



CITY COUNCIL AGENDA REPORT

DATE: April 1, 2024

TO: Honorable Mayor and Members of the City Council

FROM: Melissa Eads, City Administrator

SUBJECT: Direction to the City Administrator to Execute Agreements with iWorQ Systems for Software Systems Needed to Streamline and Modernize Processes, Data Storage, Citizen Interaction, Payment Processing, Complaint Tracking, and Controls for the Public Works, Community Development, and Facilities Departments in an Amount Not to Exceed \$23,000 in Annual Costs, and \$14,000 in Initial Set up Costs Including Pavement Condition Assessments.

RECOMMENDATION:

Staff recommends approval with consideration of the attached agreements.

BACKGROUND:

The City of Sonora does not currently utilize an integrated software system to manage building permits, code enforcement investigations and complaints, business licenses, or public works facilities condition assessments or maintenance.

The current processes lack coordination, are paper and labor-intensive contributing to unnecessary employee costs, and there are no built-in mechanisms to automate accountability or customer ease of use. The current processes can be streamlined and the customer experience with the City enhanced using this technology while meeting three (3) of the six (6) Council Core Values including: Service, Innovation, and Collaboration.

The City engaged two (2) Software Companies, who catered to the size of our City and organizational needs. Our focus was data storage, asset inventories including the development of a pavement management system, streamlined code enforcement and public works work order processing and status updates, improved Citizen interaction and ease of use, improved interaction between departments, and implementation of an integrated city-wide system for code enforcement, work orders, complaints, and online payments.

The City of Angels, a jurisdiction of similar size and scale, recently contracted for the same service after exploration of six (6) firms. iWorQ is also currently under contract with the City of Jackson and the City of Lone.

DISCUSSION / ANALYSIS:

The system benefits include:

- By 2024, the City will be required to allow the public to get updated information online for building permits.
- Public Works will have mobile access to work orders in the field and can generate work orders

from the field. Staff can generate actual costs for work performed.

- A Pavement Assessment Database can be developed to facilitate annual City-Wide pavement management plans.
- Sign Inventory and Assessment Database can be developed to facilitate an annual City-Wide sign maintenance program.
- City-owned facilities (buildings, parking structures, etc.) inventory can be developed and used to track completed maintenance work and maintenance needs.
- Online Business License submission.
- Online Building Permit process for ease of permit applications, tracking current permits, and paying fees online. iWorQ Notifications included -Inspection and plan review tracking -Track permits and cases with customizable reporting. Includes Sensitive File Uploads that are required to finish permit, licensing, or code enforcement processes. Staff currently spend considerable hours during the day—answering the phone, and responding to requests for or about inspections. IWORQ is anticipated to reduce basic administrative hours so staff can focus on other departmental priorities.
- Code Compliance allows for submitting code enforcement issues online and viewing code cases. Provides a messaging feature for easy interaction with citizens.
- Transition City Engineering Files to digital files, timing.
- Online credit/debit processing for building, planning, code enforcement fines, and fees. Credit card processing fees will be passed to the customer based on current policy.

FISCAL IMPACT:

At midyear, the Council approved \$57,200 for the cost of implementation of the software program. The requested amount, \$37,000, is under budget. This action ratifies past Council direction and action with no additional impacts.

Contract Summary:

Public Works Package:	\$ 5,500
Includes Pavement Condition Assessment	
Citizen Engagement Package:	\$ 2,500
Facilities Management Package:	\$ 2,500
Year 1 Set Up Costs:	\$ 6,000
Total:	\$16,500
Community Development Package:	\$ 8,500
Business License Management:	\$ 4,000
Year 1 Set Up Costs:	\$ 8,000
Total:	\$20,500

COUNCIL ALTERNATIVES:

1. Approve the Contract as attached.
2. Do not approve a Contract at this time.
3. Provide further direction.