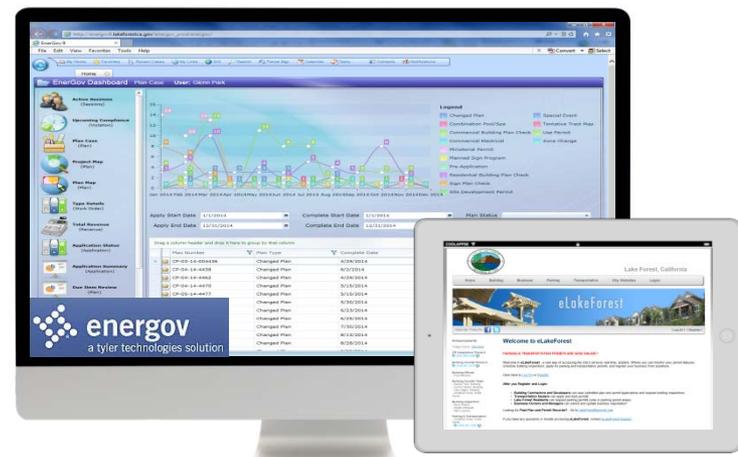




EnerGov 9 System Upgrade and Migration Project

City Council Presentation

Dec 2, 2014





What is EnerGov and the EnerGov Project?

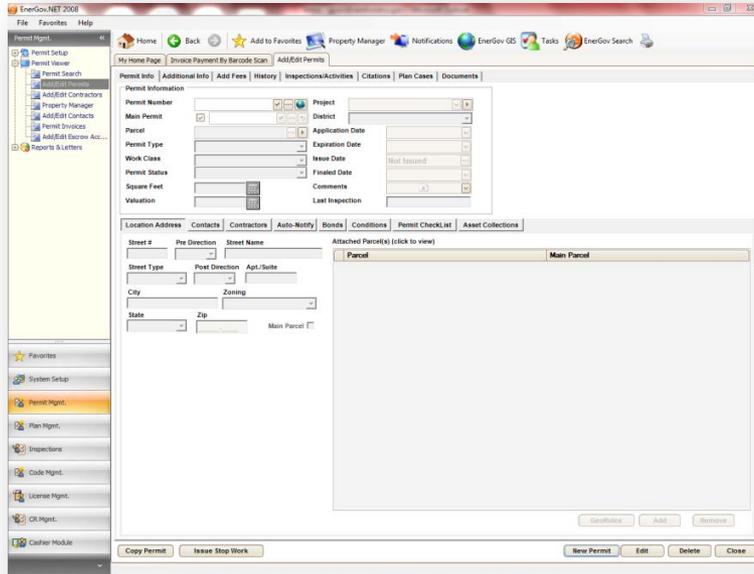


- EnerGov is the City's Planning, Permitting, Code Enforcement, and Inspection Software System
- In the City's most recent 5-year Strategic Plan, the City Council approved the EnerGov 9 Upgrade and Migration Project.
- In October 2013, Council approved agreements with:
 - Tyler Technologies
 - Lilley Planning Group (Project Management)

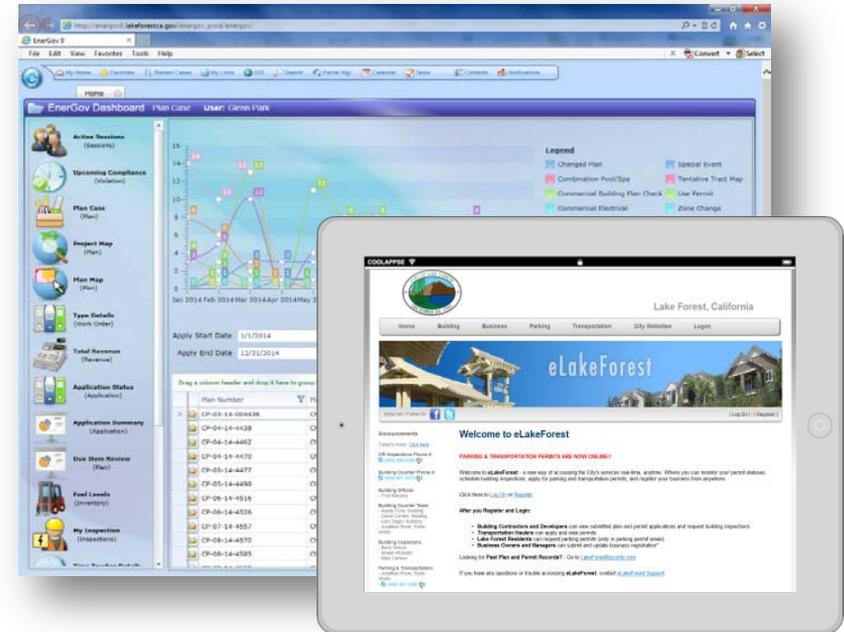
Why we needed to migrate from EnerGov 8 to EnerGov 9



EnerGov 8



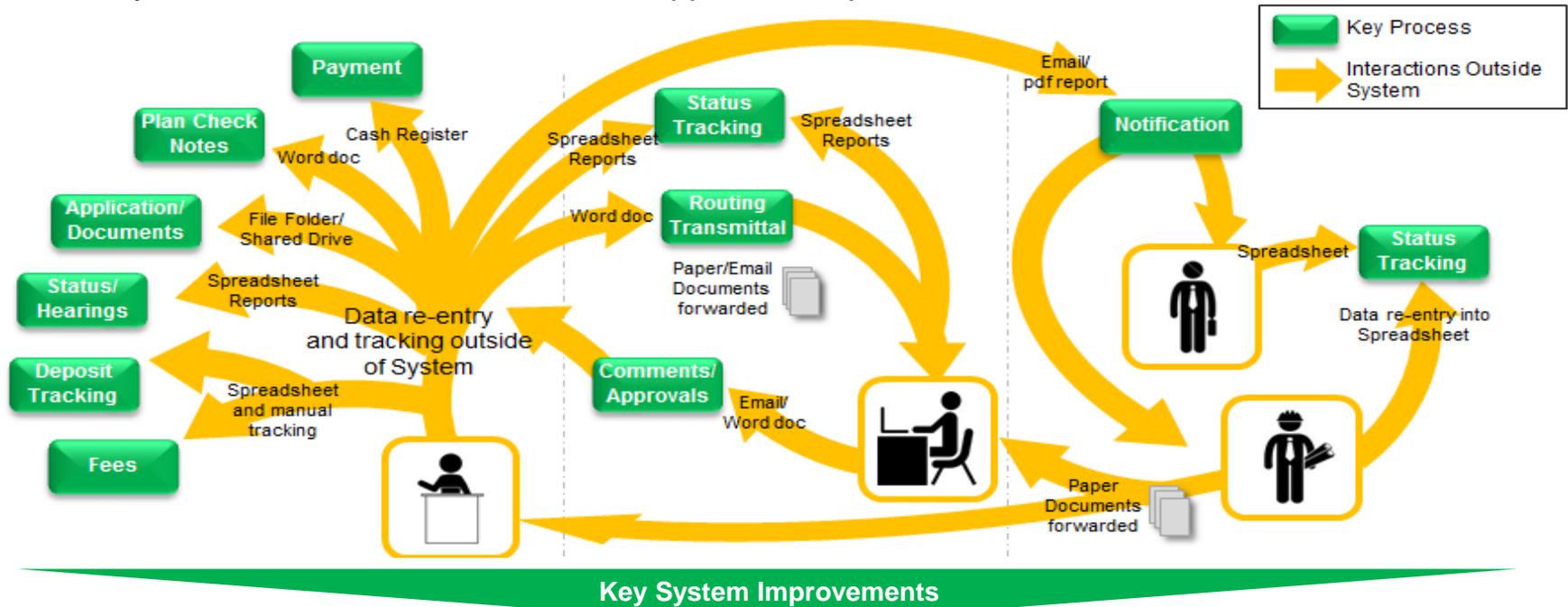
EnerGov 9



- ❌ No new enhancements and limited ongoing support by Tyler Technologies
- ❌ Not a web-based application with a sluggish public online portal
- ❌ Limited mobile capabilities that did not allow access with the latest tablet app technologies
- ❌ No self-service reporting and data exports available to regular users (only for system admins)

EnerGov 9 Upgrade & Data Migration Project

Since 2009, internal processes have become more efficient and policies had been updated, but the EnerGov system had not been enhanced to support these processes:



- ✓ **Streamlined Plan and Permit Workflow** implemented the Combo Permit, Consolidated Permit Documents, and Standardized Submittal, Hearing, and Inspections Checklists
- ✓ **Reconfigured Planning and Water Quality Division Workflows** within EnerGov
- ✓ **Developed Business Registration Database and Contacts Tracking** for Economic Development
- ✓ **Enhanced Reporting** through standard reports and self-service data exports
- ✓ **Configured final document uploads** into City's records system for building plans and permits



New discoveries during the journey that impacted the project

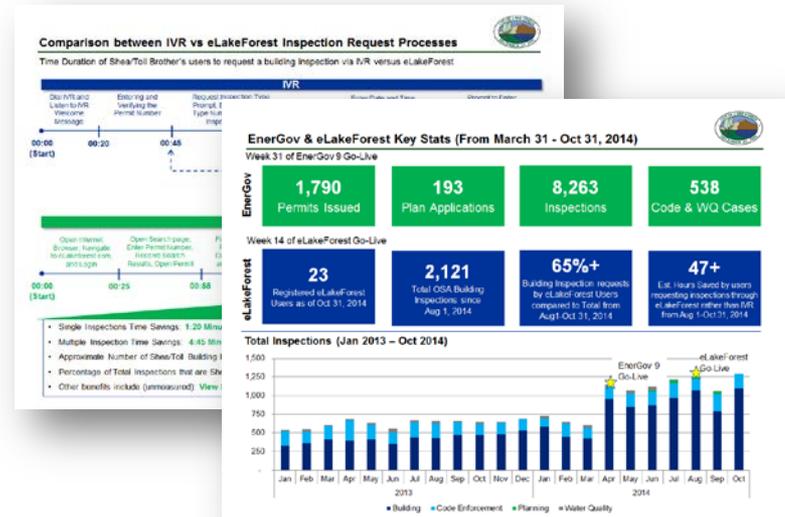
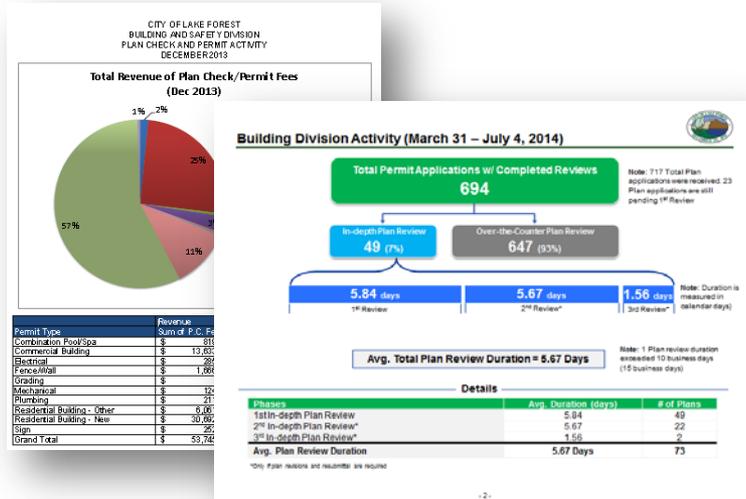
	What we discovered
Our Constituents	<ul style="list-style-type: none">▪ Most applicants still request in-person plan and permit intake processes even though many of their personal services are managed online▪ However, there is high-demand for simple transactions to be online (e.g., inspection requests and confirmation)▪ Applicants spent significant amount of time on the City's building inspection phone system when requesting multiple inspections▪ 65%+ of all inspection requests are submitted by less than a dozen major commercial and residential building development companies
Internal Staff	<ul style="list-style-type: none">▪ Current EnerGov system was not supporting updated processes from an end-to-end perspective▪ Configuring the new EnerGov was more complex than the old system (e.g., Tyler Tech. manually configured and tested over 700 automated building fees)

Project Accomplishment: Access to data for standard and on-demand reports



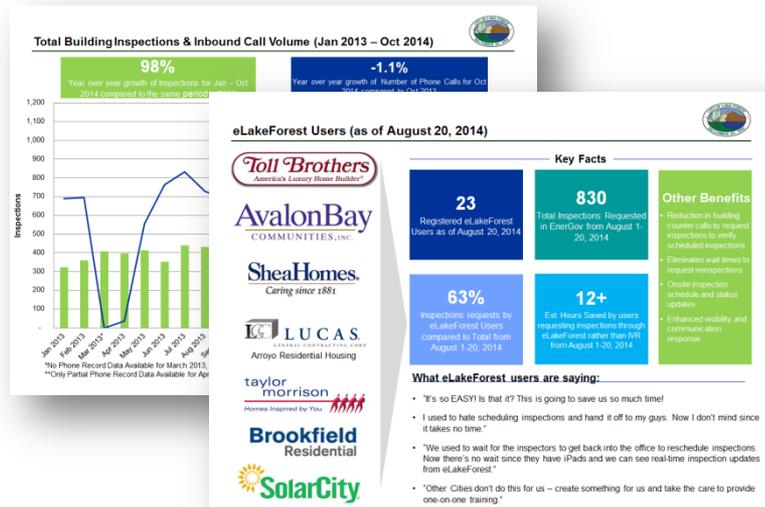
Council & Executive Staff Plan Updates

Process Analysis



Demand & Usage Tracking

Regulatory & Policy/Contract Compliance Data

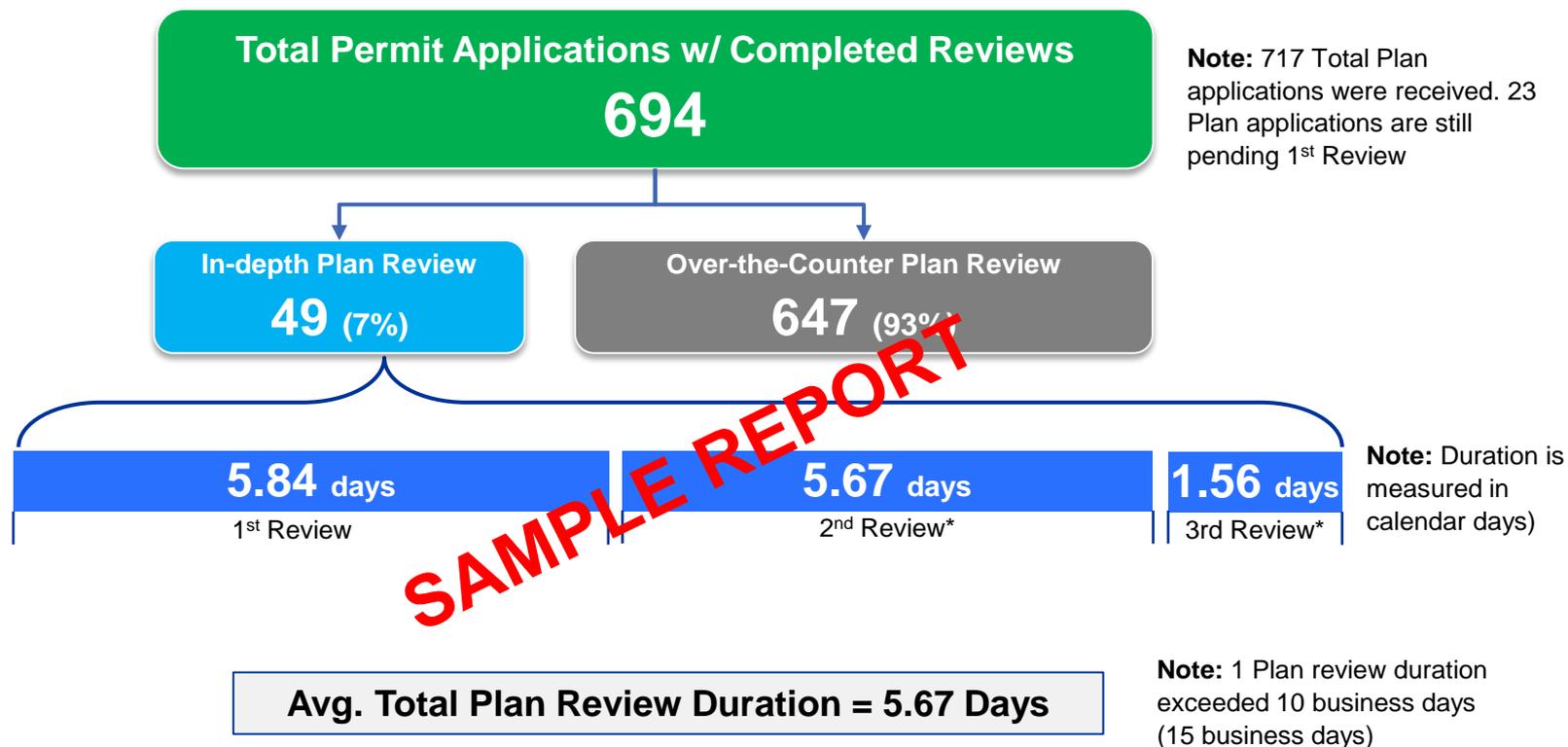


City of Lake Forest Building Inspection Activity (Oct 2014)

Permit Number	Main Address	Permit Type	Permit Status	Work Class	E.I. Project Name	Apply Date	Issue Date
PERM-14-01000	2141 JENNIFER DR	Residential Building	Active	Resurf	<None>	8/27/2014	9/15/2014
PERM-14-01076	2415 CANADA RD	Residential Building	Active	Resurf	<None>	8/27/2014	9/15/2014
PERM-14-01282	2085 SEPANING CREEK RD	Planning	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-01303	314 S BENDER DR	Electrical	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-01389	2186 CHAMPLAIN	Electrical	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-01538	2015 LANSING DR	Electrical	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-01685	1241 LINDSEY	Electrical	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-01840	139 CATALINA	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-01892	23 BELLEVUE	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02092	2801 CAROLAN WY DR	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02304	314 S BENDER DR	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02358	1202 GUYTON CT	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02359	1171 GUYTON	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02362	1202 GUYTON	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02363	22 BELLEVUE	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02364	1202 GUYTON	Permit	Review	Review	<None>	8/28/2014	1/23/2014
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PERM-14-02371	22 BELLEVUE	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02372	1202 GUYTON	Permit	Review	Review	<None>	8/28/2014	1/23/2014
PERM-14-02373	22 BELLEVUE	Permit	Review	Review	<None>	8/28/2014	1/23/2014
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PERM-14-02459	22 BELLEVUE	Permit	Review	Review	<None></		



SAMPLE REPORT: Plan Review Duration (March 31 – July 4, 2014)



Details

Phases	Avg. Duration (days)	# of Plans
1st In-depth Plan Review	5.84	49
2 nd In-depth Plan Review*	5.67	22
3 rd In-depth Plan Review*	1.56	2
Avg. Plan Review Duration	5.67 Days	

*Only if plan revisions and resubmittal are required

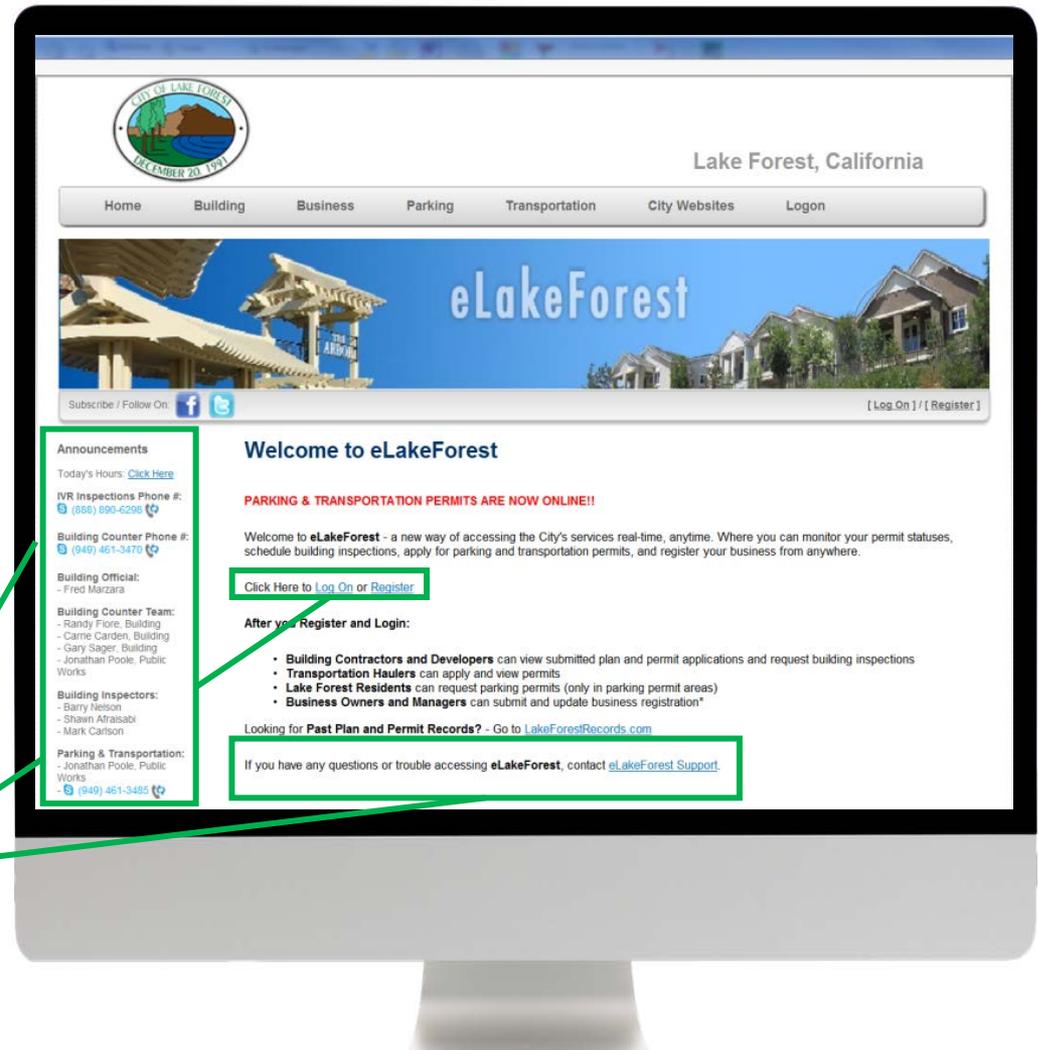
Project Accomplishment: eLakeForest.com Portal

eLakeForest.com Services:

- Request Building Inspections
- View Permit & Inspection Status
- Apply for Transportation Permits
- Apply for Parking Permits

Emphasizing in-person service:

- We always encourage constituents to contact Staff if they choose not to transact online or have any questions
- An administrator approves each registered user and links the user to an active Contact.
- In addition to “How to” documents, user support and training is available.



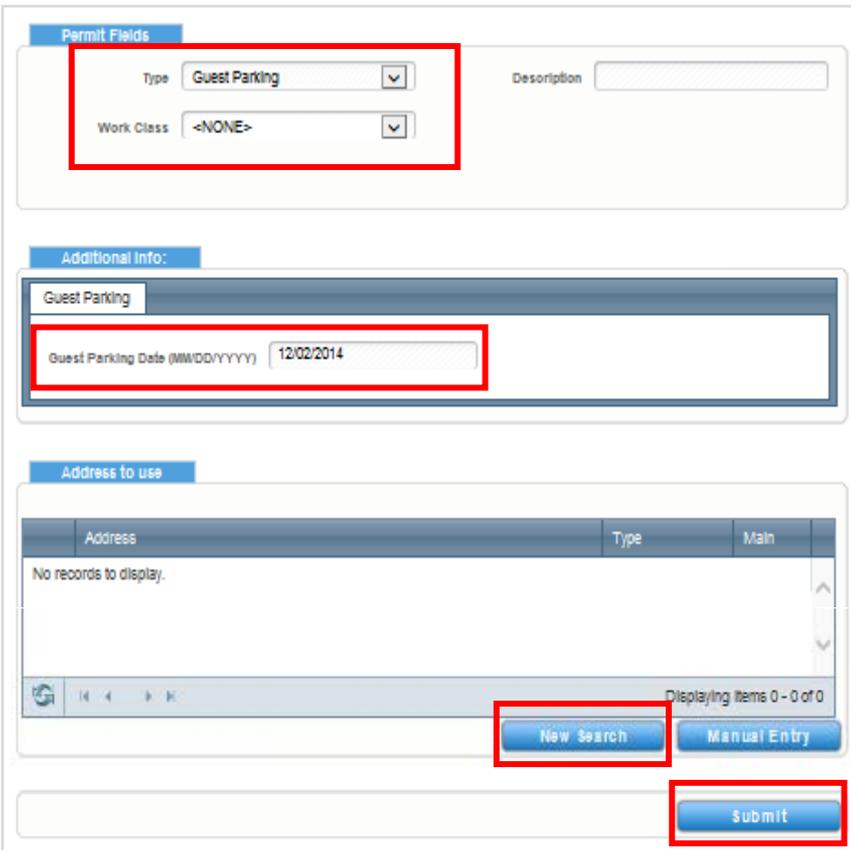
How to Apply for a Guest Parking Permit

1 Go to www.elakeforest.com and Log into your account (*Register to create an account*)

2 In the **Menu Bar**, go to **Parking > Apply for Permit**



3 In the **Apply for a Permit** Screen, enter the **Type/ Work Class, Guest Parking Date, and Search for the Address (location)**, and click **Submit**



4 Go back to the **Home** screen and in the **Permits** window, click on the submitted **Permit Record**.

5 In the **Guest Parking Permit Record**, click the **Print** icon to print the **Permit**.

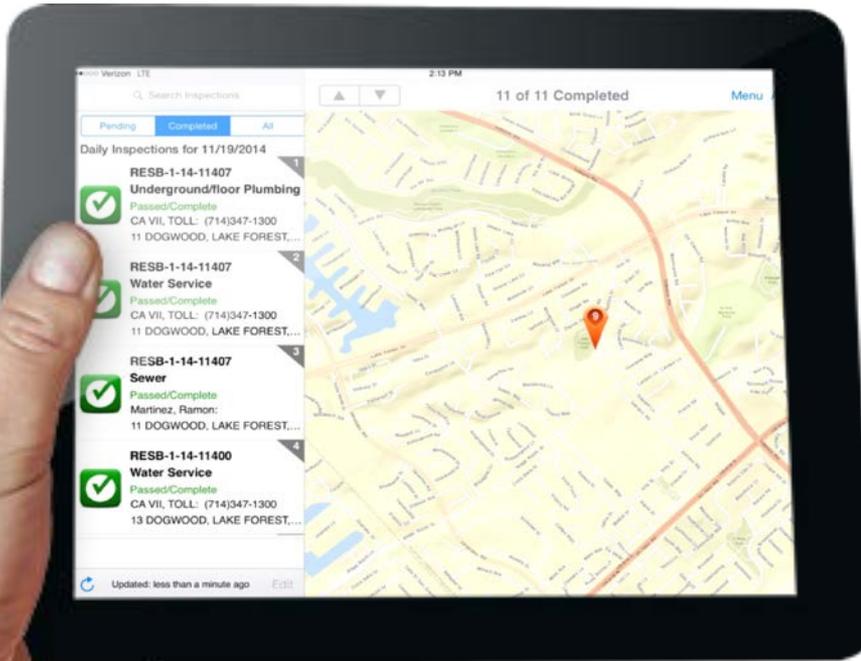



CITY OF LAKE FOREST
TEMPORARY GUEST PARKING PERMIT
PERMIT #: PKNG-00-00-0000
ADDRESS: 25550 COMMERCENTRE DR, 200
DATE(S):
November 12, 2014
This permit is only valid for the date(s) specified above. Unauthorized replication or distribution of this permit is strictly prohibited, and may result in suspension of permit privileges.
Resident Signature
X **NOT ISSUED**
CITY OF LAKE FOREST STAFF USE ONLY
Issued by: J. Poole/ Public Works
Date: 11/12/2014

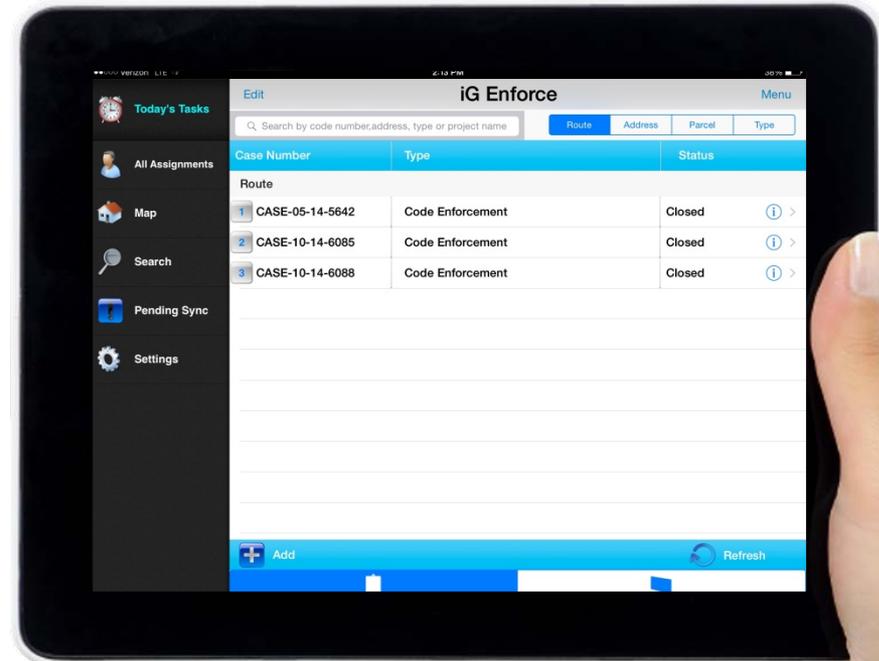
Project Accomplishment: Providing full mobility for Building Inspectors, Code Enforcement Officers, & Water Quality Team



iG Inspect Mobile iPad App



iG Enforce Mobile iPad App



The iPads and EnerGov mobile apps provide the ability for our field staff to:

- ✓ Access and track all permit/inspection data in the field with real-time updates to internal staff
- ✓ Eliminates duplicate data entry and reduces carrying paper documents
- ✓ Reduces inspection record update wait-times for building contractors and homeowners
- ✓ Extends productivity in the field with high-speed mobile network and access to email and file transfer

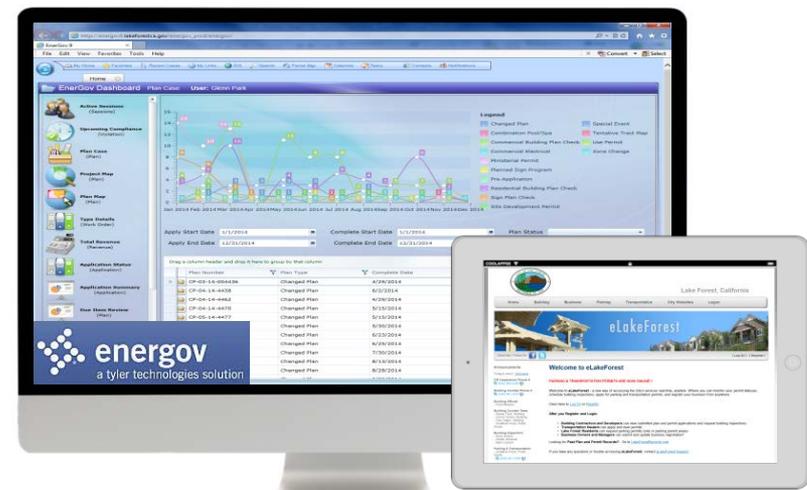


Stage 6 Proposed Projects

Stage 6 Proposed Projects – System Maturation	
<p>Expand Online Services via the Citizen Access Portal (i.e., eLakeForest.com)</p>	<ul style="list-style-type: none"> • Configuration of five (5) additional online permits • Integrate City-wide credit card solution into eLakeforest.com to allow online credit card payments for online permits • Configuration of Online Business Registration to allow businesses to enter and update voluntary business registration online
<p>Expand configuration of complex OSA development fees</p>	<ul style="list-style-type: none"> • Reduce staff time dedicated to calculating and documenting OSA development fees in complex spreadsheets, and reduce potential for error • Reduce the wait time for builders wishing to pull building permits or requesting fee estimates
<p>Leverage EnerGov data and functionality to improve internal operations and efficiencies</p>	<ul style="list-style-type: none"> • Code Enforcement Administrative Citation Tracking and Reporting: New data fields and reports to manage the citation program • Annual Water Quality Compliance Reporting Pilot: Eliminate the current manual reporting and utilize EnerGov for annual compliance reporting • Additional Notifications and Reports: Various automatically generated reports and notifications to make use of information captured in EnerGov

Next Steps for Stage 6

- Staff is proposing a Contract Amendment with Lilley Planning Group for EnerGov project management to allow for continued system maturation via project Stage 6
 - Ongoing production support and system administration through June 2015
 - This will increase the overall contract by \$82,360 which allows for an additional 710 project management hours at a rate of \$116 per hour
- If approved, staff would return at a future meeting with an amendment to the Tyler Technologies Master Agreement for additional professional services hours. Estimated cost: \$30,000





Lake Forest, California

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Business

Parking

Transportation

City Websites

Logon



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Announcements

Today's Hours: [Click Here](#)

IVR Inspections Phone #:

[\(888\) 890-6298](#)

Building Counter Phone #:

[\(949\) 461-3470](#)

Building Official:

- Fred Marzara

Building Counter Team:

- Randy Fiore, Building
- Carrie Carden, Building
- Gary Sager, Building
- Jonathan Poole, Public Works

Building Inspectors:

- Barry Nelson
- Shawn Afraissabi
- Mark Carlson

Parking & Transportation:

- Jonathan Poole, Public Works
- [\(949\) 461-3485](#)

**Thank You &
Visit eLakeForest.com**