



Business Ready Riverside Progress Report & Replacement Permit Software Project

Community & Economic Development
Department

**City Council Meeting
October 6, 2015**

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Business Ready Riverside

Approved "in concept" on January 8, 2013 to expand the City's "readiness" for facilitating new business and investment as the economy continues to improve



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Business Ready Riverside Progress

Strategy	Status
1. ePlan Review	COMPLETED – July 1, 2013; On-going training and marketing
2. Smart Code Specific Plan	Preparation of the Northside SP, Updated Downtown, Marketplace & University Ave to be initiated
3. Sign Code Update.	COMPLETED - August 25, 2015
4. Permit Tracking Software	Bid Contract and project approval included in this report
5. Technology Funding	Included in Fees & Charges Study adopted September 8, 2015



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Business Ready Riverside 2.0

Approved “in concept” December 2, 2014

- builds upon the initial Business Ready Riverside strategy
- and centers largely on customer service and the customer experience
- stabilizing and strengthening the staff team



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Business Ready Riverside 2.0 Progress

Strategy	Status
1. Stabilize & Strengthen Team	Recruitments underway for 10 key vacant positions. New Director and City Planner have been retained
2. Right-Size Regulations & Requirements	This effort is underway
3. Red Carpet Riverside	Completed: Improved Lobby, directional signs, concierge during high volume In Progress: Surveys/Feedback, Employee Recognition and media buzz
4. Riverside Certified Development Professional	The City's Building Official is leading this effort
5. Private Sector Planning & Development Roundtables & Community Development Advisory Group	Invitations for Groups have been sent, kickoff meetings will be occurring in the near future
6. Learning Conversations	Proactively pursuing conversations to glean knowledge for efficiency
7. Exude an Entrepreneurial Spirit	Received a US SBA Grant for \$50k to implement online solutions for helping entrepreneurs to start up new businesses

Permit Tracking Software

- July 2013, Request for Information (RFI) issued to evaluate permit tracking replacement software options.
- August 2014, Request for Proposals (RFP) 1470 issued to companies from the RFI



Permit Tracking Software

- RFP 1470 resulted in 4 proposals
- Top 3 provided a live demonstration to a multi-departmental user committee

Company	Solution	User Group Score
Computronix	POSSE LMS	236.05
CRW Systems	TRAKiT	212.65
Accela	Automation	201.61



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POSSE by Computronix

POSSE LMS from Computronix is:

- a Land Management System
- a web-based application designed to provide internal and external users real time status and information



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POSSE by Computronix cont.

POSSE LMS from Computronix is:

- integrated with contractor licensing and management
- an online application, submission and payment system
- accessible from any web accessible device (smart phone, tablet, PC, etc.)



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Technology Funding

On September 8, 2015, the City Council approved an update to the City's User Fees & Charges Study that included a 4% technology cost recovery component that:

- is integrated with fees related to development activity.
- will fund the cost of the General Fund portion of the costs
- was calculated based on a 6 year cost recovery of project cost



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Permit Software Replacement Costs

Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Software	\$ 1,307,870					\$1,307,870
Hardware	\$ 276,174	\$ 30,024	\$30,024	\$ 30,024	\$ 30,024	\$396,270
ACS/Xerox	\$ 129,638	\$133,227	\$136,923	\$ -	\$ -	\$399,788
Mobile		\$104,140	\$22,140	\$22,140	\$ 22,140	\$170,560
Total	\$1,713,682	\$ 67,391	\$189,087	\$52,164	\$52,164	<u>\$2,274,488</u>



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RECOMMENDATION

1. Receive an update on the Business Ready Riverside Strategy, Business Ready Riverside 2.0 Strategy and Red Carpet Riverside;
2. Authorize a supplemental appropriations related to permit software replacement:
 - \$1,805,817 for the General Fund share;
 - \$332,757 for the Electric Fund share (Fund 510);
 - \$135,915 for the Water Fund share (Fund 520);



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RECOMMENDATION Cont.

3. Adopt the Reimbursement Resolution
4. Authorize an increase in estimated revenue of \$1,805,817 for the future capital lease;
5. Approve an Annual Product Support Agreement for POSSE Clients, POSSE One-Time Perpetual Software License Agreement, and Professional Services Agreement with Computronix (U.S.A), Inc., for \$1,307,870
6. Authorize the City Manager or his designee to execute the documents necessary to complete the transaction.



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