



CITY OF COMMERCE AGENDA REPORT

TO: Honorable City Council

Item No. _____

FROM: City Administrator

SUBJECT: A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COMMERCE APPROVING A SERVICE AGREEMENT WITH AVOCETTE TECHNOLOGIES INC. FOR SERVICE PLUS++, OPERATIONAL SUPPORT SERVICES FOR ACCELA AUTOMATION

MEETING DATE: March 6, 2018

RECOMMENDATION:

Adopt a Resolution approving a service agreement with Avocette Technologies Inc. for Service Plus++, Operations Support Services for Accela Automation.

BACKGROUND/ANALYSIS:

On June 21, 2016 as part of the Fiscal Year 2016-2017 Capital Improvement Program (CIP), City Council approved \$660,000 in Measure AA funds to upgrade the City's permit software and GIS systems. On September 6, 2016 the City Council approved an agreement with Avocette Technologies to assist the City with implementing a new land management system (permit software) known as Accela Civic Platform. The total amount allocated by Council for the Accela project was \$245,700. Accela is now operational and Development Services staff has been using and testing it over the last few months. Staff is using the system to issue and track permits and plan checks, as well as entitlement applications, zoning clearance applications, and other related tasks. Like many of these systems, Accela is designed to evolve and expand over time. As staff continues to work on ways to improve efficiency and customer service, they anticipate the need to enhance the Accela system. Basically, whenever a new procedure is created, a new module in Accela needs to be developed for that particular procedure. Staff would need assistance with creating these modules, as they are time consuming and can be highly technical. Plus, additional support could be provided to insure staff is trained to create some of the less technical modules moving forward. Staff is therefore requesting \$10,000 in funding for the remainder of the fiscal year to help enhance and expand the Accela system.

Development Services staff is routinely looking for ways to improve processes and procedures and therefore believes there is a need for additional funds to assist with these efforts. For example, staff is working on a predevelopment plan review process. This would help to streamline the development process by offering a formalized preliminary review service at the beginning of the entitlement process. All Departments/Divisions

involved in the development process (Planning, Public Works, Building & Safety, Fire, etc.) would come together to provide their feedback on a proposal within a specific time frame. The group would then be available to answer any questions of the applicant in a group setting. Upon receipt of everyone's feedback, the applicant could then decide how to proceed. The goal is to provide as much information as possible early on in the process to allow applicants to make well informed decisions regarding their projects. While a similar process is currently undertaken by staff, formalizing it and tracking it in Accela will allow for a more efficient and transparent process. Once the format of the predevelopment plan review process is fully developed, a module in Accela will need to be created to allow for related information to be added to the system and tracked each step of the way through the process. This represents an example of how the requested funds would be used.

The agreement would run through October 31, 2018. However, staff intends to review the agreement and services received with respect thereto at the end of the current fiscal year.

ALTERNATIVES:

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

FISCAL IMPACT:

On June 21, 2016 as part of the Fiscal Year 2016-2017 Capital Improvement Program (CIP), City Council approved \$660,000 in Measure AA funds to upgrade the City's permit software and GIS systems. Staff has worked to implement both the permit software and GIS components as envisioned. Work on both systems continues, as both are databases meant to evolve over time. Implementation of both systems did not lead to the expenditure of the \$660,000 originally allocated, as over \$100,000 of those funds still remain unspent. Staff is recommending a portion of the remaining funds be used for securing the Avocette Service Plus++ contract.

RELATIONSHIP TO STRATEGIC GOALS:

The proposed project is consistent with Economic Growth Guiding Principle 2 of the City's Strategic Action Plan. This Guiding Principle seeks to ensure that the City's development services are continually streamlined, efficient, customer focused and responsive to efficiently support local economic growth.

Prepared by: Matt Marquez, Deputy Director of Development Services

Recommended by: Maryam Babaki, Director of Public Works and Development Services

Reviewed by: Vilko Domic, Director of Finance

Approved as to form: Noel Tapia, City Attorney

Respectfully submitted: Edgar Cisneros, City Administrator

ATTACHMENTS:

1. Resolution
2. Agreement –Service Plus++, Operations Support Services for Accela Automation