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TO: Eileen Donoghue, City Manager *EMD*

FROM: R. Eric Slagle, Director of Development Services

DATE: June 19, 2019

RE: Motion by C. Nuon - Req. City Mgr. Review Inspection And Enforcement Procedures Within Development Services To Determine If Better Efficiency Can Be Achieved Through Transfer Of Data Via Tablets Or Other Electronic Means With The Aim Of Improving Turnaround Time Without Adding Personnel.

This memorandum addresses the request from Councilor Nuon regarding the potential use of tablets or other devices to improve efficiency. Development Services has been working with the MIS Department to identify the following with respect to the integration of new technology.

First, we are working to identify the appropriate devices to provide the level of mobile capability to our inspectors. We have had test runs of both heavy-duty laptops and tablet devices in the field to see which is more practical and useful. Inspectors also have mobile phones which may provide some options in the future.

Second, MIS is actively working with the outside vendor for our data management system, which runs the permit, inspection, and code enforcement module for Development Services. The vendor currently supports a mobile platform which allows for field inspections to be conducted remotely. They are working to provide greater access to our City systems which could potentially provide greater functionality for more inspector field work. At the same time, we are looking at our internal processes to make sure that they are optimized for the use of mobile technology. It is important to be able to provide this access while maintaining the security for those crucial systems.

Finally, we are working to identify and/or plan for funding for the 14-16 devices Development Services staff would need for mobile inspections. Depending on the devices that are ultimately chosen, such devices generally cost \$800 - \$2,000 each. At that rate, outfitting the staff could potentially cost up to \$32,000. Remote cellular access would cost between \$40-50 per device per month, for a total of \$7,600 - \$9,600 annually. We will be working with the CFO to identify sources of funding for the purchase price of the devices, when a final decision has been made, and will likely request the annual connection costs be included in the department budget in a future year.

Development Services is committed to providing this access to the inspectors to increase efficiency, and will keep the City Council informed of our progress towards this goal.

ES

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