MEMORANDUM

TO: The Honorable Mayor and City Council

THRU: Larry Kirch, Development Services Director

FROM: Dave Zellner, Building and Safety Manager

SUBJECT: Intergovernmental Agreement with South Central Planning and
Development Commission ("SCPDC") to utilize their software modules
collectively called MyGovernmentOnline ("MGO") for permitting, code
compliance and development project review.

DATE: April 2, 2018

REQUEST

The Development Services Department ("DSD") requests the mayor and city council enter into
an Intergovernmental Agreement ("IGA") with South Central Planning and Development
Commission ("SCPDC") to utilize software modules, collectively called MyGovernmentOnline
("MGO") to perform database, workflow, tracking, records management, communication,
collaboration, request, scheduling and inquiry functions.

BACKGROUND

For 337 computer years or 18 regular years, the Development Services Department has relied
on a permitting database called Tidemark Advantage. Tidemark Computer Systems, which
installed Tidemark Advantage Version 3 in 2000, was bought by Accela in 2001. In the
intervening years, Tidemark has seen one new version, Version 4, and the last update occurred
in 2011. When the Information Technology department ("IT") has attempted to get support for
Tidemark Advantage from Accela, it has and continues to be a difficult process fraught with
issues that usually ends with the issue unresolved.

For some additional perspective, Microsoft has issued 10 versions of the Windows operating
system, including Windows 2000, Windows ME, Windows XP, Windows Vista, Windows 7,
Windows 8, Windows 8.1 and Windows 10. In addition, the first I-phone was introduced in
2007.

While Tidemark may have been adequate in its day, it is now an inefficient system.

DISCUSSION

For over two years, DSD has been seeking a replacement to our current permit database Tidemark. Tidemark has limited DSD's ability to provide improved customer service; to effectively manage our limited resources; and, to achieve the efficiencies increased building activity level demands.

At a basic level, DSD is seeking software built on current technology that provides for efficient access of information and accurate reporting and tracking. Also, DSD field staff need the ability to access data on properties and cases from the field. This ability is long overdue. Having to return to the office, or call into the office in order to determine the case status or permit status of a location is extremely inefficient.

DSD staff evaluated products from the following Accela, Tyler Technologies (two products), Viewpoint, Superion, Viewpoint and SmartGov. The cost for the various products ranged from $52,000.00 to over $250,000.00. Most had charges per user or license and high annual maintenance cost.

SmartGov, which we learned about through the Maricopa Association of Governments ("MAG") building committee, was the leading contender at an initial purchase cost of $52,000.00. This is the product City of Maricopa selected and implemented. SmartGov is a more recently built software product with many nice features and the ability for the City Apache Junction to utilize the City of Maricopa contract. DSD requested money in last year's budget to move forward with the purchase and adoption of SmartGov, but the money was not included in the final budget.

While doing some code enforcement ordinance research I ran across an announcement stating that Escambia County Florida, home of Pensacola, was implementing new software offered by a regional government entity called South Central Planning and Development Commission ("SCPDC"), located in Houma, Louisiana. Prior work in Louisiana made me familiar with a few of these regional entities, and I knew many acted as building departments for numerous small towns in their regions.

Curious as to the type and quality of product that they offered (especially since Escambia County was adopting it) I made contact with SCPDC. The product demonstration I received put the level of quality and features offered by their product securely in line with the other products DSD had reviewed. What was significantly different however was the pricing structure.

SCPDC offered access to their software on a flat monthly cost basis tied to the number of permits issued annually by a jurisdiction. The number of users was unlimited and there was no large upfront payment. The product offered on-line permitting and history searches, code issue reporting and GIS map integration.

At this time, we pay Accela $16,000.00 annually for support and maintenance of a product that has not been updated since 2011.

For the applicable modules- Permits, Planning and Zoning, Code Enforcement and Addressing/GIS Integration- SCPDC will only charge $1,105.00 per month for a total yearly cost of $13,260.00. This cost is based on our current level of permit activity, which falls in the 500-100 permits a year tier. The fee is billed monthly.

The product demo of MGO, the software developed by SCPDC, has now been viewed by all DSD staff, members of the finance department and the city manager's office. We have received very positive feedback from everyone. After mentioning the product to Darron Anglin, P.E., District Manager of Superstition Mountain Communities Facilities District No. 1, ("SMCFD"), they too have decided to pursue an IGA with SCPDC to provide permitting services through MGO.

RECOMMENDATION

Based on our overdue need to replace Tidemark, the high-level functionality and abundant features of MGO and the extremely manageable cost to utilize this software as a service product, we recommend that the Honorable Mayor and City Council approve Resolution No. 18-10 which authorizes the City to enter into an Intergovernmental Agreement with South Central Planning and Development Commission for the software and related services.