

VILLAGE HALL
500 NE 87TH ST
EL PORTAL, FL 33138
CHRISTIA E. ALOU
VILLAGE MANAGER



CHAIR ANNA LIGHTFOOT-WARD
VICE CHAIR LUIS PIRELA
MEMBER ANDERS URBOM

Special Code Enforcement Committee Meeting
Tuesday, May 25, 2021
6:00 PM
Agenda

Statement of Decorum

Any person making a racial or slanderous remark or who becomes boisterous while addressing the Village Council, Staff, etc. shall be barred from the audience by the presiding officer. No profanity, shouting, heckling, verbal outbursts or disruptive behavior in support of or opposition to a speaker or his/her remarks is permitted. No signs or placards shall be allowed in the Village Hall. Person exiting the Village Hall shall do so quietly.

“Pursuant to Florida Statutes, Chapter 286.0105: If a person decided to appeal any decision made by the Board, Agency or Committee with respect to any matter considered at such meeting or hearing, he/she will need a record of the proceedings, and that, for such purpose, he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.”

A. CALL TO ORDER.....Anna Lightfoot-Ward, Chair, Presiding

B. SILENT MEDITATION & PLEDGE Salute American Flag in Unison

C. ROLL CALL Yenise Jacobi, Village Clerk

D. APPROVAL OF AGENDA

E. ACKNOWLEDGEMENT OF VISITORS AND/OR SPECIAL PRESENTATIONS

F. GOOD AND WELFARE

(Note: This section of the agenda is reserved in the spirit of a representative democracy “of, by, and for the people” and is specifically provided as a mechanism for the input and solutions on matters of concern of Villagers. We request that comments be limited to 3 MINUTES PER PERSON, and that speakers and the audience maintain proper decorum at-large. The speaker should keep to only issues on the agenda.)

**Special Code Enforcement Committee Meeting
May 25, 2021
Meeting Agenda**

G. AGENDA ITEM

G1. Code Enforcement Technological upgrade request fiscal year 2021-2022

H. GOOD AND WELFARE

(Note: This section of the agenda is reserved in the spirit of a representative democracy “of, by, and for the people” and is specifically provided as a mechanism for the input and solutions on matters of concern of Villagers. We request that comments be limited to 3 MINUTES PER PERSON, and that speakers and the audience maintain proper decorum at-large. The speaker should keep to only issues on the agenda.)

I. ADJOURNMENT

Code Enforcement Committee

In accordance with the American With Disabilities Act of 1990, all persons with disabilities and who need special accommodations to participate in this meeting due to that disability should contact the Village Clerk’s Office at (305) 795-7880 no later than two (2) business days prior to such proceeding.

VILLAGE HALL
500 NE 87TH ST
EL PORTAL, FL 33138
CHRISTIA E. ALOU, ESQ.
VILLAGE MANAGER



MAYOR OMARR C. NICKERSON
VICE MAYOR ANDERS URBOM
COUNCILPERSON LUIS PIRELA
COUNCILPERSON ANNA LIGHTFOOT-WARD
COUNCILPERSON DARIAN MARTIN

MEMORANDUM

TO: Village Manager Christia E. Alou
FROM: Code Enforcement Officer Michelle M. Shahryar
DATE: May 19, 2021
RE: Code Enforcement Software Upgrade Request

My work with the Village of El Portal has been exciting yet challenging in the execution of my work. Understanding the financial limitations of the Village, I have adjusted. I appreciate that I am given tools I need, and you have confidence in my professional judgment. There have been consistent problems with the Code Enforcement vehicle as well as the field work equipment. When I started with the Village in January 2021, I asked for and received a laptop computer to execute my duties in the field. Field work is 85% of my day-to-day work, so it is imperative to have a laptop and a good camera, which I did receive from the department, but I come to you with the request of software and technical upgrades that are necessary to do the field work.

The Village currently utilizes BS&A software for its Building Department, Code Enforcement and Finance Department/Accounting needs. Code Enforcement is not a focus for this software, it's a accessory technology that is extremely limited and minimally functional for an entire Code Enforcement municipal service to rely on. I have attempted to use a HotSpot to connect and do my field work but with BS&A'S server-based software is that it is impossible to upload pictures, so ultimately, I always have to go back to the office in order to upload the pictures. This is in sharp contrast to what my workflow possibilities would be like with a web-based program. With a web-based program, I would be able to take the pictures with any device, like from a phone or a tablet or I could just select the pictures from a card reader and upload the pictures immediately. A web-based software is essential for any code enforcement officer, who must spend their day out in the field with merely a hotspot, a slow internet speed, in order to work more efficiently and streamline their work. Daily, I am asked when I am going to be "off" BS&A by the Building Department because they can't be on BS&A to do their work when I am on it. Additionally, I must come into the office to utilize BS&A because it does not have web-based capability for Code Enforcement or any of its functions. Other municipalities such as Surfside, North Bay Village, City of Miami, Miami Beach, Miami Shores Village all have other software for their Code Compliance work. They are using much more expensive web-based software such as EnerGov(Tyler).

I am presenting three options for your review, and consistent with the Village's purchasing policies.

BS&A

**Technical Equipment Memo to Manager Alou
May 19, 2021**

BS&A Online is a collection of municipal Public Records, Permits and Inspections, Financial and Employee Services that provide access to various kinds of important information held at your local government. Public Records Search allows any title companies, realtors, and other interested parties to view municipal information from a variety of BS&A Software applications used by that municipality. This frees the Building Department personnel from fulfilling time-consuming data requests while offering constituents the ability to retrieve data outside of normal business hours. The permitting and inspection capabilities allow the public to apply for a permit or request an inspection online. Inspection results, permit information, and even outstanding fees are accessible to the user. Payments for Permit and Rental Certificate fees can also be made easily online. The Finance and Employee software allow the finance department and office administrator to handle issues related to payroll, past checks and general employment information.

The basic function does not include code enforcement, but it has a supplemental feature that functions as an accessory to the Building and Finance services. The Code Enforcement software is free.

iWorQ's

What The Software Does:

- Tracks and schedules inspections, citations, and warnings
- Assigns employees, inspectors, and fees
- Creates letters such as Notice of Violation with a click of a button
- Maps and attaches parcel information
- Attaches pictures and other vital documents
- Completely mobile and customizable

iWorQ's Code Enforcement software application is accurate, simple, and powerful. As violations are established, the process of each case can be tracked and monitored as it is resolved. The application can track and schedule inspections, citations, and warnings for each individual case. Each case can be assigned employees, inspectors, fees, and other details.

Current parcel information can be uploaded to the database to view on the interactive map and assign to cases. Pictures of violations and other vital documents can be attached as reference. With complete mobility, users can create cases out in the field, right on the spot. Along with these features, all iWorQ applications are customizable to keep track of any information specific to your agency. iWorQ creates an electronic copy letters such as Notice of Violation. Letters are coded so information can be pulled from the application, making it possible to create a letter with a click of a button.

GovPilot

GovPilot's Code Compliance software service access and share up-to-date parcel-level detail such as ownership and tax record data through GovPilot's GIS Map and Property Profile as well as all of the pro

Technical Equipment Memo to Manager Alou
May 19, 2021

View the status of in-progress permit and registration applications as well as all historical records related to individual properties.

Cross-reference data with the Planning and Zoning Department in real time. Share accurate records with the Tax Assessor's office and other departments. Involve key players at each step of construction, to achieve key objectives.

Streamline Operations

Automatically schedule fee collection and inspections to ensure that operations run smoothly and building, and construction projects remain on schedule.

CitizenServe

CitizenServe code enforcement software completely automates the process of opening cases, scheduling inspections, recording violations, and coordinating resolutions. Inspectors can view and add property ownership information, inspection results, photos, notices and violations from their mobile field devices—thereby giving them more time to interact with citizens by spending less time in the office. The history and mapping features allow for a comprehensive view of every recorded event surrounding a property inspection up to the present, as well as the ability to sort and group violations by specific location. CitizenServe has made it possible for our officers to have access to records and the ability to enter case data in the field. This allows the officer to be accurate to the minute with property enforcement, keeping the officer in the field and not at a desk. In addition, inspectors can even place live time alerts on a property or specific person(s) eliciting cause for concern, thereby ensuring other inspectors aren't potentially placed in harm's way when performing follow up visits.

My recommendation for the new Village Code Enforcement Software: **GovPilot**

Compared to the other software's, GovPilot incorporates the most features, for the best value. As the above proposals for all the companies illustrates, GovPilot is offering the biggest discount of 60% off of their yearly price, which is a very big savings compared to Iworqs which is only offering a modest discount of 14.29%, and GovPilot's discount is even more impressive compared to Citizenserve, which is not offering any discount whatsoever.

<u>Yearly Price for Software</u>	<u>Price</u>	<u>% Discount</u>
iWorQs	\$3,000	14.29% (\$3,500)
GovPilot	\$4,000	60.00% (\$10,000)
CitizenServe	\$12,000	0.00% (\$12,000)

One last benefit of the GovPilot software is that it comes with a pre-loaded feature, which we can turn on or off at our choosing, which allows the residents to easily post their complaints online. Although we may not have the necessity for this feature, it will always be there just in case we ever decide we need it. In contrast, Iworqs does not have this feature and Citizenserve does, but at a hefty cost.

**Technical Equipment Memo to Manager Alou
May 19, 2021**

As far as training, GovPilot offers unlimited training for the lifetime of the contract, as opposed to CitizenServe which charges \$24,000 for the training and Iworqs does not provide any training with their modest discount of 14.29%.

<u>Cost of Training</u>	<u>Price</u>
iWorQs	No training included (\$1500 if needed in the future)
GovPilot	Free, unlimited
CitizenServe	\$24,000 for unlimited training

Please let me know if additional info is needed. My At-A-Glance summary sheet is attached for your convenience.

Thank you.

Michelle J

Comparison of Web-based Code Softwares

	Discounted Yearly Cost for Software	Original Cost w/o Discount	Initial Cost: First Year: (including training and set up)
Iworqs	\$3,000 (after 14.29% discount)	\$3,500	\$6,000
GovPilot	\$4,000 (after 60% discount)	\$10,000	\$4,000
CitizenServe	\$12,000 (no discount offered)	\$12,000	\$36,000

	Connection type	Automatic display of property photo attached to all cases	GIS Mapping for all properties	Upload pictures to case directly from software	Most up to date ownership information	Number of users
BS&A	Server-based	No	No	No	No	2
Iworqs	Web-based	No	No	Yes	No	Unlimited
GovPilot	Web-based	Yes	Yes	Yes	Yes	Unlimited
CitizenServe	Web-based	Yes	Yes	Yes	Yes	5

	Online Complaint Reporting Capability	User-friendly software	Streamlined software	Automatic Letter generation	Unlimited training for lifetime of contract	Search any information by keyword
BS&A	No	No	No	No	No	No
Iworqs	Yes	No	No	Yes	No	Yes
GovPilot	Yes	Yes	Yes	Yes	Yes	Yes
CitizenServe	Yes	Yes	Yes	Yes	Yes	Yes

	One-step login system	Number of contacts that can be saved to case	All data entered is date/time stamped
BS&A	No (multi-step)	2	No
Iworqs	Yes	Limitless	Yes
GovPilot	Yes	Limitless	Yes
CitizenServe	Yes	Limitless	Yes