



Town of Yountville

6550 Yount Street
Yountville, CA 94599

Staff Report

Agenda Item #: {{section.number}}A

Yountville Town Council Staff Report

DATE: April 5, 2022

TO: Mayor and Town Council

FROM: Kirsty Shelton, Planning & Building Director and Celia King, Finance Director

PREPARED BY: Kirsty Shelton, Planning & Building Director and Celia King, Finance Director

SUBJECT:

Consider Approval of Resolution Number 22-4112 Authorizing the Town Manager to execute a five-year contract amendment to the professional services agreement with OpenGov Inc. to include the online Citizen Services portal and approving the use of \$29,600 of the Fiscal Year 2021/2022 Budget Contingency for the one-time implementation cost.

DISCUSSION/BACKGROUND

The COVID-19 pandemic had a significant impact on the way business was conducted, with an increase in demand for online processes. In addition to the evolution of the way the Town conducted business, software companies also created innovative programs to respond to the increase in demand.

In 2019 the Town Council directed staff to modernize the building permit process and approved a contract with a company called iworQ to establish an online permit software program. Because of the pandemic, the launch was stalled. Recently, Staff reanalyzed the iworQ software program and there were elements of the software that did not fulfill the Planning and Building department's needs. These inefficiencies included the automation of fees, automatic integration with the accounting software and with Laserfiche, the Town's cloud-based record retention program. Because of this, Staff began looking for a software solution that could meet the Department's needs, be used across all departments while providing a high-quality user-friendly platform.

Similarly, the Finance Department contracted with HdL Companies in 2019 to provide an online option for Yountville hotels and inns to report and remit monthly Transient Occupancy Tax (TOT). While online reporting and payments have proved to be highly efficient and convenient, it is limited to only TOT payments. Additionally, TOT administration services and reporting provided by HdL have not proved to be as robust as initially anticipated.

Upon re-evaluation, staff has found that TOT remittance and reporting can be accomplished through OpenGov Citizen Services portal, and redirection of the cost for HdL services to OpenGov will provide the opportunity for even more online processes and payments such as Business License applications, annual renewals, and other routine billings. It would allow the Town to receive revenue from TOT payments immediately rather than waiting until the 15th day of the following month as is true with HdL, which helps with monthly cash flow. As mentioned above, integration with the Laserfiche Repository is also a key component as it helps to automate our records retention process.

Out of five online permit systems that were reviewed OpenGov was the team favorite. If approved, it will

expand on an existing relationship, provide consolidated software that integrates with both the accounting software and the records retention program while providing seamless interdepartmental communications in a platform staff is already accustomed to.

The attached Scope of Work (SOW) includes a proposal for building a Public Portal, defined in the SOW as a Citizen Services web platform. This Citizen Services web platform will allow the public to access current and historical property records, permits, and entitlements for a subject property. In addition to the online transparency of active and historical permitting, an applicant will be able to submit applications, pay fees, and request inspections for a building permit. This includes the online processing of the payments of Transient Occupancy Tax (TOT).

The attached SOW provides for six custom-built business processes (or record types) and the ability for staff to build their own record types for any other business processes within the Planning and Building Department, Finance Department, and possibly other departments in the future. If approved, Staff anticipates the first record type to be the online payment of TOT, followed by over-the-counter building permits, and then all permits to be processed online with full transparency to the public.

With the addition of the Citizen Services portal, the Town and OpenGov would be replacing the existing agreement for Online Budgeting software only, which has one year remaining, with a new five-year agreement that includes both Online Budgeting and Citizen Services. The existing annual subscription cost for OpenGov services would increase from \$21,125 per year for just the Online Budgeting software to \$50,125 per year for both the Online Budgeting software and Citizen Service Portal. The annual subscription cost will continue to be budgeted each fiscal year in the Information Technology Department.

Based on this amendment the total cost for OpenGov annual subscription will be \$250,625 over a five-year period. Going forward, the Permit Technology Fee included in the Town's Master Fee Schedule that is charged to Building Permit applicants will contribute towards partially offsetting the cost of the software.

As shown on page two of the SOW, deployment of Citizen Services in April 2022 will cost \$29,600. As this was not part of the approved Fiscal Year 2021/2022 Budget, staff is requesting the use of Budget Contingency to cover this cost. The Budget Contingency currently has an available balance of \$324,302. Approving the use of \$29,000 will still leave the Budget Contingency with an available balance of \$295,302.

ENVIRONMENTAL REVIEW

Exempt per California Environmental Act (CEQA) Guideline, Section 15061(b)(3)

FISCAL IMPACT

Is there a Fiscal Impact? Yes

Is it Currently Budgeted? No

Where is it Budgeted? N/A

Is it Mandatory or Discretionary? Discretionary

Is there a Staff Resource Impact? nominal

STRATEGIC PLAN GOAL

Is item Identified in Strategic Plan? Yes

If yes, Identify Strategic Goal and Objective. **Engaged Residents:** The Town embraces our residents' commitment to community as seen through volunteerism, civic engagement, and public participation that enhances the quality of life in Yountville. **Exceptional Town Services and Staff:** The Town supports its talented staff who deliver high quality municipal programs and services while maintaining public infrastructure for the benefit of the community. **Responsible Fiscal Policy:** The Town maintains its fiscal health through policies

designed to maximize economic opportunities, manage expenses, and ensure prudent reserves. **Visionary Leadership:** The Town's leadership maintains an open-minded, forward-thinking decision-making process. We value engagement and participation from all members of the community as we work together to create policies and plan for the future.

Briefly Explain Relationship to Strategic Plan Goal and Objective. Online processing of permits and payments will support both the user and staff for a transparent process.

RECOMMENDATION

Receive staff report and direct questions to staff.

Receive public comment.

Conduct Council discussion

Approve Resolution 22-4112 Authorizing the Town Manager to execute a contract amendment to the professional services agreement with OpenGov Inc. to expand the services to include the online Citizen Services portal and approving the use of \$29,600 of Fiscal Year 2021/2022 Budget Contingency for the one-time implementation cost.