

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL
FROM: BRIAN TICKNER, CHIEF INFORMATION OFFICER
INFORMATION TECHNOLOGY DEPARTMENT
SUBJECT: FIRST AMENDMENT TO MASTER SAAS AGREEMENT NUMBER
F002155 WITH ACCELA, INC. FOR THE ACCELA CRM
(MYSANTAROSA) TOOL

AGENDA ACTION: RESOLUTION

RECOMMENDATION

It is recommended by the Information Technology Department, that the Council, by resolution, approve a First Amendment to Master SaaS Agreement Number F002155, with Accela, Inc., San Ramon, CA, for the Accela CRM (MySantaRosa) tool, to extend the contract for an additional three (3) years, in the amount of \$98,814.30, for a total not to exceed amount of \$181,961.83.

EXECUTIVE SUMMARY

The Accela CRM software, branded at the City as “MySantaRosa”, is a key collaboration tool connecting the community with City staff by providing an online portal and mobile app to report and respond to issues. Accela CRM has been in live use at the City since 2020 and continues to grow in usage. This amendment extends the existing software subscription services an additional three (3) years. The Accela CRM software is an important tool assisting with communications and addressing issues relating to several Council Goals, including “2. Reduce homelessness and its impacts”, “3. Ensure a healthy and safe community for all”, “5. Build and maintain sustainable infrastructure”, and “6. Achieve organizational excellence”.

BACKGROUND

Accela CRM is a public-facing, cloud-based subscription service from Accela, Inc. that allows members of the community to submit questions, issues and requests to City staff regarding dozens of topic areas, such as streetlights, traffic issues, abandoned vehicles, parking, code enforcement, streets issues, parks maintenance, and many others. The Transportation and Public Works department began using Accela CRM in 2020 for reporting and managing transit-related issues. In November 2021 the City migrated its existing MySantaRosa platform to Accela CRM, including an integration with the

Cityworks asset management system to allow management of issues between the two systems. In March 2022 the City deployed the MySantaRosa mobile app for public use to go along with the existing MySantaRosa website portal. The City plans to roll out additional topic areas in the near future as part of the multi-phased Cityworks rollout, particularly those topics relating to water and sewer issues.

PRIOR CITY COUNCIL REVIEW

Not applicable.

ANALYSIS

Use of MySantaRosa continues to grow, with over 1,600 issues submitted via MySantaRosa on the Accela CRM web and mobile platform over the past six months. MySantaRosa has become a vital collaboration and communication tool used to connect members of the community with City staff for asking specific questions, reporting issues, and providing feedback.

The City has used two other vendor platforms for MySantaRosa over the past four years but has found the Accela CRM platform offers a more user-friendly user interface, more features for submitting and managing issues, an updated mobile app for public use, and a simpler configuration, notification, and reporting platform. Due to the importance of this key software tool, its amount of usage internally and by the public, as well as plans to extend MySantaRosa for increased topics and interactions between staff and the community, the Information Technology department recommends extending the Accela CRM contract with the vendor for an additional three (3) years to allow continued use of this platform.

FISCAL IMPACT

Funds for these services are included in the Information Technology Department Fiscal Year 2022-23 budget, pending approval by Council; and will be included in future fiscal year budgets when approved by the Council.

ENVIRONMENTAL IMPACT

The Council finds that the proposed action is exempt from the provisions of the California Environmental Quality Act (CEQA) under section 15061(b)(3) and 15378 in that there is no possibility that the implementation of this action may have significant effects on the environment, and that no further environmental review is required.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not applicable.

NOTIFICATION

Not applicable.

ATTACHMENTS

- Resolution/Exhibit A – First Amendment to Master SaaS Agreement Number F002155, with Accela

CONTACT

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