

# City of Hesperia STAFF REPORT



**DATE:** May 1, 2018  
**TO:** Mayor and City Council Members  
**FROM:** Nils Bentsen, City Manager  
**BY:** Rachel Molina, Assistant to the City Manager  
Sean Boal, IT Manager  
**SUBJECT:** Two-Year Maintenance and Licensing Agreement with Superion

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## **RECOMMENDED ACTION**

It is recommended that the City Council authorize the City Manager to execute a contract with Superion with a not to exceed amount of \$100,791 over two (2) years for licensing, support, and maintenance of TrakiT.

## **BACKGROUND**

In 2011, the City contracted with CRW Systems to implement a land management system to replace the existing land management system, Accela. The City began using TrakiT for Building, Planning, Engineering, and Fire services, in December 2012.

In 2014, the City purchased License Trak and Code Trak. These two modules “went live” in September 2015. This implementation included the conversion of data from New World Financial Systems related to business licensing, and the conversion of data to integrate the Police Multiple Response program into TrakiT. Concurrently, Code Enforcement began using the system and was successful in becoming the first completely paperless division in the City.

Since 2015, the system received several program enhancements. These included a checks and balance on inspections to ensure all fees are paid before a final inspection is scheduled, and enhancements to the Land Trak module to copy data from one area of the system to another, which staff had previously completed manually. Finally, ETrakiT, the online customer portal of TrakiT was customized to allow for the renewal of business licenses online (in beta testing), and the ability to schedule, cancel, re-schedule, and view inspection results online (in beta testing).

Superion acquired CRW Systems in 2017. Superion is a multi-faceted company offering government based software. The City maintains the TrakiT software, and Superion provides support and updates.

## **ISSUES/ANALYSIS**

TrakiT has been in use for five years and since implementation, TrakiT has grown. The software now houses many other programs, including Animal Control administrative citations, which allows Animal Control to bill monthly and place unpaid fines on the tax rolls as special assessments; the Police Multiple Response Program; the Fats, Oils, and Grease program, the Stormwater program; and the Mobile Home Permit to Operate program. The original uses,

including the entitlement and development process for Development Services and all code enforcement activities are still in effect as well.

The feature and module implementations on the current version are nearing completion. TrakiT is now transitioning from being developed and expanded to a maintenance role. \$100,000 requested by staff will license, support, and maintain the current version for two (2) years when it is anticipated the city will upgrade to TrakiT9, the web-based version of the software.

**FISCAL IMPACT**

The requested amount of \$100,791 includes the quoted amount of \$91,595.23 plus a 10% contingency. Funding for this agreement is provisioned for in the Information Technology annual operating budget.

**ALTERNATIVE(S)**

1. Provide alternative direction to staff.

**ATTACHMENT(S)**

None.