

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
BOARD ACTION SUMMARY

DEPT: CEO/Office of Emergency Services

BOARD AGENDA #: *B-4

AGENDA DATE: June 14, 2016

SUBJECT:

Approval for the Office of Emergency Services/Fire Warden, Fire Prevention Bureau to accept E-Payments for Permits, Reviews, and Inspections

BOARD ACTION AS FOLLOWS:

No. 2016-298

On motion of Supervisor Chiesa, Seconded by Supervisor O'Brien
and approved by the following vote.

Ayes: Supervisors: O'Brien, Chiesa, Withrow, DeMartini, and Chairman Monteith

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

- 1) Approved as recommended
- 2) Denied
- 3) Approved as amended
- 4) Other:

MOTION:

ATTEST: Elizabeth A. King
ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
AGENDA ITEM**

DEPT: CEO/Office of Emergency Services
Urgent Routine

BOARD AGENDA #: *B-4

AGENDA DATE: June 14, 2016

D.S.

CEO CONCURRENCE: *phx*

4/5 Vote Required: Yes No

SUBJECT:

Approval for the Office of Emergency Services/Fire Warden, Fire Prevention Bureau to accept E-Payments for Permits, Reviews, and Inspections

STAFF RECOMMENDATIONS:

1. Approve the use of the E-Payment Process of the Accela Citizen Access Online Permitting Software System, in use by the Planning and Community Development Department, for the Office of Emergency Services/Fire Warden, Fire Prevention Bureau.

DISCUSSION:

One of the goals of the Board of Supervisors' priority of Efficient Delivery of Public Services is to increase e-government (electronic) services and transactions. As part of this goal on November 21, 2006, the Board of Supervisors approved a Customer E-Payment Policy. In conjunction with the initiative of the Chief Executive Office for going on-line instead of waiting in-line, the Office of Emergency Services/Fire Warden, Fire Prevention Bureau, is seeking authorization to implement E-Payment solutions.

On September 23, 2008, the Board of Supervisors approved an E-Payment Master Agreement with Link-2-Gov, which is now a subsidiary of Fidelity National Information Services (hereafter referred to as FIS), for each department that wishes to explore the possibility of deploying electronic payments in the future. However, not all software programs may be compatible and should it be determined that there is a gap in the ability of the vendor (FIS) to meet a Department's specific electronic payment needs, the Department shall work with General Services Agency – Purchasing to determine the best way to move forward.

On September 13, 2011, the Board of Supervisors approved the purchase of the Accela Software for the One-Stop Permitting program in the Planning and Community Development Department, Building Permits Division. The installation of the permitting software is complete, including the online permitting portion, Citizen Access. Although Stanislaus County has a Master Agreement with FIS as the merchant for E-Payment process, the Accela Software Program is not compatible with FIS. The Building Permits Division completed an RFP process in which Elavon, Inc., was selected as the E-Payment provider for the One-Stop online permitting needs. Elavon has been teamed with the County's bank, Bank of the West, since 1993 as its exclusive provider to meet its client's payment processing needs.

On January 14, 2014, the Board of Supervisors approved a Contract Agreement with Elavon for the Planning and Community Development Department that covered the initial setup of electronic payment transaction services via the Accela product. The requested action, if

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approved, would extend the services provided by Elavon to cover transactions associated with various Fire Prevention activities.

The Accela Citizen Access is the public facing web portal, which has substantially reduced the need for visits for simple over the counter permits and has provided 24-hour online and telephone access to Building Permit operations. The Citizen Access module and the interactive voice response (IVR) systems have been operating efficiently since March of 2014. Citizen Access has allowed for on-line building permit issuance and inspection requests. The system will allow the Office of Emergency Services to implement similar processes as the Planning and Community Development Department.

The Contract Agreement with Elavon will be in place of the E-Payment Master Agreement with FIS.

The Office of Emergency Services, Fire Prevention Bureau, is seeking the approval to implement the Accela Citizen Access Online Permitting Software System for on-line fire system permit issuance, plan reviews, site inspections of all projects, and fire inspection requests; and authorization to accept e-payments. In accordance with the County E-Payment Solution Policy, the Elavon proposal and contract agreement have been reviewed by County Counsel and signed by the Treasurer/Tax Collector.

POLICY ISSUE:

Approval of this agenda item is consistent with the Customer E-Payment Solution Policy.

FISCAL IMPACT:

Costs associated with implementing an e-payment solution will be absorbed within departmental existing budgeted appropriations and are estimated to be \$0.25 for a standard debit card and credit card transaction. While the Office of Emergency Services anticipates that the added costs will be off-set by the time savings for staff in the processing of customer on-line permit and inspection requests, versus traditional in-person permit and inspection requests, the Office of Emergency Services will closely monitor all costs.

Cost of recommended action:	\$	7,361
Source(s) of Funding:		
County Fire Service Fund - one-time	\$295	
County Fire Service Fund - recurring	\$479	
Estimated Transaction Fees	\$6,587	
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Funding Total:	\$	7,361
Net Cost to County General Fund	\$	<u>(0)</u>

Fiscal Year:	2015-2016
Budget Adjustment/Appropriations needed:	No
Fund Balance as of 04/29/2016	\$605,938

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BOARD OF SUPERVISORS' PRIORITY:

Approval of this agenda item supports the Board's priority of Efficient Delivery of Public Services by reducing customer time spent in-line.

STAFFING IMPACT:

The implementation of e-payment will reduce the time spent processing traditional in-person permit and inspection requests and allow staff to spend more time conducting inspections and other Fire Prevention Bureau activities.

CONTACT PERSON:

Dale Skiles, Fire Warden/Assistant Director of Emergency Services 209-552-3600

ATTACHMENT(S):

None.