



PLANNING COMMISSION

AGENDA REPORT

VIII. 1

MEETING DATE: APRIL 11, 2011

ITEM NUMBER:

SUBJECT: TECHNOLOGICAL EFFICIENCIES FOR CONSIDERATION IN PREPARATION OF THE UPCOMING BUDGET

DATE: MARCH 31, 2011

FOR FURTHER INFORMATION CONTACT: REBECCA ROBBINS, ASSISTANT PLANNER
714-754-5609 (RROBBINS@CI.COSTA-MESA.CA.US)

DESCRIPTION

Pursuant to the request of the Planning Commission, City staff is bringing forward information to consider technology-related infrastructure that will require budget resources to be allocated. The purpose is to have the City Council consider these requests for inclusion in next year's 2011/2012 budget.

1. Upgrades to Development Services Department website as part of the overall upgrade of the City's website
2. Electronic Plan Checks
3. Mobile Field Units

RECOMMENDATION

Direct staff to forward these priority items to the City Council for consideration in preparation of the upcoming budget by minute order.

REBECCA ROBBINS
Assistant Planner

KHANH NGUYEN
Asst. Development Services Director

DISCUSSION

ITEM 1. UPGRADE TO DEVELOPMENT SERVICES WEBSITE

FY 11-12 BUDGET REQUEST: To Be Determined (City-Wide Update)

Updates to the Development Services Department website will increase efficiency and productivity and will be folded into the overall upgrade of the City's website. City Council has designated \$50,000.00 in the current year budget. Public Affairs Manager Dan Joyce will provide an overview of the anticipated upgrade process which will occur in phases. A supplemental memo with the Request for Proposal will be distributed prior to the April 11th Planning Commission meeting.

Potential model websites from nearby local agencies include Anaheim, Huntington Beach, Irvine, Newport Beach, and Orange. These websites feature lists of planning applications and status, online parcel search and mapping, online complaint submittal, property permit records, and online permit submittal. Benefits from these features include:

- List of planning applications and status. Posting a list of planning applications and status of projects will help keep applicants and property owners informed where their application is in the review process.
- Online permits. With online applications and submittal for sidewalk sales, banner permits, and businesses licenses, the processing time and the usage of paper will be minimized.
- Online parcel search and mapping. Online parcel search and mapping will allow appraisers, developers, business owners, and property owners to have the Zoning of a property, as well as many other features, with the click of a button. This feature will cut down on the time staff spends with phone calls on general property and zoning questions.
- Online complaint submittal. Online submittal of complaints will allow staff to receive the complaint and ensure it gets to the appropriate department in a timely manner. The City of Anaheim, for example, has a drop down menu that includes a list with a choice of departments to send the complaint.
- Online property permit records. With online property permit records, the need to make paper copies of the documents for customers will be reduced since the electronic files will be readily available online.
- Online plancheck and building permit submittal. Online permit submittal will give applicants the ability to submit paperless plan checks for review by multiple departments. (See Item 2 below)

The website upgrade will increase efficiency and allow the public direct access to information that currently requires a phone call or visit to the City offices.

ITEM 2. ELECTRONIC PLAN CHECK (E-PLAN REVIEW)**BUDGET REQUEST: Approximately \$54,000.00**

Electronic plan check by GreenVue Fusion offers a variety of features including, but not limited to, electronic permitting, digital plan review, web portal, and digital archive systems. Applicants will be able to submit paperless plans for plan check and plan review electronically. Benefits from these features include:

- Integrated web portal. Integrated web portal will allow residents and local businesses to access information such as permit status and inspection requests. This will allow staff to be more productive in completing plan checks/assignments and will minimize phone calls with questions regarding status updates.
- Digital plan review. Digital plan review allows multiple plan reviewers from different departments to work on the same plan.
- Electronic plan check. Electronic plan check will greatly reduce, and possibly eliminate, the use of paper for submittal of plans, permits, and archival documents. Since the final product is already in electronic format, there will be no need to send plans out for document imaging.
- Save time and money. Customers will save time and money in printing costs and delivery of the plans for permit submittal.

This new program will cost an estimated \$53,830.00 for equipment and installation. The annual licensing fee is estimated at \$500.00 for a total of 10 licenses.

ITEM 3. MOBILE FIELD UNITS**BUDGET REQUEST: Approximately \$130,000.00**

The mobile field units with wireless access will be for the use of the City's Code Enforcement Officers and Building Inspectors. Some key features include the ability for the City's field workers to:

- Create new inspections, investigations, service requests, work orders, or code enforcement cases
- Cancel, reschedule, or reassign field appointments
- Sign off on jobs and submit results back to the agency in real-time
- Review case, application, or permit summary
- Create and print reports in the field

The field units will provide staff with the tools to be more efficient and productive. Staff can spend more time out in the field performing inspections instead of being in the office making inspection entries at the end of the day. With wireless capability, staff will be able to access our permit system from the field. In turn, our permit system will then reflect

direct, real-time status of a permit should staff at the office need to access the information.

This new program will cost an estimated \$130,000.00 for equipment and installation. The recurring annual charge is an estimated at \$23,880.00.

CONCLUSION

Pursuant to the Planning Commission's direction, staff will forward any or all of the specified high priority items related to technology infrastructure to the City Council for consideration to include in the upcoming budget as appropriate.

cc.: City Manager
Development Services Director
Assist. City Attorney
City Engineer
Transportation Services Manager
Public Affairs Manager
Fire Protection Analyst
Staff (4)
File (2)

File: 041111TechnologicalEfficiencies	Date: 032911	Time: 2:00 p.m.
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