# EL DORADO HILLS FIRE DEPARTMENT



# 2020/21 MID-YEAR BUDGET

# TABLE OF CONTENTS

# INTRODUCTION

The District regularly monitors its actual financial results versus the final approved budget at its regular monthly board meetings. As the fiscal year progresses, assumptions and expectations change based on new information and circumstances. This review process allows the District to adjust its financial projections based on the latest available information. The proposed 2020/21 Mid-Year Budget incorporates the latest assumptions for revenue, expenditures, and fund balances. Below is a summary of significant changes by category from the Final Budget to the proposed Mid-Year Budget.

# SUMMARY OF CHANGES

**Property Tax Revenue**
Overall, property tax revenue is relatively unchanged from the Final Budget. There are minor offsetting changes in projected Unsecured Tax Revenue, Supplemental Tax Revenue and the Property Tax Administration Fee based on actual results and the latest available trends in these categories.

**Miscellaneous Operating Revenue**
There is a projected increase of about $1,169,723, or 51% in Miscellaneous Operating Revenue. This increase is primarily due to an increase in OES/Mutual Aid Reimbursements projected for the year based on the severe 2020 fire season. Other increases in this category include a minor increase in Operating Grants Revenue due to an unanticipated CARES Act Grant reimbursement from the JPA, as well as increases in Other Miscellaneous Revenue due to an amendment to the Rescue Shared Services agreement and higher workers' compensation reimbursements than originally projected. There is a partially offsetting decrease in Interest Earned due to a decline in interest rates since the Final Budget was adopted.

**Development Fees**
Projections for Development Fee Revenue have decreased by $142,987, or 11% from the Final Budget amount. This change is based on a lower actual collection rate than originally anticipated to-date this fiscal year, as well as lower interest earnings.

**Wages & Benefits**
Base salaries and wages in the proposed Mid-Year Budget remain relatively consistent with that in the Final Budget, while there are significant increases in budgeted overtime. The increase in budgeted overtime over original projections is due to a severe 2020 fire season. There is partial offsetting savings in Workers' Compensation insurance due to a favorable renewal rate in 2021 and PERS Health Benefits due to favorable plan changes made by employees during 2021 open enrollment. There is also savings in Dental/Vision Expense due to fewer employee HRA reimbursements than originally projected.

**Clothing & Personal Supplies**
There is projected savings in Other Clothing & Personal Supplies of $48,964, or 41% due to a delay in the timing of purchase for several items included in the Final Budget.

**Maintenance, Structures & Ground**
This category is projected to come in favorable to the Final Budget by about $29,841, or 17% due to

the delay in timing of several facilities projects.

**Professional Services**
Overall, Professional Services is expected to be relatively consistent with the final budget, with slight increases in Other Professional Services for newly added consulting work for a CFD study, as well as an increase in the actual cost of the 2020 Elections over what was originally budgeted.

**Information Technology**
There is projected savings in Software Licenses/Subscriptions due to a favorable quote for the planned Records Management System (RMS) replacement planned for late in the fiscal year. There is also projected savings in IT Support/Implementation due to a decrease in the projected cost and a delay in the timing of the JPA MDC server maintenance passthrough. Finally, IT Equipment costs are projected to increase to support the completion of the IT infrastructure at the Employee Development Center (EDC).

**Training/Travel**
The District is recognizing savings in the Training and Travel categories this fiscal year compared to the Final Budget due to COVID-19 delays. Training has recently resumed, and it is expected that much of this savings will be carried into the 2021/22 budget.

**OPEB UAL Additional Lump Sum Payment**
Due to projected increases in operating revenue over and above projected increases in operating expenditures, there is an increase in the planned contribution toward the District's OPEB Unfunded Liability as per the adopted Reserve Policy. This projected contribution will be adjusted based on actual results after year-end close and will be made to one or both of the District's OPEB Section 115 Trust accounts.

**Fixed Assets**
There is a significant projected decrease in Fixed Asset purchases compared to the Final Budget. This is mostly due to timing of purchases and projects. The Type I Engine included in the Final Budget will not be delivered until fiscal year 2021/22, and will therefore be carried forward into the 2021/22 budget. The CAD to CAD upgrade project has also been delayed and will be carried forward into the 2021/22 budget. The budgeted laryngoscopes did not meet the capitalization threshold and were recorded in Medical Supplies Expense. Finally, the training center expenditures are estimated to come in significantly less than the final budget amount due to delays in the timing of the project. Newly added capital expenditures in the Mid-Year Budget include the implementation costs for a Records Management Replacement (RMS) software and IDT software for the Community Risk Reduction Division.

**Transfer to Pension Reserve Fund**
This transfer was reclassified in the Mid-Year budget to appropriately reflect as a fund transfer rather than an expenditure. The amount of the projected transfer also increased from the Final Budget amount due to a projected increase in the excess of operating revenue over operating expenditures.

## RECOMMENDATION

Staff recommends that the Board adopt the proposed 2020/21 Mid-Year Budget adjustments.

# El Dorado Hills Fire Department
## Mid-Year Budget Summary - ALL FUNDS
### Fiscal Year 2020/21

| | General Fund | Capital Replacement Fund | Development Fee Fund | Pension Reserve Fund | Total All Funds |
|---|---|---|---|---|---|
| **Revenue** | | | | | |
| Property Tax Revenue | 20,107,241 | | | | **20,107,241** |
| Fire Prevention Fee Revenue | 194,773 | | | | **194,773** |
| Other Miscellaneous Operating Revenue | 3,443,563 | | | | **3,443,563** |
| Development Fee Revenue | | | 1,257,013 | | **1,257,013** |
| Proceeds from Sale of Assets | 12,565 | | | | **12,565** |
| **Total Revenue** | **$ 23,758,142** | **$ -** | **$ 1,257,013** | **$ -** | **$ 25,015,155** |
| **Expenditures** | | | | | |
| Wages & Benefits | 18,271,379 | | - | | **18,271,379** |
| Other Operating Expenditures | 2,279,201 | | - | | **2,279,201** |
| Pension/OPEB UAL Lump Sum Pmt | 821,172 | | - | | **821,172** |
| Fixed Assets | - | 296,790 | 51,489 | | **348,278** |
| **Total Expenditures** | **$ 21,371,753** | **$ 296,790** | **$ 51,489** | **$ -** | **$ 21,720,031** |
| **Revenue Less Expenditures** | **$ 2,386,390** | **$ (296,790)** | **$ 1,205,525** | **$ -** | **$ 3,295,125** |
| **Reserve Fund Transfer Summary:** | | | | | |
| **Beginning Balance, 6/30/2020** | **$ 16,245,031** | **$ 4,402,926** | **$ 10,514,964** | **$ 4,280,579** | **$ 35,443,500** |
| Transfer to/(from) General Reserve Fund (Unassigned) | 2,386,390 | 1,136,390 | - | 1,250,000 | 4,772,779 |
| Transfer to/(from) Capital Replacement Fund (Committed) | (1,136,390) | (296,790) | - | - | (1,433,179) |
| Transfer to/(from) Pension Reserve Fund (Restricted) | (1,250,000) | - | - | - | (1,250,000) |
| Transfer to/(from) Development Fee Fund (Restricted) | - | - | 1,205,525 | - | 1,205,525 |
| Total Increase/(Decrease) in Reserve Balances | (0) | 839,600 | 1,205,525 | 1,250,000 | 3,295,125 |
| **Ending Balance, 6/30/2021 (PROJECTED)** | **$ 16,245,031** | **$ 5,242,526** | **$ 11,720,489** | **$ 5,530,579** | **$ 38,738,625** |

# El Dorado Hills Fire Department
## Capital Assets 2020/21
## Mid-Year Budget

| PROGRAM NAME | ASSET DESCRIPTION | MID-YEAR BUDGET | | | FINAL BUDGET | DIFFERENCE | COMMENTS |
|---|---|---|---|---|---|---|---|
| | | Capital Replacement Fund | Development Fee Fund | TOTAL | TOTAL | TOTAL | |
| Communications | CAD to CAD upgrade; MDC Tablet (1) | $ - | $ - | $ - | $ 137,000 | $ (137,000) | |
| Training | Tactel Grip Hoist | $ 6,400 | $ - | $ 6,400 | $ 6,400 | $ - | |
| Equipment | Chest Compression Devices (7) (Grant Funded) | $ 132,923 | $ - | $ 132,923 | $ 128,520 | $ 4,403 | |
| Equipment | Laryngoscope (Grant Funded) | $ - | $ - | $ - | $ 18,885 | $ (18,885) | Did not meet capitalization threshold. Purchased under Medical Supplies Expense. |
| Equipment | Room Decontamination System (Grant Funded) | $ 16,588 | $ - | $ 16,588 | $ 17,000 | $ (412) | |
| Capital Facilities Improvements | Riding Mower | $ 4,000 | $ - | $ 4,000 | $ 4,000 | $ - | |
| Information Technology | Zoom Classroom Equipment/Installation (3) (Grant Funded) | $ 69,715 | | $ 69,715 | $ 39,000 | $ 30,715 | |
| Apparatus | Type I Engine Replacement (8572) | $ - | $ - | $ - | $ 650,000 | $ (650,000) | |
| Training Center | Training Center Construction | $ 17,163 | $ 51,489 | $ 68,652 | $ 1,000,000 | $ (931,348) | |
| Software | IDT Software for CRRD | $ 20,000 | $ - | $ 20,000 | $ - | $ 20,000 | Includes implementation costs |
| Software | ImageTrend Records Management System (RMS) | $ 30,000 | $ - | $ 30,000 | $ - | $ 30,000 | Includes implementation costs |
| TOTAL | | $ 296,790 | $ 51,489 | $ 348,278 | $ 2,000,805 | $ (1,652,527) | |

# El Dorado Hills Fire Department
## Mid-Year Budget Detail - General Fund
## Fiscal Year 2021/22

| | Mid-Year Budget FY20/21 | Final Budget FY20/21 | Variance | Variance % |
|---|---|---|---|---|
| **Revenue** | | | | |
| **3240 · Tax Revenue** | | | | |
| 3260 · Secured Tax Revenue | 19,490,891 | 19,490,891 | - | 0% |
| 3270 · Unsecured Tax Revenue | 378,364 | 353,986 | 24,378 | 7% |
| 3280 · Homeowners Tax Revenue | 157,520 | 157,520 | - | 0% |
| 3320 · Supplemental Tax Revenue | 317,753 | 370,000 | (52,247) | -14% |
| 3330 · Sacramento County Revenue | 31,170 | 31,170 | - | 0% |
| 3335 · Latrobe Revenue | | | | |
| 3335.2 · Latrobe Special Tax | 36,900 | 36,900 | - | 0% |
| 3335.3 · Latrobe Base Transfer | 81,957 | 82,000 | (43) | 0% |
| 3340 · Property Tax Administration Fee | (387,314) | (433,893) | 46,579 | -11% |
| **Total 3240 · Tax Revenue** | **20,107,241** | **20,088,575** | **18,667** | **0%** |
| **3506 · Misc. Revenue, Fire Prev. Fees** | **194,773** | **200,000** | **(5,227)** | **-3%** |
| **3510 · Misc. Operating Revenue** | | | | |
| 3512 · JPA Revenue | 1,150,000 | 1,150,000 | - | 0% |
| 3513 · Rental Income (Cell site) | 54,180 | 54,180 | - | 0% |
| 3514.1 · Operating Grants Revenue | 203,181 | 175,896 | 27,285 | 16% |
| 3514.2 · Capital Grants Revenue | 66,764 | 66,764 | - | 0% |
| 3515 · OES/Mutual Aid Reimbursement | 1,717,802 | 432,000 | 1,285,802 | 298% |
| 3520 · Interest Earned | 91,501 | 300,000 | (208,499) | -69% |
| 3510 · Misc. Operating Revenue - Other | 160,135 | 95,000 | 65,135 | 69% |
| **Total 3510 · Misc. Operating Revenue** | **3,443,563** | **2,273,840** | **1,169,723** | **51%** |
| **3570 · Proceeds from Sale of Assets** | **12,565** | **-** | **12,565** | **100%** |
| **Total Revenue** | **$ 23,758,142** | **$ 22,562,414** | **$ 1,195,728** | **5.3%** |
| **Operating Expenditures** | | | | |
| **6000 · Wages & Benefits** | | | | |
| 6001 · Salaries & Wages, Fire | 6,887,722 | 6,943,601 | (55,879) | -1% |
| 6011 · Education/Longevity Pay | 484,861 | 506,548 | (21,686) | -4% |
| 6016 · Salaries & Wages, Admin/Prev | 921,058 | 927,463 | (6,405) | -1% |
| 6017 · Intern/Volunteer Stipends | 2,105 | 3,000 | (895) | -30% |
| 6018 · Director Pay | 11,800 | 16,000 | (4,200) | -26% |

# El Dorado Hills Fire Department
## Mid-Year Budget Detail - General Fund
## Fiscal Year 2021/22

| | Mid-Year Budget FY20/21 | Final Budget FY20/21 | Variance | Variance % |
|---|---|---|---|---|
| 6019 · Overtime | | | | |
|    6019.1 · Overtime, Operational | 1,459,602 | 1,843,249 | (383,646) | -21% |
|    6019.2 · Overtime, Outside Aid | 1,256,886 | 360,000 | 896,886 | 249% |
|    6019.3 · Overtime, JPA | 322,061 | 150,000 | 172,061 | 115% |
| Total 6019 · Overtime | 3,038,549 | 2,353,249 | 685,301 | 29% |
| 6020 · P.E.R.S. Retirement | 3,137,941 | 3,074,979 | 62,963 | 2% |
| 6030 · Workers Compensation | 586,372 | 621,404 | (35,032) | -6% |
| 6031 · Life Insurance | 6,179 | 6,671 | (492) | -7% |
| 6032 · P.E.R.S. Health Benefits | 1,712,921 | 1,798,141 | (85,221) | -5% |
| 6033 · Disability Insurance | 20,532 | 21,122 | (590) | -3% |
| 6034 · Health Cost of Retirees | 1,098,894 | 1,063,825 | 35,069 | 3% |
| 6040 · Dental/Vision Expense | 181,717 | 222,360 | (40,643) | -18% |
| 6050 · Unemployment Insurance | 11,396 | 15,120 | (3,724) | -25% |
| 6070 · Medicare | 169,332 | 156,195 | 13,137 | 8% |
| **Total 6000 · Wages & Benefits** | **18,271,379** | **17,729,678** | **541,701** | **3%** |
| **Salaries & Wages as a % of Revenue** | **77%** | **79%** | | |
| 6100 · Clothing & Personal Supplies | | | | |
|    6001 · Uniform Allowance | 48,826 | 52,200 | (3,374) | -6% |
|    6002 · Other Clothing & Personal Supplies | 71,260 | 120,225 | (48,964) | -41% |
| **Total 6100 · Clothing & Personal Supplies** | **120,086** | **172,425** | **(52,339)** | **-30%** |
| 6110 · Network/Communications | | | | |
|    6111 · Telecommunications | 46,534 | 37,750 | 8,784 | 23% |
|    6112 · Dispatch Services | 73,929 | 60,000 | 13,929 | 23% |
|    6113 · Network/Connectivity | 51,506 | 58,262 | (6,756) | -12% |
| **Total 6110 · Network/Communications** | **171,968** | **156,011** | **15,957** | **10%** |
| **6120 · Housekeeping** | **39,818** | **54,311** | **(14,493)** | **-27%** |
| 6130 · Insurance | | | | |
|    6131 · General Insurance | 65,761 | 66,000 | (239) | 0% |
| **Total 6130 · Insurance** | **65,761** | **66,000** | **239** | **0%** |
| 6140 · Maintenance of Equipment | | | | |
|    6141 · Tires | 40,769 | 25,000 | 15,769 | 63% |

| | Mid-Year Budget FY20/21 | Final Budget FY20/21 | Variance | Variance % |
|---|---|---|---|---|
| 6142 · Parts & Supplies | 43,504 | 35,000 | 8,504 | 24% |
| 6143 · Outside Work | 158,167 | 160,000 | (1,833) | -1% |
| 6144 · Equipment Maintenance | 36,399 | 42,960 | (6,561) | -15% |
| 6145 · Radio Maintenance | 16,001 | 16,680 | (679) | -4% |
| **Total 6140 · Maintenance of Equipment** | **294,840** | **279,640** | **15,200** | **5%** |
| **6150 · Maintenance,Structures & Ground** | **142,025** | **171,867** | **(29,841)** | **-17%** |
| **6160 · Medical Supplies** | | | | |
| 6161 · Medical Supplies | 93,214 | 80,931 | 12,283 | 15% |
| **Total 6160 · Medical Supplies** | **93,214** | **80,931** | **12,283** | **15%** |
| **6170 · Dues and Subscriptions** | **12,909** | **14,044** | **(1,135)** | **-8%** |
| **6180 · Miscellaneous** | | | | |
| 6181 · Miscellaneous | 6,016 | 12,000 | (5,984) | -50% |
| 6182 · Honor Guard | 8,678 | 2,600 | 6,078 | 234% |
| 6183 · Explorer Program | 2,204 | 4,087 | (1,883) | -46% |
| 6184 · Pipes and Drums | 410 | 3,000 | (2,590) | -86% |
| **Total 6180 · Miscellaneous** | **17,308** | **21,687** | **(4,379)** | **-20%** |
| **6190 · Office Supplies** | **26,437** | **29,443** | **(3,006)** | **-10%** |
| **6200 · Professional Services** | | | | |
| 6201 · Audit | 14,550 | 15,900 | (1,350) | -8% |
| 6202 · Legal/Human Resources | 251,344 | 242,118 | 9,226 | 4% |
| 6203 · Notices | 298 | 2,500 | (2,202) | -88% |
| 6204 · Other Professional Services | 126,761 | 111,144 | 15,617 | 14% |
| 6205 · Elections/Tax Administration | 35,761 | 25,000 | 10,761 | 100% |
| 6206 · Public Relations | 4,105 | 6,400 | (2,295) | -36% |
| **Total 6200 · Professional Services** | **432,818** | **403,062** | **29,757** | **7%** |
| **6210 · Information Technology** | | | | |
| 6211 · Software Licenses/Subscriptions | 117,036 | 178,640 | (61,605) | -34% |
| 6212 · IT Support/Implementation | 160,582 | 205,076 | (44,494) | -22% |
| 6213 · IT Equipment | 64,867 | 25,398 | 39,469 | 155% |
| **Total 6210 · Information Technology** | **342,484** | **409,114** | **(66,630)** | **-16%** |
| **6220 · Rents and Leases** | | | | |
| 6221 · Facilities/Equipment Lease | 53,648 | 55,299 | (1,651) | -3% |

# El Dorado Hills Fire Department
## Mid-Year Budget Detail - General Fund
## Fiscal Year 2021/22

| | Mid-Year Budget FY20/21 | Final Budget FY20/21 | Variance | Variance % |
|---|---|---|---|---|
| 6222 · Solar Lease | 53,181 | 69,108 | (15,927) | -23% |
| **Total 6220 · Rents and Leases** | **106,829** | **124,407** | **(17,578)** | **-14%** |
| 6231 · Hose | 8,479 | 29,385 | (20,906) | -71% |
| 6232 · Small Tools & Equipment - Apparatus | 24,135 | 9,500 | 14,635 | 154% |
| 6233 · Small Tools & Equipment - Station | 38,078 | 36,390 | 1,688 | 5% |
| **6230 · Small Tools and Supplies** | **70,692** | **75,275** | **(4,583)** | **-6%** |
| **6240 · Special Expenses** | | | | |
| 6241 · Training | 82,830 | 143,821 | (60,991) | -42% |
| 6242 · Fire Prevention | 87,134 | 81,300 | 5,834 | 7% |
| **Total 6240 · Special Expenses** | **169,965** | **225,121** | **(55,156)** | **-25%** |
| **6250 · Transportation and Travel** | | | | |
| 6251 · Fuel and Oil | 76,894 | 80,000 | (3,106) | -4% |
| 6252 · Travel | 20,097 | 35,000 | (14,903) | -43% |
| 6253 · Meals & Refreshments | 15,224 | 19,000 | (3,776) | -20% |
| **Total 6250 · Transportation and Travel** | **112,215** | **134,000** | **(21,785)** | **-16%** |
| **6260 · Utilities** | | | | |
| 6261 · Electricity | 16,346 | 18,400 | (2,054) | -11% |
| 6262 · Natural Gas/Propane | 24,699 | 22,200 | 2,499 | 11% |
| 6263 · Water/Sewer | 18,785 | 16,200 | 2,585 | 16% |
| **Total 6260 · Utilities** | **59,830** | **56,800** | **3,030** | **5%** |
| **Total Operating Expenditures** | **$ 20,550,580** | **$ 20,203,816** | **$ 346,764** | **1.7%** |
| **Total Operating Expenditures excluding W&B** | **$ 2,279,201** | **$ 2,474,138** | **$ (194,937)** | **-7.9%** |
| **Revenue - Operating Expenditures** | **$ 3,207,562** | **$ 2,358,598** | **$ 848,964** | **36%** |
| 6560 · Pension UAL Additional Lump Sum Pmt | - | 1,000,000 | (1,000,000) | 100% |
| 6570 · OPEB UAL Additional Lump Sum Pmt | 821,172 | 11,870 | 809,302 | 100% |
| **Total Expenditures** | **$ 21,371,753** | **$ 21,215,686** | **$ 156,067** | **0.7%** |
| **Total Revenue - Total Expenditures** | **$ 2,386,390** | **$ 1,346,728** | **$ 1,039,661** | **77%** |
| **Transfer to Pension Reserve Fund** | **$ 1,250,000** | **$ -** | **$ 1,250,000** | **100%** |

# El Dorado Hills Fire Department
### Mid-Year Budget Detail - General Fund
### Fiscal Year 2021/22

|  | Mid-Year Budget FY20/21 | Final Budget FY20/21 | Variance | Variance % |
|---|---|---|---|---|
| Transfer to Capital Replacement Fund | $ 1,136,390 | $ 1,346,729 | $ (210,339) | -16% |
| Net Increase/Decrease in Unassigned Fund Balance | $ (0) | $ (0) | $ 0 | 0% |

| SUMMARY | | | | |
|---|---|---|---|---|
| **Full-time Positions** | | | | |
| | **Authorized Positions** | **Actual Filled Positions** | **Funded Positions (Final Budget)** | **Proposed Changes** |
| **Office of the Fire Chief** | 6.5 | 4.5 | 5.5 | 0 |
| **Operations Branch** | 59 | 59 | 59 | 0 |
| **Administration Branch** | 5.175 | 4.5 | 5.175 | 0 |
| Total | 70.675 | 68 | 69.675 | 0 |

## POSITIONS AND AUTHORIZATION DOCUMENT (PAD)
## Mid-Year Budget FY 2020/21

| OFFICE OF THE FIRE CHIEF | | | | |
|---|---|---|---|---|
| Position | Auth'd Positions | Actual Filled Positions | Funded Positions (Final Budget) | Proposed Changes |
| Fire Chief | 1 | 1 | 1 | |
| Administrative Assistant II | 0.5 | 0.5 | 0.5 | |
| **COMMUNITY RISK REDUCTION** | | | | |
| Fire Marshal/Division Chief | 1 | 0 | 1 | -1 |
| Fire Prevention Specialist | 2 | 1 | 1 | 1 |
| Fire Prevention Inspector I | 1 | 1 | 1 | |
| Community Risk Reduction Technician | 1 | 1 | 1 | |
| | 6.5 | 4.5 | 5.5 | 0 |

---

## ADMIN/SUPPORT SERVICES BRANCH

| Position | Auth'd Positions | Actual Filled Positions | Funded Positions (Final Budget) | Proposed Changes |
|---|---|---|---|---|
| Deputy Chief, Administration | 1 | 1 | 1 | |
| Administrative Assistant II | 0.675 | 0 | 0.675 | |
| **HUMAN RESOURCES** | | | | |
| Director of Human Resources | 1 | 1 | 1 | |
| Administrative Assistant II | 0.5 | 0.5 | 0.5 | |
| Human Resources Specialist | 0 | 0 | 0 | |
| **FINANCE** | | | | |
| Director of Finance | 1 | 1 | 1 | |
| Accounting Specialist/Board Clerk | 1 | 1 | 1 | |
| **FLEET MAINTENANCE** | | | | |
| Fire Apparatus Mechanic | 0 | 0 | 0 | |
| **INFORMATION TECHNOLOGY (IT)** | | | | |
| 7th Deminsion IT Contract | 0 | 0 | 0 | |
| | 5.175 | 4.5 | 5.175 | 0 |

# El Dorado Hills Fire Department

**Historical Trend Analysis**

## TOTAL ALL FUNDS

| | Actual FY16/17 | Actual FY17/18 | Actual FY18/19 | Actual FY19/20 | Final Budget FY20/21 | Mid-Year Budget FY20/21 | Variance 20/21 Final vs. 20/21 Mid-Year | Variance % |
|---|---|---|---|---|---|---|---|---|
| **Revenue** | | | | | | | | |
| **3240 · Tax Revenue** | | | | | | | | |
| 3260 · Secured Tax Revenue | 15,143,354 | 16,254,990 | 17,700,565 | 18,474,778 | 19,490,891 | 19,490,891 | - | 0% |
| 3270 · Unsecured Tax Revenue | 283,551 | 278,713 | 306,727 | 335,532 | 353,986 | 378,364 | 24,378 | 6% |
| 3280 · Homeowners Tax Revenue | 148,084 | 152,399 | 157,876 | 157,520 | 157,520 | 157,520 | - | 0% |
| 3320 · Supplemental Tax Revenue | 318,445 | 384,609 | 174,526 | 547,056 | 370,000 | 317,753 | (52,247) | -16% |
| 3330 · Sacramento County Revenue | 16,171 | 16,663 | 17,096 | 29,545 | 31,170 | 31,170 | - | 0% |
| 3335 · Latrobe Revenue | | | | | | - | - | |
| 3335.2 · Latrobe Special Tax | 35,622 | 35,742 | 35,907 | 35,884 | 36,900 | 36,900 | - | 0% |
| 3335.3 · Latrobe Base Transfer | - | 500,000 | - | 160,295 | 82,000 | 81,957 | (43) | 0% |
| 3340 · Property Tax Administration Fee | (352,143) | (307,782) | (346,739) | (377,298) | (433,893) | (387,314) | 46,579 | -12% |
| **Total 3240 · Tax Revenue** | **15,593,084** | **17,315,334** | **18,045,958** | **19,363,312** | **20,088,575** | **20,107,241** | **18,667** | **0%** |
| 3506 · Misc. Revenue, Fire Prev. Fees | 63,828 | 99,714 | 126,904 | 197,017 | 200,000 | 194,773 | (5,227) | -3% |
| **3510 · Misc. Operating Revenue** | | | | | | | | |
| 3512 · JPA Revenue | 982,207 | 1,162,437 | 1,150,000 | 1,150,000 | 1,150,000 | 1,150,000 | - | 0% |
| 3513 · Rental Income (Cell site) | 25,200 | 25,200 | 26,155 | 49,980 | 54,180 | 54,180 | - | 0% |
| 3514.1 · Operating Grants Revenue | - | - | - | - | 175,896 | 203,181 | 27,285 | 13% |
| 3514.2 · Capital Grants Revenue | - | - | - | - | 66,764 | 66,764 | - | 0% |
| 3515 · OES/Mutual Aid Reimbursement | 613,557 | 524,276 | 666,922 | 211,426 | 432,000 | 1,717,802 | 1,285,802 | 75% |
| 3520 · Interest Earned | 109,689 | 225,426 | 385,619 | 339,109 | 300,000 | 91,501 | (208,499) | -228% |
| 3510 · Misc. Operating Revenue - Other | 66,426 | 50,040 | 17,868 | 179,308 | 95,000 | 160,135 | 65,135 | 41% |
| **Total 3510 · Misc. Operating Revenue** | **1,797,080** | **1,987,379** | **2,246,564** | **1,929,823** | **2,273,840** | **3,443,563** | **1,169,723** | **34%** |
| **Total Operating Revenue** | **$ 17,453,992** | **$ 19,402,427** | **$ 20,419,427** | **$ 21,490,152** | **$ 22,562,414** | **$ 23,745,577** | **$ 1,183,163** | **5%** |
| **Development Fees** | | | | | | | | |
| **3550 · Development Fees** | | | | | | | | |
| 3560 · Development Fee Revenue | 2,985,102 | 2,307,138 | 1,392,661 | 1,504,149 | 1,400,000 | 1,257,013 | (142,987) | -11% |
| **Total 3550 · Development Fee Revenue** | **2,985,102** | **2,307,138** | **1,392,661** | **1,504,149** | **1,400,000** | **1,257,013** | **(142,987)** | **-11%** |
| 3570 · Proceeds from Insurance/Sale of Assets | 93,630 | 834,361 | 1,649 | - | - | 12,565 | 12,565 | 100% |
| 3590 · Gain/Loss on Investments | - | - | 185,603 | 231,066 | - | - | - | 0% |
| **Total Revenue** | **$ 20,532,724** | **$ 22,543,926** | **$ 21,999,340** | **$ 23,225,367** | **$ 23,962,414** | **$ 25,015,155** | **$ 1,052,741** | **4%** |

# El Dorado Hills Fire Department

## Historical Trend Analysis

### TOTAL ALL FUNDS

| | Actual FY16/17 | Actual FY17/18 | Actual FY18/19 | Actual FY19/20 | Final Budget FY20/21 | Mid-Year Budget FY20/21 | Variance 20/21 Final vs. 20/21 Mid-Year | Variance % |
|---|---|---|---|---|---|---|---|---|
| **Operating Expenditures** | | | | | | | | |
| **6000 · Salaries & Wages** | | | | | | | | |
| 6001 · Salaries & Wages, Fire | 5,772,002 | 5,937,072 | 6,396,335 | 6,772,687 | 6,943,601 | 6,887,722 | (55,879) | -1% |
| 6011 · Education/Longevity Pay | 450,922 | 446,642 | 449,258 | 524,606 | 506,548 | 484,861 | (21,686) | -4% |
| 6016 · Salaries & Wages, Admin/Prev | 545,310 | 607,440 | 636,224 | 845,731 | 927,463 | 921,058 | (6,405) | -1% |
| 6017 · Intern/Volunteer Stipends | 69,179 | - | 4,810 | 2,795 | 3,000 | 2,105 | (895) | -43% |
| 6018 · Director Pay | 16,905 | 14,795 | 11,800 | 15,100 | 16,000 | 11,800 | (4,200) | -36% |
| 6019 · Overtime | | | | | | | - | |
| 6019.1 · Overtime, Operational | 1,606,931 | 2,020,156 | 1,482,851 | 1,533,600 | 1,843,249 | 1,459,602 | (383,646) | -26% |
| 6019.2 · Overtime, Outside Aid | 527,019 | 485,075 | 536,831 | 169,910 | 360,000 | 1,256,886 | 896,886 | 71% |
| 6019.3 · Overtime, JPA | 164,928 | 215,408 | 192,545 | 111,557 | 150,000 | 322,061 | 172,061 | 53% |
| Total 6019 · Overtime | 2,298,879 | 2,720,639 | 2,212,227 | 1,815,067 | 2,353,249 | 3,038,549 | 685,301 | 23% |
| 6020 · P.E.R.S. Retirement | 2,228,851 | 2,216,493 | 2,544,301 | 2,804,444 | 3,074,979 | 3,137,941 | 62,963 | 2% |
| 6030 · Workers Compensation | 765,480 | 667,861 | 571,736 | 529,286 | 621,404 | 586,372 | (35,032) | -6% |
| 6031 · Life Insurance | 5,875 | 5,609 | 6,498 | 5,578 | 6,671 | 6,179 | (492) | -8% |
| 6032 · P.E.R.S. Health Benefits | 1,431,009 | 1,417,119 | 1,562,904 | 1,717,501 | 1,798,141 | 1,712,921 | (85,221) | -5% |
| 6033 · Disability Insurance | 16,660 | 16,663 | 17,655 | 20,087 | 21,122 | 20,532 | (590) | -3% |
| 6034 · Health Cost of Retirees | 856,646 | 890,325 | 917,124 | 1,017,446 | 1,063,825 | 1,098,894 | 35,069 | 3% |
| 6040 · Dental/Vision Expense | 173,391 | 145,843 | 136,985 | 131,866 | 222,360 | 181,717 | (40,643) | -22% |
| 6050 · Unemployment Insurance | 14,484 | 14,553 | 11,742 | 9,741 | 15,120 | 11,396 | (3,724) | -33% |
| 6070 · Medicare | 128,876 | 136,363 | 137,374 | 146,810 | 156,195 | 169,332 | 13,137 | 8% |
| **Total 6000 · Salaries & Wages** | **14,774,469** | **15,237,416** | **15,616,972** | **16,358,743** | **17,729,678** | **18,271,379** | **541,701** | **3%** |
| **Salaries & Wages as a % of Operating Revenue** | **85%** | **79%** | **76%** | **76%** | **79%** | **77%** | | |
| **6100 · Clothing & Personal Supplies** | | | | | | | | |
| 6001 · Uniform Allowance | 58,550 | 49,437 | 51,970 | 49,554 | 52,200 | 48,826 | (3,374) | -7% |
| 6002 · Other Clothing & Personal Supplies | 65,816 | 52,653 | 44,073 | 210,532 | 120,225 | 71,260 | (48,964) | -69% |
| **Total 6100  Clothing & Personal Supplies** | **124,366** | **102,090** | **96,044** | **260,086** | **172,425** | **120,086** | **(52,339)** | **-44%** |

# El Dorado Hills Fire Department

## Historical Trend Analysis

## TOTAL ALL FUNDS

| | Actual FY16/17 | Actual FY17/18 | Actual FY18/19 | Actual FY19/20 | Final Budget FY20/21 | Mid-Year Budget FY20/21 | Variance 20/21 Final vs. 20/21 Mid-Year | Variance % |
|---|---|---|---|---|---|---|---|---|
| **6110 · Network/Communications** | | | | | | | | |
| 6111 · Telecommunications | 54,452 | 49,385 | 43,449 | 36,255 | 37,750 | 46,534 | 8,784 | 19% |
| 6112 · Dispatch Services | 105,277 | 56,115 | 57,694 | 63,214 | 60,000 | 73,929 | 13,929 | 19% |
| 6113 · Network/Connectivity | 30,824 | 39,919 | 40,493 | 37,068 | 58,262 | 51,506 | (6,756) | -13% |
| **Total 6110 · Communications** | **190,553** | **145,418** | **141,636** | **136,537** | **156,011** | **171,968** | **15,957** | **9%** |
| **6120 · Housekeeping** | **38,097** | **36,335** | **37,606** | **52,034** | **54,311** | **39,818** | **(14,493)** | **-36%** |
| **6130 · Insurance** | | | | | | | | |
| 6131 · General Insurance | 51,023 | 33,167 | 56,013 | 59,403 | 66,000 | 65,761 | (239) | 0% |
| **Total 6130 · Insurance** | **51,023** | **33,167** | **56,013** | **59,403** | **66,000** | **65,761** | **(239)** | **0%** |
| **6140 · Maintenance of Equipment** | | | | | | | | |
| 6141 · Tires | 15,492 | 38,029 | 15,029 | 19,157 | 25,000 | 40,769 | 15,769 | 39% |
| 6142 · Parts & Supplies | 25,720 | 23,622 | 31,248 | 33,259 | 35,000 | 43,504 | 8,504 | 20% |
| 6143 · Outside Work | 162,105 | 128,196 | 97,255 | 201,839 | 160,000 | 158,167 | (1,833) | -1% |
| 6144 · Equipment Maintenance | 26,839 | 33,158 | 37,489 | 27,583 | 42,960 | 36,399 | (6,561) | -18% |
| 6145 · Radio Maintenance | 12,318 | 13,625 | 21,838 | 32,880 | 16,680 | 16,001 | (679) | -4% |
| **Total 6140 · Maintenance of Equipment** | **242,475** | **236,630** | **202,859** | **314,718** | **279,640** | **294,840** | **15,200** | **5%** |
| **6150 · Maintenance,Structures & Ground** | **129,003** | **182,530** | **87,807** | **228,443** | **171,867** | **142,025** | **(29,841)** | **-21%** |
| **6160 · Medical Supplies** | | | | | | | | |
| 6161 · Medical Supplies | 5,031 | 5,751 | 6,628 | 14,911 | 80,931 | 93,214 | 12,283 | 13% |
| **Total 6160 · Medical Supplies** | **5,031** | **5,751** | **6,628** | **14,911** | **80,931** | **93,214** | **12,283** | **13%** |
| **6170 · Dues and Subscriptions** | **8,172** | **11,045** | **13,562** | **11,655** | **14,044** | **12,909** | **(1,135)** | **-9%** |
| **6180 · Miscellaneous** | | | | | | | | |
| 6181 · Miscellaneous | 3,347 | 2,521 | 12,298 | 13,167 | 12,000 | 6,016 | (5,984) | -99% |
| 6182 · Honor Guard | 2,561 | 1,311 | 1,004 | (1,827) | 2,600 | 8,678 | 6,078 | 70% |
| 6183 · Explorer Program | 800 | 3,478 | 290 | 1,319 | 4,087 | 2,204 | (1,883) | -85% |

| | Actual FY16/17 | Actual FY17/18 | Actual FY18/19 | Actual FY19/20 | Final Budget FY20/21 | Mid-Year Budget FY20/21 | Variance 20/21 Final vs. 20/21 Mid-Year | Variance % |
|---|---|---|---|---|---|---|---|---|
| 6184 · Pipes and Drums | - | - | - | 3,747 | 3,000 | 410 | (2,590) | -632% |
| **Total 6180 · Miscellaneous** | **6,708** | **7,310** | **13,591** | **16,406** | **21,687** | **17,308** | **(4,379)** | **-25%** |
| **6190 · Office Supplies** | **28,116** | **21,988** | **25,297** | **27,252** | **29,443** | **26,437** | **(3,006)** | **-11%** |
| **6200 · Professional Services** | | | | | | | | |
| 6201 · Audit | 10,250 | 12,650 | 17,975 | 14,300 | 15,900 | 14,550 | (1,350) | -9% |
| 6202 · Legal/Human Resources | 144,996 | 261,648 | 261,284 | 176,572 | 242,118 | 251,344 | 9,226 | 4% |
| 6203 · Notices | 747 | 1,797 | 741 | 637 | 2,500 | 298 | (2,202) | -739% |
| 6204 · Other Professional Services | 136,746 | 136,014 | 87,568 | 174,419 | 111,144 | 126,761 | 15,617 | 12% |
| 6205 · Elections/Tax Administration | 23,449 | - | 45 | - | 25,000 | 35,761 | 10,761 | 30% |
| 6206 · Public Relations | 795 | 1,272 | 200 | 5,056 | 6,400 | 4,105 | (2,295) | -56% |
| **Total 6200 · Professional Services** | **316,982** | **413,381** | **367,812** | **370,984** | **403,062** | **432,818** | **29,757** | **7%** |
| **6210 · Information Technology** | | | | | | | | |
| 6211 · Software Licenses/Subscriptions | 60,553 | 36,536 | 53,538 | 87,457 | 178,640 | 117,036 | (61,605) | -53% |
| 6212 · IT Support/Implementation | 84,271 | 120,676 | 97,367 | 126,226 | 205,076 | 160,582 | (44,494) | -28% |
| 6213 · IT Equipment | - | - | 31,699 | 67,586 | 25,398 | 64,867 | 39,469 | 61% |
| **Total 6210 · Information Technology** | **144,824** | **157,213** | **182,604** | **281,269** | **409,114** | **342,484** | **(66,630)** | **-19%** |
| **6220 · Rents and Leases** | | | | | | | | |
| 6221 · Facilities/Equipment Lease | 6,120 | 6,819 | - | 5,913 | 55,299 | 53,648 | (1,651) | -3% |
| 6222 · Solar Lease | 52,016 | 66,105 | 67,034 | 67,969 | 69,108 | 53,181 | (15,927) | -30% |
| **Total 6220 · Total Rents and Leases** | **58,136** | **72,924** | **67,034** | **73,882** | **124,407** | **106,829** | **(17,578)** | **-16%** |
| **6230 · Small Tools and Supplies** | **71,561** | **50,012** | **60,120** | **133,337** | **75,275** | **70,692** | **(4,583)** | **-6%** |
| **6240 · Special Expenses** | - | | | | | | | |
| 6241 · Training | 108,248 | 63,377 | 124,972 | 70,929 | 143,821 | 82,830 | (60,991) | -74% |
| 6242 · Fire Prevention | 16,245 | 44,586 | 44,031 | 106,686 | 81,300 | 87,134 | 5,834 | 7% |
| 6243 · Licenses | 10 | 10 | 84 | 400 | - | - | - | N/A |
| **Total 6240 · Special Expenses** | **124,502** | **107,973** | **169,087** | **178,015** | **225,121** | **169,965** | **(55,156)** | **-32%** |
| **6250 · Transportation and Travel** | | | | | | | | |
| 6251 · Fuel and Oil | 53,829 | 65,672 | 68,171 | 74,503 | 80,000 | 76,894 | (3,106) | -4% |
| 6252 · Travel | 20,424 | 17,577 | 10,401 | 23,772 | 35,000 | 20,097 | (14,903) | -74% |

# El Dorado Hills Fire Department

## Historical Trend Analysis

## TOTAL ALL FUNDS

| | Actual FY16/17 | Actual FY17/18 | Actual FY18/19 | Actual FY19/20 | Final Budget FY20/21 | Mid-Year Budget FY20/21 | Variance 20/21 Final vs. 20/21 Mid-Year | Variance % |
|---|---|---|---|---|---|---|---|---|
| 6253 · Meals & Refreshments | 17,798 | 18,456 | 18,555 | 16,603 | 19,000 | 15,224 | (3,776) | -25% |
| Total 6250 · Transportation and Travel | 92,052 | 101,705 | 97,127 | 114,878 | 134,000 | 112,215 | (21,785) | -19% |
| 6260 · Utilities | | | | | | | | |
| 6261 · Electricity | 23,689 | 7,899 | 17,286 | 15,827 | 18,400 | 16,346 | (2,054) | -13% |
| 6262 · Natural Gas/Propane | 24,391 | 19,618 | 21,248 | 16,300 | 22,200 | 24,699 | 2,499 | 10% |
| 6263 · Water/Sewer | 15,343 | 18,077 | 15,565 | 16,343 | 16,200 | 18,785 | 2,585 | 14% |
| Total 6260 · Utilities | 63,423 | 45,594 | 54,098 | 48,469 | 56,800 | 59,830 | 3,030 | 5% |
| **Total Operating Expenditures** | $ 16,469,494 | $ 16,968,480 | $ 17,295,899 | $ 18,681,022 | $ 20,203,816 | $ 20,550,580 | $ 346,764 | 2% |
| **Operating Revenue - Operating Expenditures** | $ 984,498 | $ 2,433,947 | $ 3,123,528 | $ 2,809,130 | $ 2,358,598 | $ 3,194,997 | $ 836,399 | |
| 6560 · Pension UAL Additional Lump Sum Pmt | - | - | - | - | 1,000,000 | - | (1,000,000) | N/A |
| 6570 OPEB UAL Additional Lump Sum Pmt | - | 1,000,000 | 600,000 | - | 11,870 | 821,172 | 809,302 | 99% |
| 6720 · Fixed Assets | 773,344 | 579,635 | 1,189,045 | 384,327 | 2,000,805 | 348,278 | (1,652,527) | -474% |
| **Total Expenditures** | $ 17,242,839 | $ 18,548,115 | $ 19,084,944 | $ 19,065,349 | $ 23,216,491 | $ 21,720,031 | $ (1,496,460) | -7% |
| **Total Revenue - Total Expenditures** | $ 3,289,885 | $ 3,995,811 | $ 2,914,395 | $ 4,160,018 | $ 745,923 | $ 3,295,125 | $ 2,549,201 | |
| **FUND TRANSFERS** | | | | | | | | |
| **Transfers to Development Fee Fund** | $ (2,985,102) | $ (2,867,200) | $ (1,392,661) | $ (1,504,149) | $ (1,400,000) | $ (1,257,013) | $ 142,987 | -11% |
| **Transfers from Development Fee Fund** | 85,410 | 1,358,755 | - | 572,510 | 1,185,577 | 51,489 | (1,134,088) | -2203% |
| **Transfers to Pension Reserve Fund** | - | (450,000) | (1,654,700) | (2,170,119) | - | (1,250,000) | (1,250,000) | 100% |
| **Transfers from Capital Replacement Fund** | 773,344 | 98,893 | 813,090 | 187,772 | 815,228 | 296,789 | (518,439) | -175% |
| **Transfers to Capital Replacement Fund** | - | (850,000) | (800,000) | (800,000) | (1,346,729) | (1,136,390) | 210,339 | -19% |
| **Net Change in Unassigned/Non-Spendable Fund Balance** | $ 1,163,537 | $ 1,286,259 | $ (119,875) | $ 446,032 | $ (0) | $ (0) | | |

# El Dorado Hills Fire Department
**Reserve Fund Summary**
**2020/21 Mid-Year Budget**

| | RESERVE FUND BALANCE AS OF | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | 6/30/2017 | 6/30/2018 | 6/30/2019 | 6/30/2020 | FINAL BUDGET 6/30/2021 | MID-YEAR BUDGET 6/30/2021 |
| General Reserve Fund (Unassigned/Nonspendable) | 14,632,614 | 15,918,875 | 15,798,996 | 16,245,031 | 15,992,779 | 16,245,031 |
| Capital Replacement Reserve Fund (Committed) | 3,052,680 | 3,803,787 | 3,790,697 | 4,402,926 | 4,737,871 | 5,242,526 |
| **Total Unrestricted Reserve Funds** | **17,685,294** | **19,722,662** | **19,589,693** | **20,647,957** | **20,730,650** | **21,487,557** |
| Pension Reserve Fund | - | 455,760 | 2,110,460 | 4,280,579 | 5,280,579 | 5,530,579 |
| Development Fee Reserve Fund | 6,682,221 | 8,190,667 | 9,583,327 | 10,514,964 | 10,896,612 | 11,720,489 |
| **Total Restricted Reserve Funds** | **6,682,221** | **8,646,427** | **11,693,787** | **14,795,543** | **16,177,191** | **17,251,067** |
| **Grand Total Fund Balances** | $ 24,367,515 | $ 28,369,089 | $ 31,283,480 | $ 35,443,500 | $ 36,907,841 | $ 38,738,624 |

# EL DORADO HILLS COUNTY WATER DISTRICT

## RESOLUTION 2021-03

### Resolution Adopting the 2020-2021 Mid-Year Budget

**WHEREAS,** the Board of Directors of the El Dorado Hills County Water District

Board (the "Fire District") held a public hearing during which time additions and deletions to the

2020-2021 Mid-Year Budget were made; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors in

accordance with Section 13890 of the Health and Safety Code, the Mid-Year Budget for the Fiscal

Year 2020-2021 is hereby adopted in accordance with the following:

| Budget Category | Increase/(Decrease) from Adopted Final Budget |
|---|---|
| Wages & Benefits: | $ 541,701 |
| Services and Supplies: | (194,937) |
| Pension/OPEB Lump Sum Payment | (190,698) |
| Fixed Assets: | |
| Structures and Improvements | (931,348) |
| Equipment | (721,179) |
| | |
| Total Budget Requirements: | $ (1,496,461) |

**BE IT FURTHER RESOLVED** that, except as specified below, the means of

financing the expenditures will be by monies derived from Property Taxes, Fire Prevention Fee

Revenue and Other Miscellaneous Revenues.

**BE IT FURTHER RESOLVED** that the means of financing the Fixed Asset

expenditures will be by monies derived from the Capital Replacement Fund and Development Fee

Fund.

**BE IT FURTHER RESOLVED** that the Mid-Year Budget is hereby adopted and

available for inspection by interested persons.

The foregoing resolution was duly passed and adopted by the Board of the El

Dorado Hills County Water District at a meeting of said Board held on the 20th day of May, 2021,

by the following vote:


    AYES:

    ABSTAIN:

    NOES:

    ABSENT:


 

_____

Timothy J. White, President

ATTEST:


_____

Jessica Braddock, Board Secretary

**DATE**: April 8, 2021

**TO:** Board of Directors

**AGENDA ITEM:** XIV-C

**SUBJECT:** Electronic Client Portal Software Purchase

## TOPIC

Staff seeks Board approval for the purchase of an electronic client portal software platform.

## SUMMARY

Staff has identified the need for an electronic client portal software solution. This platform will increase the level of customer service, reduce communication delays, provide instant project updates, and increase Division efficiency.

## DISCUSSION

El Dorado Hills has experienced historic development throughout the entire community. The Community Risk Reduction Division is responsible for plan review, construction inspections, permitting, and other construction-related tasks. This historic development demand has placed a tremendous strain on the Division. The Division has utilized third-party consultants; however, this is extremely expensive and often requires additional quality review by our internal staff. This impact has resulted in some plan review turnaround times to reach up to eight (8) weeks. It is the goal of the Division to conduct the initial review of any plan submitted within 15 days. Customer Service is what the Department is known for, and this is an area identified where we have an opportunity to improve.

The IDT electronic client portal software program will allow residents and developers to access this portal to receive important information related to their projects. This information includes permit issuance, forms, standards, and plan revision notes. This program also provides several administrative elements that will assist with more efficient management of the Division. These efficiencies include data analytics, scheduling, data management, project tracking, and decreased impact on staff. This system is similar to the one utilized by El Dorado County.

*"Serving the Communities of El Dorado Hills, Rescue and Latrobe"*
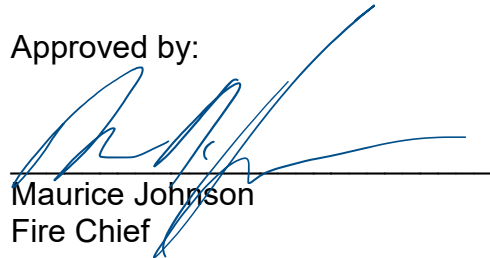
## FISCAL IMPACT

Staff has identified an awarded contract from Vienna, Virginia. Counsel has reviewed this contract award to IDT and found that they employed the RFP/Bid measures required by the State of California and that we could properly "piggyback" on this contract to secure for the District. Staff has verified that the scope of services and pricing provided to Vienna are substantially similar to those to be provided to EDH FIRE. Initial first-year implementation not to exceed $50,000 and annual maintenance, service, and subscription costs of $21,500.

## RECOMMENDATION

Staff recommends the Board approve the purchase of IDT PLANS cloud-based client portal system for a total cost not to exceed $50,000.

Approved by:

Maurice Johnson
Fire Chief

THE TOWN OF VIENNA

RFP 19-04: PLAN REVIEW SOFTWARE

# Letter of Transmittal

Friday, January 18, 2019

Mrs. Gina Gilpin – Purchasing Agent
Town of Vienna
127 Center Street, S.
Vienna, Virginia 22180

RE: RFP 19-04: Electronic Plan Review Software

Dear Mrs. Gilpin:

On behalf of idtPlans LLC, I'm pleased to present the attached proposal to the Town of Vienna for Plan Review, and Inspection Software.

We understand that the Town is seeking a single comprehensive solution that is flexible enough to conform to the agencies unique needs while also representing a best practice model for plan review, and inspections. A solution that is both intuitive and powerful, one that leverages the latest cutting-edge technology and positions the Town as an innovative and service-oriented community both today and well into the foreseeable future.

We also know that this is a big step for the Town, one with the potential to reduce processing labor and time to approval, and to improve business intelligence and customer satisfaction. Ideally the system and provider will offer many years of excellent service, proving capable of adapting to the Town's long-term needs and evolving technology.

After thorough review of the request for proposal and the functional requirements contained therein, I'm confident that idtPlans will provide the best possible balance of robust functionality and intuitive design, as well as unparalleled service and value. Our experienced and knowledgeable implementation staff has a 100% success ratio and is committed to exceeding expectations while guiding the Town through our proven path for lasting success.

I look forward to the opportunity to demonstrate the innovative features that our clients have come to rely on and trust for their critical business operations  I would also encourage your team to contact any of our existing clients who would be eager to share their experience and discuss why idtPlans has the highest client retention ratio of any solution.

Sincerely,

| **Acknowledgement of Addenda** |
| --- |
| _____ Addendum 1 |
| _____ Addendum 2 |
| _____ Addendum 3 |

Jace Coleman, CEO | idtPlans, LLC
jace.coleman@idtplans.com

# Table of Contents

# Letter of Interest

The Town of Vienna has expressed an innovative vision of a secure and easy to use electronic plan review, and inspection solution capable of integrating with the Towns existing investments in software. The primary objective of this project will serve to seamlessly transition the Town towards electronic submittals, fee payments, plan reviews, approvals, and code enforcement. Through this process the Town can expect to increase efficiency, reduce turnaround times, improve tracking and reporting capabilities, and increase customer satisfaction.

The Town has identified the following primary requirements:

- **Highly Configurable** – The preferred solution will be highly configurable, allowing the system to conform to the Town's business rules without the need for programming or the Town having to change existing business processes to conform to the software.

- **Intuitive Citizen Access Portal –** Empower the public to submit applications and supporting documents, pay fees, check statuses, request and view inspection results quickly and easily.

- **Seamless Integrations –** Leverage existing investments in technology and reduce routine administrative tasks through the real time exchange of data between systems.

- **Electronic Plan Review –** Provide reviewers with professional markup, measurement, and document comparison tools that improve performance and reduce the time required to review plans.

- **Inspections** – Empower the Town to setup, track, and manage a broad range of inspection types.

- **Achieve Automation –** Configure business process rules into system defined workflows, automating many routine tasks such as email correspondence, document generation, reminders, task assignments, fee calculations, and more.

- **Exceptional Service and Support –** The preferred solution will provide prompt and professional service and support through a variety of convenient channels.

The idtPlans solution is purpose built to solve these challenges and meets or exceeds each of these requirements without exception. In addition to the objectives identified above, with idtPlans you can expect the following improvements in your plan review, permitting, and inspection processes:

- Increased efficiency through workflow automation rules
- Reduced plan review turnaround times
- Improved Visibility, Dashboards, and Activity Logging
- Batch Stamp and PDF Repair Utilities
- Reduced Administrative Overhead
- Reduced Call Volume from Applicants
- Comprehensive Disaster Recovery Plan
- Visualize Key metrics and data with customized reports

## Timeline for Completion

In our experience a project of this size is best deployed in a phased approach with the first application types being launched within approximately 8-13 weeks with a total project duration of 6 months. Integrations are developed in parallel with the system configuration and typically take anywhere from 4 to 8 months to fully develop, test, and deploy.

## A Brief List of Clients Near Vienna

Included below for reference is a brief list of existing clients located near The Town of Vienna. Please see the references section for a full description of each along with contact information.

- The Town of Cary, NC
- The Town of Apex, NC
- The Town of Wake Forest, NC
- The City of Winston-Salem, NC
- The City of Fayetteville, NC
- The City of Buffalo, NY
- The City of Franklin, TN
- Williamson County, TN
- The City of Lebanon, TN

## The idtPlans Difference

idtPlans is more than an innovative and trusted Software as a Service provider. We strive to exceed expectations by providing **cutting edge solutions paired with exceptional customer support and service**. Our experienced team has the knowledge, experience, track record, and values to be a strong strategic partner to the Town of Vienna.

We take the pain out of training, implementation, maintenance, and support. Our staff works to understand your business process and then **WE configure the system to YOUR workflow**. That means that you'll be up and running with a professionally configured system as soon as possible and without having to dedicate staff hours to configure workflows, web forms, document templates, and fee formulas. The system will be intuitive to staff and the community because it closely follows the processes that they have been using for years.

**We specialize in custom integrations**. Although we provide many out of the box integrations, we know that each jurisdiction is different, and we encourage secure exchange of data between applications. Our team works to seamlessly leverage your existing investments in technology to create a **centralized hub of information that tells the whole story in one location**.

Our customer base speaks volumes with over **80% of clients coming through peer referrals**. For over 18 years we've held the industry's highest client retention ratio with a **98% renewal rate**. We invite you to reach out to our references regarding any questions you may have regarding their project, our service, or our team. We're certain that any of our clients would be eager to share their experience with you.

# idtPlans

# Company Profile

A Commitment to Excellence

# idtPlans Past

Established in 2001, Integrated Digital Technologies (now idtPlans) set out to streamline and modernize the existing paper driven and sequential plan submittal, review, and approval processes.  Our innovative vision was to integrate and leverage emerging technologies to simplify the submittal process, reduce plan review times, automate routine administrative tasks, and improve overall project visibility, tracking, and reporting.  idtPlans Review soon became the first electronic plan review system to be offered to the public sector.  Over the next 18 years, the product and technology would evolve into a true end-to-end solution for applications, plan review, permitting, inspections, and code compliance.

# idtPlans Present

Today idtPlans is a trusted leader in land management solutions for the public sector.  With over 18 years of experience in transitioning organizations to highly efficient paperless systems, the idtPlans team has the technical knowledge, background, and expertise needed to ensure satisfaction and lasting success. Deployed as a cloud hosted SaaS application with responsive web design, idtPlans delivers powerful, secure, and easy to use technology to any device.

Organizations use idtPlans integrated suite of applications to manage, automate, and track operational and project-based work throughout the enterprise.  It's ease of use, robust security model, and flexible capabilities have won support from both front office and IT teams alike.  Offering benefits throughout the entire construction approval cycle, idtPlans solutions have been shown to reduce review times by up to 50%, reduce administrative tasks by up to 70%, and reduce paper requirements by 90% or more.

Our proven track record for delivering flexible and integrated solutions has made it the top choice for many forward-thinking organizations across North America.  Our clients are composed of Town, County, and State agencies, as well as large scale engineering firms. Today idtPlans provides enterprise plan review, permitting, inspection, and code compliance software to more than 85,000 individual users across 130 jurisdictions within the United States and is proud to report a 98% client retention rating over 18 years.

**COMMITTED TO EXCELLENCE**

![idtPlans — First in Electronic Plan Review]

**18** YEARS SPECIALIZING IN PUBLIC SECTOR SOFTWARE

**130** JURISDICTIONS ACROSS THE UNITED STATES

**127,000** REGISTERED USERS

**98%** RETENTION RATE OVER 18 YEARS

**0** IMPLEMENTATIONS OUTSOURCED

WWW.IDTPLANS.COM

# idtPlans Future

As we move forward into a new era of technology; integrations, data visualization, and security will become increasingly important.  We're developing deep GIS integrations that provide efficient inspection routing and real time location tracking. We're ensuring that our API continues to grow and support increasing demand for integrations and secure open data initiatives.  We're working to collect and visualize meaningful metrics that add insight into your daily business operations.  We're exploring new and innovative ways to manage your data in a way that gives you the full story in one location.

# idtPlans

# Solution Description

Innovative Solutions for the Public Sector

# Core System Features

## Optimized for Mobile Access

idtPlans is built with a responsive web design that delivers the same outstanding user experience on any mobile device. Designed with mobility in mind, idtPlans automatically adapts to any screen size and ensures full functionality on any device. Contractors can quickly schedule inspections from the field, and field crews can utilize tablets to perform inspections and take photos.
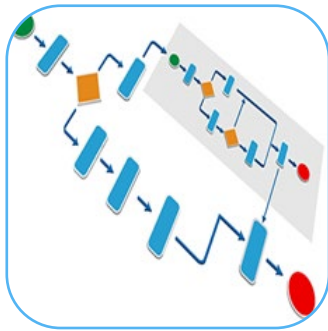
## Workflow Automation

The workflow designer empowers administrators to manage business rules and automate routine administrative tasks. Workflows can be applied to permit applications, plan reviews, inspections and more. An extensive set of configuration settings controls notifications, primary assignments, plan routing, permissions, fees calculations, and much more. Any administrator with the proper permission can modify or edit workflow or their respective settings.

## GIS-Centric Design

Geographic information is more important than ever. Our deep integration with ArcGIS leverages your existing investments in technology to auto-suggest and validate addresses and parcels. Automatically flag projects with unverified locations for additional review. Pull location specific information into your applications such as floodplains, zoning districts, and overlays. Assign tasks based on location, display maps with pins and much more.
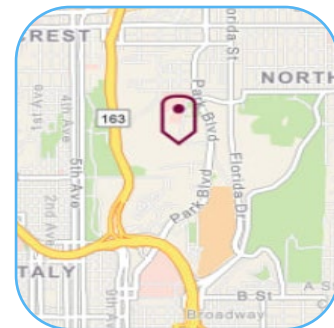
# Citizen Access Portal

## Intuitive Citizen Access Portal

The citizen access portal provides an easy to use centralized hub where applicants can perform a variety of self-service tasks around the clock. Permit applicants submit applications and supporting plans and documents, pay fees, schedule conferences and much more. Automatic emails and a progress dashboard empower citizens to monitor project progress and view estimated completion dates at a glance. All activity and history are located in one place and applicants can even invite others to participate in collaborating on larger projects.
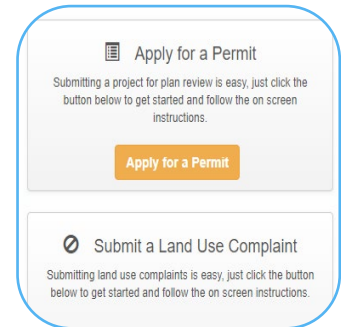
## Calculate Fees and Pay Online

This optional component provides a way to enter an unlimited number of fees and their respective formulas. Formulas can contain if-then logic and even pull information from the application as part of their calculations. If e-commerce is enabled, these fees can be flagged to be paid prior to submission or prior to approval. Applicants have the ability to pay online via credit card or e-check, or offline.

## Customize Web Forms

During implementation our team works to convert your legacy paper applications into dynamic web forms. This allows us to collect the information that your team requires directly from the applicant without ever having to re-key data. The form builder provides a convenient way to configure and manage these forms and the information that's required in a visual way. Any administrator with the proper permissions can create new forms, modify existing forms to add/remove fields, or mark fields as required or optional. Forms and form fields can even be programmed with conditional if-then logic ensuring that when the applicant submits their project, all the required information is accurate and present.

# Electronic Plan Review

## Plan Review Dashboard

The plan review dashboard is a customizable view of the active projects within the system.  Administrators can quickly spot bottlenecks or overdue projects and see if any disciplines or reviewers are overloaded.  Reviewers see their own personal to-do list sorted by due date and manage the projects that they are assigned to.
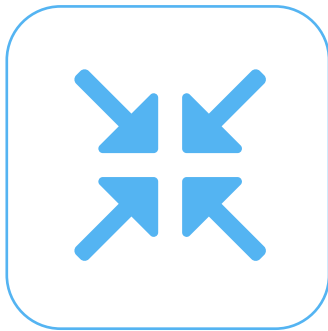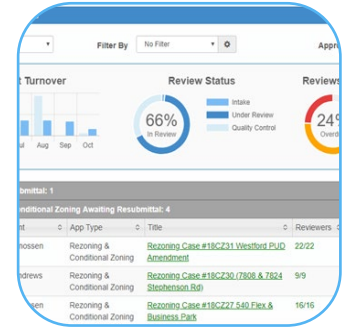
## Concurrent Reviews

Reduce review times by up to 60% with concurrent reviews.  Reviewers are no longer constrained by physical plan sets. Reviewers and due dates are assigned when a project is accepted for review and work on their own schedule to complete tasks according to priority.  Comments and document markups are automatically organized into professional comment letter templates that link to document markups for easy reference.

## Version Control

Automatic version control ensures that reviewers are always working on the correct document.  Only the most recent version of a document is shown, but at any point in time authorized users may click on the document version indicator to view all prior versions of a document along with the date/time stamp of the revision and the name of the author.
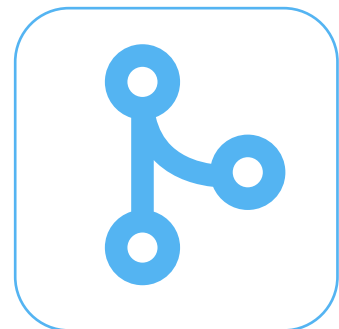
## Comment Library

Save commonly used plan review or inspection comments for easy re-use. Saved comments can be organized into disciplines and categories and shared with colleagues in order to create a standardized library of common conditions. Comments can even contain links to your online code manuals.
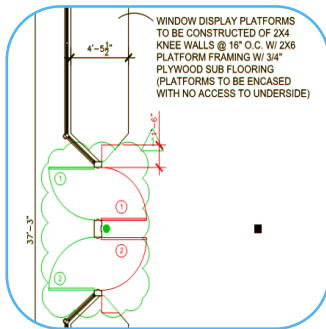
## Professional Markup, Measurement, and Comparison Tools

Review plans on screen using either Bluebeam or Adobe toolsets. Document markups are automatically synchronized into the comment letter ensuring that applicants have both visual and text-based references to comments. Easily scale and measure documents. Use the overlay tool to compare document versions and visually spot differences.

## Checklists

Create or import your own checklists to standardize reviews and ensure that nothing is missed. Include links to the online code manual so that a failed checklist item automatically provides a reference to the official documentation without having to type.

![idtPlans logo]

## Batch Stamp

Once a review is approved, simply select the documents that you would like to stamp and apply a customized stamp with one click. Transparent stamps are automatically applied to all pages in the same location and can include the author's name and date/time stamp.



## Document Template Designer



Generate high quality permits, certificates, and letters quickly and easily. Our implementation team will work to configure your existing document into digital templates complete with merge fields. Documents are output complete with project specific information and indexed to the project, permit, or inspection record and version controlled. Comment letters are automatically organized by discipline and then plan sheet and are numbered sequentially for easy reference. Simply clicking on a comment from within the pdf will launch a web browser and display the associated markups.

## Automate and Track Emails

Applicants and contractors are sent automatic email notifications at every major workflow milestone keeping them informed without any administrative overhead. Customized email templates provide the flexibility to customize the appearance and information presented. All emails are recorded and indexed within the project providing a clear and searchable audit trail for all project related correspondence.



## Reports



We're committed to providing key metrics and analytics in a way that's meaningful to you and your department. We provide many common out of the box reports available through the user interface. Create your own filter sets and save reports for easy re-use. Don't see the data you need? Our team of developers regularly create custom reports that display the information that you need in a visual way. We even offer ODBC access to our report database where you can create your own ad-hoc reports or connect to the reporting engine of your choice such as Crystal Reports, SQL Server Reporting Services, Jasper Reports and More.

# Inspections

## Inspection Scheduler

Our integrated inspection scheduler and citizen access portal allows Contractors and Owners to easily schedule or cancel inspections 24x7 from any computer, tablet, or smart phone. Detailed configuration options allow you to determine how far in advance inspections can be scheduled, and even block out holidays and vacation time. Use our integrated outlook connector to automatically synchronize your appointments into your team calendar.
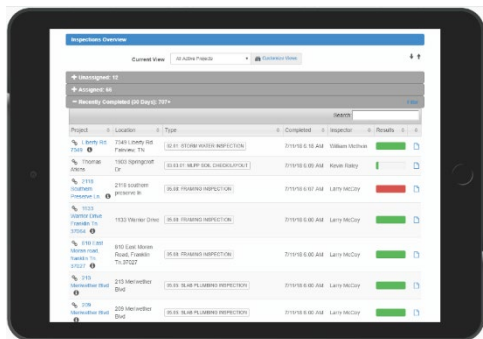


*Quickly spot bottlenecks, make assignments, and view inspection progress in real-time from the Inspection Overview.*

## Inspection Dashboard

The inspection dashboard provides administrators with status information at a glance. Quickly spot bottlenecks, make re-assignments, view inspection reports, and much more. Inspectors have their own personalized dashboard that shows all upcoming inspections along with the project location and contact information.

## Inspection Checklists

Create or import your own inspection checklists to standardize inspections and ensure that nothing is missed. Include links to the online code manual so that a failed checklist item automatically provides a reference to the official documentation without having to type or use voice to text.

## Offline Technology

idtPlans Inspections utilizes the latest in HTML5 technology to provide offline functionality that works seamlessly on all mobile devices. When an inspector synchronizes their device, all inspection information is automatically downloaded and becomes available with or without an internet connection. When a connection is present, inspections are resulted, and reports are sent out in real-time. In the event that a connection is not available, inspectors still have full functionality, once an internet connection is re-established the system automatically synchronizes and sends out the proper notifications and reports.

## Easily Attach Inspection Photos

Attaching pictures to an inspection report has never been easier. Inspectors can quickly take pictures and attach them to a comment using the built-in camera on their smart phone or tablet. Photos are automatically added to the inspection report and documented for future reference.
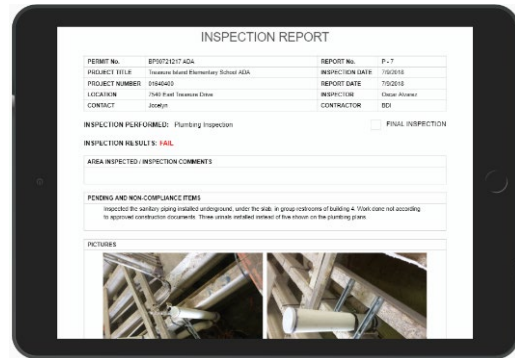


*Automatically generate and send inspection reports from the field in real-time*

## Access Plans Anywhere

Use idtPlans Inspections in conjunction with idtPlans Review and approved plan sets automatically become available in the field. Inspectors can reference plans, review project history, and view previous inspections and reports directly from the field.

# Security

## Robust Security Model

All idtPlans systems come pre-equipped with our comprehensive security model and are PCI/DDS compliant. We manage all security certificates and ensure that data is encrypted in transit with TLS 1.2 or higher and all sensitive user data is encrypted at rest. Use our built-in password and session duration policies to enforce strong and secure access or integrate Active Directory to manage policies yourself. All data is hosted on Amazon Web Services and is covered by their comprehensive physical, hardware, and network security policies.

## Granular Access Control

idtPlans contains over 900 individual permission types. The system comes pre-configured with many commonly used groups, roles, and permission sets, but is fully configurable. Permissions can relate to site functions or individual projects enabling read access to some projects while providing reviewer or admin access to others. Workflow settings automate permissions and set defaults based on the application type. During implementation our team works to configure the permissions to best suit the individual clients needs but at any time, administrators with the proper permission can edit groups or permissions themselves.

## Activity Logging

All activity, milestones, and emails related to a project are automatically logged to that project. Typically, permission is granted for applicants to view a trimmed down version of the activity log which shows date time stamps for the major milestones in a project. Administrators can view the extensive granular activity by date, user, activity type, or by document. Every email sent through the system is logged to the project providing a clear and organized record of correspondence and audit trail.

# Data Management

### Data Portability

An investment in idtPlans is an investment in the future. Our dedicated team works to ensure sure that your data is protected and made available to you at all times. In the event that you decide to part ways at a future date, we provide access to database snapshots and file repositories for a period of 30 days. Access extensions and data conversion assistance is available upon request.

### Integrations

idtPlans is built with an open architecture and encourages both standard as well as custom integrations whenever the need arises. Many clients have taken advantage of integrations for e-commerce, GIS, financial records, document archival, calendar management, permit tracking, mapping, and more. Our REST API is included with all modules and does not require any additional licensing or cost.
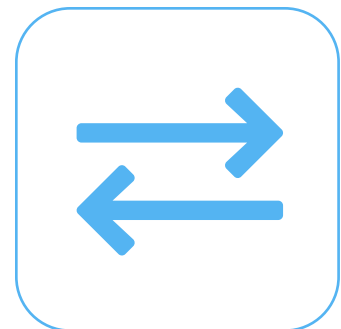
**Standard Integrations & Connectors**

- ESRI ArcGIS
- Microsoft Active Directory Federated Services (ADFS)
- Authorize.net (e-commerce gateway)
- ScheduleOnce (outlook compatible calendar and scheduling)
- Adobe Acrobat
- Bluebeam
- Infor IPS / Hansen
- Cityworks
- FireRMS
- Laserfiche Document Archival
- OnBase Document Archival
- Microsoft SSRS
- CrystalReports

**Custom Integrations**

We know that each client has their own unique set of needs and existing software investments. We encourage the open exchange of information among these applications, reducing both administrative overhead and inaccuracies resulting from manual entry. When a custom integration is requested, our internal development team works to understand and define the project goals, create a detailed statement of work, and not-to-exceed cost proposal.

# Support

## Unlimited Support

Our success comes not just from intuitive software, but from our unparalleled level of experience and support. Clients get the assistance they need to be successful without having to be concerned about support cost overruns. All systems come with unlimited technical support that extends to **all users including applicants**.
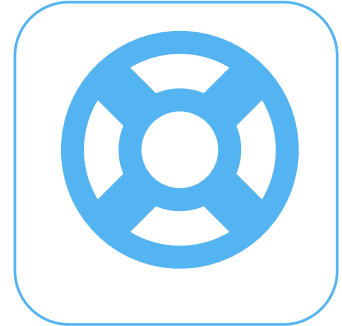
## 99.98% Availability

All idtPlans solutions are hosted on Amazon Web Services robust infrastructure and come with a guaranteed 99.98% uptime.

## Support Hours

- Standard support hours are conducted between the hours of 8:00am to 5:00pm (excluding holidays).
- Toll free phone assistance is available 24x7 for issues that are considered to have a severity of 1 (Critical).

## Support Channels

The following support channels are made available to all system users.

- **Knowledge Base** – Use for quick answers to common questions.
- **Support Ticket** – Use to report an issue that is not critical in nature and can wait a few hours for a response.
- **Phone Support** – Use when immediate assistance is needed, and the issue is too complex to type out.

Support Portal: https://support.idtplans.com

## Levels of Service

The service levels offered by idtPlans are described below. It is the goal of idtPlans to meet and exceed when possible, the levels of services documented in the client's case management guidelines.

| Severity | Definition | Response Time | Resolution Time |
|---|---|---|---|
| 1 Critical | The issue causes the client to be unable to work or perform some significant portion of their job. The issue affects a large number of people. There is no acceptable workaround to the problem. | 2 hours | Maximum of 24 hours |
| 2 High | The issue causes the client to be unable to work or perform some significant portion of their job. The issue affects a large number of people. There is an acceptable and implemented workaround to the problem. | 4 hours | Maximum of 5 business days |
| 3 Medium | The issue causes the client to be unable to perform some small portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information. There may or may not be an acceptable workaround to the problem. | 8 hours or next business day | Maximum of 30 business days |
| 4 Low | The issue causes the client to be unable to perform a minor portion of their job, but they are still able to complete most other tasks. The issue may only affect one or two clients. There is likely an acceptable workaround to the problem. | 8 hours or next business day | Maximum of 90 business days |

# Upgrades and Maintenance

All idtPlans systems come with free system upgrades and maintenance. You'll never have to worry about purchasing upgrades, setting up development environments to test, or deploying security patches over the weekend.  Our internal team of system administrators provide the managed services needed to ensure that each system is running at peak performance and always has the most up to date software.

Clients can opt-in to receive automatic notifications that summarize new features, scheduled maintenance, and product roadmap updates.  Upon request, clients are granted access to our staging sandbox, allowing them to test new features, provide feedback, and even train new users.

As new features become available, you have the option of enabling them on an as-needed-basis.  This ensures that daily operations are not affected by the release of a new feature or feature enhancement.

Major updates are scheduled for release quarterly and are available for testing in the staging sandbox prior to deployment.  Minor updates including bug fixes and security patches are applied in real time.

# Response to Functional and Technical Requirements

## Flexible Solutions to Fit Every Workflow

# Application Requirements

✓ **Electronic plan review using the latest versions of Bluebeam Software**
Yes, while we do support all pdf viewers, idtPlans is a certified Bluebeam Partner and recommends the use of Bluebeam Revu for the best overall functionality and user experience. Our deep integration with Bluebeam offers many features and functions that are only available with idtPlans.

✓ **Must allow for concurrent plan review by multiple reviewers**
Yes, idtPlans Review has shown to reduce plan review turnaround times by up to 60% through the implementation of concurrent reviews.

✓ **Must have the ability to create comment letters and reviewer plan markups**
Yes, our implementation team works to create professional quality document templates that generate pdf comment letters, approval letters, permit documents, and much more.

✓ **Must have the ability to alert reviewers of upcoming scheduled deadlines.**
Due dates can be set automatically through workflow rules or entered/adjusted manually. Reviewers have their own dashboard that sorts review tasks by due date. Reminder emails can be configured in the workflow settings to send a notification to reviewers when a review is in danger of exceeding the due date.

✓ **Must provide scalability and flexibility to accommodate future needs.**
All idtPlans solutions are hosted on Amazon Web Services industry leading infrastructure and is capable of seamlessly scaling on demand. The system architecture is designed to be extremely configurable without the need to customize or modify the core code base.

✓ **Must provide for cloud-based document sharing and management.**
All documents are hosted on Amazon Web Services robust Simple Storage Service (S3). S3 provides redundant and highly durable file storage with a comprehensive disaster recovery plan. In order to provide extremely fast download speeds, files are delivered through Amazon's integrated Content Delivery Network (CDN).

⚠ **Must have the ability to do system-calculated fees, charges, bonds with manual adjustment**
The idtPlans fee and e-commerce module provides the ability to configure an unlimited number of fee types and simple to complex formulas. Fees can be automatically or manually calculated and adjusted at any time by users with the proper permission. Our implementation team works to configure fees and formulas into the system and then test those formulas to ensure accuracy. IdtPlans does not currently track bonds but this feature could be implemented as part of a feature enhancement.

**Must have the ability to be flexible in creating and administering various plan and project types**

idtPlans is built with flexibility in mind. Each application type can have one to many workflows, each with their own unique set of rules. Workflows can be chained together to accommodate complex applications that involve a series of linear reviews in series such as rezoning or planning commission meetings.

**Must have the ability to control access to users by necessity**

Permissions are very flexible and can be assigned by user or group/role. idtPlans Review has over 900 granular permission types allowing the system to accommodate any need.

**Must have the ability to setup, track, and manage a broad range of inspection types.**

idtPlans Inspections can setup and track any number of inspection types.

**Must have the ability to allow customers to electronically request and schedule inspections.**

Yes, customers can request and schedule inspections from any desktop, laptop, or mobile device quickly and easily.

**Must be capable of electronic stamping a single page, multiple pages within a range, and/or all pages within a plan set.**

idtPlans Review includes many stamping options including single page, multiple pages, page range, or you can select multiple files/folders and use the batch stamp tool to apply a customized stamp on many documents at once.

**Setup and manage multiple secure user defined and customizable electronic stamps that cannot be copied or manipulated. Stamps shall have the ability to include logos, active date/time, and signatures**

All stamps including the batch stamp feature allow for customizable electronic stamps and have the ability to include logos, current date/time, and scanned signatures. Stamps can be shared with colleagues or restricted to a single user by login.

**Must have the flexibility to re-assign tasks to other users**

Tasks may be re-assigned at any time by administrators with the proper permission.

**Must provide notifications to user/customers when reviews are complete, or other milestones are met or pending**

Email templates can be configured to automatically include project specific information and be sent out at any milestone including when reviews are complete, or an inspection has been resulted.

**Software must be able to control workflows and permission levels of staff**

Yes, the workflow settings allow for customizable permissions based on project or project type.

For example, all town employees might have access to view building projects, but only those in the building department reviewer group have access to create comments.

✓ **Software must be able to control what the customer can submit, view, and change**
Yes, applicant permissions are fully customizable. During the life of a project, workflow settings determine when the applicant can perform certain tasks. For example, during a review cycle an applicant typically cannot upload new documents but once the comment letter is sent, they can upload revised documents.

✓ **Software must be able to discern completeness of submittal including but not limited to information and documentation.**
Yes, applications can contain simple to complex validation to ensure that applications are not submitted with incomplete information.

✓ **Should provide Mobile App Access for mobile platforms.**
All idtPlans solutions are built with a responsive design that provides the same exceptional user experience on any device.

✓ **Must provide Security Scanning and mitigation from Malware or viruses.**
Automatic security scanning provided by Amazon Web Services Lambda Service.

✓ **Must provide Disaster Recovery Plan to recover data.**
All idtPlans solutions come equipped with our comprehensive disaster recovery plan.

✓ **The software must be able to track the status and history of a project and provide on-demand reporting and summary statistics.**
All projects automatically track granular status history and all user activity. Flexible reporting is achieved through a combination of out of the box reports, custom reports, and ODBC access to the report database allowing for ad-hoc reports using any modern reporting suite such as SSRS, CrystalReports, etc.

✓ **Must have the ability to distribute new submission and resubmissions with all associated documents to appropriate reviewers/staff**
Yes, this is a core feature of idtPlans Review.

✓ **Must have the ability to support and fully integrate with Tyler Munis Permit Module to track applications and plan review statuses.**
idtPlans specializes in seamless integrations. All solutions include our modern REST API at no additional cost. Included in our cost proposal is an optional Munis integration. The integration price is considered a "not to exceed" cost and the optional annual maintenance would ensure forward compatibility through all future upgrades and enhancements.

## Setup

idtPlans staff will work in conjunction with internal subject matter experts to setup, configure, and customize the software to meet the towns specific needs.  Please see the attached Implementation Plan for an outline of the onboarding process.  Setup support is covered for the life of the service.  At any point the Town may contact idtPlans staff and request minor modifications to the configuration.

## Training

idtPlans staff will work to schedule training to be timed in close proximity to the launch of the application.  Please see the attached Training Plan for a general overview of the training program. idtPlans agrees to provide a demonstration to a group of early adopters prior to launch in order to gather valuable feedback from the community.

## Support

We provide unlimited technical support for all users including applicants.  The support package is included in the annual hosting, maintenance, and service fee.  Please see the attached Support documentation within the Product Description for details regarding levels of service.

# Implementation Methodology

## A Proven Path for Success

# Implementation Process Overview

Our experienced team of implementation specialists are dedicated to exceeding your expectations and will be with you every step of the way.  Using Project Management Institute (PMI) core principals, a certified Project Management Professional (PMP) guides clients through the 4 phases of our proven implementation process.

## 1. Discovery & Business Process Review

idtPlans will work with subject matter experts to collect all application forms, communication templates, fee formulas, and workflow events for use in the system. Initial review will provide opportunity to assess existing processes for adherence to industry best practices and modification when necessary.
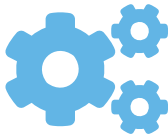
## 2. System Configuration

Your dedicated idtPlans project team will create custom applications, document templates, and workflows for all review types outlined in your project scope. Any system integrations will be configured, tested, and released in conjunction with your approved project schedule.

## 3. Implementation

A go-live schedule will consist of a comprehensive training plan and tiered roll-out schedule, allowing for all end users to build on their existing level of confidence and feel more than prepared with the transition to the new plan review process. Communications and updates will be sent out regularly to ensure all parties are aware of changes before they occur.

## 4. Deployment

For all go-live events, your organization will receive priority support status and assistance from the idtPlans team allowing you to enjoy the increased efficiency and added transparency the EPR system offers.

# Project Management Plan

The Project Management Plan serves to define and manage scope and schedule, outline risks, define quality management practices, establish communication standards, detail change management, and provide guidance on post-implementation. All plans noted below together, make up the Project Management Plan in its entirety.
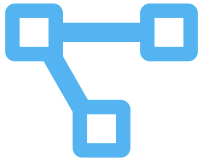
## Scope Management

Together with our clients, idtPlans will use the Scope Management Plan to develop a project scope and outline the procedures for managing it. These include, but are not limited to:

| | |
|---|---|
| Business Objectives | Project Scope |
| Deliverable Acceptance Criteria | Project Deliverables |
| Project Exclusions | Project Constraints |
| Project Assumptions | |

## Risk Management

The Risk Management Plan is a comprehensive analysis of likely risks associated with the project. A Risk Register is created in conjunction with this plan, which categorizes potential risks, and provides a rating in terms of likelihood and level of impact, offer mitigation strategies, and contingency plan in the event that said risks do occur.

idtPlans approaches risk management as a truly iterative process and as such, weaves this portion of the project into the larger project management process. In doing so, unresolved issues are addressed immediately, rather than set aside to grow and become major blocking issues later.

## Quality Management

The Quality Management Plan will define what constitutes project quality and how that quality is analyzed and controlled. The Plan will also define the steps involved in User Acceptance Testing (UAT) at each milestone, leading deliverables from build status to "go-live" seamlessly and with consistency. Potential blocking issues will be noted as part of the Risk Register in the Risk Management Plan.

## Schedule Management

A project schedule acts as the roadmap for any project, and as such greatly affects how the project will be executed. The schedule management plan will define the specific work packages that must be completed in order to complete each deliverable. The Plan will also outline activity sequencing and assign stakeholders to specific tasks.

idtPlans utilizes the following schedule in our implementation process (all time frames noted are estimates):

### 1. Planning (2 weeks)

- Server Provisioning and Portal Development
- Finalization of Scope Requirements
- Creation of Project Plan and Schedule

### 2. Department Review and Build (10 weeks)

- Documentation Received
- Subject Matter Experts identified and engaged
- Application/Workflow review
- Application/Workflow construction
- Internal testing and feedback
- Tiered testing approach defined and executed

### Department Training (1 weeks)

- User testing of idtPlans portal and Bluebeam software, as defined by individual roles/permissions

### 4. Go Live!

- Enjoy increased efficiencies, tracking, and visibility
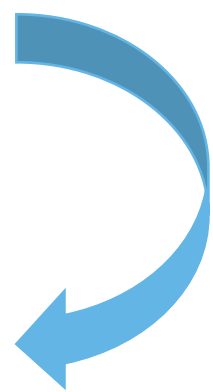
# Communication Management

The Communication Management Plan promotes project success by clearly defining, and subsequently meeting, the information needs of project stakeholders. Progress reports are maintained through a dynamic project tracker, which all stakeholders will be provided any time access. Updates are available on demand and can provide a quick at-a-glance for end users regarding action items, remaining project hours, progress and more.
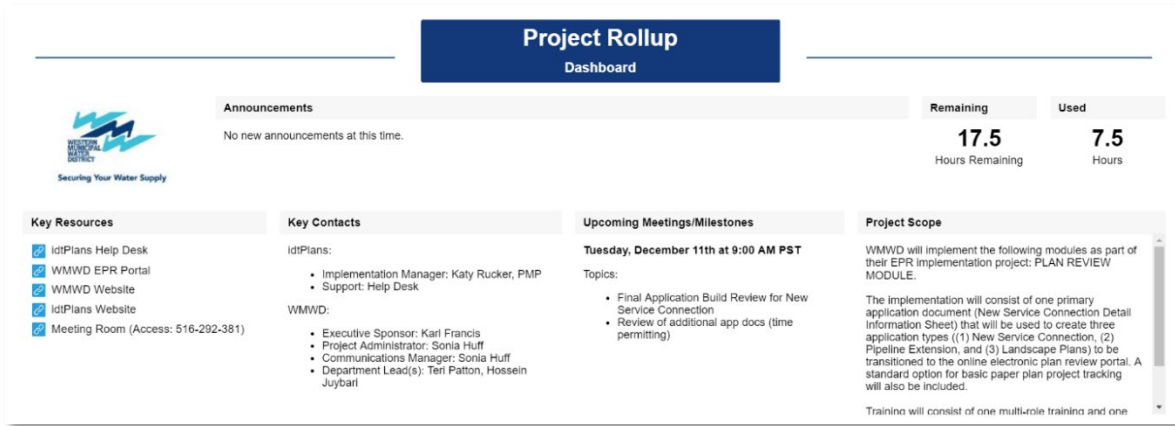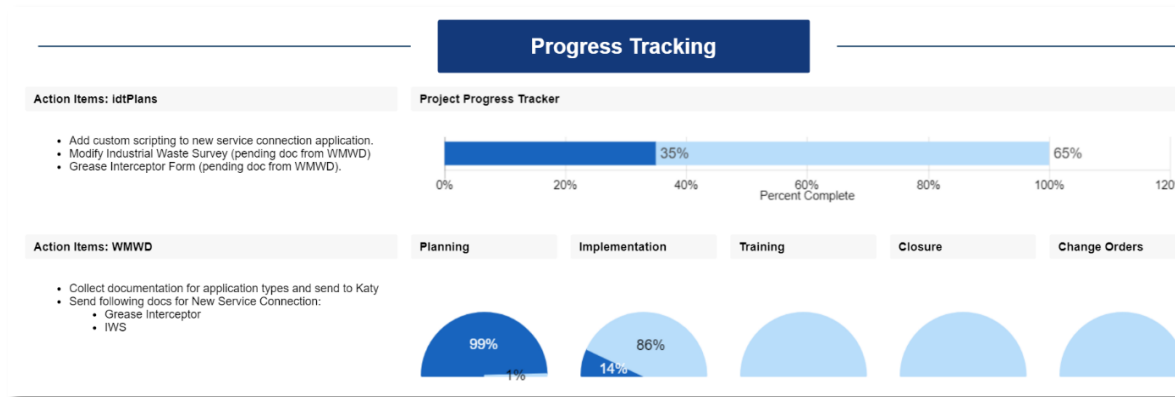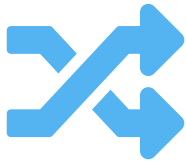


*Figure 1 Real-Time Project Implementation Summary*



*Figure 2 Live Progress Indicators and Task Management*

## Change Management

Because all projects are dynamic in nature, a Change Management Plan becomes a necessity for overall project success.  It establishes an orderly and effective procedure for tracking, reviewing, evaluating, and approval of all proposed changes to the Project Scope. This Plan ensures that changes to scope are tracked, risks are updated accordingly, and communications are up-to-date.

## Post-Implementation Client Management

Once implementation is completed, we recommend continuing with informal monthly or quarterly meetings with key stakeholders to outline any areas that can be improved and gather feedback for future product development. By continuing with established meetings, we have also found that our clients are more likely to be up-to-date on new features and other developments within the system, ensuring they are able to take advantage of tools designed for their overall success.
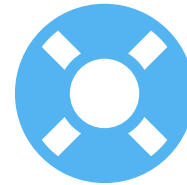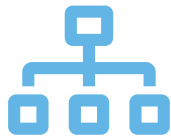
# Training Plan

The idtPlans Project Team ensures that all users have access to quality training, documentation, and support to perform the primary functions of the system unassisted. At a minimum, internal users receive two (2) hours of training in both the idtPlans portal and Bluebeam PDF software. Dependent upon user skill level and roles fulfilled some users may receive as many as six (6) hours.  Standard training is provided in a virtual environment via webinar, onsite training plans are available upon request.
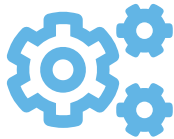
## System Administrator Training

- Advanced Portal Management
- Advanced Project Management
- Inspections Management
- Document / Fee Management
- Application / Workflow Construction

## Intake Review / Permit Tech Training

- Portal Basics
- User Management
- Advanced Project Management
- Document / Fee Management

## Plan Reviewer Training

- Portal Basics
- Project Management
- Markups and Measurements
- Comment Library Management

## Inspector Training

- Portal Basics
- Project Management
- Document Management
- Inspections Management

# idtPlans

# Integration Strategy

Creating Custom Tailored Solutions

# Integration Strategy

With an open data policy, modern REST interface, and experienced staff of integration experts, you'll be positioned to make the most of your idtPlans investment from day one.  We encourage secure and open data sharing data between applications and even provide many standard "Out of the Box" system integrations.  We also know that each agency is different and has their own unique set of challenges.  A key strength of idtPlans lies in our experience and dedication to providing secure and seamless custom solutions.

## Munis Integration



The idtPlans development team proposes a one-way integration with Tyler Technologies' Munis Permit Module to track applications and plan review status.  Automated status updates shall be achieved through an integration with the Munis web services at key milestones as defined within the idtPlans workflow.  Successful integration will require adequate documentation, licensing, and web service functionality to perform the required update functions on the Munis side.

## Financial & E- Commerce Integration



Our team proposes an integration with Global Payment's Open Edge payment gateway in order to facilitate the secure payment of fees online while maintaining a real-time synchronization with Munis.  By calculating the fees in idtPlans and then securely passing that information to Open Edge for payment and confirmation our team expects to preserve the existing relationship between Open Edge and Munis.  Only after the fee has been approved by Open Edge and receipted in Munis will the applicant be able to proceed within idtPlans.

# idtPlans

# Client References

## Partners in Service and Technology
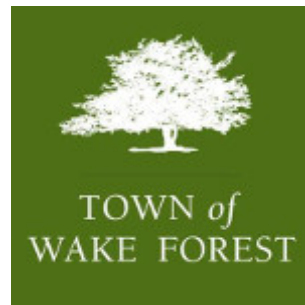
![idtPlans logo]

# Client References

We value relationships with our clients, and it shows.  Below is a short list of references that have been hand selected for The Town of Vienna.  We encourage you to contact any of our partners and clients who would be eager to share their long-term experience with idtPlans.

## Town of Wake Forest, North Carolina

| | |
|---|---|
| **Client Name** | **Town of Wake Forest, North Carolina** |
| **Client Established** | 2017 |
| **Contact Information** | **Tim Edwards – Senior Code Enforcement Official** Permitting/Inspections dept. 301 S Brooks St Wake Forest, NC 27587 919-435-9523 [tedwards@wakeforestnc.gov](mailto:tedwards@wakeforestnc.gov) |
| **Products** | idtPlans Review |
| **Integrations** | Bluebeam Integration ESRI ArcGIS Integration E-Commerce Integration |
| **Description** | With a population of more than 40,000, the Town of Wake Forest is located just north of the state capital Raleigh.  Listed by Forbes magazine as the 20th fastest growing suburbs in America, with a 73.2 percent increase in population between 2000 and 2006 the town recently adopted idtPlans Review to better manage and service the growing population and infrastructure needs of the community.  With implementation completing in early 2018 the Town of Wake forest would be an excellent reference to speak to the implementation, training, and onboarding processes as well as customer support and satisfaction. |

# The Town of Lebanon, Tennessee

The Town of Lebanon having just completed implementation earlier this year would be a great reference to speak about progress reports, lessons learned, and post production support.

| | |
|---|---|
| **Client Name** | **The Town of Lebanon, Tennessee** |
| **Client Established** | 2017 |
| **Contact Information** | Regina Santana – Engineering Services Director<br>Engineering Development Services<br>200 Castle Heights Avenue North, Suite 300<br>Lebanon, Tennessee 37087<br>615-444-3647<br>regina.santana@lebanontn.org |
| **Products** | idtPlans Review |
| **Description** | The Town of Lebanon Tennessee is a community of approximately 40,000 that was using a paper based and pdf/email hybrid submittal system. The Town was interested in leveraging technology to improve organization, transparency, reporting, and reduce overall review times. Since completing implementation in June of 2018, the Town has already experienced an increase in productivity, reduction in administrative overhead, and overwhelmingly positive feedback from the community. |

# Town of Apex, North Carolina

The town of Apex was an early adopter and one of our first clients to fully utilize the idtPlans Review electronic plan review.   Jean Weatherman was the project sponsor back in 2007 and would be an excellent reference to speak about the long-term success, high level of customer service, and major improvements to the system in over a decade.

| | |
|---|---|
| **Client Name** | **Town of Apex, North Carolina** |
| **Client Established** | 2007 |
| **Contact Information** | **Jean Weatherman – Development Services Supervisor Development Services** PO Box 250 73 Hunter Street, 3rd Floor Apex, NC 27502 919-249-3394 jean.weatherman@apexnc.org |
| **Products** | ◾ idtPlans Review ◾ idtPlans Procurement |
| **Integrations** | ◾ Bluebeam Integration |
| **Description** | Named Money magazine's No. 1 place to live in the United States in 2015, and the fastest growing suburb in America in 2018, the Town of Apex has relied on idtPlans Review for over a decade to keep up with their growing infrastructure and demand.  The town of Apex is proud to report a 70% reduction in paper per year in their planning department alone (over 36,000 plan sheets). |

# Town of Winston-Salem, North Carolina

The Town of Winston-Salem below demonstrates our expertise in integrating third party permit, financial, and archival systems for any future requirements.

| | |
|---|---|
| **Client Name** | **Town of Winston-Salem, North Carolina** |
| **Client Established** | 2015 |
| **Contact Information** | **Lee Nichols - IS Project Manager**<br>PO Box 2511<br>Winston-Salem, NC 27102-2511<br>336-747-7013<br>leen@Townofws.org |
| **Products** | ◢ idtPlans Review |
| **Integrations** | ◢ **Cityworks PLL integration (Permit System)**<br>◢ ArcGIS integration<br>◢ E-commerce integration<br>◢ ADFS integration<br>◢ Fire RMS integration<br>◢ Laserfiche integration |
| **Description** | With a population of just under 245,000, The Town of Winston-Salem is the fifth-most populous municipality in North Carolina. In December of 2014 the Town issued an RFP for an electronic plan review solution to modernize and replace their then paper based workflows. Regarded as the top proponent by Gartner Consulting's magic quadrant, idtPlans was awarded the contract in January of 2015 and began the 6-month implementation process. Implementation was completed within the proposed timeline and yielded 22 individual applications and workflows encompassing the entire building, planning, and fire departments. All 6 required integrations were completed on time, and on budget. The Town is proud to report that they have since transitioned to a 100% electronic submittal process. |

# Town of Brighton, Colorado

The Town of Brighton team is composed of several power users who routinely create new applications, design workflows from scratch, and customize many aspects of the system without outside intervention. By utilizing our ScheduleOnce connector, applicants are able to schedule pre-application conferences in real time and appointments are automatically posted to the team's shared calendar within Microsoft Outlook.

| | |
|---|---|
| **Client Name** | **Town of Brighton, Colorado** |
| **Client Established** | 2016 |
| **Contact Information** | **Lauren Simmons - Senior Planner**<br>500 South 4th Ave<br>Brighton, Colorado 80601<br>303-655-2177<br>lsimmons@brightonco.gov |
| **Products** | idtPlans Review |
| **Integrations** | Schedule Once integration (Outlook Compatible) |
| **Description** | The Town of Brighton is a forward-thinking suburb of Denver consisting of approximately 40,000 residents.  In January of 2016 the Town reached out to idtPlans in an effort to streamline and better track their plan review processes.  After overwhelming community feedback, the Town is now proud to report that they have transitioned to a 100% electronic submittal process for land use applications.  Since implementation in 2016 the Town has seen: |

- A reduction initial submittal and approval time from 3 days to 1 hour.
- 50% increase in processing volume with no increase in staff.
- 70% reduction in administrative work
- 90% reduction in paper

# Price Proposal

Exceptional Value Without Compromise

## Pricing Proposal

This offer represents the Town of Vienna's **Total Cost of Ownership**. We include all the system configuration, managed services, training, and configuration needed to ensure that your project is secure, successful, on time, and on budget.

- Unlimited Users
- Unlimited Support (Including Applicants)
- All Hosting, Storage, and Managed Services
- Professional Configuration

- System Updates and Upgrades included
- Customized Training Package
- Modern REST API
- Integration Maintenance

## Signature

This cost proposal shall remain valid for a minimum of 180 days from the opening of the packet. Pricing may be extended up to 180 days upon request prior to expiration.

In signing below, I represent that I am duly authorized to sign and bind on behalf of IDT PLANS LLC an Arizona incorporated LLC.

**Signature**: _____    **Name**: Jace P. Coleman    **Title**: CEO    **Date**: 3/6/19

# Appendix

# Confirmation of Receipt of Addenda

The following Addenda have been received and reviewed.

**Addendum No. 1**

**Signature**: _____ **Name**: Jace P. Coleman **Title**: CEO **Date**: _____

# Required Forms

# OVERVIEW

Our Fire District was one of the first in the area to attempt to conduct plan reviews electronically. As we pioneered through this, we had to make it work with our existing records system that was, at the time, only a few years old. We came up with a system that worked and gets the job done but has since become inefficient for staff and for the applicants. The following pages outline some of the significant differences between our current workflow and the proposed workflow that will be managed by idtPlans. In essence, the system will provide more access and convenience to the applicants and manage document storage and processing for the District

| PLAN SUBMITTAL | |
| --- | --- |
| **CURRENT SYSTEM** | **PROPOSED SYSTEM** |
| Users have to download an application form, save it to their computer and then fill it out, save it again and combine with their plans to create a single PDF. Then upload pdf to EGNYTE. | User creates an account, fills out an application online and uploads plans as a single pdf or multiple sheets. |
| Applicants have to fill out an application with their information every time they make a submission. Some contractors make multiple submissions a month and each time have to fill out the information. | Once the user creates an account they don't have to re-type their information in the application. Only the information pertaining to the project. This is a time-saver for the applicant. |
| Some applicants will call or email after submitting to check and see if we received their submission. | Applicants will be able to see and track the status of their submittals through the process eliminating the need for follow up. |
| Some applicants will include special instructions or information on the EGNYTE upload window (something we cannot change). This information does not carry over anywhere and cannot be accessed in the future. | All information submitted stays with the project. |
| We receive submissions that we are not able to process because the address or parcel number is incorrect | A GIS interface will require the applicant to enter an address or a parcel number. The address must be matched to an address or parcel number in our District. |
| We receive submissions that are not in our District | A GIS interface will require the applicant to enter an address or a parcel number. The address must be matched to an address or parcel number in our District. |

| PLAN PROCESSING | |
|---|---|
| **CURRENT SYSTEM** | **PROPOSED SYSTEM** |
| Applications are often blank or incomplete causing the submittal to be rejected. I then have to email the applicant and inform them and they have to try again. | Application is an online part of the system and won't let you complete it if information is missing. |
| Submittals are often sent as multiple sheets. These have to be rejected. I then have to email the applicant and inform them they need to be in a single PDF. We can't easily review and manage and organize when they send multiple sheets. | We can manage how submittals are uploaded. The way the system organizes plans with projects, the applicant can upload in any manner and we'll be able to keep it organized and review in an efficient manner. |
| Application and plan set are sent as separate files. In most cases we will just merge these together ourselves but this takes additional time. | Application is part of the online system and is kept with the project. No additional work is needed. |
| Application information has to be manually entered into RMS, including contact information, and a project created. | All information entered by the applicant is attached to the project automatically. |
| Folder has to be created in EGNYTE with the matching permit number | Plans are automatically stored with the project created by the applicant. No files need to be moved or renamed. |
| Files have to be renamed with permit number and moved to the newly created project folder. | Plans are automatically stored with the project created by the applicant. No files need to be moved or renamed. |
| All incoming plans uploaded by applicants are put into a single intake folder in EGNYTE. Plans have to be sorted out and processed. | This step is completely automated. |
| In the process of renaming and moving plans, plans can get filed in the wrong area or misnamed causing delays and confusion when the plan review comes up and the files cannot be found. | Plans always stay with the project and can be easily accessed. No renaming or moving occurs. |
| Fees have to be manually entered into the system. | Fees will be automatically generated based on the applicants selections in creating the project. |
| Since plans are manually entered into RMS, the submission date and time has to be backdated to match the time it was uploaded in order to ensure fairness on review order and maintain accuracy on turn around times. | This process is completely automated. |
| Oftentimes plans are submitted that are incomplete or lack necessary information. These plans, after they are processed and reviewed, have to be sent back. When they are re-submitted, the entire process for the applicant and the District have to be repeated. | In the submittal process, submittal checklists can be customized for each submittal. The applicant must indicate that each item is enclosed. This provides valuable information to the applicant that aids in a speedy approval of their project. |

| INVOICING/ACCOUNTS RECEIVABLE | |
|---|---|
| **CURRENT SYSTEM** | **PROPOSED SYSTEM** |
| Once a fee has been determined during Plan Processing, an invoice must be created and emailed to the applicant. | Once submissions have been accepted, applicants can see their fees from their customer portal. |
| Applicants have to go to a third party processor to pay online. They can enter any invoice number and any amount into the fields and the processor will charge their card. This results in payments of the wrong amount and payments that can't be properly applied to the correct invoice. | Applicant pays through the customer portal and pays for specific invoices eliminating problems of incorrect amounts or misapplied funds. |
| Payments have to be reconciled daily between the third party processor and RMS. | Since there is no third party processor there is no reconciling. |
| Payments have to be manually applied to the project in RMS. | This process is completely automated. |
| Since invoices have to be manually sent out and payments manually applied, the process is not very efficient and there is often a delay. Plan reviews are not released (even if completed) until invoices are paid. | Billing and payments will be automatically recorded in real time eliminating unnecessary delays to the applicant. |

| PLAN REVIEW | |
|---|---|
| **CURRENT SYSTEM** | **PROPOSED SYSTEM** |
| Applicants often call or email (or both) to check on the status of their review. | Applicants will be able to follow their review through the process on the customer portal. |
| Three different applications have to be used in order to conduct a plan review. Bluebeam, RMS and EGNYTE. | Everything is done from a single application. |
| Markups can easily be put on the plans but then you have to go into RMS and manually re-type to record your markups. | Mark ups added to the plan are automatically added as comments to be addressed and followed up on. |
| Once plan review is complete you have to do a SAVEAS on the file as approved or redlined. | Files are automatically saved and archived with version numbers. |
| Approval or Resubmittal letter has to be generated and then emailed. Then you have to go into EGNYTE and send a link for the approved or redlined plans to the applicant. This email has to be manually typed into egnyte. Sometimes errors occur and email is not sent. | Once completed, the applicant is notified and goes to their portal to review comments or approvals. Applicants can download stamped or redlined plans. |
| Applicants receive two emails at the conclusion of a review. One from the plan reviewer (srvfire.ca.gov) with the approval or resubmittal letter and one from egnyte.com where they receive a link to the approved or redlined plans. This is confusing to the applicant | Once completed the applicant is notified and goes to their portal to review comments or approvals. Applicants can download stamped or redlined plans. |
| Emails from egnyte.com often get stuck in spam | All notifications to the applicant come from the customer portal. |
| When an applicant receives redlined plans and a comment letter, they have to draft a response letter and upload a revised set of plans with the response letter. The entire process PLAN PROCESSING workflow has to be completed with this new set of plans. | Applicants can respond to each individual comment that was generated using the customer portal. They can upload revised plan sets or sheets as needed. Plan reviewer is notified of new information for further processing is needed. |
| Applicants will sometimes lose the email with the link to the plans or not receive it. | Applicants can always go to the customer portal and download plans for their project. |
| Oftentimes the review is completed before payment is made. The reviewer has to keep checking the status of the payment and when payment is made and posted, go back in and send the files to the applicant. | Once payment is made applicants can view any documents. No additional work is required from the plan reviewer. |
| At the completion of a plan review, if the file is large, then you have to wait for the file to sync with egnyte | Once comments and/or review is completed, the applicant can view their documents in the customer portal. |

| POST PROJECT | |
| --- | --- |
| **CURRENT SYSTEM** | **PROPOSED SYSTEM** |
| When a project is completed, the permit and the project have to be closed out in RMS which is in two different places. Then the files in egnyte have to be moved to another folder. | Closing out projects is done in one place. The project and associated documents are always available for viewing. |

| GENERAL | |
| --- | --- |
| **CURRENT SYSTEM** | **PROPOSED SYSTEM** |
| Any changes we need made to the system we need to rely on the vendor to make the changes and pay the associated costs. | Many changes and customizations can be made in-house with the system. |
| Current system does not have a customer portal for customers to access and manage all their submittals and projects. | Customer portal streamlines the process for both the customer and the fire district and allows the customer to work with the fire district towards approvals. |
| Follow up, problem resolution, and inquiries from customers during the project require staff interaction and staff is required to look in two different places using 3 different applications. | Many items the customer can now do for themselves. When staff interaction is required everything is in one place. |
| Conversations and follow-up on projects via email do not get archived or captured with the project. | All responses to comments and inquiries done through the customer portal remain part of the project. |