

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.48
(ID # 27647)

MEETING DATE:

Tuesday, May 20, 2025

FROM : TRANSPORTATION AND LAND MANAGEMENT AGENCY (TLMA)

SUBJECT: TRANSPORTATION AND LAND MANAGEMENT AGENCY: Approval of Amendment No. 1 to the Professional Service Agreement with XSOF SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for PLUS System Evaluation and Consulting Services; All Districts. [\$248,625 Total Cost; up to \$24,862 in additional compensation - TLMA Administration Budget 100%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. **Approve** Amendment No. 1 to the Professional Service Agreement with XSOF SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for PLUS System Evaluation and Consulting Services, to extend the period of performance through June 30, 2026, add additional services, and increase the maximum payment amount by \$248,625, from \$300,690 to \$549,315, for those additional services;

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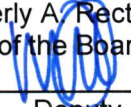
ACTION:Policy


Rania Odenbaugh, TLMA Director 5/14/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: May 20, 2025
xc: TLMA-Transp.

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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RECOMMENDED MOTION: That the Board of Supervisors:

2. **Authorize** the Chair of the Board to sign three (3) copies of the amendment on behalf of the County;
3. **Direct** the Clerk of the Board to retain one (1) copy of the amendment and return two (2) copies of the amendment to Riverside County Transportation and Land Management Agency for distribution;
4. **Authorize** the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to: (a) sign amendments that make modifications to the scope of services that stay within the intent of the Agreement, and (b) sign amendments to the compensation provisions that do not exceed the sum total of \$24,862;
5. **Authorize** the Purchasing Agent to issue Purchase Orders to XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for services that do not to exceed the approved compensation amount for PLUS System Evaluation and Consulting Services that is consistent with the Professional Service Agreement, as amended; and
6. **Receive and file** the Evaluation and Progressive Implementation E-Custom Solutions Progress Report.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 248,625	\$ 248,625	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: Transportation and Land Management Agency (TLMA) – Administration Budget 100%			Budget Adjustment: No	
			For Fiscal Year: 24/25-25/26	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Land Management System (LMS) is the information technology platform through which TLMA processes and coordinates land use approvals and related permits. The LMS is critical in the day-to-day operations of the planning and permitting processes as it tracks permits, inspections, conditions of approval and fee payments. In 2014, Tyler Technologies was selected to implement a fully integrated Enterprise Permitting & Licensing software, which is called, the Public Land Use System (PLUS), that would replace the legacy (LMS) system. Some of the objectives of implementing PLUS were to:

- Improve customer access and transparency to plans, permits, inspections, and invoices.
- Provide users with access to application status.
- Accommodate increased workloads with existing staff.
- Enhance customer service capabilities.
- Convert manual paper processes.
- Improve accuracy of data.
- Improve data retrieval and reporting options.

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Concerns and opportunities have been raised about the effectiveness, reliability, enhanced functionality, and integrability of the system. A divide appears to exist between satisfied and unsatisfied stakeholders regarding the system's performance, technology, and functionality with no clear consensus on the possible causes of the disconnect among stakeholders. Furthermore, the Code Enforcement department has expressed concerns with PLUS, indicating that it does not align with all their current needs. They have initiated discussions with other code enforcement agencies to explore alternative systems that could potentially integrate with PLUS. Therefore, an evaluation of key system functionality and processes was launched to identify issues of concern and develop fact-based recommendations. During the initial evaluation period, key areas of improvement were quickly identified, prompting a shift towards fact-finding and implementation efforts. This amendment reflects TLMA's continued commitment to implementation, process improvement, and staff development. By removing dependencies and empowering TLMA teams across the agency, the agency aims to enhance operational efficiency and foster sustainable growth.

On August 27, 2024 (Agenda Item 3.76), the Board of Supervisors approved and executed a professional services agreement with XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for PLUS System Evaluation and Consulting Services (Agreement), to provide an evaluation and assessment of the PLUS System, to the evolving needs of TLMA. The request before the Board is for the approval of Amendment No. 1 of the Professional Service Agreement with XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS for PLUS System Evaluation and Consulting Services. This will expand the current services on the evaluation and enhancement of TLMA's current systems and related processes, increase the total not-to-exceed amount by

\$248,625, from \$300,690 to a not-to-exceed amount of \$549,315, and extend the period of performance through June 30, 2026. All services are outlined and specified in the submitted amendment scope of services stated in Exhibit A-1, the prices stated in Exhibit B-1 and the Payment Provisions. County Counsel has reviewed and approved the amendment as to form.

Evaluation and Progress Summary including Key Accomplishments and Next Steps
(Please refer to Attachment B for the full report)

Stakeholder Engagement:

- Collected over 34 structured internal user responses through comprehensive questionnaires, capturing feedback from a broad range of departments.
- Conducted in-depth stakeholder interviews and collaborative sessions to validate findings, better understand operational pain points, and prioritize improvement opportunities.

Reporting Access and Empowerment:

- Secured read-only access to the PLUS database, enabling departments to develop customized dashboards and self-service reporting solutions using Power BI and SSRS.
- Initiated departmental training efforts to promote the development of actionable, real-time insights from system data.

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- Collaborated with RCIT and stakeholders to establish a Data Warehouse development environment, providing a controlled space for report development and testing.
- Aligned with RCIT's established workflows to support the migration of reporting and dashboard solutions from development to production environments, ensuring governance, consistency, and data reliability.

Technical Optimizations:

- Conducted technical reviews of backend structures, resulting in targeted database recommendations to enhance system performance and stability.
- Recommended reviewing the overall database environment to identify broader optimization opportunities, while specifically proposing an improvement to one system trigger to address a known performance bottleneck.

Process and Support Improvements:

- Developed and defined the Business Process Analyst (BPA) role and its functional requirements, designed to bridge business users and technical teams and ensure better alignment of system functionality with operational needs. Implementation of the BPA role is currently underway within the Code Enforcement department.
- Recommended and proposed a redesign of the PLUS Help email intake and tracking process to streamline support workflows, clarify ticket routing, and improve issue responsiveness.
- Integrated the PLUS Help process into ServiceNow to provide improved transparency, reporting capabilities, and ticket management.

Foundation for Future Improvements:

- Initiated the exploration of Tyler API capabilities to address gaps where configuration alone does not meet evolving business needs.
- Supported the development of the Code Enforcement RFQ process to evaluate potential replacement systems for PLUS, with a focus on ensuring future system integration and alignment with department-specific operational needs.

Next Steps and Focus Areas:

As the PLUS System Assessment transitions from foundational improvements to broader optimization, the next phase will focus on aligning system functionality more closely with real-world operations, expanding reporting capabilities, and strengthening stakeholder engagement. These initiatives are designed to ensure that the PLUS system not only addresses current operational needs but also evolves to address the County's future goals. The following focus areas represent strategic investments to sustain momentum, enhance system usability, and empower departments through data-driven decision-making and continuous feedback integration.

- Process Enhancements: Refine workflows to better reflect real-world operations.
- Address critical user pain points through reconfiguration and strategic process redesign.

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- System Optimization: Continue backend performance tuning.
- Explore Tyler API integration to expand system capabilities.
- Training and Change Management: Implement structured update communications.
- Develop comprehensive training resources for upcoming system changes.
- Reporting Expansion: Broaden Power BI and SSRS reporting capabilities.
- Support departments in building actionable dashboards.
- Stakeholder Feedback Integration: Maintain monthly department feedback loops.
- Institutionalize user involvement in future system upgrades.
- Expanded Collaboration and Technical Support: Strengthen communication channels between TLMA and RCIT to enhance coordination on system issues, development activities, and future initiatives.
- Provide targeted technical expertise and advisory support to TLMA executives and key stakeholders to inform system strategy, optimization efforts, and data-driven decision-making.

Impact on Residents and Businesses

This evaluation will provide TLMA with a path to efficiency in the PLUS land development and building processes that will help to expediate the processing of permits for our customers.

Additional Fiscal Information

The proposed Amendment No. 1 would increase the Agreement total maximum payment amount by the County to XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS \$248,625, from \$300,690 to a not-to-exceed amount of \$549,315 through June 30, 2026. The contract includes provisions for the County to terminate at any time upon 30 days written notice.

Contract History and Price Reasonableness

On April 18, 2024, Purchasing and Fleet Services released a Request for Proposal (RFP) #TLARC-RFP-23-0042, on behalf of TLMA-Code Enforcement for PLUS System Evaluation and Consulting Services. The RFP documents were posted publicly and linked to the County website and thirty (30) potential bidders were accessed and reviewed the RFP bid documents. The RFP closed on May 16, 2024, with two bid proposals received in response to the RFP. The proposals were thoroughly evaluated based on their scope of work, experience and the cost proposed to provide services by an evaluation committee. The evaluation criteria for the bid included overall responsiveness and understanding of the RFP requirements, bidder experience and ability, technical capability/qualifications, cost, references, and other factors. Based on the evaluation of the initial proposals, XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS was selected by the evaluation committee as the most responsive/responsible vendors and recommend awarding.

The approved agreement with XSOFTE SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS is in effect through August 31, 2025. The proposed Amendment No. 1 will extend the period of performance through June 30, 2026. Continuing the services allows the Department to expand their review for an unbiased evaluation of the TLMA's PLUS system and related workflows. Purchasing and TLMA have reviewed the proposed rates, and they are comparable for such



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work in the industry. XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS technical knowledge of this effort is significant and critical to the completion of the aforementioned work.

ATTACHMENTS:

ATTACHMENT A. Amendment No. 1 with XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS.

ATTACHMENT B. PLUS System Assessment and Implementation Progress Report

 _____ Stacy Orton, Assistant Director of Purchasing	5/8/2025	 _____ Jason Farin, Principal Policy Analyst	5/14/2025
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 _____ Aaron Gettis, Chief of Deputy County Counsel	5/9/2025
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AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT
FOR PLUS SYSTEM EVALUATION AND CONSULTING SERVICES BETWEEN
COUNTY OF RIVERSIDE AND XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS

Original Period of Performance:	August 27, 2024 through August 31, 2025
Period of Performance Extended To:	June 30, 2026
Effective Date of Amendment No. 1:	Upon Signature of Both Parties
Original Maximum Payment Amount:	\$300,690
Amended Maximum Payment Amount:	\$549,315
Contract ID:	TLARC-91829-00006-06/25

This AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT FOR PLUS SYSTEM EVALUATION AND CONSULTING SERVICES BETWEEN COUNTY OF RIVERSIDE AND XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS (herein referred to as "Amendment No. 1") is made and entered into by and between XSOFT SYSTEMS L.L.C., a California limited liability company, dba E-CUSTOM SOLUTIONS, (herein referred to as "CONTRACTOR") and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "COUNTY").

RECITALS

WHEREAS, COUNTY and CONTRACTOR entered into that certain Professional Service Agreement for PLUS System Evaluation and Consulting Services, approved August 27, 2024, Agenda Item 3.76, (herein referred to as "Agreement"); and

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement to extend the period of performance, add additional services, and increase the maximum payment amount for those additional services;

NOW THEREFORE, the parties agree as follows:

1. **Recitals.** The above recitals are true and correct and are incorporated herein by reference.
2. **Period of Performance.** The first sentence of Subsection 2.1 of Section 2. Period of Performance of the Agreement is hereby amended to extend the period of performance commencing on September 1, 2025 and continuing in effect through June 30, 2026, as follows:
"This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect through June 30, 2026, unless terminated earlier."
3. **Compensation.** The second sentence of Subsection 3.1 of Section 3. Compensation of the Agreement is hereby amended to increase the maximum payment amount by \$248,625, from \$300,690 to \$549,315, as follows:
"Maximum payments by COUNTY to CONTRACTOR shall not exceed five hundred forty-nine thousand, three hundred fifteen dollars (\$549,315), including all expenses."
4. **Exhibit A-1.** EXHIBIT A-1, SCOPE OF SERVICES, attached hereto and incorporated herein by this reference, is hereby added to the Agreement to add additional services to the Agreement. All references in the Agreement to EXHIBIT A shall also include reference to EXHIBIT A-1.
5. **Exhibit B-1.** EXHIBIT B-1, PAYMENT PROVISIONS, attached hereto and incorporated herein by this reference, is hereby added to the Agreement to add the fees to the Agreement for

AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT
FOR PLUS SYSTEM EVALUATION AND CONSULTING SERVICES BETWEEN
COUNTY OF RIVERSIDE AND XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS

the additional services set forth in EXHIBIT A-1, SCOPE OF SERVICES. All references in the Agreement to EXHIBIT B shall also include reference to EXHIBIT B-1.

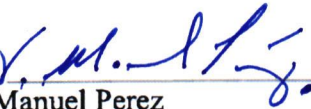
6. **Miscellaneous.** All other terms and conditions of the Agreement not modified herein shall remain unchanged and in full force and effect.
7. **Effective Date.** This Amendment No. 1 shall be effective upon signature of this Amendment No. 1 by both parties.
8. **Counterparts; Electronic Signatures.** This Amendment No. 1 may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party to this Amendment No. 1 agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Amendment No. 1. The parties further agree that the electronic signatures of the parties included in this Amendment No. 1 are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

[Signature Page Follows]

**AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT
FOR PLUS SYSTEM EVALUATION AND CONSULTING SERVICES BETWEEN
COUNTY OF RIVERSIDE AND XSOFY SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS**

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representatives to execute this Amendment No. 1.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

By: 
V. Manuel Perez
Chair, Board of Supervisors

Dated: MAY 20 2025

XSOFY SYSTEMS L.L.C., a California
limited liability company, dba **E-
CUSTOM SOLUTIONS**


By: 
Mario Estevez (May 1, 2025 11:48 PDT)
Mario Alfonso Estevez, Jr.
Manager/Member & Chief Executive
Officer

May 1, 2025
Dated: _____

ATTEST:
Kimberly Rector
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: 
Danielle Maland
Deputy County Counsel

AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT
FOR PLUS SYSTEM EVALUATION AND CONSULTING SERVICES BETWEEN
COUNTY OF RIVERSIDE AND XSOFT SYSTEMS L.L.C. dba E-CUSTOM SOLUTIONS

EXHIBIT A-1
SCOPE OF SERVICES

A. CONTRACTOR shall provide the following additional services:

1. **Technical Expertise and Guidance:** Delivering subject matter expertise to assess, troubleshoot, and improve system performance and process efficiency.
2. **Liaison Between TLMA and RCIT:** Acting as the central point of coordination between TLMA and RCIT, maintaining clear communication and fostering alignment across initiatives.
3. **Solution Exploration and Innovation:** Proactively identifying and introducing alternative solutions to expand TLMA's operational capabilities.
4. **Stakeholder Engagement:** Conducting ongoing outreach to stakeholders to better understand departmental needs, capture feedback, and align improvements with strategic goals.
5. **Action-Oriented Implementation:** Going beyond assessment to initiate real-time improvements with a strong return on investment.

B. On-Going Support

To support continued progress and sustain improvements, CONTRACTOR shall focus on the following areas for ongoing support:

1. **Process Enhancements**
 - a. Streamlining workflows and optimizing business processes to address inefficiencies and align operations with organizational goals.
2. **System Configuration & Optimization**
 - a. Working collaboratively with RCIT and system vendors to adjust configurations, improve system usability, and enhance integration capabilities.
3. **Reporting & Analytics**
 - a. Enhancing reporting through the development of dashboards and reporting tools using Power BI and SQL Server Reporting Services (SSRS), enabling data-informed decision-making and performance monitoring.
4. **Exploration of Tyler API Solutions**

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- a. Initiating the evaluation and prototyping of Tyler API integrations to support future interoperability and improved data access.
- 5. Training & Change Management
 - a. Designing and delivering targeted training and change management strategies to promote user adoption and ensure seamless transitions.
- 6. Stakeholder Engagement & Continuous Improvement
 - a. Establishing a feedback loop with stakeholders to prioritize needs and drive iterative system enhancements.

**AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICE AGREEMENT
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**EXHIBIT B-1
PAYMENT PROVISIONS**

CONTRACTOR shall complete the services described in Exhibit A-1 on a per hour basis at a rate of \$195 per hour, not to exceed \$248,625 or 1,275 hours.






Final_ E-Custom Solutions_Amend No. 1

Final Audit Report

2025-05-01

Created:	2025-05-01
By:	Monica Rossow (mrossow@rivco.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAA0jBod01_3nLA94K5QIVhqZXPfY9Yp40m

"Final_ E-Custom Solutions_Amend No. 1" History

-  Document created by Monica Rossow (mrossow@rivco.org)
2025-05-01 - 6:27:44 PM GMT
-  Document emailed to Mario Estevez (mestevez@e-customsolutions.com) for signature
2025-05-01 - 6:27:49 PM GMT
-  Email viewed by Mario Estevez (mestevez@e-customsolutions.com)
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-  Document e-signed by Mario Estevez (mestevez@e-customsolutions.com)
Signature Date: 2025-05-01 - 6:48:37 PM GMT - Time Source: server
-  Agreement completed.
2025-05-01 - 6:48:37 PM GMT



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RIVERSIDE COUNTY
**TRANSPORTATION AND
LAND MANAGEMENT AGENCY**



PLUS SYSTEM ASSESSMENT AND IMPLEMENTATION

PROGRESS REPORT

Abstract

This report summarizes the PLUS System Assessment and Implementation effort, launched to address system performance, usability, workflow alignment, and reporting concerns. The effort transitioned from a diagnostic review into targeted improvement initiatives, focusing on technical optimization, reporting development, and stakeholder engagement. Progress to date reflects both meaningful improvements and ongoing challenges that continue to inform future system evaluation and planning.

Mario A. Estevez Jr
mestevez@e-customsolutions.com



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PLUS System Assessment and Implementation Progress and Future Direction

Executive Summary

Since the launch of the PLUS System, challenges related to system performance, usability, workflow alignment, reporting capabilities, and change management surfaced across multiple TLMA departments. In response, an internal assessment initiative was launched to diagnose systemic issues, engage stakeholders, and identify opportunities for improvement. Over time, the effort transitioned from diagnostic assessment into an active implementation and optimization initiative.

Over the past seven months, the PLUS effort has evolved from a system assessment initiative into a strategic implementation and improvement effort. Through targeted stakeholder engagement, technical analysis, and process optimization, we've identified and acted upon a number of high-impact opportunities. This document summarizes completed activities, in-progress initiatives, and quick wins that highlight the increasing value of this effort.

Background and History

In 2014, Tyler Technologies was selected to implement a fully integrated Land Management System (LMS), called Public Land Use System (PLUS), replacing the legacy system previously used for land use approvals and associated permits. The primary objectives for implementing PLUS included:

- Improving customer access and transparency to plans, permits, inspections, and invoices.
- Providing users with real-time access to application status.
- Accommodating increased workloads with existing staffing levels.
- Enhancing customer service capabilities.
- Converting manual paper-based processes into digital workflows.
- Improving data accuracy and retrieval.
- Expanding reporting and analytics options.

Despite these goals, recent concerns emerged regarding the effectiveness, reliability, and alignment of the PLUS System with evolving business needs. Stakeholder feedback revealed a divide in satisfaction, highlighting performance, usability, and functionality issues. Code Enforcement, in particular, expressed dissatisfaction and began exploring alternatives like Comcate Software.

Recognizing the need for a comprehensive evaluation, TLMA engaged E-Custom Solutions to conduct a structured assessment focused on:

- Evaluating system performance, reliability, and functionality.
- Assessing end-user perceptions and stakeholder expectations.
- Reviewing workflows and business process alignment.
- Identifying opportunities for system or business process improvement.
- Developing a fact-based roadmap for future actions.

This methodical evaluation laid the groundwork for transitioning from diagnosis to improvement.

From Assessment to Implementation

The journey from assessment to implementation represents a systematic and collaborative effort to not only understand the underlying issues with the PLUS system but to actively address them through measurable improvements. Starting with an intensive discovery phase, the focus was on gathering comprehensive feedback, analyzing technical performance, and identifying alignment gaps between the system's functionality and business

needs. Building on these findings, the initiative expanded into targeted action, delivering early wins through reporting enhancements, process reengineering, and direct stakeholder engagement, laying the groundwork for a broader, ongoing strategic optimization of the system.

Phase 1: Discovery and Assessment

- Distributed internal and external questionnaires to capture user feedback.
- Conducted interviews and feedback sessions with key departments (Planning, Building & Safety, Code Enforcement, Fire, etc.).
- Assessed system functionality, performance, reporting, and user experience.

Phase 2: Early Improvements and Pilot Initiatives

- Enabled Power BI and SQL Server Reporting Services (SSRS) access for select users to create self-service reports.
- Developed a new Business Process Analyst (BPA) role and piloted it within Code Enforcement.
- Proposed fix to critical database trigger and backend optimizations.
- Enhanced communication channels through revised PLUS Help processes and ServiceNow integration.

Phase 3: Strategic Implementation and Optimization

- Formalized the ongoing effort to transition from assessment into active, continuous system improvement.
- Prioritized initiatives such as Tyler API exploration, new department-specific dashboards, and workflow modernization.
- Positioned the initiative for broader deployment across all departments using PLUS.

Key Accomplishments and Initiatives

Stakeholder Engagement:

- Collected over 34 structured internal user responses through comprehensive questionnaires, capturing feedback from a broad range of departments.
- Conducted in-depth stakeholder interviews and collaborative sessions to validate findings, better understand operational pain points, and prioritize improvement opportunities.

Reporting Access and Empowerment:

- Secured read-only access to the PLUS database, enabling departments to develop customized dashboards and self-service reporting solutions using Power BI and SSRS.
- Initiated departmental training efforts to promote the development of actionable, real-time insights from system data.
- Collaborated with RCIT and stakeholders to establish a Data Warehouse development environment, providing a controlled space for report development and testing.
- Aligned with RCIT's established workflows to support the migration of reporting and dashboard solutions from development to production environments, ensuring governance, consistency, and data reliability.

Technical Optimizations:

- Conducted technical reviews of backend structures, resulting in targeted database recommendations to enhance system performance and stability.
- Recommended reviewing the overall database environment to identify broader optimization opportunities, while specifically proposing an improvement to one system trigger to address a known performance bottleneck.

Process and Support Improvements:

- Developed and defined the Business Process Analyst (BPA) role and its functional requirements, designed to bridge business users and technical teams and ensure better alignment of system functionality with operational needs. Implementation of the BPA role is currently underway within the Code Enforcement department.
- Recommended and proposed a redesign of the PLUS Help email intake and tracking process to streamline support workflows, clarify ticket routing, and improve issue responsiveness.
- Integrated the PLUS Help process into ServiceNow to provide improved transparency, reporting capabilities, and ticket management.

Foundation for Future Improvements:

- Initiated the exploration of Tyler API capabilities to address gaps where configuration alone does not meet evolving business needs.
- Supported the development of the Code Enforcement RFQ process to evaluate potential replacement systems for PLUS, with a focus on ensuring future system integration and alignment with department-specific operational needs.

Next Steps and Focus Areas

As the PLUS System Assessment transitions from foundational improvements to broader optimization, the next phase will focus on aligning system functionality more closely with real-world operations, expanding reporting capabilities, and strengthening stakeholder engagement. These initiatives are designed to ensure that the PLUS system not only addresses current operational needs but also evolves alongside the County's future goals. The following focus areas represent strategic investments to sustain momentum, enhance system usability, and empower departments through data-driven decision-making and continuous feedback integration.

- **Process Enhancements:**
 - Refine workflows to better reflect real-world operations.
 - Address critical user pain points through reconfiguration and strategic process redesign.
- **System Optimization:**
 - Continue backend performance tuning.
 - Explore Tyler API integration to expand system capabilities.
- **Training and Change Management:**
 - Implement structured update communications.
 - Develop comprehensive training resources for upcoming system changes.
- **Reporting Expansion:**
 - Broaden Power BI and SSRS reporting capabilities.
 - Support departments in building actionable dashboards.
- **Stakeholder Feedback Integration:**
 - Maintain monthly department feedback loops.
 - Institutionalize user involvement in future system upgrades.
- **Expanded Collaboration and Technical Support:**
 - Strengthen communication channels between TLMA and RCIT to enhance coordination on system issues, development activities, and future initiatives.
 - Provide targeted technical expertise and advisory support to TLMA executives and key stakeholders to inform system strategy, optimization efforts, and data-driven decision-making.

Conclusion

The PLUS System Assessment and Implementation effort has delivered significant value in a relatively short period, successfully transitioning from a diagnostic evaluation into a strategic, results-driven optimization initiative. While challenges with system functionality and alignment remain, the work completed to date has strengthened system oversight, expanded stakeholder engagement, improved reporting capabilities, and provided greater visibility into operational needs. These accomplishments have established a clearer foundation for evaluating future system requirements and informing next steps. As the effort moves forward, TLMA will continue to assess system performance, engage with stakeholders, and pursue opportunities for operational improvements based on evolving departmental needs.

Appendix A – Internal Stakeholders Questionnaire Responses and Takeaways

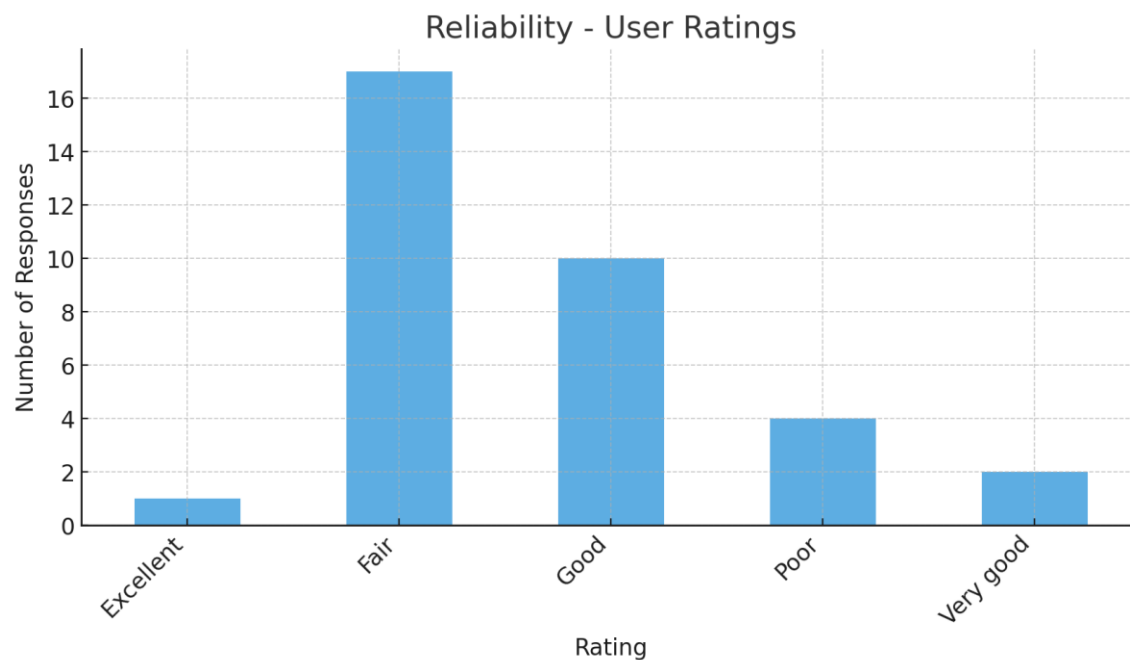
Introduction

This section presents the findings from the internal questionnaire conducted as part of the PLUS System assessment. It draws on responses from 34 staff members across various TLMA departments and focuses on usability, performance, training, reporting, support, and process alignment.

Quantitative Metrics Overview

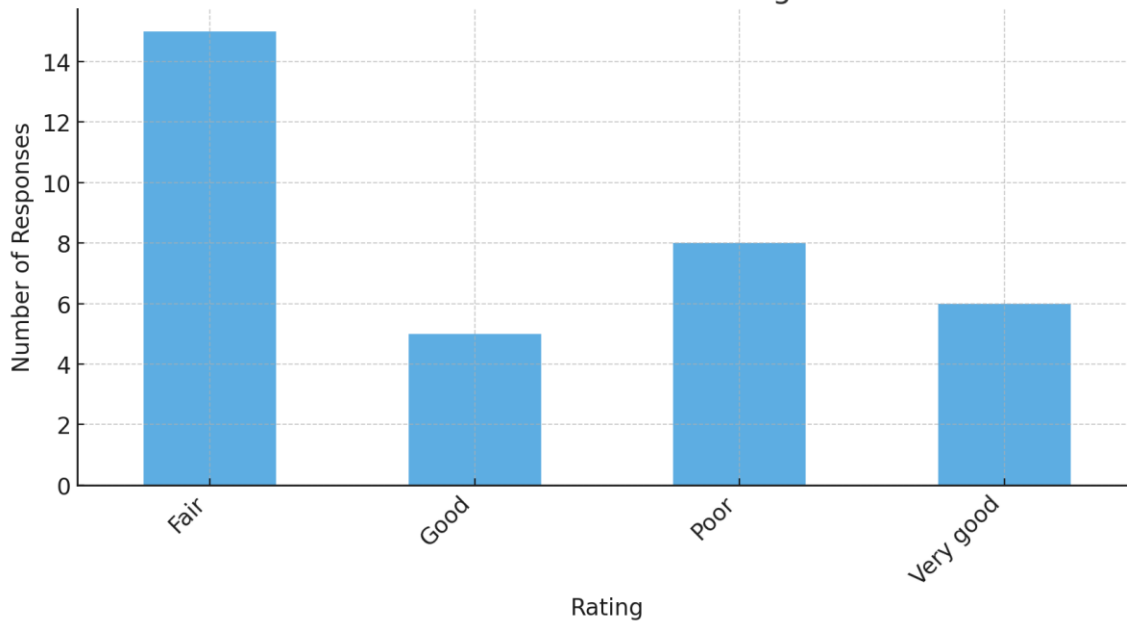
The following charts summarize user feedback across several key metrics:

- Reliability (System uptime and minimal crashes)



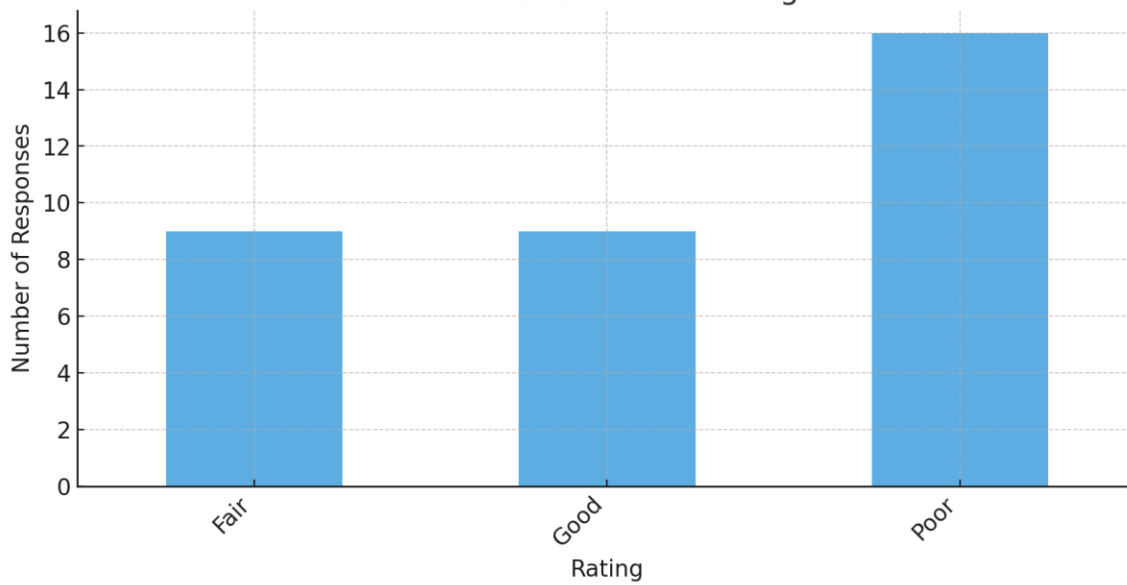
- Ease of Use (User interface and navigation)

Ease of Use - User Ratings

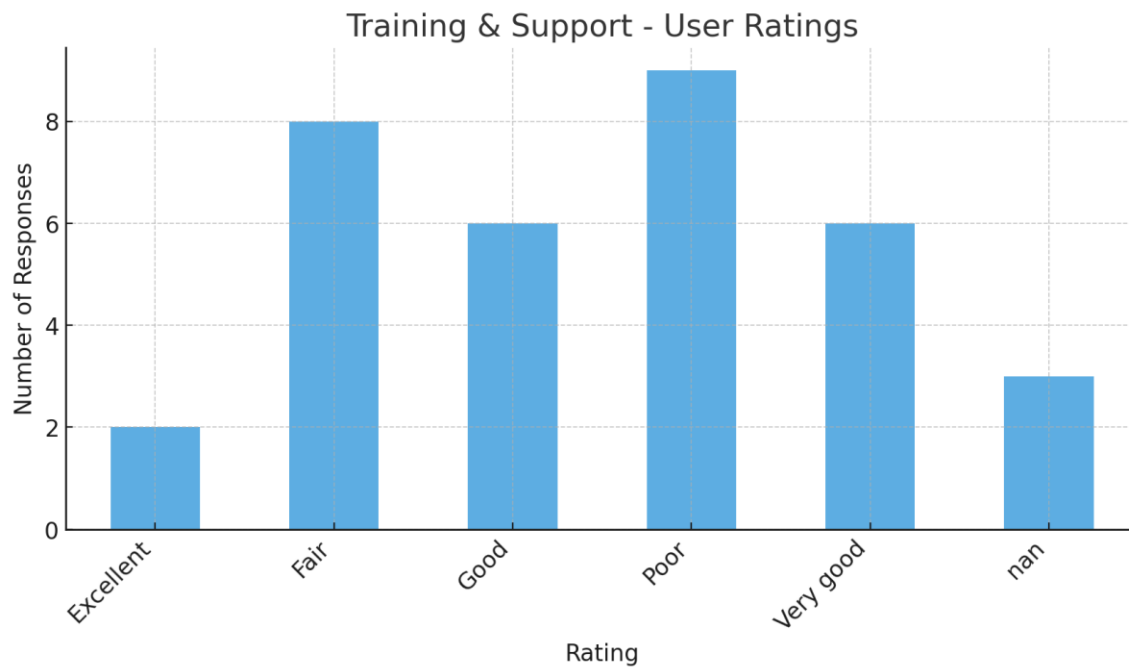


- Performance (Speed and responsiveness)

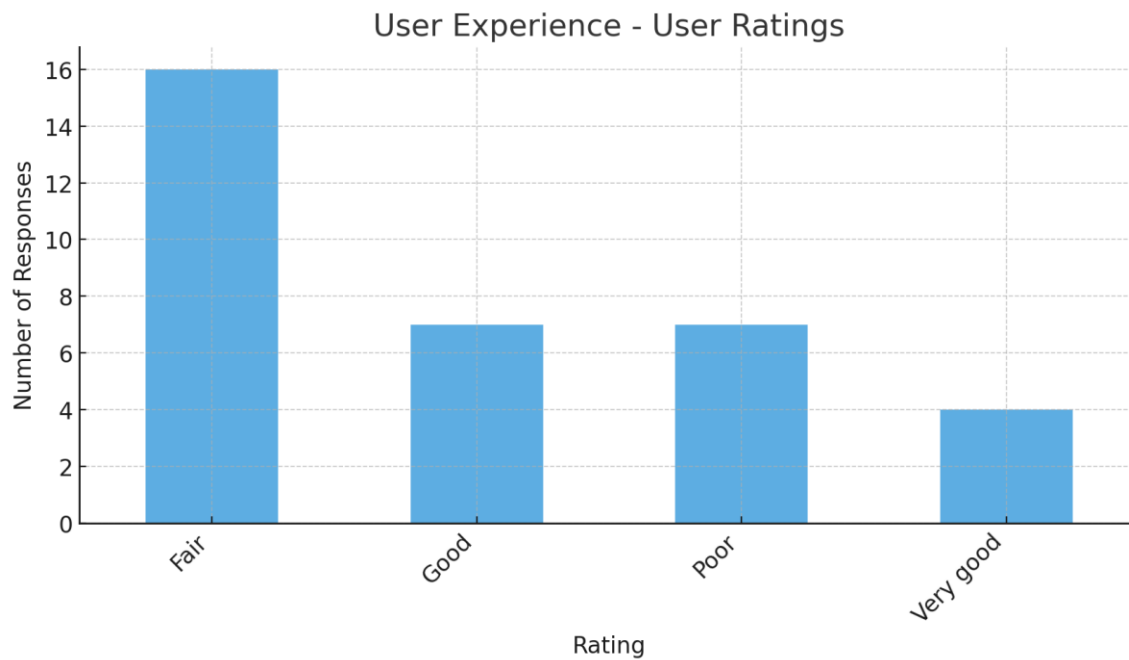
Performance - User Ratings



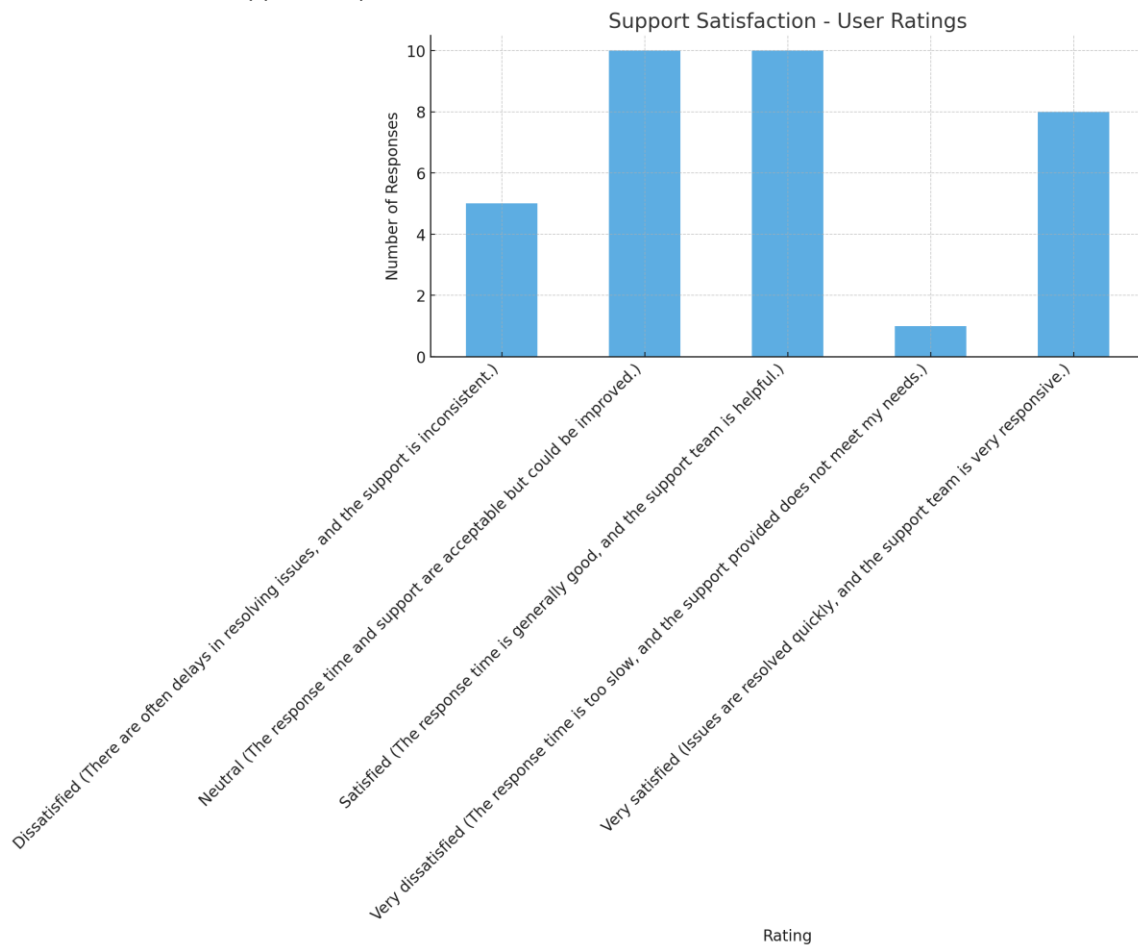
- Training and Support Resources



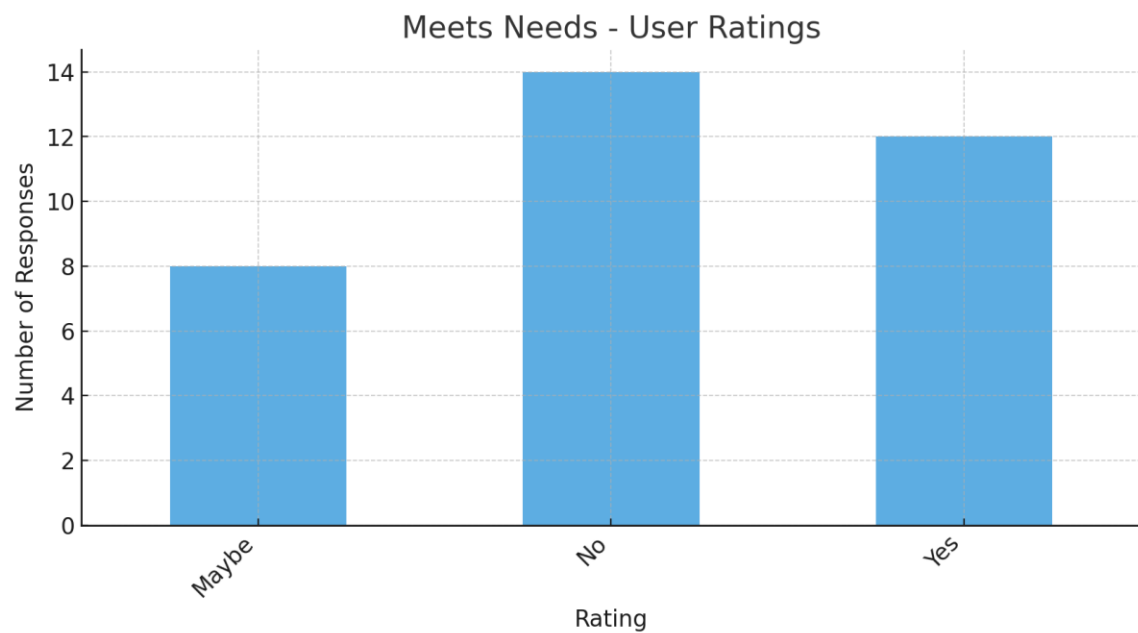
- Overall User Experience



- Satisfaction with Support Response Time

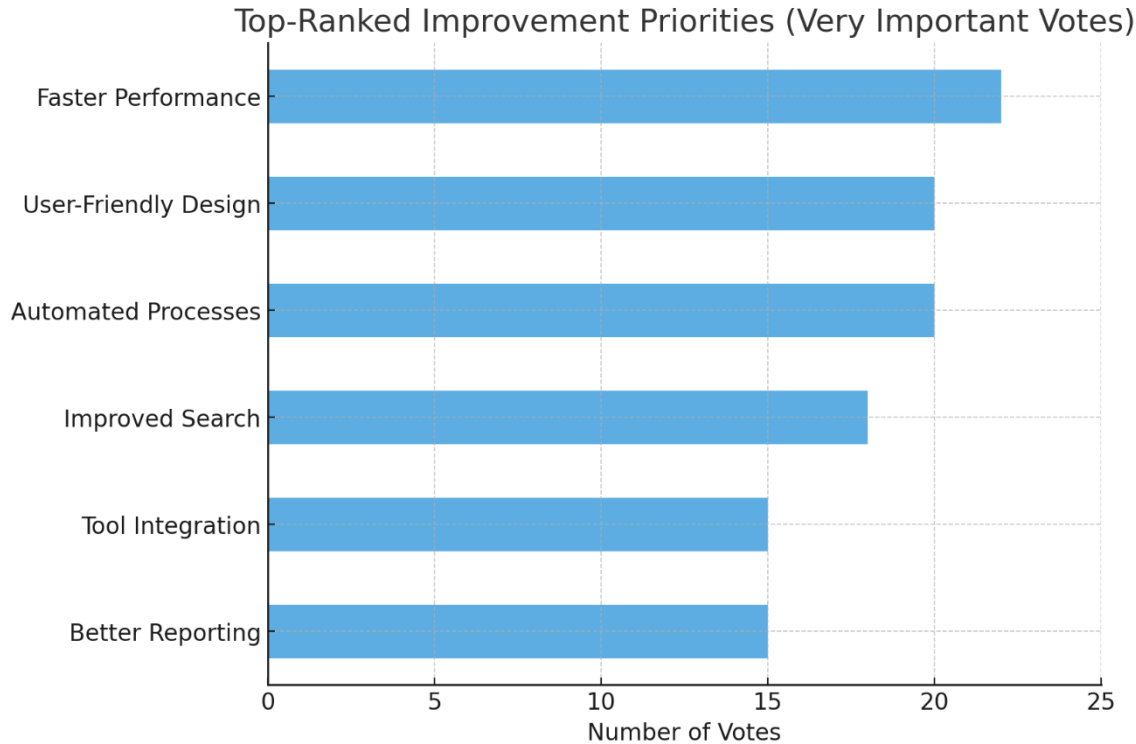


- System Fit for User Needs



User-Ranked System Improvement Priorities

Respondents ranked potential improvements. The chart below displays the number of users who rated each item as 'Very Important':



Final Takeaways

Based on the responses and analysis conducted during the PLUS System Assessment, several critical insights emerged that highlight both current system challenges and opportunities for improvement. These takeaways serve as guidance for prioritizing future system enhancements and organizational focus:

- System reliability and performance continue to present challenges.**

Users frequently experience noticeable slowdowns during peak usage periods, particularly around midday and late afternoon. Addressing performance bottlenecks must be a core area of focus to maintain productivity and system trust.

- Reporting capabilities are widely viewed as insufficient.**

Many departments rely on external tools, such as Excel and Power BI, to fill gaps in PLUS reporting functionality. Enhancing built-in reporting tools would reduce reliance on workarounds and increase user efficiency.

- Workflow alignment with business processes remains a significant concern.**

Numerous users cited issues with overly complicated or misaligned workflows that do not adequately reflect actual operational practices. Streamlining workflows and ensuring they match departmental needs will improve adoption and reduce frustration.

- Training and change management processes require significant improvement.**

Survey results revealed that many users were either unaware of system updates or did not feel adequately trained to use new functionalities. Structured communication plans, advance notices, and hands-on training are necessary to support successful system updates.

- Transparency in feedback handling and support responsiveness is lacking.**

Users expressed uncertainty about whether their reported issues and suggestions were acted upon. Establishing visible, accountable feedback loops would help foster greater trust between departments, RCIT, and system administrators.



-
- **Top user-identified priorities for future system improvements include** improving system speed and reliability, creating a more intuitive user experience, enhancing search functionality, and modernizing the reporting framework.

Appendix B: External User Feedback Results

As part of the PLUS System Assessment and Implementation effort, a questionnaire was distributed to external users, including developers, builders, and consultants who regularly interact with the system. The survey focused on system usability, reliability, access to information, and support experiences.

Structured responses indicate that while users occasionally encounter system challenges, most critical issues—such as pages not loading properly, unexpected errors, or system crashes—were reported as rare. External users generally found it somewhat easier to complete tasks using PLUS, with some highlighting fast uploads/downloads and reasonable navigation compared to similar portals. However, several open-text responses pointed to specific areas for improvement, including the ability to access invoices more easily, streamline condition clearance processes for multiple lots, and enhance clarity around project statuses and submittals.

Although free-text feedback volume was modest, the responses offer valuable operational insights that align with themes observed in internal stakeholder feedback, particularly around system navigation, status transparency, and process clarity. These insights will inform future system evaluation and usability improvements.

Open-Ended Comments Summary

As part of the external user questionnaire, participants were given the opportunity to provide additional comments regarding their experience with the PLUS System. The feedback was reviewed and categorized into key operational themes:

Access to Information:

- Several users expressed difficulty accessing invoices, either for payments made or outstanding balances.
- Users noted challenges in finding complete project status updates, particularly regarding submittal tracking and inspection results.

Process Complexity:

- Comments highlighted frustration with clearing conditions for multiple lots, noting that the process could be more streamlined and user-friendly.
- Some users found certain workflows around plan reviews and permit approvals to be complicated or unclear.

System Navigation and Ease of Use:

- A few users recommended improving the search functionality and simplifying navigation across different modules.
- There were suggestions to provide clearer instructions or guidance for uploading documents and managing application tasks.

System Performance and Reliability:

- Generally, users reported that upload and download speeds were acceptable.
- Most users indicated that major system disruptions, such as crashes or page loading failures, were rare.

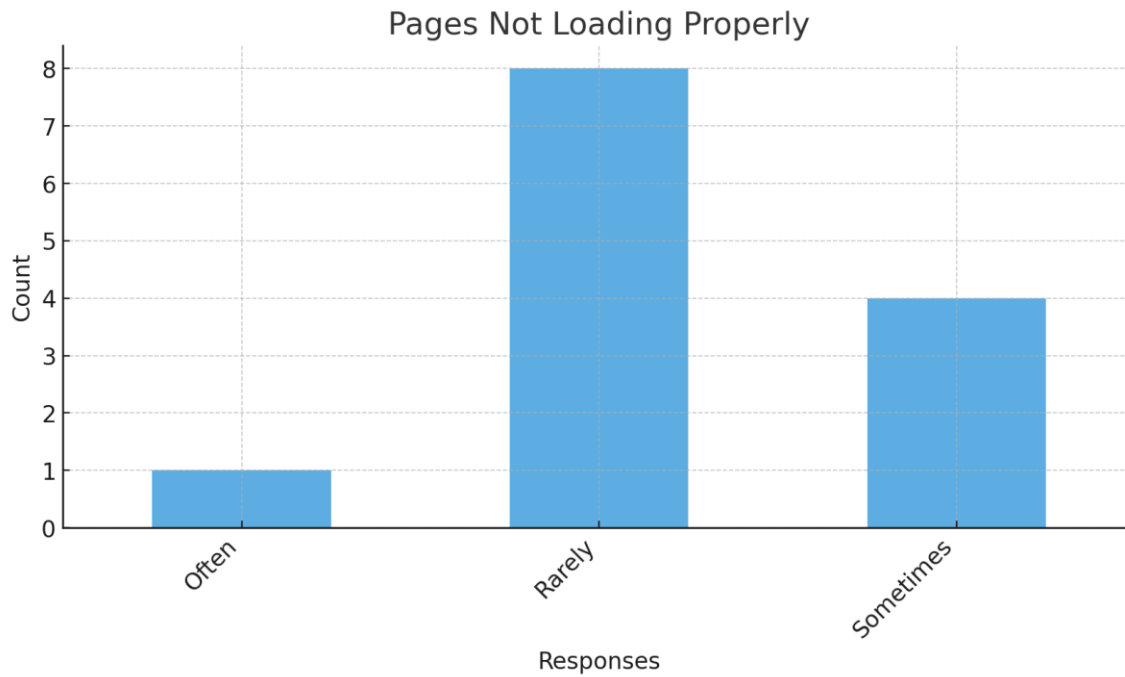
General Support and Recommendations:

- Some users noted the importance of having clearer support channels when encountering issues.
- A few respondents made positive comments about their ability to successfully complete tasks once familiar with the system's structure.

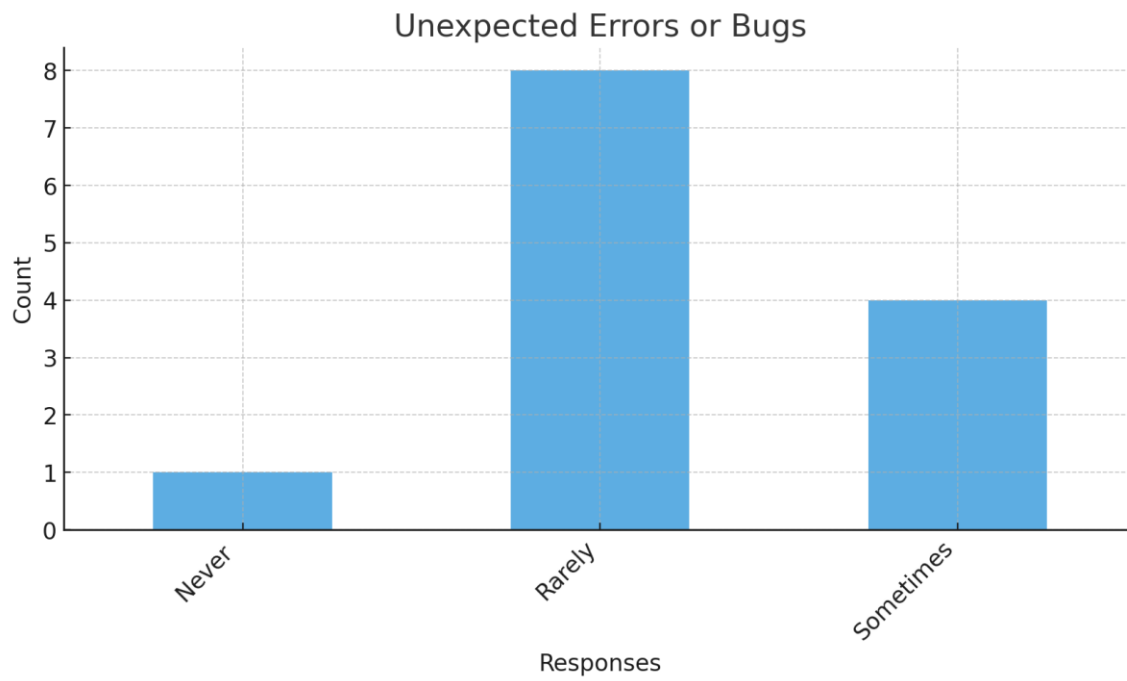
External User Questionnaire – Structured Responses

Structured responses from external users provided insights into the PLUS System’s reliability, usability, and support experience. Overall, critical issues were reported as rare, with feedback supporting continued system evaluation and future improvement planning.

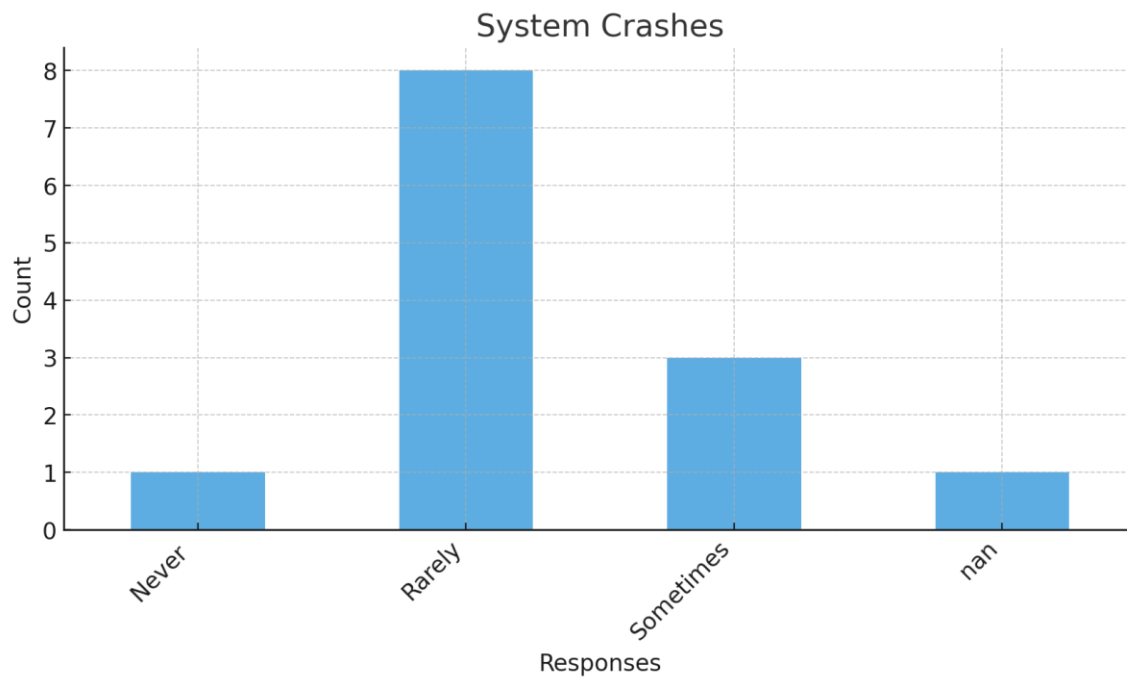
Pages Not Loading Properly



Unexpected Errors or Bugs

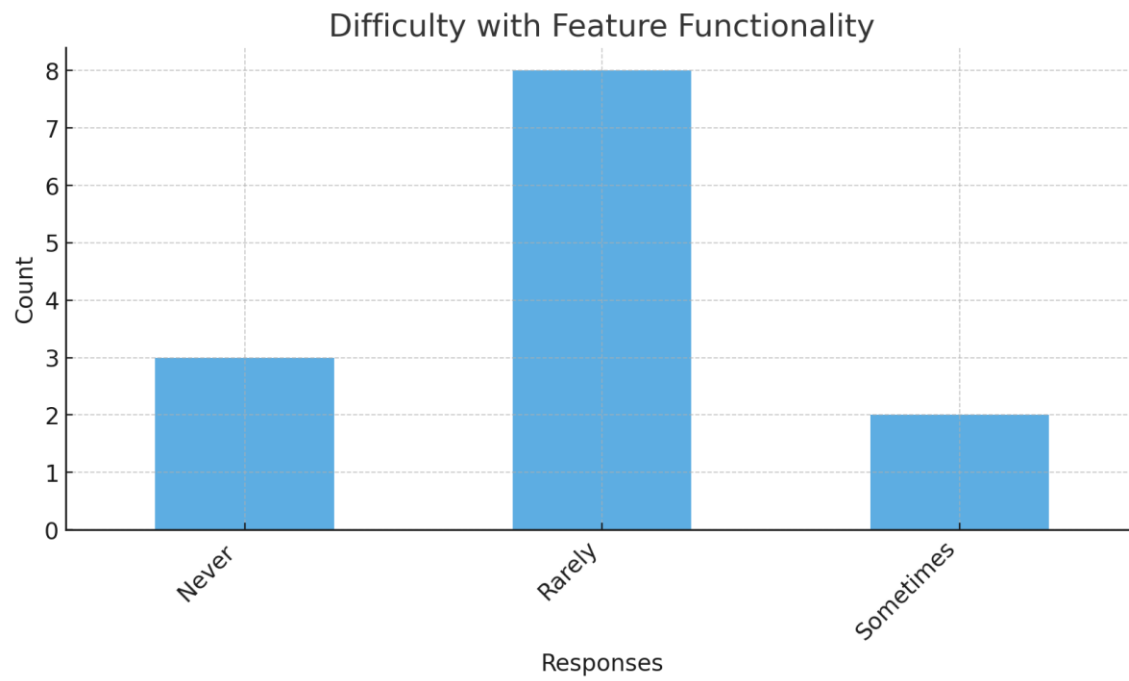


System Crashes



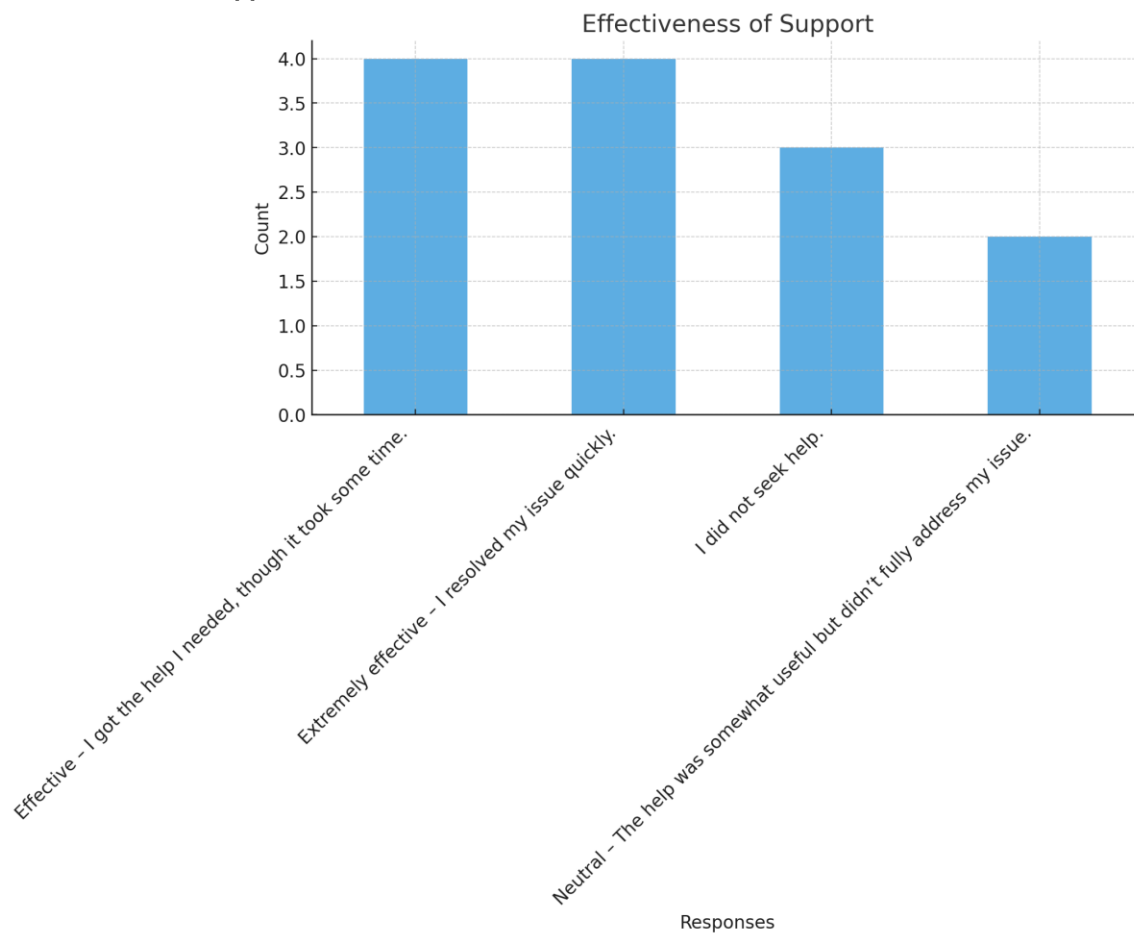


Difficulty with Feature Functionality

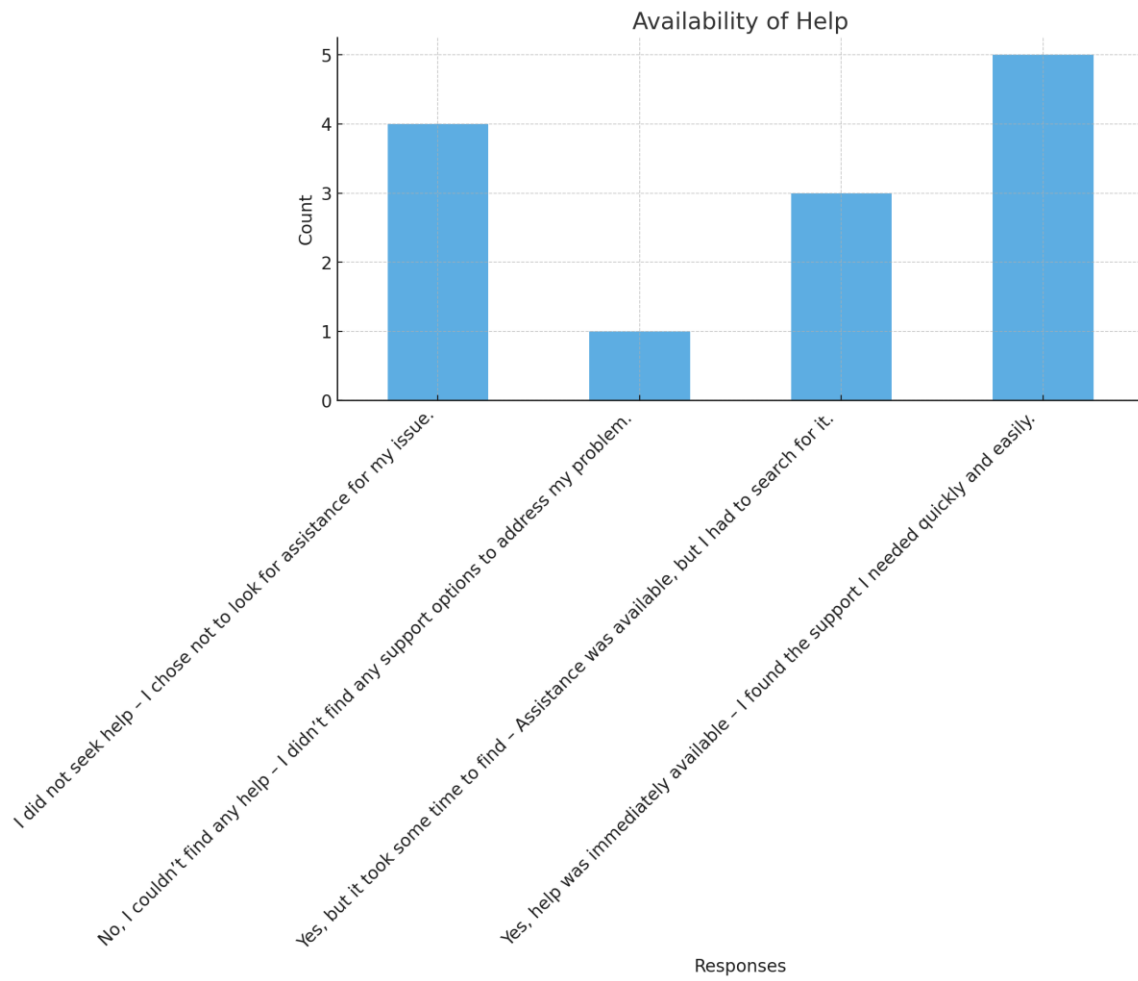




Effectiveness of Support

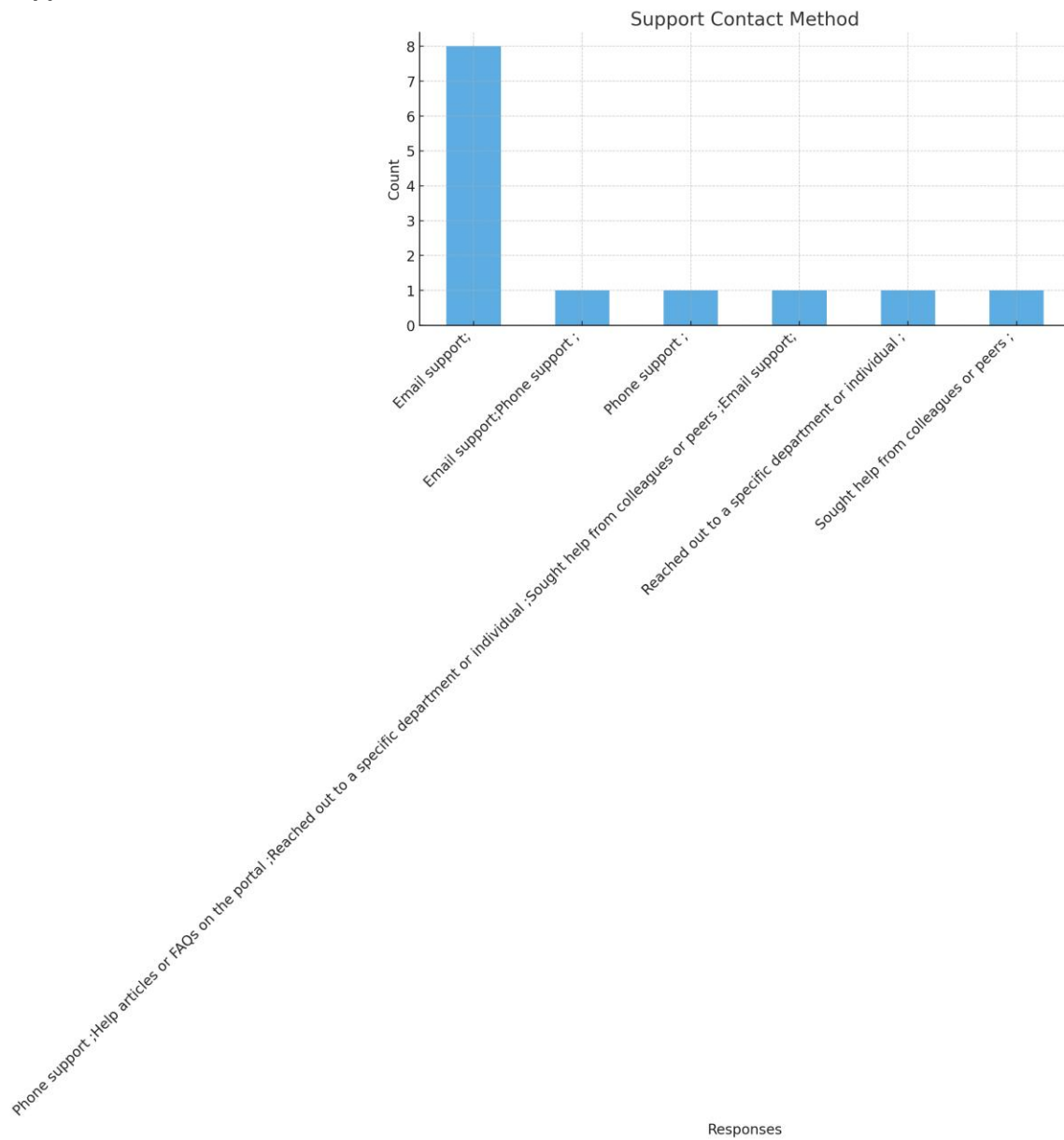


Availability of Help





Support Contact Method



Appendix C – Stakeholders Questionnaire Full User Comments and Free Text Responses

This document compiles all meaningful free-text feedback provided by internal PLUS System users during the assessment. Responses have been organized by question topic to preserve the context and intent of the users' comments.

Please explain how the system meets or does not meet your needs

“System is often slow and IT has to be contacted to fix. Often times have to await for system to catch up in order to move on and slows process down”

“The software, while problematic at times, is, in almost all categories, better than the previous Land Management system used. The program's biggest weakness is its handling of Conditions of Approval. Conversion from the previous system to PLUS resulted in a significant loss in functionality. Specifically, in regards to the Conditions library, Conditions editability (Title and body), and inheritance (copy and pasting) of approved Conditions into subsequent Plans and Permits, and the enabling and satisfying Conditions are less than optimal.

Quite a few system improvements have been provided by Tyler since our go-live date, and they have helped Plan Processing; however, one of the latest system upgrades caused an even greater degradation when dealing with Conditions of Approval. The combining of BlueBeam Revu and PLUS could be a method of streamlining Plan review, but additional research would be needed to determine if that could be accomplished and whether or not it should be done, and what specific procedures would be needed to implement that change. While the method of linking new Plans with historical Plans currently exists, streamlining that method would greatly speed up that task and reduce the possibility of it being ignored or being incomplete. Due to changes made to business practices additional changes are needed for many of the Plan's Workflows.”

“We are able to do all necessary functions.”

“1. This system does not do a complete search. When an accurate search for a parcel or case is needed many times you have to search for it in multiple ways.

2. The system is unreliable in saving information and regularly does not save entries and file attachments

3. Over the years the PLUS staff has done their best to assist with issues but requests get pushed back to Entergov staff and take months

4. When simple system changes are needed such as adding a new case type it takes months

5. System integration with other county systems is unreliable and requires extra steps to confirm information.

6. The steps required in this system to do simple tasks are very unnecessarily extensive.

7. Code Enforcement processes require the property owners info, when changed, to be consistent. This system does not change that info through the case and requires the verification of multiple screens in multiple places

8. Reports: this is a joke. There is no accuracy in the search and the information (as expected to be reliable) is a joke. When searches for the same information using the same request is made in different search places the reports are different making results unreliable.

9. This system is not user friendly to say the least. It requires step memory throughout the area being worked and is not intuitive to say the least.

10. When this system was set up, a major error was made by the county staff allowing each department to place their information wherever and in whatever manner they saw fit. There is no common way to find other departments information without knowing specifically where to look in the system for it even though the case system structure is

the same for planning, code or building and safety case types. This is terrible for cross department research as is requires by the code department.”

“I have used this system at another agency (20-30 users). We had the same issues and it was new to use and was “built” for our agency. It seems as far as code, it appears the code module is an after thought. The system is geared more for building, planning and fiscal.”

“Impossible to case manage, difficult to get stats and information out of it. We give it more information than it gives back”

“Takes too long to open a case, would be nice if system was web based so we can easily access cases out in the field to eventually go paperless.”

“It tracks projects well enough.”

“The system doesn't allow for fixing errors. When data is entered, after it's nightly update, if a data entry error is noticed the next day or in the future, there isn't an option to fix/edit the error, and some errors can affect future use of the system.”

“The system is to slow for staff and the conditions that are cleared on the parent cases do not transfer to the child cases”

“The system was probably developed with other departments needs in mind, more so than billing and payments. It does not directly link to PeopleSoft so there's more opportunities for errors as payments have to be manually entered. It's a lot slower than the previous silverlight PLUS system, which can be frustrating at times. But it's what we have, so we have no choice but to work around our issues.”

“The workflow chart could be different and the reports as well.”

“Meets: We have the invoices (reports) and reports created, and fees inputted.

Lack: Thumbnails for documents without needing to click to open to view, recreating reports when there is an update, Advance Search not pulling correct data, unable to sort data in Fees, Fees will zero out (during updates/upgrade), reports don't automatically save to document, slowness of system most of the time, no credits in Fees (only debits),”

“We are unable to print photos from the attachment page, which is important when preparing cases for warrants etc. Reports are time consuming to create, multiple steps to obtain basic information. The pages within the system do not communicate with each other. Some entries are tedious and time consuming.”

“It is not user friendly. When first working with PLUS (Tyler) the team was told a lot of our processes could be incorporated into it...as time went on that wasn't the case. It's not set up for the County's needs and functionality.”

“I do not like that the system freezes frequently, and the searching section is not user friendly. I do like that all entries are available in one place and that the customers can see their permits.”

“The inability to organize fees by date significantly complicates my job.”

“The system sometimes glitches and takes forever to load.”

“System constantly slows down through out the day. We are constantly reaching out to our support team to let them know, it's slow and inspections are not saving. Also, scheduling inspections, it's very time consuming when we have

to schedule each inspection. For example, If I'm scheduling a final inspection, it requires about 11 inspections that need to be added for each permit. We have to go into each individual inspection, select an inspector (if we don't select inspector it takes even longer), select a date, and save and do the exact same thing for all 11 inspections. this process can take 10-15 per permit when scheduling.”

“When it comes to reports it is lacking the capability to draw certain information. It is constantly buffering and/or not saving data after first entry.”

“1. Within the conditions tab, the ability to filter conditions of approval is very basic with the HTML5 version of PLUS. Previously, with the Silverlight version, conditions could be filtered by selection queries.

2. Sorting conditions is no longer possible. This functionality was available but was removed by one of the updates to PLUS.

3. Working with conditions is inefficient due to the Refresh behavior with PLUS. When conditions are updated and saved, the list of conditions is refreshed, undoing all the limited filtering that was applied.

4. One of the worst inefficiencies while working in the conditions tab is the need to continuously scroll with the mouse wheel in order to view all the conditions. PLUS displays an initial batch of conditions and the user is required to scroll until the last condition is shown. Page down on the keyboard does not scroll. The Refresh behavior mentioned in #3 above will reset the view and the user will need to repeat the process of scrolling.”

“System is slow, hard to read conditions, difficult to search”

“Well the system does take payments and issue receipts. I do wish cashiering would link with Heartland so we don't have to do two payments when the customer pays with credit cards.”

“The system is difficult to update, and often provides error messages.”

“Robust and flexible search capabilities. Ability to arrange search results. Ability to export search results. Ability to add or make changes as needed.”

“IT ALLOWS FOR THE PERMITS TO BE UPDATED AND THE CUSTOMERS WHAT THEY NEED AND WANT.”

“It provides me financial information related to project. It makes it accessible by project.”

“For DEH's purposes, we are able to retrieve and obtain the information that we need.”

“Too many clicks and steps”

“I am able to locate historical records searching by parcel number, address, contact information, permit number, location and by tract/parcel and lot number. That way all records pertaining to the property are attached to each other in the system.”

“1. Need to reduce button clicks to clear a permit.

2. Make save time quicker after I click save

3. Need a way to clear a batch of permits quickly for the same condition.

4. Need way to filter permits for a case to see if certain conditions have been cleared or not and by who

5. Need way to export tables of data to a csv/Excell format for quick filtering.

6. Load all the permits and condition at once instead of small batches when I scroll down. This make searching faster

7. No way for Flood Control to generate permits and various milestones get set multiple times requiring Flood clearance that are not required.

8. Load time for development cases is crippling”

“The system if functional, but is very inefficient and doesn't prioritize certain aspects that would improve efficiency in use. One example is how conditions of approval resort after saving and that makes it difficult to reorient back to the relevant conditions or how the default view you have to manually adjust column widths to start to make it easier to read and scroll through conditions. It works, but its far from an ideal or even generally efficient system. The Silverlight version of the system was far more user friendly and since that went away various updates have generally made it less efficient for my purposes at least.”

“We are still waiting for a WQMP Permit Module. The notifications are sent to the wrong people, so we can have submittals waiting for months before finding that a submittal was made for review (BGR issued status should be associated with our BuildingGrading email), searching Conditions is cumbersome only seeing a few conditions at a time without any way to search or filter, deferring conditions is a time consuming process.”

“Although PLUS meets the basic requirements for a records/permit management system it is inefficient for the volume our team has to process. Here are some challenges:

1. Each function requires multiple clicks/steps to complete which takes valuable time.
2. The IG Inspect App does not function well for either our hazard reduction team or our inspection team so they are forced to use the PLUS system which is not efficient for field work.
3. EPL has the ability to work well, but the County and Fire department tried to customize it to our existing processes rather than adapt antiquated processes to the systems functionality.
4. The advanced search function does not result in accurate data due to the elastic search and its faults.
5. When functions in the system break, Tyler is not able to resolve the issues resulting in downtime and impacts to our organization.
6. Plan checks require us to download uploaded plans to our computer, to open in BlueBeam then upload completed plans to the system, rather than utilizing E-reviews which cuts out lost time and streamlines the process.
7. The current process and system design does not allow for Fire and other departments to ensure we are all looking at the same set of plans so the customer ultimately has two sets of stamped plans that may or may not be consistent. PLUS could fix this but there are challenges in the way the financial side works in Fire.
8. Customized reports are not easy for the end user to create, this has to be done by IT.”

Would you like to provide additional feedback in regards to specific times or conditions when the system's performance degrades noticeably?

“slow down are sporadic and sometimes in morning, other times mid-day, sometimes at end day.”

“I don't notice system lack on a regular basis. It definitely does occur, but I haven't been able to identify specific causes.”

“The performance of the system degrades at random times, but is ,most noticeable around noon and late afternoon”

“Code needs a code enforcement system that works the way, with the system usability, the Code department needs.”

“In my opinion the system is not reliable, especially for 2024. It runs slow, data doesn't get captured.”

“It lags when entering new contacts that have a common last name such as Rodriguez.”

“Usually around 2pm, the system becomes sluggish. It takes longer for the page to load”

“Seems hit or miss but my staff would be the best to answer since I am not a power user”

“Sometimes after updates, we have issues with speed and accessibility of uploaded files in PLUS.”

“Not at this time.”

“After system upgrade or update.”

“I have not noticed a specific time when the system is slow while completing everyday tasks such as updating cases. However, when it is slow, it is definitely slow and negatively impacts productivity.”

“It seems in the afternoon is when the system freezes.”

“Following each update, there appears to be a regression in the system, resulting in changes or functionality issues.”

“Plus runs slower around 1-5pm”

“The system seems to have more glitches or errors after updates and every day after 4:30pm. We are also regularly asked to exit the Plus systems so glitch or errors can be repaired.”

“NO”

“System seems to run slower after 3pm. Takes a while for the receipts to generate.”

“When working remotely”

“Geo Rules runs when trying to add an APN to a record, which slows the process. Especially if the parcel has multiple addresses, like a mobile home park. When adding an older permit type (oldbld or bldhist) the Geo Rules are not necessary.”

“I HAVE BEEN TOLD THAT THE SYSTEM DOES NOT WORK WELL "AFTER HOURS". THE SUPPORT STAFF IS A JOKE. THEY WENT TO MONTHLY DATA MIGRATION TO WEEKLY DATA MIGRATION. IT IS JUST JOB SECURITY FOR SOMEONE. I GET IT.”

“Usually after 4pm the system can run slow. Making each module load at a declined speed.”

“During updates or maintenance, the performance significantly degrades.”

“If you are running a large report and trying to do your research at the same time it does lock up the system. If there is a large amount of people in the system and you are trying to run a search for mobile home park by parcel number it can take a while to complete the search.”

“I notice a decrease in performance in the afternoons.”

“The system is great when I come in at 5am until 8am or when working very late.”

What types of errors or glitches do you commonly encounter?

“Performance issues, slow processing”

“The system will slow to a point that work is no longer feasible and/or the system stops functioning completely.”

“System slowness is the most common, when we open a permit, it usually takes about 5 seconds to open, during system slowness, it can take up to 50 seconds.

If trying to save, it can take as long, but most of the time it times out, and it does not save.”

“Loss of data entry with no explanation”

“Slow upload / download speeds.”

“Don't use system often enough to encounter glitches.”

“It is mostly just lag times. Sometimes I notice that I will get an email that notifies me that a payment is made, but the financials tab does not show the new case balance.”

“blank screen, long time to load data, error messages pop up”

“just over all slowness for me”

“Most of the errors we find have to do with billing, as that is our primary function.”

“Plus will just keep loading the page”

“Document not able to download, we are not able to search for the document without using the sidebar to go all the way to the bottom and then back up before searching. If you don't do that, you might get an error that the document is not there. Fees lose their details when we void the invoice, Parcel details should have situs address as main address from GIS instead of what staff input, and duplicate fees in reports (our custom invoice).”

“Sometimes Plus completely freezes up. Sometimes it will boot you out of a case and everything that was being worked on gets lost. Often times we get the endless spinning circle and we are unable to move forward or exit the system.”

“Slow, would save data entered in due to other people use of the plan, or can't clear workflows due to task errors by other users”

“503 or 502 I cannot remember”

“Document uploads frequently appear and disappear, creating inconsistency in access.”

“the system doesnt load or it freezes”

“bar showing it's in process (we call it spinning).”

“Buffering during a task. Also, blank attachments, Time Tracker entries that don't save after the first try.”

“Cannot save work.

Error messages that indicate I need to log in again which leads to lost work done in PLUS.

Unable to update or save workflow and the error message provided is not helpful.”

“We often get emails that fees are not accurate.”

“Usually it is after an upgrade or after something is fixed. The system just stops working. Last time we couldn't bring up new permits and new invoices.”

“next step needed; user doesn't exist”

“Errors encountered are just bad data input from previous systems. Glitches are the additional info screen is sometimes cut off. It's too far to the left and can't be moved over. Resizing does not fix the problem.”

“THE SYSTEM RUNS SLOW, OR NEEDS TO BE RE-FRESHED.”

“Slow performance and loss of data entry.”

“When I generate a search for a large parcel there are long lags or it won't generate at all. A glitch that recently started happening is when I open a permit, close it and later go back into it to make changes it was say that I still have the permit open.”

“Errors or possibly simply unclear structure for workflows occur the most often. Basically it isn't clear on the various status of workflow items and what status or other state they need to be in to clear and when there is an error and it doesn't allow it to save the system does not provide clear direction on what the specific issue is, so often I go back and save at each small step to be able to determine where the error is occurring to figure out how to fix it.”

“I do not trust the results from any of the metrics pulled from PLUS.”

“Typically extreme slowness than then results in the system going down. Often times files are not able to be downloaded or not visible.”

Are these errors specific to certain features or actions?

“occurs in all functions that I utilize in plus.”

“No. I can't assign these types of system slow downs and/or freezes to any particular actions. Standard Operating Procedure is to notify by email the PLUS Help staff of the issue. They usually respond pretty quickly.”

“Opening and saving permits”

“Don't use system often enough to encounter glitches.”

“Not that I know of.”

“Doesn't appear so, seems its system-wide”

“Not sure”

“The errors are usually in the reports module. Data not reporting correctly.”

“No.”

“Not that I am aware of.”

“tasks & workflow”

“This affects the uploaded documents.”

“No just at random”

“They can occur when working in the conditions or workflow tabs.”

“Yes.”

“I do not know”

“workflow”

“Haven't noticed.”

“Hard to say because we don't use all features.”

“It occurs when someone or myself are in a permit that needs to be corrected.”

“Yes, workflows.”

“Workflow and Conditions are very slow.”

“Not that I’ve noticed.”

What actions do you take when you encounter an issue with the system?

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;”

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Other;”

“Wait for the issue to resolve itself;Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Contact a system administrator for assistance;”

“Contact a system administrator for assistance;Abandon the task and try again later;Report the issue to the IT helpdesk or technical support team;”

“Restart the system or refresh the page;Consult a colleague for advice or assistance;Contact a system administrator for assistance;Report the issue to the IT helpdesk or technical support team;”

“Report the issue to the IT helpdesk or technical support team;”

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Consult a colleague for advice or assistance;”

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Consult a colleague for advice or assistance;Wait for the issue to resolve itself;”

“Wait for the issue to resolve itself;Abandon the task and try again later;”

“Consult a colleague for advice or assistance;”

“Report the issue to the IT helpdesk or technical support team;”

“Restart the system or refresh the page;Wait for the issue to resolve itself;Contact a system administrator for assistance;Report the issue to the IT helpdesk or technical support team;”

“Restart the system or refresh the page;”

“Restart the system or refresh the page;Wait for the issue to resolve itself;Abandon the task and try again later;”

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Consult a colleague for advice or assistance;Wait for the issue to resolve itself;”

“Report the issue to the IT helpdesk or technical support team;”

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Consult a colleague for advice or assistance;”

“Report the issue to the IT helpdesk or technical support team;”

“Report the issue to the IT helpdesk or technical support team;Wait for the issue to resolve itself;”

“Restart the system or refresh the page;Contact a system administrator for assistance;”

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Consult a colleague for advice or assistance;Abandon the task and try again later;Contact a system administrator for assistance;”

“Restart the system or refresh the page;Consult a colleague for advice or assistance;”

“Report the issue to the IT helpdesk or technical support team;Wait for the issue to resolve itself;Consult a colleague for advice or assistance;Restart the system or refresh the page;”

“Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Consult a colleague for advice or assistance;Abandon the task and try again later;”

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“Wait for the issue to resolve itself;Report the issue to the IT helpdesk or technical support team;Restart the system or refresh the page;Consult a colleague for advice or assistance;Contact a system administrator for assistance;Abandon the task and try again later;”

“Report the issue to the IT helpdesk or technical support team;”

“Restart the system or refresh the page;Wait for the issue to resolve itself;Abandon the task and try again later;”

“Restart the system or refresh the page;Consult a colleague for advice or assistance;Refer to available user guides or documentation;Wait for the issue to resolve itself;Abandon the task and try again later;”

“Consult a colleague for advice or assistance;Abandon the task and try again later;”

“Restart the system or refresh the page;Consult a colleague for advice or assistance;Wait for the issue to resolve itself;Contact a system administrator for assistance;”

“Report the issue to the IT helpdesk or technical support team; Restart the system or refresh the page; Contact a system administrator for assistance;”

How effective is this process in resolving the issue? Please explain.

“IT does does a behind the scenes fix, unclear exact fix.”

“Generally effective. System recovery is usually fairly prompt.”

“This process is not always effective, there have been times when RCIT restarts all the known services, and the system just starts working on it's own several hours later. This process is not very efficient either.”

“Minimal, Data has to be re-entered”

“It seems ok. We have the ability to reach out to Plus Help for resolving issues.”

“They do the best they can”

“Don't use system often enough to encounter glitches.”

“Depends on the problem at the time, but the options selected above mostly work out.”

“Unless there is a system-wide issue affecting all users in the county, usually process to resolve is effective”

“It doesn't fix it”

“Sometimes its a quick fix and other times, it take a while (weeks/months) to resolve.”

“usually within the same day or two”

“Not effective. Normally I would still need to email HelpDesk ticket to let them know of the issue.”

“It is ineffective but has become the norm.”

“not good! there needs to be a more user-friendly aspect of using PLUS for staff”

“efferctive”

“The most effective it can be”

“effective”

“They reboot system a couple times a day.”

“It is effective”

“Logging out and in typically resolves issue.”

“Usually receive an email to let me know it's an IT issue.”

“Reaching out to IT is very effective because they ask us questions and try to resolve the issue ASAP.”

“Sometimes works, sometime have to find a workaround”

“Usually everything goes back to normal eventually.”

“THE ISSUE IS RESLOVED, BUT I DON'T UNDERSTAND WHY THERE IS AN ISSUE IN THE FIRST PLACE.”

“Very effective”

“It is more of a "wait it out" process.”

“I don't believe it's something that can be resolved.”

“Often the unexplained nature of errors other staff have run into and can provide guidance or through coming back to it later or working through it step by step can resolve it”

“The performance issues have not been addressed at all.”

“Reporting the issue resolves the issue most times.”

Are there any suggestions for improving the issue resolution process?

“System has many windows, simplifying might help with performance issues.”

“None.”

“We have an email we send out when we have verified there is an issue, and we send it to several members of Tyler and RCIT. We very rarely get any response from Tyler.”

“Move to a more reliable system. To answer this question to yourself. Just ask how often PLUS is down (within a 7 day / 24hr) period, my team works nights and weekends) for "system upgrades"”

“Not at this time.”

“Don't use system often enough to encounter glitches.”

“For large-scale issues, we usually have to wait on the Developer to resolve or provide necessary assistance, instead of being able to handle it in-house. The timeframe for resolution, (depending on the issue) if it has to go to the Developer, then we are contingent on their response.”

“Not that I can think of at this time.”

“A new system?”

“It would be great if when there is a known issue across the department that an email gets sent acknowledging the issue and providing a potential timeframe for a resolution.”

“Make the PLUS system work better for how the County functions and process cases, plans, permits as needed for departments.”

“Having a concrete solution in place when problems arise, rather than having no solution at all, would significantly improve our workflow.”

“making it more user friendly”

- “1. Show all the conditions and do not require the user to scroll. Allow the page down/up keys to work as an alternative to mouse scrolling.
2. Eliminate the Refresh behavior that resets the conditions filters or workspace settings.
3. Allow smaller fonts and reduce the Cozy UI feel or at least allow the user to select a Compact UI so more data can be seen at once on-screen.
4. Enable a ticket system that can show the status of a ticket.
5. Global system status that indicates if certain PLUS is down.”

“I AM NOT THE PLUS EXPERT. I AM AN INSPECTOR. THE PLUS EXPERTS SHOULD FIGURE IT OUT.”

“I'm not if there is anything that can be done. Due to the high volume of users.”

“There should be an anonymous option to provide a rating for how well the issue was resolved.”

“RCIT and the Fire IT team are wonderful at resolving issues that can be resolved onsite. The issues with resolution come with larger issues that involve Tyler. Last year we lost the ability to accurately reflect our reviews within Manage My Reviews, this went on for months with no resolution.”

Do you use any workarounds to accomplish tasks that the system doesn't support well?

“Yes, I collaborate with colleagues or other departments to find workarounds.;”

“No, I don't use any workarounds.;”

“Yes, I collaborate with colleagues or other departments to find workarounds.;”

“Yes, I use external tools like spreadsheets or databases to manage data or tasks. (e.g., Excel, Google Sheets);Yes, I collaborate with colleagues or other departments to find workarounds.;No, I don't use any workarounds.;”

“Yes, I use external tools like spreadsheets or databases to manage data or tasks. (e.g., Excel, Google Sheets);Yes, I rely on manual processes (e.g., paper forms or logs);Yes, I collaborate with colleagues or other departments to find workarounds.;”

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“Yes, I use external tools like spreadsheets or databases to manage data or tasks. (e.g., Excel, Google Sheets);Yes, I use third-party software to perform certain functions.;”

Why do you rely on these external tools or methods?

“System limitations (The system doesn’t support certain tasks or functions, so I use external tools.);”

“None;”

“System limitations (The system doesn’t support certain tasks or functions, so I use external tools.);Data analysis needs (External tools provide better data analysis capabilities than what is available in the system.);”

“Accuracy (External tools allow for greater precision or accuracy in managing data.);System limitations (The system doesn’t support certain tasks or functions, so I use external tools.);The system is not reliable;”

“System limitations (The system doesn’t support certain tasks or functions, so I use external tools.);Ease of use (External tools are simpler and faster to use than the PLUS system for certain tasks.);Accuracy (External tools allow for greater precision or accuracy in managing data.);Data analysis needs (External tools provide better data analysis capabilities than what is available in the system.);Flexibility (External tools give me more flexibility to customize data or processes.);Familiarity (I’m more familiar with the external tools and prefer to use them.);”

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“Accuracy (External tools allow for greater precision or accuracy in managing data.);Ease of use (External tools are simpler and faster to use than the PLUS system for certain tasks.);Flexibility (External tools give me more flexibility to customize data or processes.);”

“n/a;”

“System limitations (The system doesn’t support certain tasks or functions, so I use external tools.);”

“Ease of use (External tools are simpler and faster to use than the PLUS system for certain tasks.);Data analysis needs (External tools provide better data analysis capabilities than what is available in the system.);Speed/Efficiency with accessing data.;”

“Familiarity (I’m more familiar with the external tools and prefer to use them.);”

“I don’t use work arounds;”

“Ease of use (External tools are simpler and faster to use than the PLUS system for certain tasks.);Accuracy (External tools allow for greater precision or accuracy in managing data.);Flexibility (External tools give me more flexibility to customize data or processes.);”

“System only shows address line 1 & 2;”

“Accuracy (External tools allow for greater precision or accuracy in managing data.);”

“Accuracy (External tools allow for greater precision or accuracy in managing data.);”

“Communications tool;”

“Data analysis needs (External tools provide better data analysis capabilities than what is available in the system.);Flexibility (External tools give me more flexibility to customize data or processes.);”

“System limitations (The system doesn’t support certain tasks or functions, so I use external tools.);”

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Can you provide more details about the way you use these external tools, and for which tasks?

“certain permit types are not equipped with function in workflow to allow for batch issuance. Retaining walls, Meter upgrade are examples.”

“I don't use external tools unless you count formatting and filtering exported data from PLUS into Excel.”

“See answer on #31”

“We are required to give constant stats to our admin. on a weekly, quarterly and annual basis and the reports we get from this system are incomplete and untrustworthy”

“We still do everything manually. Within the Plus system, and the fact the system doesn’t talk to other software / programs.”

“We try to run monthly stats but it takes a few days because the system doesn't work well.”

“I don't use system often enough.”

“It is easier for them to use the excel sheets and is less confusing for them.”

“These other tools are typically accessible online from search via a web browser, or also through cell phone apps. These tools consist of being able to see satellite imagery of properties, obtain thorough property information, determine property locations”

“To review and track cases via inboxes”

“We use spreadsheets to provide certain types of cases to other County agencies. We are not able to pull reports from PLUS that can be used, so we manually update spreadsheets.”

“an inbox with the case number and the status of the case and who it is assigned to review”

“I use PeopleSoft and 3rd party for additional info for my report, but certain data is only stored at PLUS”

“I use Excel to monitor what has been billed and identify cases that need to progress to hearing.”

“inspection availability”

“Plus system does not deduct the amount used from the deposit collected”

“Assigning 10 projects in PLUS to various to staff requires a supervisor/manager to search each project and enter the workflow to ultimately select and save the assigned reviewer. In Microsoft Excel, assigning the same 10 projects listed in one spreadsheet is a matter of enter the reviewers name into a cell/field.”

“I don't use work arounds”

“see above”

“I USE AN PEN AND PAPER TO WRITE DOWN PERMIT NUMBERS.”

“My desk requires many reports and data from PeopleSoft from financial information added.”

“For example, when the system is down, we are using external tools to communicate clearances and status.”

“We use Access to maintain customer information for specific addresses. We can leave notes, contact information, what the customer specifically needs, legal description and permits.”

“Being able to export data as csv is helping in still being able to use external tools”

“PLUS does not provide a reliable way to oversee all the submittals that have come in for review.”

“PowerBI is utilized to have better visibility into our overall progress and efficiency.”

What workflows do you use? Please list as many as you can.

“almost every one in the system.”

“Nearly, if not all, of them.”

“This question is not very clear,
I use all B&S permit workflows for commercial and residential permits.”

“Violations/ inspections/ Time tracker ect.”

“We have had to adjust workflows and had a case type created specifically for my team and process.”

“Workflows, notices, activities”

“I don't use system enough to deal with workflows.”

“check print tracking”

“To complete an inspection, there are upwards of nearly ten steps. Searching the inspection case, ensuring accurate historical data on the previous inspection history (as stated previously, if there is an error in data entry in the past, it affects future processes), assigning and scheduling the inspection, performing the inspection, completing the inspection; then there is the re-inspection process, which functions the same.”

“I don't use them my staff do”

“Moving time tracker data to fees and then updating new fees.”

“Internal Review - department clearances
Status”

“Time Tracker, Additional Info (all), Fees, Files, Print Documents, Activities, and Advanced Search”

“Planning workflows on cases.”

“Permit processing”

“Financial - fees -files - time tracker”

“all”

“inspections”

“Plan Search, Planning cases, Workflow, Time Tracker, Fees, Review Files, add and modify Conditions”

“Conditions and workflow.”

“I do not use the workflow in PLUS.”

“Intake, Plan Review”

“Add Permit”

“I USE THE WORKFLOW ON EVERY PERMIT I GO IN TO.”

“Create fees and pay invoices - cashiering, run reports from transaction reports, add and change project information related to financials.”

“Permit clearances, planning case conditioning, case corrections, and parcel manager updates.”

“Our department does not use Workflow.”

“adding conditions, adding corrections, clearing conditions or steps in the route”

“Typical ones used are the case transmitted review workflows to setup and track departments status”

“All of the workflow up to Permit issuance. Attach Records, link records, intake, plan check, prior to issuance.”

“Planning case reviews

Permit case processing and reviews

Inspections (within permits)

Annual Inspections”

Are there any steps in your workflow that the system does not handle effectively?

Please explain.

“Engineered Walls, Meter Upgrades and permits without ability to issue in bulk”

“Due to changes in business processing there are a number of Work Flows that are no longer correct or were not corrected since system go-live.”

“Most recently, creating a new contact.

This process is taking extremely long to process.”

“Everything in the "workflow" set of tasks to overly complicated and leaves no room for flexibility”

“Our businesses practices need to either be changed to better fit the system. Or the system we pay for should work for us with our processes.”

“I don't use system enough to deal with workflows.”

“In order to perform inspections and complete a documented compliance cycle, use of Plus for this results in many steps/phases. This could be related to how the application was developed for our division specifically, but either way, it creates lots of confusion, especially for new staff, and results in many mistakes which need to be fixed/cleaned-up yet the ability to do those fixes is extremely limited given that we don't have the option to make edits or remove bad data.”

“the percentage in the wheel and where it pulling that information”

“Reports (custom invoices) have errors, and Advanced Search not giving correct data.”

“Assigning workflows and re-assigning workflows to staff/departments. All workflows assigned to staff no longer with the County or to staff that do not perform that function.”

“We cannot view all uploads simultaneously; instead, we have to scroll through them, which is very time-consuming.”

“Plus does not deduct the Time Tracker billable time from fees. Also, the Time Tracker function does not always save my entries”

“Report generation requires working with IT to create a report template in PLUS/PowerBI, which requires time. If access to the PLUS database is available, custom queries can be created in Microsoft Access or Excel to conduct data analysis and/or reporting.”

“We do not currently use all of the workflows that are available”

“Adding Parcel to record.”

“How it will often pull random staff members from a department to populate the User field in a workflow item rather than defaulting to a supervisor or other staff that would be assigned by default.”

“Delta revision. So if the plans are approved, and there is a change during construction, tracking and entering the new plan check cycles in for another permit issuance.”

“Our workflow for permits is not effective within PLUS. I have no visibility in the system to see what each permit tech is able to process, time on task, or measure of volume. Plan reviewers then have to download the plans out of PLUS to open in BlueBeam and go back to PLUS to upload, rather than using E-Review within the system. Many of these processes can and should be automated, but in the past we've had many IO's and experienced significant system sluggishness.”

Are there any data-related issues that you have encountered?

“No, I haven't encountered any significant data-related issues;”

“Yes, I have encountered missing data;”

“No, I haven’t encountered any significant data-related issues;”

“Yes, I have encountered missing data;Yes, I have encountered outdated data;Yes, I have encountered inconsistent data;”

“Yes, I have encountered duplicate data;Yes, I have encountered inconsistent data;Yes, I have encountered outdated data;Yes, I have encountered missing data;”

“Yes, I have encountered missing data;Yes, I have encountered outdated data;Yes, I have encountered inconsistent data;Yes, I have encountered duplicate data;”

“No, I haven’t encountered any significant data-related issues;”

“No, I haven’t encountered any significant data-related issues;”

“Yes, I have encountered outdated data;Yes, I have encountered duplicate data;”

“Yes, I have encountered missing data;Yes, I have encountered outdated data;Yes, I have encountered inconsistent data;”

“No, I haven’t encountered any significant data-related issues;”

“Yes, I have encountered inconsistent data;”

“Yes, I have encountered missing data;Yes, I have encountered inconsistent data;Yes, I have encountered duplicate data;”

“Yes, I have encountered inconsistent data;”

“No, I haven’t encountered any significant data-related issues;”

“No, I haven’t encountered any significant data-related issues;”

“Yes, I have encountered inconsistent data;”

“Yes, I have encountered inconsistent data;”

“Yes, I have encountered missing data;”

“No, I haven’t encountered any significant data-related issues;”

“Yes, I have encountered outdated data;Yes, I have encountered missing data;”

“No, I haven’t encountered any significant data-related issues;”

“No, I haven’t encountered any significant data-related issues;”

“Yes, I have encountered inconsistent data;Yes, I have encountered missing data;”

“Yes, I have encountered outdated data;”

“Yes, I have encountered inconsistent data;”

“Yes, I have encountered inconsistent data;”

“Yes, I have encountered duplicate data;”

“Yes, I have encountered outdated data;”

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“Yes, I have encountered missing data; Yes, I have encountered inconsistent data;”

“Yes, I have encountered missing data; Yes, I have encountered outdated data;”

Are there any recurring issues that you feel are not adequately addressed by the support team?

“I need to work with PLUS Help staff and TLMA PLUS staff to get updated and/or corrected Work Flow Steps and Actions into PLUS.”

“Report accuracies”

“We get different numbers every time we run reports”

“I do not use system enough to have recurring issues.”

“I don’t deal directly with the support team, but I do hear that resolution of issues is essentially based on a “ranking”, for example, which department/division takes priority or has the largest use group.”

“Duplicate charges showing up on statements.”

“workflow

the wheel

reports need to not include weekend or holidays and where the information is populating from”

“Why do we lose data and report no longer correct when there is an upgrade.”

“Being able to print photos and view them as thumbprints.”

“Fees from older cases often disappear, leading to inconsistencies in our records.”

“Refresh behavior and scrolling issue.”

“I DON’T UNDERSTAND WHY THE SYSTEM GOES DOWN AS FREQUENTLY AS IT DOES, AND WHY THERE NEEDS TO BE WEEKLY DATA MIGRATIONS. AFTER THESE OCCUR, THE SYSTEM RUNS SLOWER AND HAS MORE ISSUES.”

“At times there are permits linked to other addresses and/or parcels and we can not figure out why.”

“Delta revisions do not come up in reporting tools. Often the number of submittals do not line up with the number we develop using outside PLUS tools.”

“The amount of system downtime and recurring system slow downs that hamper the teams ability to be productive is an ongoing issue.”

Are there any tools or features within the system that you find particularly useful or lacking for collaboration?

“other depts like fire use a different system so working knowledge of plus isn't as extensive”

“The lack of being able to filter on certain columns can be very frustrating.”

“Advanced Search is one of the tools that I find is very useful.
IG Inspect is a tool that can be very useful, yet has serious syncing issues.”

“File attachments, Time Tracker, details, summary”

“I used Accela systems prior to Plus, and I don’t recall the same type of issues. Not sure of what tools are needed, but we’re desiring more.”

“Easier way to open cases/close cases.”

“Useful - the data dump from county tax assessor; lacking - the time it takes for the data from county tax assessor to reflect in the system”

“Not sure”

“Not that I'm aware of.”

“Workflow is lacking for both employee and reflects on Plus online”

“System slowness or outage should be emailed to the users instead of us emailing them and being told they already know.”

“The search tool”

“Other departments need more training at times we need to walk them through on how to clear something”

“I think updating Conditions of Approval should be more user friendly”

“being able to @ people in different departments and have an email to notify them”

“It does not provide notice to me when other departments clear their workflow items, which would be useful instead of me checking in on it or them having to notify me separately. Similarly, it would be good for notices to be sent when a project deposit is low or negative.”

“Deferring conditions is not easy to use in PLUS.”

“The department clearance function works well but internal processes have limited its effectiveness. Fire leaves clearances pending until we’ve approved the plan, leaving departments/applicants assuming we’ve not touched the case. We have been asked/instructed not to change the clearance to resubmitted required as that creates additional work for the land use technicians. This leaves the permit appearing in limbo with no understanding of why.

The fact that we create a separate case for a fire review of a building plan is not effective for the County or the customer.”

If you could, what things about the system would you change, and why?

“simplify it, similarly to when Silverlight version was aval.”

“I would like the ability to add multiple records/links to a given Plan as one action.”

“Performance is the number one thing I would change, the other would be IG Inspect syncing”

“Comcate implementation (full system replacement)”

“Time to create cases. Cleaner / simplified UI. System integration / software collaboration”

“I would use a different data base system that is more geared towards Code Enforcement”

“Have the system be web based to be easier out in the field and possibly going paperless.”

“I would make it simpler to create and run reports and make work flow more customizable”

“Less steps for workflow, add a delete and/or edit feature, satellite imagery for properties - this would reduce the need to use multiple other tools to achieve the goal; would also create less mistakes and confusion/frustration for staff.”

“Speed of use, less clicks, help cases link better”

“speed and I don't like how it continues to open tabs, every time you search a new case. Many times, you find you're looking at the wrong case.”

“the workflow, the wheel, how people are assigned, the reports need to be more effective not include holidays and weekends”

“Fees need credit, the void/deleted in another table, and able to sort. To ensure faster and accurate billing.”

“communication within the system”

“condition of approvals section for plans & permits, update workflows, declutter the tasks or remove tasks completely, declutter sections no longer needed”

“The search tool, I would make it more user friendly.”

“I would make the fees section more functional”

“speed- we have a heavy volume of callers and inspection request and we depend on speed to get through these calls and inspections”

“I wish when a payment is made online the holds for payments would be automaticly released. I also wish that the type of payment for MTs were added so we know when to put a 10 day hold on the check payments.”

“Turn of Geo Rules for adding permit types OLDBLD and BLDHIST. I believe this would improve the speed for adding parcel numbers to records”

“RELIABILITY AND SPEED.”

“I would change how some permits are link to the wrong address or parcel number. That causes a lot of problems for different departments.”

“Generally to make it more user friendly on the visibility within workflows and conditions of approval so it is more efficient to use those.”

“If I could, I would ask for a complete re-write of the system, that is built for our business practices.”

“1. Speed, simply to improve efficiency. 2. Rework all of the workflows and processes rather than customize the system to fit the processes that were in place prior to PLUS. I’ve used EPL in other jurisdictions and found it to be a great system, but we are not using it as designed. 3. Create or turn on the ability for staff to create reports and not wait for IT to create them for us.”

What new features or functionalities would make the system more valuable to you?

“Like the HUB as it centralizes my information”

“Enhancing the Conditions of Approval functionality should be the primary goal of system improvement.”

“Overall, the PLUS system is not a bad system, it just needs better performance.
It could use clearer explanations when there is an issue.”

“Reliability and accuracy”

“Time to create cases. Cleaner / simplified UI. System integration / software collaboration”

“Ability to run stats, Vehicle abatement, need more automated code related activities”

“Web based, a feature for call staff to easily change a call from a concerned citizen into opening a case.”

“You have to be nearly an expert in use of Plus to know all its features/options and where to even look for them.
Having a drop-down menu or a matrix of some kind may help the user find other useful features may be a benefit.”

“Uploading large amounts of data from a spreadsheet would be a dream come true.”

“Better workflow”

“Not losing data, fewer clicks!!!, and able to view documents without opening the file.”

“Case management abilities”

“easier entering for COAs, clearing COAs, workflow entering and clearances, justifying report created (i.e. COAs, ANDs, Planning Progress Reports).”

“I would like when you search a company name or persons name in the Search bar that when you narrow it down by contact or permit that it actually does that and doesn't ignore what you have asked.”

“Not sure”

“Less glitches, buffering or error codes.”

- “1. Allow selected conditions to be copied to another project in the Plan/Permit modules.
2. Allow actions to multiple conditions. E.g. Deleting conditions requires clicking the delete icon (trash bin) for each condition.
3. Accessing the PLUS database so data analysis and reporting can be done.”

“If we could make a credit card payment in Heartland and the payment info links to the permit/case in PLUS.”

“Ability to save the layout of the search results screen, specifically the column width.”

“I DON'T KNOW WHAT THE NEW FEATURES ARE. THOSE HAVE NOT BEEN SHARED WITH ME.”

“Make improvements to manage my reviews to provide better ability to add conditions of approval. For example, naming of conditions could be improved.”

“I can not think of any at this time.”

- “1. Need to reduce button clicks to clear a permit.
2. Make save time quicker after I click save
- 3, Need a way to clear a batch of permits quickly for the same condition.
4. Need way to filter permits for a case to see if certain condition have been cleared or not and by who
5. Need way to export tables of data to a csv/excell format for quick filtering
6. Load all the permits and conditions at once instead of small batches when I scroll down. This make searching master”

“See prior”

“Better/More Accurate Reporting, deferring conditions, options for email notifications.”

“An app for inspections that works better that IG Inspect. IG Inspect does not allow inspectors to see anything but the inspection so inspectors cannot do any research in the field when issues arise. The routing in IG Inspect no longer functions correctly.

Integrated plan review (E-review).”

Have there been any recent changes or updates to the system? If so, how have they impacted your experience?

“sometimes updates causes ripples and impacts other permits which are not discovered til weeks later.”

“As I mentioned in some of my previous responses, the most recent system upgrades that further restricted the Conditions of Approval functionality has made the Planner's task of creation of Conditions more difficult.”

“Yes, thee was an update a few months ago that affected the building Inspectors when resulting inspections. The inspectors used to be able to result inspections even after the permits had already been finaled and locked. Now that is not possible, we had to change our process to not lock the permits until two business days after the permit is finaled to lock it, so that our inspectors can still result any inspections that did not sync.”

“Noting effecting our work”

“Do not use system enough to know of the newest updates.”

“Not that I have noticed.”

“Major updates happen periodically. When these updates/migrations occur, it tends to negatively affect our division. Significantly so in fact.”

“I feel the system is constantly updating. We won't know the impact until we find an error that didn't exist before.”

“There have been updates but I don't know what has been done.”

“the update to the COAs for Plans & Permits is BAD! It has gotten worse with each PLUS update!”

“Not that I have noticed.”

“Yes, files are significantly more challenging to sort through.”

“Not that I'm aware of”

“Yes, the search/ filter function changed and it makes it harder to update COAs.”

“THE HAVE MADE THE SYSTEM RUN SLOWER.”

“None.”

“The viewing of conditions had change making it difficult to read the content.”

“No.”

“Yes, the newest update increased the button clicks to clear conditions for permits.
Also the format for conditions for development cases is significantly worse and difficult to navigate”

“Yes, the update to the conditions of approval module made some improvements that were helpful like being able to mark a condition as satisfied without having to open up the condition. But at the same time that update occurred the appearance of the conditions changed that modified the column widths that basically means you have to take the step to modify the column widths to make it readable and navigable.”

“There have been attempts to fix the notifications for Delta Revisions. It works for only recent projects. Any projects before a few months, have the incorrect assigned user, so we do not get the notifications.”

“No major changes.”

Were you informed and trained on these changes? Did the changes meet your expectations and/or business needs?

“other;”

“Yes, I was aware of those system changes (as I was one of the people responsible for testing) but didn't realize those changes would affect the conditions of approval.;The changes met my expectations and business needs;”

“No, I was not informed or trained on the changes;”

“No, I was not informed or trained on the changes;”

“No, I was not informed or trained on the changes;”

“Yes, I was fully informed and received adequate training on the changes;”

“Do not use system enough to know of the newest updates.;”

“No, I was not informed or trained on the changes;”

“The changes did not meet my expectations or business needs;”

“Yes, I was informed, but no formal training was provided;”

“N/A;”

“Yes, I was fully informed and received adequate training on the changes;”

“We are updated in our group meeting. The changes for me are mostly negative.;”

“No, I was not informed or trained on the changes;”

“No, I was not informed or trained on the changes;”

“N/A;”

“No, I was not informed or trained on the changes;”

“Yes, I was fully informed and received adequate training on the changes;”

“Yes, I was informed, but the training was insufficient;”

“No, I was not informed or trained on the changes;”

“Yes, I was informed, but no formal training was provided;”

“Yes, I was informed, but the training was insufficient;”

“No Changes;”

“No, I was not informed or trained on the changes;”

“No significant changes;”

“No, I was not informed or trained on the changes;”

“n/a;”

“No, I was not informed or trained on the changes;”

“The changes did not meet my expectations or business needs;”

“Does not apply.;”

“No, I was not informed or trained on the changes;The changes did not meet my expectations or business needs;”

“No, I was not informed or trained on the changes;The changes did not meet my expectations or business needs;”

“Yes, I was informed, but no formal training was provided;”

Is there anything about the change process that could be improved?

“Post-change support or follow-up (I’d like to see follow-up support or opportunities to ask questions after changes have been made.);”

“Better communication about upcoming changes (I would appreciate clearer and more timely communication about system changes before they happen);”

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“Better communication about upcoming changes (I would appreciate clearer and more timely communication about system changes before they happen);More detailed or hands-on training (I think more in-depth or practical training sessions would help me better understand the changes.);More advance notice of changes (It would be helpful to have more advance notice before changes are implemented so I can prepare.);Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);Post-change support or follow-up (I’d like to see follow-up support or opportunities to ask questions after changes have been made.);Testing changes before implementation (It would help if changes were tested with a small group before being rolled out to everyone.);”

“Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);More advance notice of changes (It would be helpful to have more advance notice before changes are implemented so I can prepare.);More detailed or hands-on training (I think more in-depth or practical training sessions would help me better understand the changes.);Better communication about upcoming changes (I would appreciate clearer and more timely communication about system changes before they happen);Post-change support or follow-up (I’d like to see follow-up support or opportunities to ask questions after changes have been made.);Testing changes before implementation (It would help if changes were tested with a small group before being rolled out to everyone.);”

“No improvements needed (I’m satisfied with how changes are communicated and implemented.);”

“Better communication about upcoming changes (I would appreciate clearer and more timely communication about system changes before they happen);More detailed or hands-on training (I think more in-depth or practical training sessions would help me better understand the changes.);More advance notice of changes (It would be helpful to have more advance notice before changes are implemented so I can prepare.);Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);”

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“Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);Post-change support or follow-up (I’d like to see follow-up support or opportunities to ask questions after changes have been made.);”

“I’m not aware of any changes that affect my job.;”

“More detailed or hands-on training (I think more in-depth or practical training sessions would help me better understand the changes.);”

“More advance notice of changes (It would be helpful to have more advance notice before changes are implemented so I can prepare.);”

“Post-change support or follow-up (I’d like to see follow-up support or opportunities to ask questions after changes have been made.);Better communication about upcoming changes (I would appreciate clearer and more timely communication about system changes before they happen);”

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“More detailed or hands-on training (I think more in-depth or practical training sessions would help me better understand the changes.);”

“More advance notice of changes (It would be helpful to have more advance notice before changes are implemented so I can prepare.);”

“Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);”

“No improvements needed (I’m satisfied with how changes are communicated and implemented.);”

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“Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);”

“No improvements needed (I’m satisfied with how changes are communicated and implemented.);”

“Discussing the changes with ALL of the departments it impacts ;”

“Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);”

“Better communication about upcoming changes (I would appreciate clearer and more timely communication about system changes before they happen);”

“More detailed or hands-on training (I think more in-depth or practical training sessions would help me better understand the changes.);Step-by-step guides or documentation (Having detailed guides or written instructions would make it easier to navigate the changes.);”

“No improvements needed (I’m satisfied with how changes are communicated and implemented.);”

“Testing changes before implementation (It would help if changes were tested with a small group before being rolled out to everyone.);”

“I have not seen any changes.;”

“Better communication about upcoming changes (I would appreciate clearer and more timely communication about system changes before they happen);Post-change support or follow-up (I’d like to see follow-up support or opportunities to ask questions after changes have been made.);Testing changes before implementation (It would help if changes were tested with a small group before being rolled out to everyone.);”

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Do you feel that your feedback is valued and taken into account regarding system improvements?

“Yes, my feedback is consistently valued and leads to system improvements”

“Yes, my feedback is consistently valued and leads to system improvements”

“Yes, my feedback is sometimes valued, but not always acted upon”

“No, my feedback is rarely valued or considered”

“Yes, my feedback is consistently valued and leads to system improvements”

“Yes, my feedback is consistently valued and leads to system improvements”

“Yes, my feedback is consistently valued and leads to system improvements”

“No, I haven’t been asked for feedback or don’t provide it”

“Yes, my feedback is sometimes valued, but not always acted upon”

“Yes, my feedback is sometimes valued, but not always acted upon”

“Neutral, I’m not sure if my feedback is taken into account”

“Yes, my feedback is consistently valued and leads to system improvements”

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“No, my feedback is rarely valued or considered”

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How often are you asked for input or feedback on the system?

“Regularly (e.g., monthly or quarterly)”

“Regularly (e.g., monthly or quarterly)”

“Regularly (e.g., monthly or quarterly)”

“Rarely (e.g., once a year or less)”

“Occasionally (e.g., a few times a year)”

“Regularly (e.g., monthly or quarterly)”

“Rarely (e.g., once a year or less)”

“Never”

“Regularly (e.g., monthly or quarterly)”

“Occasionally (e.g., a few times a year)”

“Rarely (e.g., once a year or less)”

“Regularly (e.g., monthly or quarterly)”

“I provide feedback only when I encounter issues”

“Rarely (e.g., once a year or less)”

“Rarely (e.g., once a year or less)”

“Occasionally (e.g., a few times a year)”

“Occasionally (e.g., a few times a year)”

“Regularly (e.g., monthly or quarterly)”

“Rarely (e.g., once a year or less)”

“Never”

“Rarely (e.g., once a year or less)”

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“I provide feedback only when I encounter issues”

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“Occasionally (e.g., a few times a year)”

“Rarely (e.g., once a year or less)”

“Never”

“Never”

“Occasionally (e.g., a few times a year)”

“Regularly (e.g., monthly or quarterly)”

Would you be interested in being more involved in discussions about future system changes or updates?

“Yes, I would like to be actively involved in discussions and decision-making for future changes (I’m interested in contributing ideas and helping shape how the system evolves.)”

“Yes, I would like to be actively involved in discussions and decision-making for future changes (I’m interested in contributing ideas and helping shape how the system evolves.)”

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“Yes, I would like to be actively involved in discussions and decision-making for future changes (I’m interested in contributing ideas and helping shape how the system evolves.)”

“I’m unsure but open to learning more (I might be interested, but I need more information on what involvement would entail.)”

“Yes, but only to provide feedback when needed (I would like to offer feedback when requested, but I don’t need to be deeply involved in every discussion.)”

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“Yes, but only to provide feedback when needed (I would like to offer feedback when requested, but I don’t need to be deeply involved in every discussion.)”

“Yes, I would like to be actively involved in discussions and decision-making for future changes (I’m interested in contributing ideas and helping shape how the system evolves.)”

Do you have any additional feedback or suggestions that you'd like to provide regarding the PLUS system?

“enable multiple users to be in same permit simultaneously to avoid delays and help speed up things”

“I have attempted to highlight some of the issues regarding to PLUS, but there are too many to attempt to identify them all in this questionnaire, but I am available to discuss them in greater detail if desired.”

“PLUS development for CODE has always struggled to work effectively and after 6 years continues to fail miserably”

“Plus does not work for our needs.”

“No.”

“n/s”

“Though this may occur, and I just haven't been involved in the process at my level, I feel that since several departments use Plus and the use and features are all integrated with each department, and what one department changes/updates always has an effect on another because of this, I feel that all stakeholders should be involved (or made aware of specifics) when a department wants to make changes/updates so that they can determine what impact it may have on another department.”



“No.”

“Not currently.”

“I would recommend that priority be given to improving the tasks/tools that create inefficiencies for the largest user group. This will yield large time savings for users and reduce the frustrations they have with the system.”

“None at this time.”

“The PLUS system has many capabilities I am not aware of and would like training and/or training manuals for reference. Changes are made to the system without feedback from the impacted department.”

“No I do not.”

“Generally the system should be built to be more user friendly, which it used to be.”

