



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: APRIL 10, 2017

ITEM NO: 9

SUBJECT: APPROVE THE EXPENDITURES FOR THE CITY OF RIVERSIDE'S COMPUTRONIX PERMIT SOFTWARE UPGRADE PROJECT, INITIAL ALLOCATION OF \$135,915 FROM WATER AND \$332,756 FROM ELECTRIC, AND AN INCREASED AMOUNT FOR ADDITIONAL SOFTWARE SERVICES FOR THE WATER DEPARTMENT NOT TO EXCEED \$119,050

ISSUE:

Approve the expenditures for the City's Computronix permit software upgrade project, of which Water's and Electric Department's initial share allocation was \$135,915 and \$332,756, respectively, and an increased amount not to exceed \$119,050 for additional software services for the Water Department.

RECOMMENDATION:

That the Board of Public Utilities approve the initial expenditures for the City Computronix permit software upgrade project, of which the Water and Electric Department's initial share allocation was \$135,915 and \$332,756, respectively; and an increased amount, not to exceed \$119,050, for additional software services for the Water Department.

BACKGROUND:

As a key implementation measure of the City's Business Ready Riverside 2.0 strategy, the City Council approved the replacement of the City's legacy permitting software, Permits Plus, with POSSE software, a product by Computronix (U.S.A.), Inc. (CX). The City's permitting system is utilized to support residents, land developers, and contractors to obtain building permits, land use entitlements, street opening permits, fire permits, and utility permits, to name a few. The permitting software upgrade is a critical component to the Business Ready Riverside 2.0 strategy as it achieves needed modernization, transparency, efficiency, and accountability goals established and expected by the development community and further allows applicants the ability to initiate permits and in some cases obtain permits online.

On October 6, 2015, City Council approved a contract with CX for the permitting software replacement and supplemental appropriations totaling \$2,274,488, of which Water's and Electric's share allocation was \$135,915 and \$332,756, respectively. The Utilities' share was specifically budgeted as Computer System Upgrades in the Electric and Water Department's in the operating budget for fiscal year 2015/16. The overall operating budget of the Electric and Water Funds was approved by the Board of Public Utilities on April 17, 2015 and City Council on June 23, 2015. .

DISCUSSION

The City is leading the CX software implementation through the Community and Economic Development Department (CEDD) in two phases. Phase one of the implementation consists of the Building and Safety Division's building permit process which includes Riverside Public Utilities (RPU) Electric Department. Phase two of the implementation includes the Planning Division, Fire Department, Public Works Department, and RPU Water Department permits.

The City currently anticipates a Phase one go-live in the fall of 2017 followed by Phase two approximately six month later.

The implementation process includes significant coordination between CX and City staff to evaluate, identify, and resolve business process needs to ensure successful project execution. During the gap analysis phase, CX identified and documented how POSSE should integrate into the current City business processes. Water staff further identified various process requirements and improvements that were not considered within the original City Council approved agreement. The requirements and improvements incorporated into the change requests (CRs) are needed to allow for seamless transition from the old to the new permitting software, and support Streamline Riverside and Utility 2.0 customer service initiatives. These requirements and improvements allows staff to achieve the following to name a few:

1. Improve RPU Water's current permitting process to facilitate customer interaction and efficiency through online water development permit applications, water plan as-built requests, and fire flow test requests submissions;
2. Enhance historical permit activities tracking;
3. Enhance permit costing calculations;
4. Simplify permit cost updates and changes; and,
5. Enhance customer communication tools and efficiency measures.

The approval of Water's CRs will be incorporated into the City's contract being managed by CEDD and considered by City Council for approval in May of 2017 along with other CEDD CRs.

At the time of RPU board approval of the initial budget, the vendor for the permitting software had not yet been identified. City Charter section 1202(b) provides that the Board of Public Utilities must authorize all expenditures in excess of \$50,000. In presenting the CX software upgrade project to the City Council on October 6, 2015, City staff relied upon the budget approval for computer system upgrades as compliance with Section 1202. Now, staff is requesting that that the Board of Public Utilities approve the overall expenditure of the CX software upgrade project, of which Water's and Electric's initial share allocation was \$135,915 and \$332,756, respectively, and an increased amount not to exceed \$119,050 for additional software services for the Water Department.

FISCAL IMPACT:

Sufficient funds in the amounts of \$135,915 and \$332,756 for the initial allocated costs were available in the Water Department Computer System Upgrades Account No. 6210000-462305 and Electric Department Computer System Upgrades Account No. 6110000-462305, respectively. Sufficient funds in the amount of \$119,050 are available in the Water Department Computer System Upgrades Account No. 6210000-462305 for the additional software services needed by the Water Department.

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