



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 9/10/2019

Agenda Placement: 6F

NAPA COUNTY BOARD OF SUPERVISORS

Board Agenda Letter

TO: Board of Supervisors

FROM: David Morrison - Director of Planning, Building and Environmental Services
PBES - Building Department

REPORT BY: Barbette Ruffino, Staff Services Manager - (707) 299-1330

SUBJECT: Approval of a Professional Services Agreement with Selectron Technologies

RECOMMENDATION

Director of Planning, Building and Environmental Services requests approval of and authorization for the Chair to sign an agreement with Selectron Technologies for a maximum of \$150,000 for the term September 10, 2019 through June 30, 2024 to provide managed hosting service for automated inspection scheduling.

EXECUTIVE SUMMARY

The Napa County Building Division currently schedules building inspection requests using a full-time building secretary and a County voicemail number. The Building Division would like to automate the scheduling process to improve efficiencies within the department as well as improve customer service. By contracting with Selectron Technologies we will be able to offer our customers the opportunity to schedule building inspections via voice, text, or web service. This process will automatically sync with the current Accela permit system.

This item is consistent with Strategic Plan action 15.D to enhance communication technologies by reducing redundancy, enhancing the user experience, achieving cost savings, and increasing effectiveness.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	This contract is budgeted in subdivision 21400-00.
Is it Mandatory or Discretionary?	Discretionary

Discretionary Justification:	By automating the inspection scheduling process, the Building Division can improve our efficiency in how the inspections are scheduled as well as free up staff time that is currently spent manually scheduling these inspections into our Accela permit system. The Building Division also hopes to make the scheduling process easier for our customers as they can choose to schedule inspections by phone, text, or online.
Is the general fund affected?	No
Future fiscal impact:	This contract will be budgeted in future fiscal years through fiscal year 1923-24.
Consequences if not approved:	The Building Division will continue to schedule inspections manually and by using our voicemail box.
Additional Information:	

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

The Napa County Building Division currently schedules building inspection requests using a full-time building secretary and a County voicemail number. This labor intensive process isn't an efficient use of the division's limited staff resources. The current process requires a manual tally of inspection numbers, daily updates to the inspection request line, and multiple return calls to permit holders to obtain clarification and/or correction on the type of inspection needed.

An automated inspection scheduling process will limit the types of inspections that a permit holder may request based on the type of permit thereby minimizing the number of return calls and incorrect inspection requests. It will also allow the division to integrate a spatial component related to inspector districts and will automatically roll inspections to the next available day when inspection numbers are maxed.

Automation will improve efficiencies within our department as well as improve customer service. By contracting with Selectron Technologies, the division will be able to offer customers the opportunity to schedule building inspections by voice, text, or web service. This process will automatically sync with the current Accela permit system.

Selectron was chosen as a sole source vendor at the suggestion of Accela Software, our current permitting system software. Accela has recommended Selectron as they are the only partner with an established interface for IVR. Selectron currently has over 80 Accela customers using Selectron IVR products and has an established and tested integration to Accela's Civic Platform.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Leigh Sharp