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City Manager's Report

August 8, 2023, City Council Meeting

Prepared by: Pierre Rivas, Development Services Director

Item #: 12.7

Subject: Consideration of an agreement with Camino Technologies for a web-based land management and permit tracking system for the Development Services Department.

Recommendation: Adopt a resolution to (1) Approve an agreement with Camino Technologies for purchase of a land management and permit tracking system for a one-time not-to-exceed amount of \$44,900.00 and an annual subscription fee of \$19,900.00 for a five-year term; and (2) Authorize the City Manager to execute the same and any other associated documentation for said purchase.

Purpose: To replace the existing "Approach" Lotus database software program which is antiquated and unsupported, and contract with Camino Technologies for a software-as-a-service (SaaS) solution, which will provide the City with a state-of-the-art land management and permit tracking system.

Strategic Plan Strategy: Infrastructure Strategy 3: Updated Technology; and Health and Public Safety Strategy 7: Permit Processes.

Background: The Development Services Department is currently utilizing Approach to manage its building permit applications. Approach provides no permit tracking for planning, and code enforcement, only fee/fine receipts. Approach is a Lotus-Excel based software program borrowed from the County and maintained by the Assessor's Office staff. The staff person the City has utilized is no longer employed by the County leaving the City vulnerable to system issues. The system is antiquated, having been in use now for over 30 years.

The Building Division processes approximately 600± building permits, the Planning Division approximately 40± permits, and Code Enforcement processes approximately 150± cases annually. Applications are available in both paper and electronic formats which are reviewed for completeness and routed for review. Most of the processing is performed manually. Application follow-up is done in person, over the phone, or via email before permits are accepted as complete. Citizen complaints and code enforcement actions are manually processed which are filed in paper form and tracked via spreadsheets. The Building Division is still using carbon copy paper for inspections and notices to customers.

Discussion: The City Council adopted the Fiscal Year 2021/2022 Operating Budget which appropriated \$72,600.00 for purchase of a permitting system for the Development Services Department to replace the current Approach permitting system. The request included an annual

hosting fee of \$5,000.00. The Department has been evaluating numerous vendors over the past several years. However, due to staff turnover, a selection had not been made.

Mr. Greg Horsfall, the City's new Building Official, has expertise in computer software and development permitting applications having served as liaison between the County Building and County IT Departments. Mr. Horsfall took the lead of a review team and reviewed six different vendors, developing criteria allowing for a uniform means of evaluating each based on expected Department requirements and goals. The six vendors included: Camino, CitizenServe, OpenGov, SmartGov, CityTech, and iWorQ. Camino Technologies was determined by staff to provide the most suitable product meeting the needs of the City at a reasonable cost. See Attachment C.

The City reviewed each vendor's software system's capability to providing the following services:

- The system must have the capacity to support building, planning, engineering, and code enforcement/complaint records.
- The system must allow an unlimited number of unique permit and code case types with different associated fees.
- The system must allow configuring workflows for all created permit types. For example: If an application involves work within City's right-of-way, the application is sent to multiple departments for review.
- The system must allow configuring menus, screens, and workflows for all permit types.
- The system must allow for digital approval from staff and applicants for reviews and approvals on applications.
- The system must create an audit trail of actions taken on an application throughout the review process from submission to approval/rejection.
- The system must allow the creation of many identical permit applications through batch upload or a similar process. For example: A development will need permits for 25 or more near identical apartments or dwellings. The system should have a feature to simplify or expedite this process.
- The system must incorporate an Electronic Plan Review (EPR) interface for City staff to review building plans and communicate comments/markups to applicants.
- The system must incorporate mobile tools and/or applications that allow inspectors to upload information, comments, and pictures to permit applications.
- The system must allow inspectors to look up property information in the field including historical information, open permit applications, and violations.
- The system must provide an online web portal for individuals to fully complete and submit permit applications.
- The system must allow permit applicants to attach documentation, including plans, site plans, etc., to their applications.
- Vendor's web portal for applicant and mobile tools must be responsive and flexible; meaning they are optimized and user friendly on computers, tablets, and smartphones.
- The system must allow staff to schedule inspections with applicants online.
- The system must be capable of integrating with ESRI (Environmental Systems Research Institute) GIS (Geographical Information System) systems.

The staff "review team" is recommending Camino Technologies which is a web-based permitting software provided through SaaS (software as a service) model which means that all functions are accessed via the internet on a subscription basis as opposed to the City hosting the software on its own server.

Camino is offering their software services for an annual subscription cost of \$19,900.00 per year for a term of five years. One-time costs include \$15,000.00 for a Camino-led implementation program that includes 100 hours of Camino staff support for the first year and 25 hours per year for the remainder of the contract. An additional one-time charge of \$10,000.00 for data conversion allows for 17 to 20K of existing records in Excel files.

Options:

1. Adopt the resolution as recommended by staff.
2. Adopt the resolution with revisions.
3. Do not adopt the resolution and direct Staff to take other actions.

Environmental: The purchase of the software land management and permitting system is not a project pursuant to Section 15378 of the State CEQA Guidelines and does not result in either direct or indirect physical changes to the environment.

Cost: The total cost of implementation of the Camino Permitting and Licensing System is a total of \$44,900.00 for the first year. On-going subscription cost is \$19,900.00 per year for a period of five years.

Budget Impact: The City Council adopted the Fiscal Year 2021/2022 Capital Improvement Program Budget which appropriated \$72,600 for Building Permit Software project (CIP #42201). The request included an annual hosting fee of \$5,000.00 which is much less than the annual \$19,900.00 annual subscription cost. Staff recommends that staff return to the Council with a proposed “technology fee” that can be applied to all permit applications to cover the cost of the permitting system subscription cost.



M. Cleve Morris, City Manager



Pierre Rivas, Development Services Director



Greg Horsfall, Building Official

Attachments:

- A: Resolution
- B: Camino Technologies Proposal
- C: Vendor Comparison Table