

IMPACT STATEMENT

Legislation title: *Authorize an increase in the value of contract 30005953 with CSDC, Inc., in the amount of \$2,331,589.00 for implementation, hosting and maintenance of the upgraded AMANDA computerized permit tracking system for Bureau of Development Services (Ordinance)

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Jeff Baer, BTS Chief Technology Officer

Purpose of proposed legislation and background information:

To authorize the Chief Procurement Officer to execute an amendment to the existing contract with CSDC, Inc., to cover payments through July 2018 in order to cover the implementation, hosting and maintenance of the initial upgrade phase of the AMANDA software system.

When completed, POPS will allow anyone who wants to obtain building and public works permits to do so online. It will also enable BDS and all Interagency Partners to become more efficient in processing applications. With the help and guidance of BTS, a fully operational system will provide many benefits to the community, not only for applicants, but for neighborhoods seeking information about proposed development.

Financial and budgetary impacts:

The amount authorized in the contract amendment will allow the City to engage with the vendor that is providing the initial rollout of POPS this year through the expiration of the current contract in August 2018. At the completion of this initial phase, staff from BDS and all Interagency Partners will have begun using several permit types migrated to the new system.

By way of understanding the volume and scope of work that BDS does with customers and the fiscal impact of the contract amendment, consider this statistical BDS information for 2017:

- For calendar year 2017, BDS revenue was approximately \$74.0 million with a cumulative cost recovery rate of 118 percent. The bureau ended the calendar year with roughly \$90 million in reserves.
- Construction activity has reached all-time highs, with a total valuation of issued building permits over \$3.1 billion in 2017.

- The City uses its permitting software to track, process and collect payment development related activity. In 2017, the City collected \$195.9 million in revenue through the Development Services Center with average daily collections of over \$790,000.

Community impacts and community involvement:

The POPS project will significantly benefit the community that BDS and our Interagency Partners serve, particularly the transition from paper to electronic plan review. Customers will be able to submit applications remotely online and access information 24/7, reducing the need to take time off work and travel downtown to the Development Services Center during normal business hours. This remote access will be particularly beneficial to low-income and under-represented communities.

POPS, particularly electronic plan review will allow for a more integrated review of plan submittals by BDS and the interagency partners, PBOT, BES, Water, Fire and Parks. It will also allow applicants and the community to more easily track development proposals. Interagency partners continue to work with BDS and BTS to ensure the POPS project meets its objectives by meeting regularly as part of the Functional Oversight Team (FOT), as well as its new subgroup. The Customer Advisory Group will play a key role in the upcoming phase of the project, related to the phased release of new functionality.

The City Council's appointed Technology Oversight Committee has been helpful in providing guidance as POPS progresses.

100% Renewable Goal

Online permitting will reduce the demand of trips to the Development Services Center, by an estimated 33,000 vehicle trips annually. It will also reduce the amount of paper that is needed in the building permit process for both customers and the City.

Budgetary Impact Worksheet

Does this action change appropriations?

- ☐ YES: Please complete the information below.
☒ NO: Skip this section

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount