

SUBJECT: RENEWAL OF PUBLICSTUFF CONTRACT

SOURCE: Administration

COMMENT: At its meeting on August 6, 2013, in consideration of options for implementing a City mobile application and Citizen Relationship Management (CRM) system, the City Council authorized a one-year contract with PublicStuff for the development of the "myPorterville" mobile application at an expense of \$8,800. The expense for the contract was split between the City Council and Community Promotion expenditure accounts for fiscal year 2013/2014, given funds were added to these accounts from the refund of a portion of fees paid to the Tulare County Economic Development Corporation.

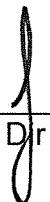
During the past year, a total of 876 requests have been entered into the myPorterville application. Currently, 627 of these requests have been completed and closed, and 249 are in progress. In addition, the City Departments have incorporated myPorterville report and tracking features for coordinated and more efficient Code Enforcement. It is anticipated that the number of requests entered into the mobile application will continue to increase as the public becomes further aware of this tool and more knowledgeable in the use of technology.

With the initial one (1) -year contract with PublicStuff having expired October 1, 2014, the cost of renewing the contract for another single year has increased to \$9,416, an increase of \$616 (7%). PublicStuff has also given the City the option of renewing under a three (3) -year contract at the fixed rate of \$9,133 per year. Given the community's positive response to myPorterville, as well as staff's utility for coordinated Code Enforcement, it is recommended that the City enter into a three (3) -year contract with PublicStuff.

The funding for the contract renewal is included in the adopted Fiscal Year 2014/2015 budget under the Community Promotions account.

RECOMMENDATION: That the City Council authorize a three (3) -year contract renewal with PublicStuff for the myPorterville mobile application.

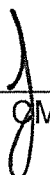
ATTACHMENT: myPorterville App Statistics



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Appr/Funded



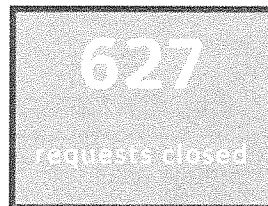
GM

Item No. 12

myPorterville App

Overview: January 2014- September 2014

CITY STATS



SERVICES BY DEPARTMENT

DEPARTMENT	REQUESTS SUBMITTED	REQUESTS COMPLETED	PERCENT CLOSED
Administrative Services	1	0	0
City Manager's Office	3	2	66.7%
Community Development	94	51	54.30%
Field Services Water Utility Division	318	179	56.30%
Finance	4	2	50%
Fire Department	221	214	96.80%
Parks & Leisure	30	29	96.70%
Police Department	39	39	100%
Public Works	152	98	64.90%

TOP SERVICES BY VOLUME

Top ten service request types (77 total)

SERVICE TYPE	TOTAL REQUESTS
Meter Request	155
Report Leak	78
Finance Service Request	71
Weed Abatement	67
Yard Sale Signage	49
CEO, Business License	38
Potholes	33
Community Development, General or MULTIPLE violations	27
Garbage Collection/ Illegal Dumping	21