



# City of Huntington Beach

**File #:** 21-411

**MEETING DATE:** 5/17/2021

## REQUEST FOR CITY COUNCIL ACTION

**SUBMITTED TO:** Honorable Mayor and City Council Members

**SUBMITTED BY:** Oliver Chi, City Manager

**PREPARED BY:** Travis K. Hopkins, Assistant City Manager

**Subject:**

**Approve and Authorize execution of Amendment No. 1 to the Professional Services Agreement with IK Consulting for as-needed Project Management and Implementation Services**

**Statement of Issue:**

The City has implemented the Accela Citizen Access (ACA) online permit and application processing system that is available to the public 24 hours a day 7 days a week. This new virtual platform provides automated online access to eight City Permitting functions including Building, Code enforcement, Business license, Fire Department permits and inspections, Engineering Permits and Inspection, Urban Runoff Permits and Inspections, and Online Payment Processing. Through this system residents, businesses, contractors and developers are able to request permits, process permits, perform payments, receive permits, request inspections, and receive final permit approvals.

During the implementation and over the past year working in a virtual environment due to COVID-19 there are additional improvements and online public access opportunities that have been identified. This includes increased access for code enforcement requests, expanded community access for Fire Department permits and notices, and providing an online certification process of required maintenance of Public Works permits. The proposed on-call services contract with IK Consulting, LLC will provide the technical professional services needed to implement these upgrades and other future modifications.

**Financial Impact:**

Funding has been included in the Fiscal Year 2020/21 budget in Non-Departmental Equipment Replacement account number 32440217.69365.

**Recommended Action:**

Approve and authorize the Mayor and City Clerk to execute "Amendment No. 1 to Professional Services Contract between the City of Huntington Beach and IK Consulting, LLC for Project Management and Implementation Services" extending the contract term by one year and increasing the on-call contract amount not to exceed \$480,000.

**Alternative Action(s):**

Do not authorize the contracts and direct staff with an alternate action

**Analysis:**

The City has recently completed a five year long effort developing and implementing the Accela Enterprise Land Management (ELM) System that has provided an online permit and application processing system that is available to the public 24 hours a day 7 days a week. This new virtual platform provides automated online access to eight City Permitting functions including Building, Code enforcement, Business license, Fire Department permits and inspections, Engineering Permits and Inspection, Urban Runoff Permits and Inspections, and Online Payment Processing. Through this system residents, businesses, contractors and developers are able to request permits, process permits, complete payments, receive permits, request inspections, and receive final permit approvals. Additionally the programs has automated the coordination and processing permits.

During the implementation and lessons learned over the past year working in a virtual environment due to COVID-19, additional functionality were identified to enhance the customer online access of documents and functions across multiple permit applications which include the following:

- Provide enhanced Building Permit functionality including electronic job cards, automatic defaults for plan check corrections, and provide required automated turnaround permits review.
- Enhance online functions for code enforcement complaints and provide access of case records.
- Provide businesses and developer online access for Fire inspection, tests, and maintenance requirements and notices of non-compliance.
- Enhance the Fire permitting process to include state mandated inspection requirements.
- Provide online self-certification module for Urban Runoff permit where maintenance and inspection for structural treatment controls are required.
- Provide online processing of Certificates of Compliance.
- Provide additional records for Public Works permitting including haul routes, cross connection inspections and checklists, and grading plan check log.
- Provide online access to additional Public Works records including final parcel and tract maps, Street vacations.

- Provide process streamlining for business license applications.

In 2019 the City entered in to a Professional Services Contract with IK Consulting, LLC for \$180,000 for staff augmentation during the development and implementation of the Accela ELM program. The proposed contract amendment will provide on-call services up to \$300,000 and extend the contract one additional year through September 2, 2023. This will provide the technical support as system improvements are identified and if new permitting requirements such as short term rentals are required.

**Environmental Status:**

Not applicable

**Strategic Plan Goal:**

Community Engagement

**Attachment(s):**

1. Amendment No. 1 To Professional Services Contract Between the City of Huntington Beach and IK Consulting, LLC, for Project Management and Implementation Services
2. Professional Services Contract between the City of Huntington Beach and IK Consulting, LLC for Project Management and Implementation Services