

**STAFF REPORT: Town of The Blue Mountains Planning Department**



**REPORT TO: Mayor and Members of Council**

**MEETING DATE: February 20, 2008**

**REPORT NO.: IT.08.01**

**SUBJECT: Cityview Software Upgrade**

**PREPARED BY: Robert Armstrong**  
Manager of Development Planning & IS  
**Cathy Bailey**  
IS Coordinator

#### **A. Recommendations**

**That Council receive IT Staff Report IT.08.01 Cityview Software Upgrade and authorize proceeding with the upgrading of the Cityview Software at a cost of \$84,500.00 (excluding tax) as a single source supplier and further authorize the execution of a Contractual Services Agreement with Municipal Software Corporation subject to final review and approval by Town Staff and Legal Counsel.**

#### **B. Background**

The Town of The Blue Mountains has been utilizing a program called "Cityview" developed by Municipal Software as our property management system since 1996. The primary use of Cityview in the administration office has been to access property information (ie. Assessment data), civic addressing, tracking of Planning and Building related applications, property related By-law enforcement matters, the security alarm database and planning circulations. With the receipt of the mapping from the County, we were also able to view a property map in relation to the data within Cityview. The Clerk's Department is also involved in the Planning Application process. Other departments such as Finance, Engineering and Public Works and Recreation have also been using Cityview to find property owners based on Civic Addressing and mapping. They do not currently use Cityview for any of their business processes (ie. data tracking).

Outside the administration building the two Fire halls have separate standalone versions of Cityview for their purposes.

There has been a recent concern expressed by a number of users over the last year that includes the limitation of the number of licenses (mapping), lack of reporting functionality, lack of training, amongst other matters. IT staff have been aware of these issues however also understood that Cityview was upgrading their product and decided to wait for the new version.

Municipal Software has recently developed an updated version of the Cityview program that will run on the Microsoft SQL Server platform. This is the same platform that our

financial system resides. They have also created some pre-built forms and reports for Planning, Building and Code Enforcement (By-law) that are available to the Town as part of the upgrade. In 2007 the Town proceeded with a Migration assessment at a cost of \$5,600 to assess what would be required to move our existing environment to the new system.

The migration assessment identified that there would be an extensive amount of hours required by staff to move to the new version. In addition, the migration assessment provided an IT infrastructure review. The only requirements are that we have to obtain some SQL licenses. This will be done as part of our continuous improvement plan and would be required regardless of any system we obtain. In other instances our Network is fully compatible. Town staff (particularly those in IT, Planning, Clerks and Building) also reviewed the current limitations of the existing system in relation to their current business requirements and whether the upgrade to the new system will satisfy our needs and whether the pre-built forms and reports were advantageous. This analysis included two staff attending the 2007 Users Conference and a few demos with regard to the new version.

We also note that staff considered the possibility of moving to a new product if Cityview could not meet our requirements. Although not completely dismissed, it was recognized that moving to a new system would exceed our budgeted amounts for the project.

Some key components of the upgrade include a more seamless integration with the GIS mapping, a link to our Financial System for all the assessment property information, improved forms and reporting, opportunities for remote access amongst others. With regard to the link to the financial system there will be cohesiveness in the organization with property info and a single point of update (time savings). Some other factors to note are that the work completed as part of the migration assessment has reduced the actual conversion costs and being an existing Cityview customer we receive the Pre-built Property Information, Permits and Inspections, Code Enforcement and Planning modules at no cost. We are also realizing some cost savings by having Cityview train some key users in each workgroup who in turn will train other users in their respective departments.

Cityview also has pre-builts for cashiering and licensing, however we are not in a position to proceed with these items at this time.

It should be noted that, Cityview has proposed a cost of \$20,000 to modify the current Fire Department forms into the new version. We are recommending that this be deferred so that the Fire Department and IT staff can evaluate whether Cityview is the preferred program for the Fire Department. This is on the basis that Cityview does not have any pre-built forms for the Fire Department at this time. In addition the Fire Department has to evaluate their ability to utilize the system based on their staffing.

With regard to the availability of other Town staff accessing various types of data, there are a number of options being explored including a partnership with the Grey County

GIS site that which would have a lot of data required by other departments. This would be at a nominal cost to the Town.

The current Security Alarm database will not be integrated into Cityview at this time. The IT Department is going to work with the Building and By-law group to create a separate standalone secure database for this purpose in the interim and then evaluate the process back into Cityview at a later date. This will have to go back to the Police Service Board for their approval.

Based on the foregoing, it was the consensus of staff that an upgrade to the new version of Cityview was the preferred approach provided the program to upgrade and train Cityview users was relatively short and a contract to commit Municipal Software to the time frame. In this regard, they are proposing a start date of March 1, 2008 with a go-live date at the end of June 2008.

In accordance with the Town's Purchasing By-law, Council must approve the proposed purchase in that it exceeds \$25,000. Further, clause 16(b) of the Purchasing By-law, permits a single quote where there is only one source of supply for the goods and services. On the basis that this is an upgrade to an existing system, it is our opinion that this qualifies for this exception subject to the approval by Council.

Cityview has supplied a contract which is currently being reviewed by Staff and legal Counsel. Authorization of this contract is being requested through this report subject to final review and approval by Town Staff and Legal Counsel.

### **C. The Blue Mountains' Strategic Plan**

These changes continue to be consistent with Strategic Plan goal 6:

*"Providing a Strong, Well Managed Municipal Government."*

### **D. Budget Impact**

Project costs (includes GST)

Consulting	\$68,500 plus exp. \$8,000 = \$76,500
Training	\$8000
Total	\$84,500.00

2008 Budget Allocation

GIS Capital Sheet – Consulting \$80,000

Operating – Training \$10,000

Total - \$90,000

Subject to approval by Council of the 2008 IT Budget the proposal is within the overall IT Budget for this project.

On-going operating costs

Annual Software Maintenance - \$7,500 for Administration.

Currently Budget \$10,000 for Admin and Fire Departments.

SQL Server Licensing - \$4,000 (Continuous Improvement)

#### **E. Attached**

1. Project Plan
2. Proposed Contract

Respectfully submitted,

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