

Information Item

Date: March 25, 2019

To: The City Manager

From: Tom Kureczka, Chief Information Officer; Tasha Logan Ford, Assistant City Manager; Marla Newman, Community Development Director

Subject: New Code Enforcement System

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: Yes



Replacing the City's current Code Enforcement system is a key work item for Community Development and Information Systems. The current system was implemented in 1997 as one of the initial business systems migrated off of the City's legacy mainframe computers. The system has served the City well, at a very affordable annual cost. While staff has upgraded the system with vendor updates periodically over the years, at this time the system does have critical limitations. The current system is address-based only, with no capabilities for interfacing with and leveraging the City's Geographical Information System (GIS). The current system does offer some reporting and integration with City Link's Customer Relationship Management (CRM) system, but these are limited.

Staff wrote a Request for Proposal (RFP) for a new solution based on the needs of Community Development staff and citizens. This RFP was released to the public, and responses were accepted through the last day of December 2018. Staff used the review and selection criteria as defined in the RFP to identify vendors to invite on-site for product demonstrations. Staff anticipates presenting a request to Council in April for approval to proceed with a contract with the preferred vendor. Staff plans on scheduling a brief demo with the preferred vendor for interested City Council members prior to the April meeting of the Community Development/Housing/General Government Committee.

The new system will utilize spatial opportunities through the City's GIS platform to improve on the efficiency, accuracy, and data visibility of the operations performed by Neighborhood Conservation Officers in the field. It will provide improved mobile capabilities for staff with real-time data for the Neighborhood Conservation Officers who are working on a complaint or case. Workflow within the system will improve accuracy requirements, support conformance to practices and policies, and offer checkpoints throughout all code enforcement operations.

The new system will provide tighter integration with the City Link CRM system. This will allow City Link agents greater visibility into the status of service requests and inspections. It will also allow for a seamless integration between a service request being created in the CRM system and corresponding work orders initiated in the Code Enforcement system.

The system will work jointly with the new City Website currently being developed, allowing citizens on-line inquiries into the status of open complaints. It will allow Community Development staff to view related permit and zoning information in the Permitting and Inspections system used by the Inspections Division of the Planning and Development Services Department for an open complaint or case. One other new interface will be with the NCDMV system, allowing real time access to owner, vehicle, and tag information.