

MEMO

TO: Mayor Pogue, Board of Aldermen

FROM: Denise Keller, Finance Officer

DATE: October 4, 2016

RE: Acquisition of myInspections and ePayments modules for New World

New World's **myInspections** iPad app leverages the latest technology to simplify inspections, enabling inspectors to spend less time in the office and more time out in the field. Currently schedules are printed on paper, inspections are completed using paper forms and all data is manually inputted into the New World software after inspectors return to the office. With the iPad app, schedules are accessed electronically and GIS capabilities visually display all scheduled inspections allowing inspectors to optimize their routes. Applicable inspection forms are selected by the inspector and completed on the iPad, with links to the relevant ordinances available. Alternatively, inspection information can be spoken into the microphone and converted to text. While on site, inspectors will be able to pass or fail inspections, attach comments and photos to cases, and request follow-up appointments using drag-and drop features. Inspection reports can be immediately emailed to the homeowner or real estate agent, and inspection data uploads to the New World software every 10 minutes using Apple push. Updates entered in the office also push out to the iPads on the same schedule.

Staff would like to purchase this module now to be able to schedule implementation to begin in January. Several inspectors are retiring late winter/early spring of next year and having the new platform up and ready for use will prevent the need to train new inspectors on two systems.

The acquisition of the **ePayments** module will give residents the capability to pay for defined permits through our website, saving them a trip to the Government Center. This works in conjunction with our existing ePermits module which enables residents or contractors to request inspection appointments online. Initially we plan to offer online scheduling/payment for residential occupancy, plumbing, electrical and mechanical permits. Those permit types that involve more complicated processes or plan submissions will be gradually added to the menu of options.

The cost for myInspections, including implementation expense, is \$21,960.00. The cost for ePayments, including implementation, is \$6,440.00. The increase to the annual maintenance fee for both modules combined is \$2,996.00. While this is not a budgeted item for 2016, savings achieved throughout the operations of the city have taken the financial results from a budgeted deficit of \$927,000 to a positive position where revenues are expected to exceed expenses for the year. Funding for this purchase can be added during the budget re-appropriation process in November.