CITY OF COMMERCE
AGENDA REPORT

TO: Honorable City Council

FROM: City Administrator

SUBJECT: A UPDATE ON THE INSTALLATION OF THE CITY'S NEW LAND MANAGEMENT SYSTEM

MEETING DATE: March 7, 2017

RECOMMENDATION:

Receive and file.

BACKGROUND/ANALYSIS:

In 2014 an organizational assessment of the Public Works and Development Services Department was completed. Amongst other issues, it recognized a major deficiency in the Department's use of information technology systems. Specifically, the Assessment states, "Information technology systems are antiquated and almost non-existent. This creates chaos in regards to the filing of plans, the tracking of projects, the tracking of work orders, the tracking of capital projects, and the ability to provide information to the public". In response, the Assessment recommends establishing a plan for the implementation of a comprehensive project tracking, plan check, and permit data management system that can be accessed by all involved in the development review process.

For the last sixteen years, the City has been working with dated permit software and tracking system. These systems are typically referred to as a Land Management System (LMS) and they serve to manage all planning and building permit records. Over the last fifteen plus years there have been many advances and updates on how government is able to properly implement and utilize a modern LMS, especially with the commercial availability of the Internet. Understanding the significant need for an upgraded system, the City Council approved a system overhaul on September 6, 2016. At that time, Council adopted a Resolution approving an agreement with Avocette Technologies to allow for the implementation of the City's new LMS system, known as Accela Civic Platform.

November 3, 2016 marked the kick-off of the project, and work has continued since. The Avocette consulting team is working closely with City staff to build out the Accela Civic Platform. An LMS can be tailored to meet the needs of the City, by creating modules to

regulate and manage all permitting activities. Creating said modules is one of the tasks staff and the Avocette team is currently working on. Ultimately, updating and modernizing the LMS will give staff the opportunity to handle permit and project related tasks with greater ease, resulting in a positive streamlined customer service experience.

For more than 15 years, Accela has been the industry leader in designing and delivering productivity and engagement software to help government agencies meet the high expectation of data delivery. In Commerce, Avocette is helping City staff implement the Accela software, which will ultimately provide a cloud-based platform of solutions that will increase engagement, improve efficiency and deliver transparency via Accela's Civic Platform. Currently, the system is utilized by more than 2,200 communities worldwide, including over half of America's largest cities. Agencies such as San Diego County, and the Cities of Sacramento and Anaheim have successfully implemented the Accela Program. Closer to Commerce, Cities like Downey, Baldwin Park, and Ontario utilize the Accela system.

Implementation of the Accela LMS is generally broken down into a methodology which includes the following project tasks: Initiation, To-Be Analysis, Solution Foundation, Business Process Review, Interfaces, End User Training, System/User Acceptance, and Go-Live. The timeline associated with each task is shown below:

Project Tasks	Timeline	Involvement
Initiation	TODAY	Medium
To-Be Analysis	Nov 2016 – Dec 2016	High
Solution Foundation	Dec 2016 – Jan 2017	High
Business Process Review	Feb 2017 – Mar 2017	High
Interfaces	Mar 2017 – Apr 2017	Medium
End User Training	May 2017 – June 2017	High
System/User Acceptance	May 2017 – June 2017	High
GO-Live	July 2017	High

To date, a number of project related tasks have been accomplished and the project continues to move forward. Current work includes building and configuring the system to be consistent with the City's processes. On March 7, 2017, the City Council will receive a presentation from staff and the consulting team detailing the status of this project, including progress made on implementation, and upcoming milestones.

ALTERNATIVES:

1. Approve staff recommendation
2. Reject staff's recommendation
3. Provide staff with further direction

FISCAL IMPACT:

The City Council approved a total of $245,700 (Measure AA funds) for implementation of this project as part of the 2016/17 budget. There are no additional funding requests being made at this time.

RELATIONSHIP TO STRATEGIC GOALS:

The issue before the Council is consistent with Fiscal Sustainability Guiding Principle 4 which calls for continued enhancement of innovative technology initiatives to support business processes and customer service. Furthermore, it focuses on implementing new strategies and methods to retain and/or encourage private development investment.

Recommended by: Maryam Babaki, Director of Public Works & Development Services
Reviewed by: Vilko Domic, Finance Director
Approved as to form: Eduardo Olivo, City Attorney
Respectfully submitted: Matthew Rodriguez, Interim City Administrator