



CITY OF SALINAS COUNCIL STAFF REPORT

DATE: MAY 1, 2018

DEPARTMENT: COMMUNITY DEVELOPMENT & FINANCE DEPARTMENTS

FROM: MEGAN HUNTER, COMMUNITY DEVELOPMENT DIRECTOR
MATT N. PRESSEY, CPA, FINANCE DIRECTOR

TITLE: TRAKIT PERMITTING AND LICENSING SYSTEM UPGRADE

RECOMMENDED MOTION:

A motion to adopt a Resolution to approve the Add-On Quotes and Scope of Services to migrate TRAKiT.NET Permitting and Licensing Software to TRAKiT9.

RECOMMENDATION:

Staff recommends City Council adopt a Resolution:

1. Approving the Add-On Quote and Scope of Services with Superior to migrate from TRAKiT.NET to TRAKiT9, a 100% web-based system;
2. Authorizing the Finance Director to execute the necessary documents on behalf of the City;
and
3. Authorizing a \$315,000 appropriation transfer from CIP Project 9357 to CIP Project 9158

EXECUTIVE SUMMARY:

For the last ten years, the City of Salinas has widely used TRAKiT, a permitting software system. Besides its critical role in the permitting process, TRAKiT is also utilized by the Planning and Code Enforcement Divisions in the Community Development Department, and the Legal, Fire and Public Works Departments.

To ensure more transparency and improve use of electronic data, an upgrade of the current software to TRAKiT9 is critical. TRAKiT9 is 100% web-based, making it much easier for the public to interact with multiple Departments online. More importantly, Superior, the company that owns the software, is phasing out TRAKiT.NET and eventually will not be able to support the City's older system.

As part of this upgrade, the Finance Department also will start using TRAKiT9 for business licenses. The upgrade will allow both departments to accept online payments for permits and business licenses identified as an important enhancement for our customers.

BACKGROUND:

The Permit Center has been using TRAKiT.NET software to manage building and engineering permitting, planning entitlements, code enforcement cases, and fire inspections. The newest release of the software, TRAKiT9, will allow the Permit Center to provide more services online. The upgrade will also allow for the integration of GIS, which will greatly facilitate research and simplify sending notices to affected property owners within a specific area.

The current business license system – wIntegrate, is over 30 years old and outdated. The system was originally developed and maintained by City staff but is built upon a data base platform that is no longer supported in the industry and lacks the efficiency and effectiveness of a modern system. The current wIntegrate system is used to bill and track business licenses. Unfortunately, business licensing still largely relies on paper based forms and physical routing for approval and processing due to the deficiency of the wIntegrate system.

The TRAKiT9 software has the capability to handle business licenses in a much more efficient manner, incorporating electronic processing, online business license application and renewal, online payment, and consistent communication between the City and user. This will make the business license experience more customer friendly.

DISCUSSION:

Staff requested three separate quotes from Superion, the provider of the software, in order to better manage the upgrade and implementation of new modules. Quote No: Q-00004094 for \$119,050 includes an upgrade of the software to TRAKiT9 and online credit card processing. Quote No. Q00004578 for \$13,280 includes the conversion of the current business license data for TRAKiT9. It will only be executed if staff is unable to transfer the current data to TRAKiT before the upgrade. Quote No. Q-00004581 for \$56,300 includes the integration of GIS and TRAKiT. It will be executed once we are confident that the migration to TRAKiT9 is working. Superion estimates that travel and living expenses for onsite staff during the migration and implementation will be about \$12,860.

Additionally, \$75,000 is being budgeted for improvements in hardware to allow TRAKiT to run as efficiently as possible. Project Management services estimated at \$30,000 are also included to allow for smooth implementation. Currently, staff does not have the capacity to manage this migration and implementation. The total estimated costs of this upgrade are as follows:

Cost Category	Amount
Superion TRAKiT9 Migration	\$119,050
Superion wIntegrate Data Conversion	13,280
Superion GIS Software	56,300
Superion Travel and Living Expenses (estimate)	<u>12,860</u>
Total Superion Costs	\$201,490
Hardware Upgrades	75,000
Project Management Services	30,000
Contingency	<u>8,510</u>
Total Project Budget	\$315,000

This proposed upgrade may be approved by the City Council as a negotiated contract with the existing vendor/service provider pursuant to Salinas Municipal Code section 12-27. Since the upgrade is with an existing vendor/service provider that will enhance and expand the functionality an existing software, a competitive bidding process will not serve in the best interest of the City, yield the best value, or result in the lowest price. City staff spent hours investigating competing software systems and determined that they lacked many of the core features of TRAKiT and would involve greater time and expense in training staff and converting existing data.

CEQA CONSIDERATION:

The City of Salinas has determined that the proposed action is not a project as defined by the California Environmental Quality Act (CEQA) (CEQA Guidelines Section 15378).

STRATEGIC PLAN INITIATIVE:

This upgrade will advance the strategic plan and Council goals of Effective, Sustainable Government and Economic Diversity and Prosperity by enhancing Permit Center operations.

FISCAL AND SUSTAINABILITY IMPACT:

There is no impact to the General Fund. The upgrade is funded by the collection of a Building Permit Technology Fee generated through the permitting process. This fee was specifically established for the purpose of maintaining our TRAKiT system. The Building Permit Technology Fund has an unencumbered balance of \$562,220.

Funding for this project is available within the current Capital Improvement Budget Project 9357 – Building Permit Technology Systems. Staff requests that a \$315,000 appropriation be authorized from Project 9357 to Project 9158 - TRAKiT Upgrade.

ATTACHMENTS:

1. Resolution
2. Add-On Quotes