



Item

CityWorks Software Solution for Planning, Permitting, Licensing, Development and Code Compliance.

Responsible Staff Contact

Clara Chaffin

Recommendation

Accept the proposal from Centricity as presented in an amount not to exceed \$77,000 and authorize the City Manager to approve and sign all associated documents.

Executive Summary

March 21 Update

Following discussion with City Council at the March 11 worksession, Staff requested contract documents from CityWorks. Those documents are being reviewed and edited by Staff and the City Attorney.

The budget amendment notification process has been started and the budget amendment will be available in April for Council approval.

Previous Narrative

Why: At the Worksession on March 11, the Douglas City Council and Staff together renewed its commitment to ensuring a smooth and efficient process for development and permitting within our community. Recognizing the importance of clarity and transparency, this initiative will actively engage stakeholders while at the same time enhancing our process flow.

In response to feedback from the development community, our staff has undertaken comprehensive efforts to streamline and simplify the process. We began by creating user-friendly infographics outlining the Building Permit, Type A Development, and Type B Development processes. While these resources were well received by members of The Enterprise's Housing Committee, we understand that further clarity was desired.

In pursuit of providing even more guidance, we have proactively explored innovative software solutions designed to lead applicants through each step of the process seamlessly. Our goal is to empower applicants with the tools they need to navigate the development process with confidence and ease, ultimately fostering a more vibrant and thriving community.

Software Solutions: Software reviewed included Tyler Technologies, Granicus, CivicPlus Land Management, CityWorks, CitizenServe, CloudPermit, OpenGov, SmartGov, and GovBuilt. Staff also

reached out to the other planning departments around the State of Wyoming to determine what solutions had been implemented and what the pros/cons were of those solutions. After reviewing the nine different software solutions, Staff found CityWorks met all of the needs of the City within one program.

CityWorks: CityWorks started in 1986 through Azteca Systems, a consulting firm that provided cartographic mapping support to federal agencies. The CityWorks platform was developed in 1996. In 2019 CityWorks was acquired by Trimble solidifying the company's position as the market leader in GIS-centric public asset management.

CityWorks PLL: The CityWorks Permitting, Licensing, and Land (PLL) system is a GIS based solution designed to simplify applications for customers and streamline workflows for staff. Through the system, residents, contractors, and customers will be able to submit, pay, and track applications online through the public portal. Staff will utilize dashboards to view and review applications and projects, communicate directly with the applicant and their team, schedule inspections or appointments, and efficiently monitor progress on all projects and applications.

Efficiency: Through the guided workflows, applicants will be able to quickly determine which application is required for their project, complete forms, and have a clear understanding of the required documentation.

Efficiency Example No. 1: The software would manage some of the more labor-intensive tasks that staff currently does such as notifications. The software solution will automatically generate the code-required notifications for public hearings on all applications including developments and conditional use permits. These letters typically take staff up to two days to draw the required buffer on Greenwood Map Server, copy each legal description to the letters, copy each address to the letters, reformat the address to be printed on envelopes, address each letter, and stuff and mail the letters. CityWorks will perform all of these tasks up to printing and mailing the letters.

Efficiency Example No.2 of: Staff currently will receive incomplete submittals and will have to make continued requests to the applicants, sometimes for months, before a completed application is submitted. Often time, the applicant thinks, despite communication from staff, that their application is being processed when it is not due to the incomplete nature of the application submittal. Through the CityWorks software, incomplete applications would not be allowed to be submitted until all required submittal components are completed by the applicant. The software will guide the applicant, notifying them of what requirements are missing. Finally, the applicant will clearly see the status of their application.

Efficiency Example No. 3: Staff can manage three commercial developments at one time without the software; however, along with other duties, the processing is not efficient and is often interrupted by other necessary department tasks. Review of applications requires focused attention. Constant interruptions cause the process to take longer and the reviewer must restart

certain portions in order to perform a thorough evaluation. As the reviewer moves through the submittal, notations are made to be given back to the applicant. Thies are often written on the submittal or on a separate piece of paper and later typed into an email to the applicant. Use of the software should enable a reviewer to pause in the middle of the process and deal with interruptions, then easily go back and start where they left off. All comments, such as missing information or incorrect parking dimensions, would be noted as the reviewer moves through the process, reducing redundancy, and providing a red-lined document back to the applicant.

More developments could be managed at the same time due to the efficiency provided by the software.

Background

Needs: The Community Development Department has received multiple requests from applicants, architects, engineers, contractors, and community members to have a transparent and efficient process by which applications can be submitted, reviewed, and processed quickly.

Specifically, The Enterprise, and Heather Maxwell with the Housing Committee, have been speaking with the Community Development Director and the City Manager to gain a better understanding of the process due to complaints received by the Enterprise.

Staff in the Community Development Department reviewed the comments, complaints, requests, and recommendations that have been received over the past two years and identified the following needs:

Permitting/Applications

- Guided process for all types of applications linked to databases (Contractor Licensing, ESRI, Legal Descriptions, Flood Zones).
- Fully electronic records accessible to both the applicant and staff.
- Direct integration with the licensed contractor database to ensure that all contractors used are licensed in Douglas.
- Once an application is completed, it will automatically be sent to the appropriate staff (and external reviewers if required) for processing.
- Portal for the applicant to be able to receive notifications of the progress of their application.
- Automatic notifications to the applicant when a comment is made or if the submittal is missing any items.
- As each phase is completed, the applications are automatically sent to the next reviewers, including external reviewers when necessary (WYDOT, State Fire Marshall's Office, City Engineer, Rocky Mountain Power, Black Hills Energy, etc.).
- Auto generate list of required inspections for the applicant based on the project.

Building Official

- Ability to view plans electronically on-site for inspections.
- Ability to check building codes on-site and identify them within inspection reports.
- Ability to access and site plan review while on-site.
- Ability to complete inspection reports on-site and send automatic notifications to the applicant and any other persons identified.

Code Compliance

- Ability for Code Compliance Officer to tag properties and, on a tablet, mark those properties so that staff in the office can see what is happening in real-time on a map and be able to answer phone calls from the people who are being tagged.
- Ability to analyze geographically where the majority of the problems are to enable staff to focus education efforts on those areas within the community.

Mapping

- Location based process.
- Automatic integration with ESRI for analysis and public notifications.
- Integration with ESRI where addresses, legals, zoning, flood plain, etc. are all pulled from ESRI and auto-fill the forms for the applicant.
- Ability to analyze geographically where all of our activity has occurred based on type (e.g., inspection, code compliance, application, development, etc.).

Contractor Licensing

- Ability for contractors to apply for a license through the public portal and submit all necessary documentation.
- Ability to link to the City Website providing citizens with a list of currently licensed contractors with contact information.

Renewals and Notifications

- Automatically send renewal notifications to contractors for annual renewals and enable contractors to pay online.
- Automatically send notifications to contractors and insurance companies of expired insurance certificates and request new documentation.
- Automatically generate targeted notifications and letters to required property owners about upcoming public hearings.
- Automatically generate public hearings notifications.

311 Integration (aka Citizen Hotline)

- Direct integration with the 311 system to notify appropriate staff of issues or requests being submitted.

Software Selection Process: Software reviewed included Tyler Technologies, Granicus, CivicPlus Land Management, CityWorks, CitizenServe, CloutPermit, OpenGov, SmartGov, and GovBuilt. Staff also reached out to the other planning departments around the State of Wyoming to determine what solutions had been implemented and what the pros/cons were of those solutions. Many communities including Cheyenne and Sharidan have been using OpenGov. However, the recommendations from those communities were to avoid OpenGov due to the significant limitations, no integration with GIS, and no ability to transfer existing records into the system. Sharidan currently uses the Asset Management component of CityWorks. Laramie is currently in the process of migration to Tyler Technologies; however, Tyler Technologies would not respond to a request for a demo. Jackson currently uses SmartGov but expressed concerns with the limited capabilities of the software.

After reviewing the nine different software solutions, Staff found CityWorks met all of the needs of the City within one program.

To fully evaluate and understand CityWorks, staff has met with representatives on four different occasions starting in November 2023 to review the product thoroughly and ensure the software would be an appropriate solution for Douglas.

Alignment to Strategic Doing (SD) and/or Other Plans

<u>SD24 Outcome</u>	n/a
<u>SD24 Strategy</u>	n/a
<u>SD24 KPI</u>	n/a
<u>2014 Master Plan</u>	Goal A8. Streamline the Development Review process to be straightforward, efficient, and predictable; and to provide staff and decision makers with enough guidance to make informed recommendations and decisions.
<u>2015 Downtown Master Plan</u>	n/a

Budget/Fiscal Impact

<u>Fund/Department</u>	n/a
<u>Project/Line Item(s)</u>	n/a
<u>Budgeted Amount</u>	n/a
<u>Anticipated Amount</u>	Development: \$57,000, Data Migration: Not to exceed \$20,000

Complete Fiscal Impact

Year 1	Cost Min.	Cost Max.
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Workflow Development, Setup, and Training (min cost combines trainings)	\$54,000.00	\$57,000.00
Data Migration (\$5,000-\$20,000)	\$5,000.00	\$20,000.00
Software Subscription: PLL Workgroup Online Respond & Public Access	\$12,000.00	\$12,000.00
Tablets with Data x2 (CCO & Bldg. Official)	\$740.00	\$1,000.00
GIS Online/Creator (at minimum start with 3 users and 1 creator)	\$880.00	\$1,210.00
Total	\$72,620.00	\$91,210.00

Year 2+	Cost
Software Subscription: PLL Workgroup Online Respond & Public Access	\$16,000.00
Esri ArcGIS Online Viewer License (\$110 / per user per year) (x6)	\$660.00
ESRI ArcGIS Creator User (\$550 / per user per year) (x1)	\$550.00
Tablet Data Access (\$70 /per user per year) (x2)	\$280.00
Total	\$17,490.00

Action Requested/Recommended Motion

Accept the proposal from Centricity as presented in an amount not to exceed \$77,000 and further authorize the City Manager to approve and sign all associated documents.

Reviewed/Approved

- Community Development
- Law Enforcement
- City Manager
- Public Works

- Legal
- Finance/City Clerk