

AGENDA ITEM FOR ADMINISTRATIVE MEETING

( ) Discussion only  
(X) Action

FROM (DEPT/ DIVISION): Dan Lonai, Administrative Services

PROGRAM: IT / Planning

SUBJECT: Code Enforcement System

<p>The current Code Enforcement system does not work on mobile devices, so staff can't use it in the field. Prowest, the company that converted our GIS data, has a Code Enforcement application that they will modify to meet our needs. The system, works on mobile devices and it will integrate it with our GIS data system</p> <p>The cost of the application is \$19,244.72 plus \$7,800 for 60 hours of development time to tailor the system to us. The system is in the IT plan for this year.</p>	<p><u>ACTION REQUESTED:</u> Approve the purchase of Prowest system for \$19,244.72 plus \$7,800 for extra development time.</p>
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ATTACHMENTS: Proposal

Date: 9/12/2022 Submitted By: (Dan Lonai)

\*\*\*\*\*For Internal Use Only\*\*\*\*\*

Checkoffs:

- ( ) Dept. Head (copy)
- ( ) Human Resources (copy)
- ( ) Budget (copy)
- ( ) Fiscal
- ( ) Legal (copy)
- ( ) (Other - List:

To be notified of Meeting:  
Robert Waldher

Needed at Meeting:  
)

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Scheduled for meeting on: October 5, 2022

Action taken:

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Follow-up:

# PROJECT ESTIMATE



## Umatilla County, OR Code Enforcement Solution

Date: August 29, 2022

Client: Umatilla County, OR

### PROJECT DESCRIPTION

Umatilla County is currently using a code enforcement application that they would like to update to be mobile friendly solution utilizing Esri's ArcGIS Online technology.

The solutions will be configured in the county's ArcGIS Online organizational account.

### PROJECT MANAGEMENT

**Pro-West & Associates Project Manager:** Name: Jennifer Ward  
Phone: 320-207-6860  
Email: [jward@prowestgis.com](mailto:jward@prowestgis.com)

**Client Project Manager (PM):** Name: Robert Waldher  
Phone: 541-278-6251  
Email: [robert.waldher@umatillacounty.net](mailto:robert.waldher@umatillacounty.net)

**Project Schedule:** TBD

### CLIENT RESPONSIBILITIES

- Ensure stakeholders are present at the kickoff call and are involved in decision making throughout the project
- Provide PWA an ArcGIS Online Administrator account
- Test solutions and provide feedback as needed
- Be available for any questions if they arise during the project
- Provide PWA access to a server that has IIS installed on it that accessible internally and externally
- For the Dispatch Log Report client will either provide what the current complaint codes within the current dispatch log report map to within the Dispatch Form or PWA will use the values from the **Nature of Complaint** section of the Dispatch Form for those values
- Client will provide PWA list of all possible values for the Origin of Complaint currently in the Dispatch Log report

- For the County Code Enforcement Log Report, client will provide list of all values that are in the Type column and the corresponding matching values within the current Ordinance Violation Warning Form.
- Provide PWA Connection information to the table/view containing the property information data that will be uploaded into ArcGIS Online
- View needs to contain a field that has Map/Tax Lot data that will correspond to what will be entered in for
  - Map/Tax Lot field in the Ordinance Violation Warning Form
  - Map/Tax ID field in the Dispatch Form
- Provide PWA Access to a machine that has ArcGIS Pro on it for the process to upload the property information data into ArcGIS Online
- Provide PWA access to a Tax parcel layer for publishing
- Provide PWA a list of field and domain values upon request for feature class development

**\*If assistance is needed with client responsibilities, additional costs may apply**

## DELIVERABLES

- Data
  - Create a feature class to match the code enforcement tracking field from the current tool
  - Publish a feature service to ArcGIS Online to be used by all solutions
  - Publish a Tax Parcels layer to ArcGIS online with the necessary fields for property owner, address, etc.
- Application/Solution Development
  - Code Violation Citation
    - A Survey123 form for field workers to submit verified code violations
  - Code Violations Inventory
    - A web map (accessible in Field Maps) to collect and manage code violation point inspections
  - Code Violation Dashboard
    - Display key indicators, charts, and a map from the code enforcement process
- Testing, Review and Training
  - All online through virtual meetings
  - 2 reviews of the solutions with staff to identify enhancements
  - 1 hour training session on editing with web applications
  - 1 hour training session for using Field Maps & Survey123
- Automated Processes and Report Generation
  - Create process to update the following attributes for new permits
    - File Number for a Dispatch Form permit
      - Format: "D"[the last 2 digits of the year]-[Next sequential number for that year]
    - Case Number for a Warning permit
      - Format: "L"[year]- [Next sequential number for that year]

- Create the following reports that will be able to be generated. Report files will be generated using Microsoft Report Designer. Report files and other files used to generate the report will reside on the web server
  - Dispatch Log Report based off of the Dispatch Form Permit. (A year value will be used as the filter for generating the report)

**DISPATCH LOG 2021** 1/13/2022

CEO	ACCT#	DISP #	DATE	PROPERTY OWNER NAME	COMPLAINT	ORIGIN OF COMPLAINT	ADDRESS
LR	123574	D21-001	01/07/21	LEDBETTER, MICHAEL	BUS ON RR-4	NEIGHBOR	80184 RIVERA LANE HERM
LR	130387	D21-002	01/11/21	HARRISON, MILLARD	BUS ON RR-2	NEIGHBOR	80589 SANDPIPER LN HERM
LR	157484	D21-003	01/11/21	TEJEDA, DANIEL	ROOSTERS	NEIGHBOR	32925 E COLUMBIA LN HERM
LR	143626	D21-004	01/11/21	ECHOLS, SCOTT	JUNK SLIP	PO	78705 ECHOLS RD HERM
GM	TBD	D21-005	01/19/21	TO BE DETERMINED	RV OCCUPATION	NEIGHBOR	CORNER CROCKETT RD/HWY 11
GM	113085	D21-006	01/21/21	ARIZMENDI, ELIZABETH	NO ZP	NEIGHBOR	51562 HWY 332 MF
LR	123822	D21-007	01/25/21	MEDDELEZ, BENITARAMIREZ, BELINDA	TRUCKING BUS RR ZONE	NEIGHBOR	32230 E PUNKIN CENTER HERM
LR	TBD	D21-008	01/27/21	TO BE DETERMINED	DOGS 30+	SO DISPATCH	TUCKER/STEPHENS AVE UMA
LR	124932	D21-009	02/01/21	COX, ROCHELLE ET AL	SW	NEIGHBOR	31058 JOY LANE HERM
GM	129763	D21-010	02/02/21	PIERCE, RANDALL	SW	NEIGHBOR	85610 MCDANIELS LN MF
LR	130389	D21-011	02/04/21	VILLARREAL, ISMAEL	TRUCKING BUS RR ZONE	NEIGHBOR	32922 E COLUMBIA LN HERM
LR	118376	D21-012	02/22/21	CENICEROS, HECTOR	TOO MANY ANIMALS	NEIGHBOR	2345 N TOWNSEND RD HERM
LR	132988	D21-013	02/26/21	SHIPLEY, ROGER	SWIRV OCC	NEIGHBOR	28010 HWY 730 UMATILLA
LR	122310	D21-014	02/26/21	JACKSON, WILLIAM	SWIRV OCC	NEIGHBOR	78596 LLOYD RD HERM
LR	130274	D21-015	03/03/21	LAMP, OWEN	SWIRV OCC	NEIGHBOR	80607 N OTT ROAD HERM
GM	128881	D21-016	03/10/21	HANEY, DERALD	NO ZP	NEIGHBOR	53488 W FERDALE MF
LR	143019	D21-017	03/24/21	KONTUR, FRANK	SW	NEIGHBOR	81088 COONEY LN HERM
GM	112255	D21-018	04/01/21	PIPER, JUDY	SWVEHICLES	NEIGHBOR	84326 WINESAP RD MF
LR	120107	D21-019	04/19/21	HETTINGA, ROBIN	BUSINESS?	NEIGHBOR	1055 NE MOE AVE HERM

- County Code Enforcement Log Report based off of the Ordinance Violation Warning Form. (A year value will be used as the filter for generating the report)

**COUNTY CODE ENFORCEMENT LOG 2021** 1/13/2022

CASE #	CEO	NAME	ADDRESS	CITY	TYPE	WARN	CITATION	CLEARED	STATUS
		UNP S - UNP STRUCT	NP - NON PERM BUSINESS	ANIMALS					
21-001	GM	PIERCE, RANDALL	85610 MCDANIELS LANE	MILTON-FREEWATER	SW/ZP	02/04/21		10/15/21	CLEAR
21-002	LR	CENICEROS, HECTOR	2345 N TOWNSEND RD	HERMISTON	#ANIMALS	02/23/21			
21-003	GM	HENRY, DELMAR & LINDSEY	85545 TUMALUM RD	MILTON-FREEWATER	DEV	04/14/21		06/23/21	
21-004	GM	PIPER, JUDY	84326 WINESAP RD	MILTON-FREEWATER	SW	04/14/21			
21-005	GM	FEIGNER, EVELYN/VIRGINIA	54050 HWY 332	MILTON-FREEWATER	SW	04/14/21			
21-006	LR	CLEMENTS, JAMES	75795 LEEZER AVE	ECHO	RV/OCC	~	04/20/21		
21-007	GM	HANDLEY, WILLIAM	43490 COVEY LANE	PENDLETON	RV/OCC	04/23/21			
21-008	LR	SELF, DONALD & PENNY	1151 NE MOE LANE	HERMISTON	RV	04/27/21			
21-009	GM	LEMSTROM, ROGER	84038 EASTSIDE RD	MILTON-FREEWATER	OCC/BUS	05/14/21			
21-010	GM	PETERSON, MELISSA	83670 WINESAP RD	MILTON-FREEWATER	UNP BUS	05/14/21			
21-011	GM	LEWIS, ROBERT	53179 LEWIS LANE	MILTON-FREEWATER	SW	05/24/21			
21-012	GM	LEWIS, ROBERT	53182 LEWIS LANE	MILTON-FREEWATER	SWIRV	06/18/21			
21-013	GM	STARR, MARK	85527 HWY 339	MILTON-FREEWATER	RV	06/18/21		08/24/21	CLEAR
21-014	GM	KOCH, CHRISTINE	85606 HWY 339	MILTON-FREEWATER	SW/OS	06/18/21	08/11/21	08/24/21	CLEAR
21-015	GM	AUSTIN, VITO FREDERICK	44911 NE HWY 11	PENDLETON	RV OCC	06/18/21			
21-016	GM	ROOD, KENNETH	84998 GRACE LANE	MILTON-FREEWATER	CUP MH	06/23/21			
21-017	GM	MCCALLUM HOLDINGS LLC	84886 HWY 11	MILTON-FREEWATER	SW/OS	06/24/21			
21-018	GM	HORIZON VINEYARDS LLC	NO ADDRESS	MILTON-FREEWATER	SW	06/25/21			
21-019	GM	BINDER, KENT	84395 HWY 395	MILTON-FREEWATER	NO ZP	07/06/21			
21-020	GM	GOODWIN, RAYMOND	78355 LOUDEN LANE	MILTON-FREEWATER	BUS/EFU	07/07/21		12/17/21	
21-021	GM	GAST, CASEY	77478 COLD WAY LN	WESTON	SW	07/14/21			
				WESTON	NO ZP	07/15/21		08/16/21	CLEAR

- Create process to update the following attributes for new permits based on the Map/Tax ID number that is entered into the Ordinance Violation Warning and Dispatch Forms
  - Dispatch Form
    - Property Owner
    - Account
    - Zone
  - Ordinance Violation Warning Form
    - Property Owner
    - Mailing Address
    - Situs Address
    - Tax Account #
    - Zone
- Create Nightly process to upload property data into the county's ArcGIS Online

- Process will be scheduled to run nightly on the machine designated by the county that has ArcGIS Pro on it.
- County will supply the time for the process to run

## PROJECT COMPLETION & POST PROJECT SUPPORT

### Project Completion:

The project will be completed when:

1. Solutions have been deployed and training sessions on solutions have occurred
2. The project close out call has been conducted

Upon project close, the solutions will be managed and maintained by the county.

### Post Project Support

PWA understands that support requests and/or general support inquiries will occur after the project is completed. We welcome those inquiries and look forward to supporting you in the future! Below are common inquiries related to general support requests.

1. If there are issues with the deliverables or if clarification is needed regarding the deliverables, contact the PWA Project Manager listed in this scope.
2. If the PWA Project Manager is contacted, after the project is completed, you may be invoiced for that call or email. The PM will discuss invoicing needs during the call. If you contact anyone other than the PWA Project Manager, after the project is completed, an invoice will be sent based on current hourly rates.
3. If the Project Manager is contacted after the project is completed, they are not available to respond, and the need is urgent (*ie: the Project Manager is on vacation or is attending a workshop*); contact PWA's main office number for assistance: 320-207-6868 or follow directions listed on the Project Managers out of office reply (if email is used).
  - a. There may be an invoice sent for the support request based on current hourly rates if Technical staff are contacted directly. The PWA Project Manager will follow up when they are available to discuss invoicing.
4. PWA asks that both the PWA Project Manager and the Technical person be copied on emails to ensure prompt service and clarification on needs and any additional fees. If at any time there is a question about an invoice or support need, contact the PWA Project Manager.
5. If there are general questions about any topic related to GIS and/or PWA Services, contact the PWA Project Manager listed in this scope. You may be invoiced for that call or email. The PM will discuss invoicing needs on the call.

**PROJECT RISKS & MITIGATION**

1. Stakeholders are not identified at the beginning of the project
  - a. Mitigation: County and PWA will identify stakeholders at the project kick off. If changes in stakeholders occur, they will be communicated to the stakeholders immediately to eliminate and/or minimize timeline and budget changes.
  
2. Stakeholders change throughout the project
  - a. Mitigation: Maintain the same project stakeholders throughout the project. If stakeholders do change, it is the client’s responsibility to communicate the purpose of the project to the new stakeholder or for PWA to communicate changes to the client. If the project changes due to a change in stakeholders, additional charges may apply and the timeline may be affected.
  
3. Feedback. Various tasks will be completed throughout the project. It is the responsibility of project stakeholders to ensure that feedback is provided per the timelines agreed upon.
  - a. Mitigation: communicate feedback/task delays to project stakeholders immediately. Project budget and/or timelines may be affected by delays

**COST ESTIMATE**

**\$ 19,244.72 - One time cost**

**Optional 60 hours of technical support year 1 - \$7,800**

*\*These hours can be used on anything related to the code enforcement solutions developed; enhancements to the solutions, additional automated processes, report generation, training, etc.*

**Invoicing Schedule:** PWA will invoice monthly based on percent of project completed.

If the scope, objectives, or timeline change significantly before the project is completed, we will agree to discuss any necessary modifications to our agreed-upon fee or to the scope, objectives, or timeline of the project.

*\* Payment is due within 45 days of an invoice date. If payments are not received within 45 days of the invoice date, a late fee of 1.5% of the invoice amount will be charged for each 45 day cycle that the payment is late.*

*\*\* 3% convenience fee will be added for payment by credit card*

**To proceed with the described services in this estimate, please sign and date below and return to the Project Manager listed above.**

**CLIENT**

Acceptance Signature:

**Pro-West & Associates**

Signature:

\_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_

*Estimate valid for 90 days*