

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

May 06, 2025

FROM

MARK WARDLAW, Director, Land Use Services Department

SUBJECT

Amendment to Contract with Agiline Software, LLC for Code Enforcement and Fire Hazard Abatement Software

RECOMMENDATION(S)

Approve **Amendment No. 1 to Contract No. 20-459** with Agiline Software, LLC, for the maintenance and support of the Code Enforcement and Fire Hazard Abatement software, increasing the contract aggregate not to exceed total by \$200,000, from \$307,732 to \$507,732, and extending the term for an additional two years, for a total contract period of June 23, 2020, through June 22, 2027.

(Presenter: Mark Wardlaw, Director, 387-4431)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Operate in a Fiscally-Responsible and Business-Like Manner.

FINANCIAL IMPACT

Approval of this contract will not result in the use of additional Discretionary General Funding (Net County Cost). The total amount expended from June 2020 through June 2025 is approximately \$285,015 of the \$307,732 budgeted amount, and the recommended increase of \$200,000 will ensure continued development and maintenance of the software. Sufficient appropriation has been included in the Land Use Services Department (LUS) Code Enforcement Division's (CEN) 2024-25 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

LUS's CEN is the designated code enforcement agency for the County's unincorporated areas. CEN is responsible for protecting the public's safety in accordance with County ordinances, including those pertaining to public nuisance, and dangerous conditions. CEN utilizes Agiline Software, LLC (Agiline) for the tracking and management of complaints, which result in an enforcement case. The enforcement case remains open until compliance is achieved.

LUS CEN's Fire Hazard Abatement (FHA) program is responsible for surveying over 500,000 properties throughout the county each year for potential fire hazards and compelling the owners to abate hazards such as overgrown vegetation and accumulated flammable debris. FHA conducts surveying in three seasons, each lasting 90 days. Properties located in the valley and desert regions are surveyed twice a year. Properties located in the mountain region are surveyed once a year. The results of surveying yield approximately 50,000 notices to property

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owners each season. FHA is currently utilizing the Weed Abatement System (WAS 2.0) application to manage the surveying process and associated billing and notification activities and is transitioning to Agiline's CityView360 software application.

On June 11, 2019 (Item No. 106), the Board of Supervisors (Board) approved LUS's CEN 2019-20 budget, which included funding for the purchase of a new software solution to replace the existing WAS application. The existing WAS application has a number of challenges due to its aging technology that has reached its end-of-life cycle and vendor support. The system does not allow for any new system functionality. It creates numerous billing, notification, and other fiscal errors, redundancies, and inaccuracies. Further, it is incapable of the needed scaling and functionality to meet the current digitally demanding and ever-changing business requirements.

On June 23, 2020 (Item No. 51), the Board approved non-competitive Contract No. 20-459 with Agiline Software, LLC, in an amount not to exceed \$307,732 for the purchase of a new fire hazard abatement solution including software and maintenance support, for the period of June 23, 2020, through June 22, 2025, with two one-year options to extend.

Approval of this amendment will exercise the two one-year options to extend this contract and increase the total contract by \$200,000, from \$307,732 to a not to exceed amount of \$507,732 for the continued development and maintenance of the CityView360 software. Agiline's CityView360 software solution provides scalability and enhancement, fully supports, and has customizable software capabilities. CityView360 is the case management software designed specifically for Code Enforcement which includes the FHA program. Over the past three years, the division has identified key enhancements to streamline case management and improve inspection efficiency. These enhancements include: 1) A mobile app to enhance administrative functions; 2) A mapping upgrade to optimize inspection routes for maximum efficiency; and 3) A public-facing app that allows residents to access case information and track the status of their complaints, reducing call volume and improving overall customer service. These improvements ensure a more efficient workflow for CEN while enhancing transparency and accessibility for the public.

PROCUREMENT

N/A

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Brett Davison, Deputy County Counsel, 387-3116) on February 27, 2025; Finance (Iliana Rodriguez, Administrative Analyst III, 387-4205) on March 19, 2025; and County Finance and Administration (Robert Saldana, Deputy Executive Officer, 387-5423) on April 4, 2025.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.

Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: May 6, 2025



cc: LUSD - Solis w/agree
Contractor - c/o LUSD w/agree
File - w/agree

CCM 05/8/2025