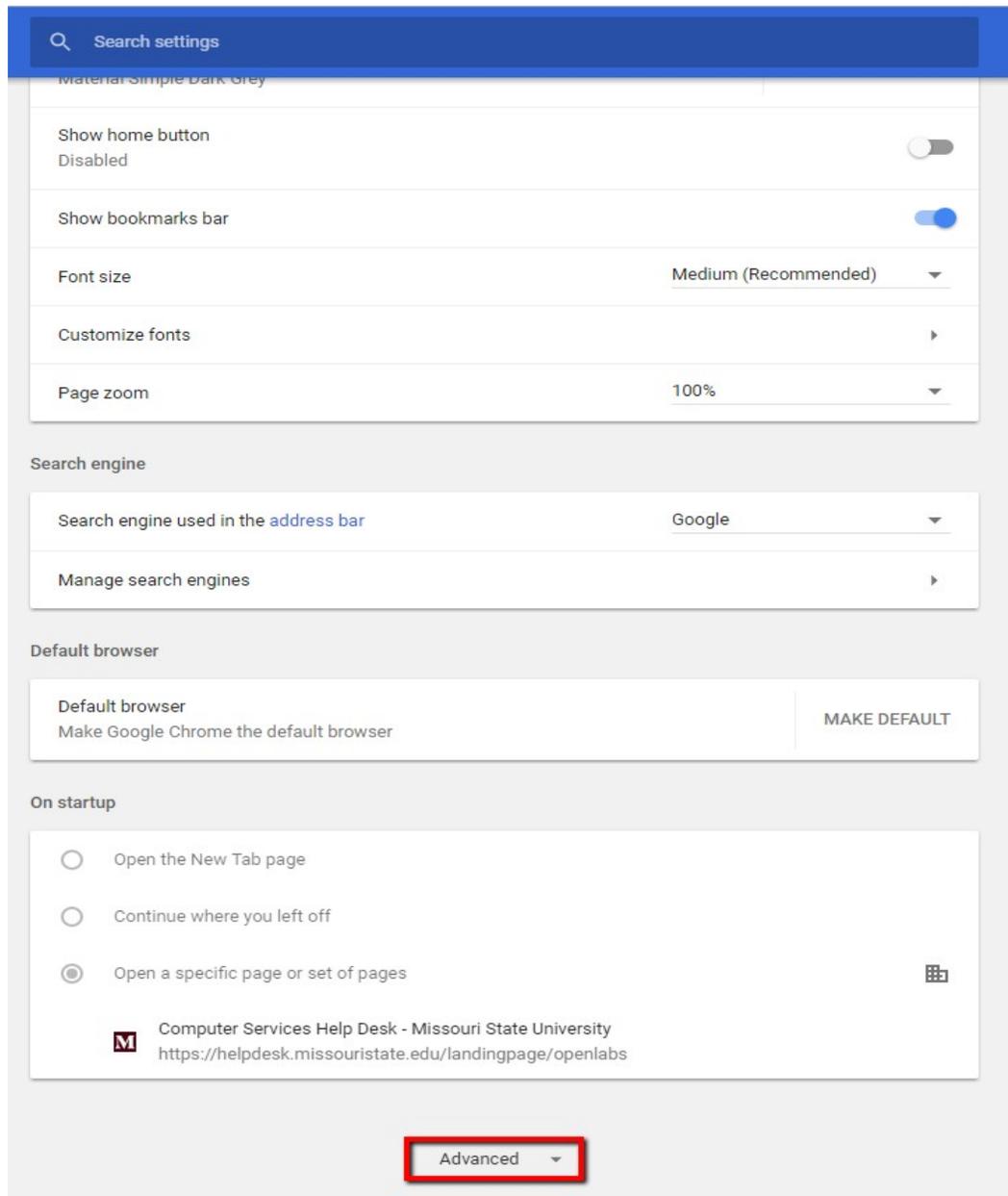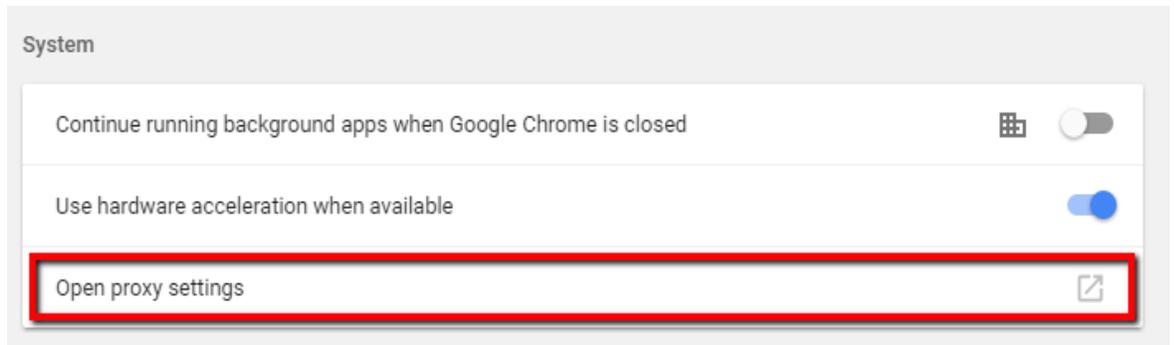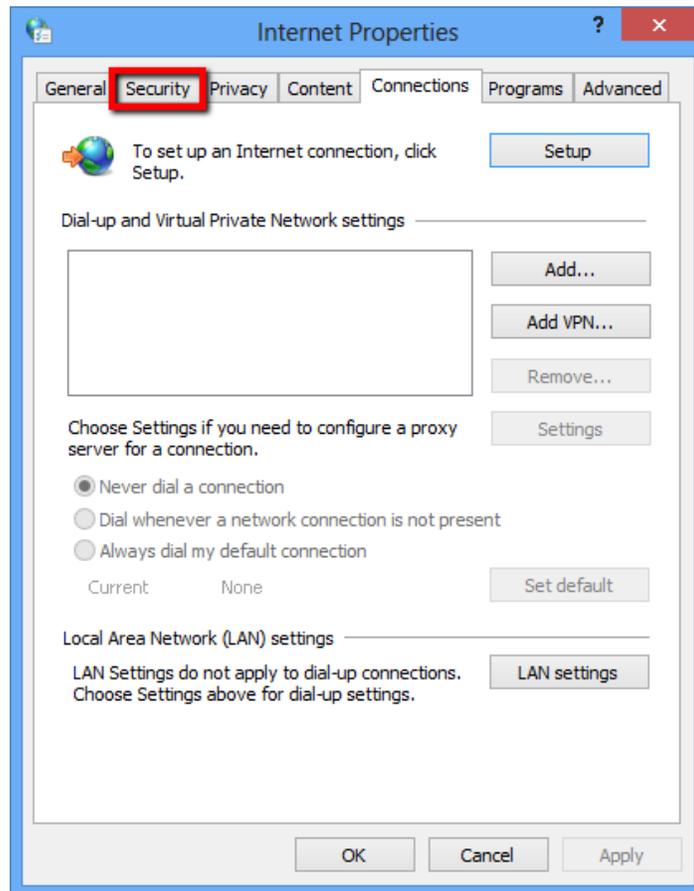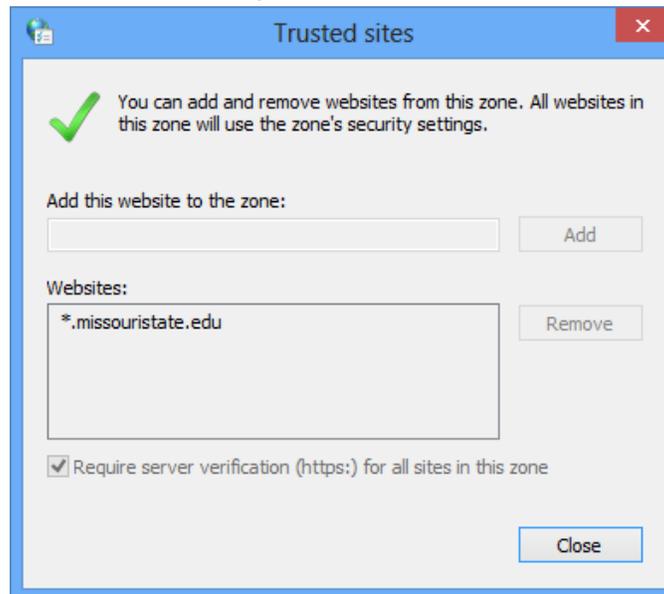

o Click on 'Sites'.

o Enter the URL of your Trusted Site and then click **Add**.

o Click on Close and Okay to close out the screen. You now have added PIP to your 'trusted sites' under Google Chrome.

What can I do with PIP?

ANSWER: PIP currently allows the following:

- **Public Information Search**: The Search button/screen allows users to access public information. Registration is not required to search however; there is permit/inspection data that is available only to registered users and/or permit contacts.

  If you search 'All', you can search on certain keywords regardless of whether you are searching for a permit, plan, or inspection record.
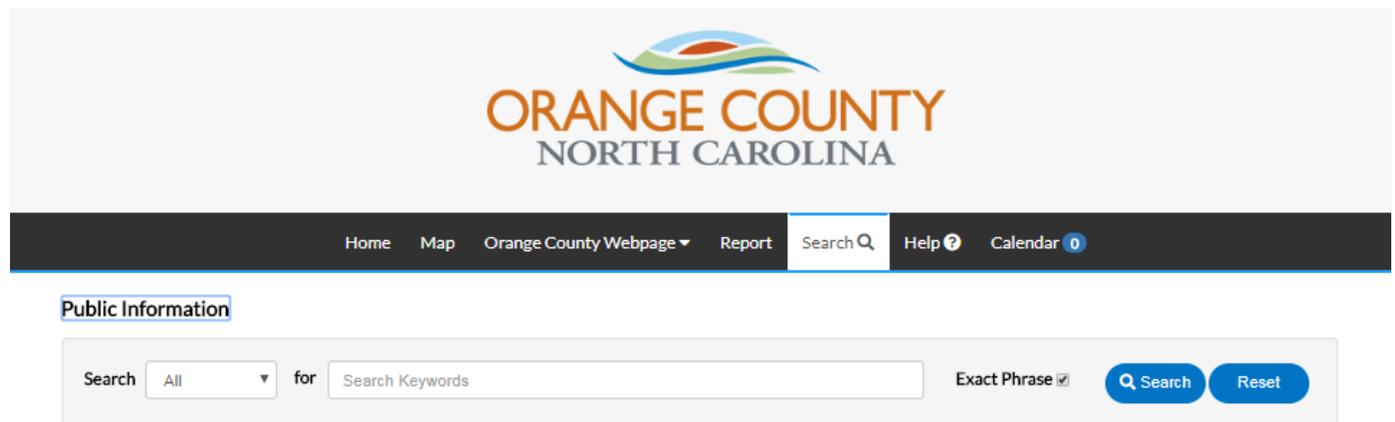
Please Note: If you want to search on a string of words, check the Exact Phrase box. Otherwise, it will search for anything that contains any word entered.

- **Access to Maps**: The Map button allows you to search for information/data in the same manner as using the existing County GIS map function, which can be accessed here: https://gis.orangecountync.gov:8443/orangeNCGIS/default.htm.

  You will be able to search by address or parcel number.

  Please Note: Unfortunately, searches using the Map function will not return a valid list of permit records using the map due to an issue with the software. In order to find the records for a specific parcel, use the Search function.

Can I submit development applications or make payment on-line with PIP?

ANSWER: Not at this time. Development of PIP is on-going with additional services being available, including user accounts (i.e., registration), on-line submittal of applications, and payment of fees.

As new services become available, announcements will be made on the County website. Staff will provide user guides to assist you with the navigation of the system as well.

Are you accepting registrations now? I see where there is a place for me to register/create an account with PIP.

ANSWER: No, registrations for PIP are not being accepted at this time. Once this component is available, an announcement will be made via the County's website.

Registration will be required for users to submit electronic applications, request inspections and make payments. Staff is currently working to make this component of PIP available.

How do I use the 'Search' function?

ANSWER: Using existing search functions for various record types (e.g., a permit, a plan, inspection, etc.) will provide more options for refining a search.

The following tips will aid you in using the system properly:

- You do not have to use all of the search fields, just the ones you need for defining your search.

- You can type just part of a permit number, address, etc., and the search will look for anything that contains that part.

- You can get to inspections on a permit from within the permit details as well as a separate inspection search.

Please Note: Only Well and Septic permit information is available for the incorporated towns of Carrboro, Chapel Hill, and Mebane. Building Permit / Zoning information must be obtained directly from these municipalities.

I have seen the term 'record types' several times. What does this mean?

ANSWER: The permit system groups various permit functions by County Department (e.g, Building Inspections, Environmental Health, Planning, Fire Marshal, Solid Waste) into what is known as 'record types. These record types are further broken down as follows:

- Permit Record Types include the following:

  o Residential and Non-residential building permits;

  o Erosion Control and Stormwater Management permits (Erosion Control staff), including the review and approval of erosion control and stormwater management plans and issuance of land disturbance permits;

- o Mobile Home Park permits. This includes the removal and replacement of manufactured homes within a previously permitted/developed mobile home park as part of the zoning and environmental health permit process;

- o Sign permit (new and replacement signs). This is a combined permit reviewed by Planning and Building Inspections when new/replacement signs are proposed for a property;

- o State License Signoff. This category includes the processing of ABC, Daycare and Family Care Home permits for State Licensing Requirements;

- o Surface Water Identification. This is a request to have County Erosion Control staff determine if a water feature (e.g., stream, pond) on a parcel of property is subject to buffering per the County Unified Development Ordinance (UDO).

- o Septic Systems

- o Wells

- o Fire Protection Permits

- Plan Record Types include most of the permit review processes administered by the Current Planning Division of the Planning Department, including:

  - o Processing of subdivisions;

  - o Processing of Special Use Permits;

  - o Zoning Compliance Permits for projects not requiring a building permit (e.g., fences);

  - o Site Plan review (typically non-residential development projects); and

  - o Home occupation permits.

- Inspection Record Types typically include annual inspections that have to be completed for previously approved/permitted projects, such as daycares, schools, stormwater control measures (SCMs), etc.

How to I search specifically and drill down to details?

ANSWER: As you open up the Search page, you will see the following screen:

Public Information

You have the option of searching for specific permit, plan, or inspection information or completing an overall, general search of data within the permit system.

For illustrative purposes, let's assume you wish to see where a submitted home occupation permit is in the review process. You would first select 'Plan' in the search box and then choose 'Home Occupation' under the 'Plan Type':

Public Information

You can also search by an address. For illustrative purposes, let's assume you wish to see what permits have been issued for 131 West Margaret Lane (County offices). You would select 'Permit' in the search box and then enter the address of the property on which you want information. This will return all available permit records on the subject property.

Public Information

| Search | Permit ▼ | | Q Search | Advanced ▲ | Reset | 🗎 Export |

Permit Number		Project Name	
Permit Type	--Select Permit Type-- ▼	Parcel Number	
Status	--Select Permit Status-- ▼		
Address	131 w margaret	Description	
Applied Date	📅	To	📅
Issued Date	📅	To	📅
Expiration Date	📅	To	📅
Finalized Date	📅	To	📅

Found 27 results

Sort Relevance ▼
Next | Top | Paging Options | Main Menu   🌐

Permit Number	CB12-00845	Applied Date	06/27/2012
Type	Building Permit - Commercial Simple Trade	Issued Date	06/27/2012
Project Name		Expiration Date	07/25/2013
Status	Complete	Finalized Date	07/26/2012
Main Parcel	9874052881		

Address 131 W MARGARET LN Government Office Hillsborough NC 27278
Description install wiring only for electric vehicle charging stations

Clicking on the globe 🌐 next to the record will take you to the parcel on the map.

For a link to further details on the permit/plan/inspection, click any of the blue record numbers.

Found 27 results

Sort Relevance ▼

Next | Top | Paging Options | Main Menu

Permit Number CB12-00845	Applied Date 06/27/2012
Type Building Permit - Commercial Simple Trade	Issued Date 06/27/2012
Project Name	Expiration Date 07/25/2013
Status Complete	Finalized Date 07/26/2012
Main Parcel 9874052881	
Address 131 W MARGARET LN Government Office Hillsborough NC 27278	
Description install wiring only for electric vehicle charging stations	

This will take you to the actual synopsis of the permit you have selected and provide the available information (example below):

Permit Number: CB12-00845

Permit Details | Tab Elements | Main Menu

Type: Building Permit - Commercial Simple Trade   Status: Complete

Summary   Locations   Fees   Reviews   Inspections   Attachments   Contacts   Sub-Records   Holds   Meetings   More Info

Progress

100% Completed

● Completed
● In Progress
● Not Started

Fees

$0.00

View Details   Add to Cart

Workflow

✔ Inspector Project Complete - Passed

✔ ID Archive Box # - Passed

✔ Electrical Final L1 - Passed : 07/25/2012

✔ zCONV: BI Final Inspection Completed - Passed : 07/26/2012

Actions

ℹ No Actions

The **Result Tabs**, as denoted above, provide the following information:

Summary and Workflow

- **Summary**: where the permit is in the process (i.e., workflow). The workflow shows the overall status of the permit/plan and the various activities

associated with it from start to finish. Below are some common (but not all inclusive) statuses you will see:

- o Submitted: The application has been received.

- o In Review: The application is being reviewed.

- o Ready to Issue / Approved (i.e., staff review);

- o Issued (i.e., all staff approvals received, all fees paid, etc.);

- o Complete; (i.e., A Certificate of Compliance/Occupancy has been issued and the structure can now be occupied and used as permitted).

As items are completed in the process workflow, the color turns either **green** (passed/done/successful) or **red** (further action required). In most cases there is a date given on when action was taken, but in some records there is just an indication a workflow step has been completed.

If an item is started but not complete, such as a scheduled inspection, it will be **blue**. If it is **grey**, it is not yet started.
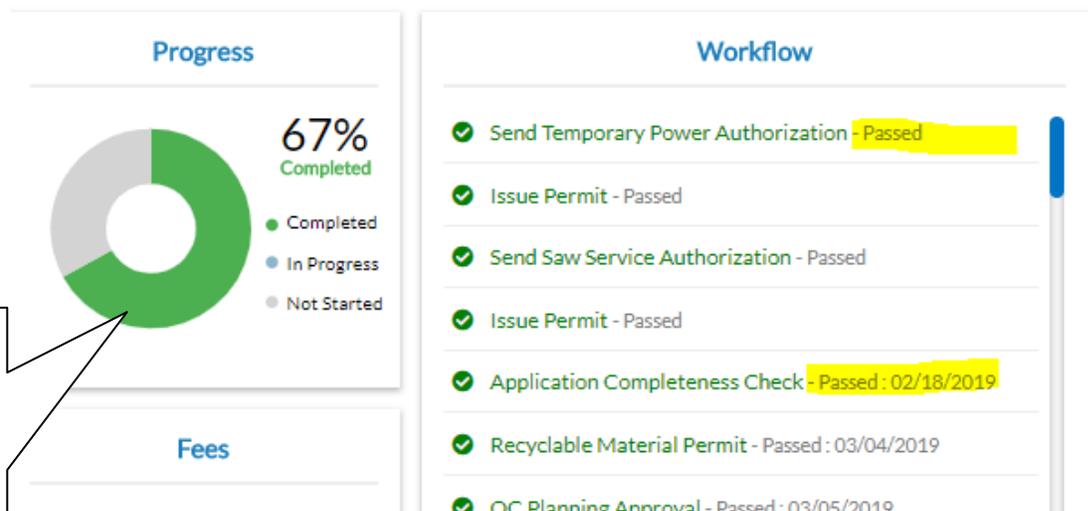
The new system is based on a workflow process, and the progress is a % of the number of items complete and the total number of items in the workflow process.
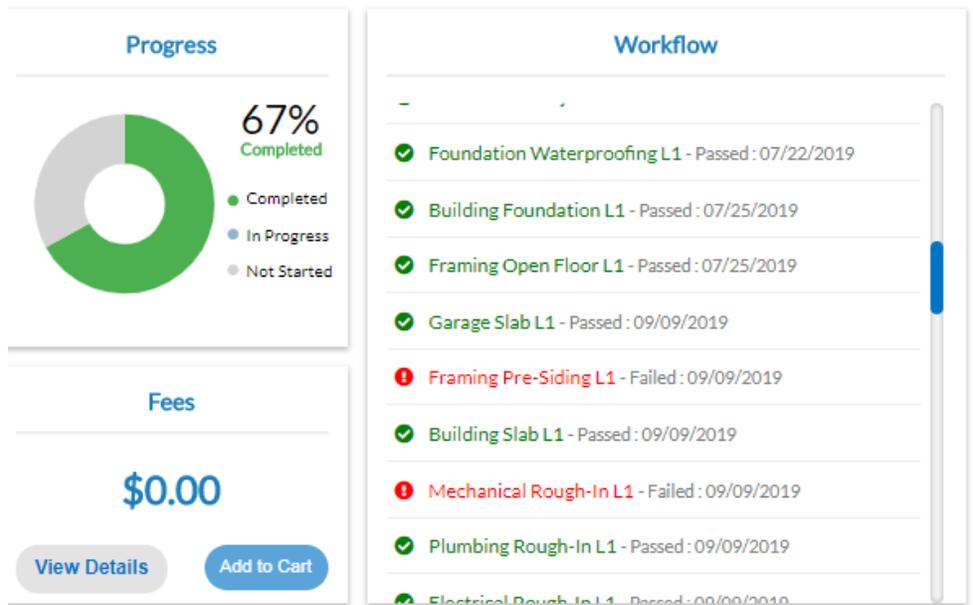
Please Note: Due to a software issue beyond County staff's control, the workflow information provided in PIP does not necessarily follow the chronological workflow order.

Locations

- **Locations**: this tab provides 'location' information for the project such as physical street address, Township property is located in, parcel identification number (PIN), etc.

Fees

- **Fees**: what fees have been paid and are due for a specific project.

  Please Note: Only those fees that have been invoiced or paid will be displayed in PIP.

  There may be times when a fee has been assessed, but an invoice has not been created. The record will show $0 due and will not show the assessed fee.

  Most fees do get invoiced right away, but there may be instances, such as permits still in review and not yet ready to issue, or re-inspection fees, in which the fees are assessed but not yet invoiced.

- **Reviews**: once fully implemented, PIP will allow applicant's to review project comments made by County staff.

  The 'Review' tab will allow an applicant to review comments/concerns for a specific project made by staff.

Please Note: This portion of the PIP system will not be available as part of the initial project roll out.   At this time, there is no set date for this functionality to be available.

Inspections

- **Inspections.** What inspections have been requested and their status.

Permit Number: CB12-00845

Permit Details | Tab Elements | Main Menu

Type:	Building Permit - Commercial Simple Trade	Status:	Complete	

Summary   Locations   Fees   Reviews   **Inspections**   Attachments   Contacts   Sub-Records   Holds   Meetings   More Info

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections

Sort Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
51B97516-5353-4DAE-AF73-E7C9C6A0FF54	CONVERTED RECORDS ONLY - Converted BI Inspection which is now a submittal in the workflow	Passed	07/26/2012	07/26/2012	BI Robert Alcorn	
36003030-3809-42F2-AEB0-35444C8D6F3F	Electrical Final Level 1	Passed	07/25/2012	07/25/2012	BI Robert Alcorn	

Results per page 10 ▾   1 - 2 of 2   <<   <   1   >   >>

Please Note: Additional links are provided (denoted in blue and highlighted in yellow) so you can open other records and review specific information on the selected inspection.

Attachments

- **Attachments:**   The Attachments tab will display available documents associated with a particular permit (i.e. construction documents, approved site plan, letters, site assessments, etc.).

Contacts

- **Contacts:**   Displays individuals associated with a project, such as the applicant, the contractor, property owner, etc.

Please Note: Only registered users will be able to see contact information (i.e. address, phone number, e-mail, etc.).

Sub-Records

- **Sub-Records:** The sub-records tab displays completed permit applications associated with a project.

  For example, previously issued well/septic permits would be available for view under this tab.

Holds

- **Holds:** The holds tab is intended to provide relevant information associated with the project. A hold can be informational only, or it could identify any relevant issues preventing an applicant from moving forward with a specific inspection or aspect of the project.

- **Meetings:** This tab is not being used at this time.

Who do I contact for help?

ANSWER: Staff members who can provide assistance/direction can be reached during normal business hours, between 8:00 a.m. and 5:00 p.m., Monday through Friday excluding Holidays, at the following:

- Building Inspections (Jennifer Geda)...... (919) 245-2607

- Erosion Control/Stormwater .... (919) 245-2575

- Environmental Health .... (919) 245-2360

- Fire Marshal (Elizabeth Farnan)............. (919) 245-6153

- Planning (Michael Harvey) .... (919) 245-2597

- Solid Waste:... (919) 968-2788

- General Inquiries................................... (919) 245-2575