

RESOLUTION NO. 2017-91

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MARINA APPROVING THE PURCHASE AND IMPLEMENTATION OF A PERMIT TRACKING SYSTEM, AND; AUTHORIZE THE CITY MANAGER TO EXECUTE AN INSTALLATION AND USE AGREEMENT WITH CITIZENSERVE ON BEHALF OF THE CITY SUBJECT TO FINAL REVIEW AND APPROVAL BY THE CITY ATTORNEY

WHEREAS, the Community Development Department uses PT Winn provided by Black Bear for permit tracking, and;

WHEREAS, the system is no longer supported because the company is no longer in business, and;

WHEREAS, an effective Community Department is dependent on its ability to track submitted projects, and;

WHEREAS, staff has reviewed demonstrations from multiple permitting software systems, and;

WHEREAS, based on overall evaluations from staff the system offered by Citizen-Serve provides the best value for cost, and;

WHEREAS, should the City Council approve this request cost is based on an initial startup fee and number of users, and;

WHEREAS, \$150,000 funding is provided in FY Budget 17/18 Capital City Projects Fund 462 Information Technology Project #731, and;

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Marina does hereby:

1. Authorize the agreement with Citizen-Serve for the purchase and implementation of the permit tracking software system, and;
2. Authorize the City Manager to execute all contract documents on behalf of the City, subject to review and approval by the City Attorney.

PASSED AND ADOPTED, at a regular meeting of the City Council of the City of Marina, duly held on the 17th day of October 2017, by the following vote:

AYES: COUNCIL MEMBERS: Amadeo, Morton, O'Connell, Brown, Delgado

NOES: COUNCIL MEMBERS: None

ABSENT: COUNCIL MEMBERS: None

ABSTAIN: COUNCIL MEMBERS: None

Bruce C. Delgado, Mayor

ATTEST:

Anita Sharp, Deputy City Clerk

October 9, 2017

Item No. **8f(3)**

Honorable Mayor and Members
Of the Marina City Council

City Council Meeting of
October 17, 2017

**CITY COUNCIL CONSIDER ADOPTING RESOLUTION NO. 2017-,
APPROVING THE PURCHASE AND IMPLEMENTATION OF A PERMIT
TRACKING SYSTEM, AND; AUTHORIZE THE CITY MANAGER TO
EXECUTE AN INSTALLATION AND USE AGREEMENT WITH
CITIZENSERVE ON BEHALF OF THE CITY SUBJECT TO FINAL
REVIEW AND APPROVAL BY THE CITY ATTORNEY**

REQUEST:

It is requested that the City Council consider:

1. Adopting Resolution No. 2017-, approving the purchase agreement with Citizen-Serve for new permit tracking software, and;
2. Authorizing the City Manager to execute all contract documents and agreements on behalf of the City subject to final review and approval by the City Attorney.

BACKGROUND:

The Community Development Department currently uses PT Winn provided by Black Bear as a permit tracking system, but its use is limited to issuing Building Permits only. The software is over 15 years old and the company is no longer in business. An effective Community Development Department is dependent on the submittal and tracking of projects not only within the Building Department but also through Planning, Police, Fire, outside agencies and the public. The proposed permit tracking software purchase would provide an integrated permit tracking system for all departments.

The overall objective for the purchase and implementation of the system is to improve:

- 1) Plan Application and Tracking: Provide on-line and reporting capabilities of all plan review activities (including electronic plan submission) from project submittal through permit issuance to project completion.
- 2) Permitting: Monitor all public and private building activity, planning application, issue a variety of permit types (fire, building, plumbing, mechanical, electrical, encroachments, grading, etc) link to related records, account for all appropriate fees and validate contractors.
- 3) Inspection Tracking and Scheduling: Track both route and periodic inspections of buildings and property, and manage all building inspection activities.
- 4) Code Enforcement: Monitor and manage violations.
- 5) Reporting: Generate ad-hoc reports using any combination of data elements maintained by land use permitting systems.
- 6) Development Review and Tracking: Provide the necessary software tools and integrated databases for central coordination and tracking of the general development review processes.
- 7) Public Online Submittal, Complaint and Inquiry Capabilities: The software will have the capability to integrate with the City's website to allow public online submittal of service requests, allow access to permit information, access online permit applications, and allow for the submittal of plans.

- 8) Mobility/In-Field Usage: View schedule and modify inspections and record notes while in the field. This should be optimized through the mobile application use with iPad/iPhones, etc. Has the ability to quickly access all contact detail for the owner, applicant, contractor or complaint. Retrieve data by searching any parameter, including permit number, contractor, address, etc.

ANALYSIS:

City Staff members from Planning, Building, Public Works, Engineering, Fire and PD reviewed and observed presentations and demonstrations from seven vendors. (CSG GreenVue, New World, Trackit, Meritage, Smartgov, Accela and Citizen-Serve). Based on upon evaluations of each system and the recommendations from other jurisdictions, the determination was that Citizen-Serve provided the most complete system for reasonable costs which addresses the needs and requirements for all departments. Citizen-Serve has provided a cost proposal breakdown for the first year start up and subsequent fees for each additional year based on number of users. The initial estimate for users would be between 20 -25 and pricing is structured so 25 is the most cost effective. Attached is the Citizen-Serve proposal and pricing based on number of users. (“EXHIBIT A”)

FISCAL IMPACT:

Should the City Council approve this request the costs are dependent on number of users and an initial startup cost. Costs would be recoverable through the new fee structure which is underway now. \$150,000 for this project has been provided in the adopted FY2017-2018 Budget Capital City Projects Fund 462, Information Technology Project #731.

CONCLUSION:

This request is submitted for City Council consideration and possible action.

Respectfully submitted,

Daniel Paolini, CBO
Chief Building Official
Building Division
Community Development Department
City of Marina

REVIEWED/CONCUR:

Fred Aegerter, Director
Community Development Department
City of Marina

Layne P. Long
City Manager
City of Marina