



Memorandum

Date: 7/20/2021
Meeting of: City Council

File No. AM No. 21-105
Type: Consent Item

TO: Members of the City Council
FROM: Mayor Angela Birney
DEPARTMENT DIRECTOR CONTACT(S):

Planning and Community Development	Carol Helland	425-556-2107
Technology and Information Services	Melissa Brady	425-556-2134

DEPARTMENT STAFF:

Planning and Community Development	Sarah Pyle	Planning Manager
Technology and Information Services	Dawn Johnson	Project Management Office Manager
Technology and Information Services	Keston Woodyatt	Interim Business Solutions Manager

TITLE:

Approval of a Contract Amendment with Tyler Technologies, in the Amount of \$75,000, for Energov Standardization and Simplification

OVERVIEW STATEMENT:

Since the initial deployment of the Energov Permitting System in 2013, the City has worked both independently and alongside the Tyler Technologies support team to identify and implement improvements through the adoption of new product features as time and resources permit.

Over the past year, City staff have identified and successfully prototyped improvements that once implemented, will have a substantial positive impact on how we deliver on-line permitting services to our customers as well as how internal staff leverage the system to complete the permit review and approval process.

Tyler Technologies has provided the City with a proposal for the implementation of these improvements which necessitates a \$75,000 amendment to their current support services contract. The work is scheduled to be completed by October of 2021.

The Standardization and Simplification project will:

- Eliminate reliance on outdated and unsupported technologies.
- Enable online application for all permit types through a single portal. (Redmond Electronic Permitting System)
- Streamline internal permit workflows

Additional Background Information/Description of Proposal Attached

REQUESTED ACTION:

- Receive Information Provide Direction Approve

REQUEST RATIONALE:

- **Relevant Plans/Policies:**
Community Strategic Plan - Focus on the Big Four
- **Required:**
Current technology is nearing its end of life and will become unsupported.
- **Council Request:**
NA
- **Other Key Facts:**
NA

OUTCOMES:

- The Permitting customer will no longer be required to run outdated technology on their computer in order to access the City's online Permitting application
- The Permitting applicant will be able to submit all permit applications and plans online. Only 6% of permit applications types can be submitted online currently.
- A single access point for the submission of permit applications and plans will reduce the complexity of the application process for the customer.
- A single standard workflow structure that is extensible by permit type will replace the existing 30 - 40 workflows currently set up in the system. This will increase staff capacity as well as data integrity by reducing the amount of time staff spend performing data entry.
- A simplified workflow and updated technologies will reduce the amount of time it takes to enact future changes to the system and improve our ability to react to regulatory changes in a shortened timeframe.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
- In the past year, the Energov Program Oversight Committee was formed and works with the TIS team on a monthly basis to identify opportunities for Energov enhancements and plan and prioritize the implementation of them.
- The Energov Program Oversight Committee updates the Energov Program Steering Committee on a quarterly basis
- In the past year, Planning and Community Development staff began hosting monthly meetings with the external customer.
- 30 days prior to rollout of updates
 - Update Redmond Electronic Permitting Web Page
 - Provide Video Tutorials
 - eMail registered users and global Energov contacts
 - Train internal staff
- 6 months post go-live - Report out on Benefits Realization
- **Outreach Methods and Results:**
- Recurring Monthly Meetings with Customers - Keep customers informed of upcoming changes
- eMail to registered Energov users and contact list - Informs a broader audience

- Redmond Electronic Permitting Web Page - Provides notices and 'how-to' information'
- **Feedback Summary:**
External customers as well as City staff have expressed that they are looking forward to the proposed change as currently the permitting process is confusing and overly complex. There is a lack of consistency and predictability and all permits cannot be applied for in the same manner.

BUDGET IMPACT:

Total Cost:
\$75,000

Approved in current biennial budget: Yes No N/A

Budget Offer Number:
The Energov Standardization and Simplification project is supported by development review funds.

Budget Priority:
Vibrant and connected

Other budget impacts or additional costs: Yes No N/A
If yes, explain:
N/A

Funding source(s):
Development Agreement Fund (115)

Budget/Funding Constraints:
N/A

Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
7/13/21	Committee of the Whole - Planning and Public Works	Provide Direction

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Time Constraints:
Current technology becomes unsupported in October of 2021

ANTICIPATED RESULT IF NOT APPROVED:

Work will be divided into three smaller projects and completed by City resources over a longer period of time as outlined below.

- Transition eReview to updated technology platform Q4 2021
- Simplify the internal Workflows Q2 2022
- Put remaining Permit Applications Online Q3 2022

ATTACHMENTS:

Attachment A: Business Case

Attachment B: Contract Ammendment