



**MEMORANDUM**

CSFRA, Community Development Department

**DATE:** January 28, 2019

**TO:** Rental Housing Committee

**FROM:** Andrea Kennedy, Administrative Analyst  
Anky van Deursen, CSFRA Program Manager

**SUBJECT:** Update on CSFRA Database Management System

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**RECOMMENDATION**

To receive an update regarding the development and implementation of a Database Management System to assist in the administration of the Community Stabilization and Fair Rent Act.

**BACKGROUND**

Due to the scope and breadth of the Community Stabilization and Fair Rent Act (CSFRA), with over 15,000 rental units being covered by the program, implementing the CSFRA in an effective and efficient manner will require a reliable, well-functioning information technology (IT) system that is able to receive, store, and retrieve a potentially significant volume of data.

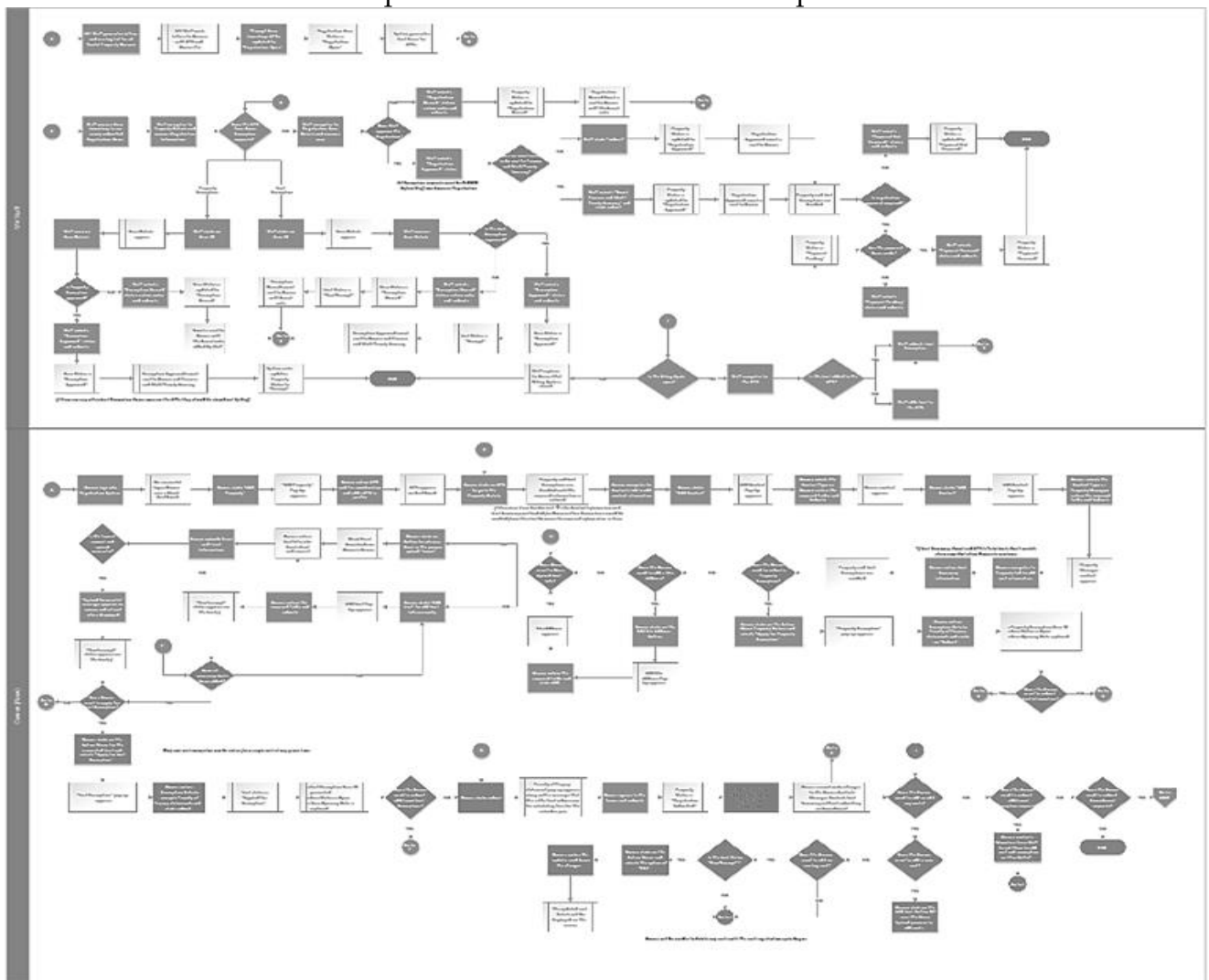
The system requirements include the ability to run key reports, look up pertinent information related to CSFRA units, and facilitate compliance with the CSFRA. Additionally, a system being able to communicate with other City programs and systems, such as the Multi-Family Inspection Program or the fee billing process, can greatly streamline key parts of the CSFRA administration.

On August 27, 2018, after having solicited proposals for a Database Management System through a Request for Proposals, the RHC approved a contract with 3Di, Inc., to develop a centralized data management system capable of supporting the different types of information necessary to support the regulations, which is important to ensure data integrity, improve staff efficiency, and prevent errors caused by missing or misidentified information received from the public.

## ANALYSIS

In the fall of 2018 staff from CSFRA and IT started their collaboration with 3Di, Inc. to develop a data management system. For two months staff worked closely with 3Di to develop detailed process flows to map the property registration process. Twice a week a 2 hour phone conferences with City Staff and the 3Di team were held to establish and review program requirements necessary to build and complete Phase I of the database management system. An estimated 15-20 staff hours a week went into completing Phase I of the data management system.

Graphic 1: Phase I Process Flow Map



Once the process flows were approved, staff started user acceptance testing in early December. After a month of intensive testing and fixing bugs on the property registration webpage the Go-Live date of January 8, 2018 was achieved. Phase I of the system, the registration cycle, is now live and available online for owners/property managers to support the following types of information:

- Owner/Property Management information
- Rental Property information
- Rental Unit information
- CSFRA exemptions
- User Manual
- Management of multiple properties

Graphic 2: Property Management Portal

The screenshot displays the Property Management Portal interface for a property at 312 Camille Ct, Mountain View, CA 94040. The interface includes a navigation menu with tabs for Overview, Addresses, Contact Details, Notes, and Change Log. A Google Street View image of the property is shown on the left, with a 'Registration Approved' status indicator below it. On the right, the 'Site Addresses' section lists the property address. Below this, a 'Unit Summary' table provides a breakdown of unit types, and a detailed 'Unit List' table shows individual unit details.

Studio Units	One Bedroom Units	Two Bedroom Units	Three And More Bedroom Units	Total Units
0	2	1	1	4

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Original Rent Amount	Move-In Date	Last Rental Increase	Occupied By	Action
4	Non-Exempt	-	-	\$2,150.00	\$2,150.00	-	-	-	⋮
3	Non-Exempt	-	-	\$2,050.00	\$2,050.00	-	-	-	⋮
2	Non-Exempt	-	-	\$2,550.00	\$2,550.00	-	-	-	⋮
1	Non-Exempt	-	-	-	-	-	-	Owner	⋮

The property registration portal allows property owners/managers to register their property, update owner or property information and/or request exemption for certain units. Once a property is registered and an exemption is submitted by the owner staff will review and once approved, the owner will receive a letter of acceptance via email. This email allows the owner to apply that exemption to their Rental Housing Fee invoice and reduce the fee accordingly. An email is simultaneously sent both to the City's Finance Department and Multi-Family Housing Inspection Department allowing for efficiency and consistency across departments.

Graphic 3: Example Unit Exemption Acceptance E-mail

**City of Mountain View Unit Exemption Approved**

From : capsupport@3disystems.com  
To : mvcitizen@3dimail.com  
Date : 01/03/2019 3:01 PM



**Subject :** City of Mountain View Unit Exemption Approved

Dear [REDACTED]  
This email is to notify you that the unit exemption request for [REDACTED], MOUNTAIN VIEW, CA 94040, 2 has been approved.  
If you have questions, please contact the Rent Stabilization staff.

**Office Hours** : Monday - Friday 9:00 AM to 5:00 PM  
**Location** : 500 Castro Street, Mountain View, CA 94041  
**Phone** : (650) 903-6125  
**Email** : [andrea.kennedy@mountainview.gov](mailto:andrea.kennedy@mountainview.gov)

The launch of this Phase coincides with the billing cycle of the annual FY2018-19 Rental Housing Fees. Early January, owners received an invoice for each of their properties, including a PIN# which, together with the property's APN number, enables them to set up an online account, access their property(ies) online and input information regarding their rental property(ies), make changes and/or request exemptions. The portal can be reached at [www.mvrent.mountainview.gov](http://www.mvrent.mountainview.gov)

## **NEXT STEPS**

of the following upcoming project phases of the data management system have been identified with 3Di. Next, a project schedule with expected go-live dates will be established for each project phase once the requirements gathering process has taken place and the 3Di team can analyze the scope of work. Staff is currently in the beginning stages of requirements gathering for Phase II.

### Phase II

- Ad hoc reports with the ability to generate reports based on specific search criteria
- Case management system for Banked Rent Increase Notification
- Case management system for Noticing Requirements
- Integration of 3Di system with bulk mailing system

### Phase III

- Case management system for Landlord Petitions
- Case management system for Tenant Petitions
- Development multilingual platform

### Phase IV

- Expand Termination Notice case management system to include Tenant Relocation Assistance Ordinance (TRAO) process
- Explore the possibility of integrating payment processing
- Explore the possibility of integrating Multi-Family Housing Inspection program

## **FISCAL IMPACT**

The RHC adopted a budget for the CSFRA for Fiscal Year 2018-19, including up to \$175,000 for start-up and development of a database management system. It is currently foreseen that \$85,000 would be sufficient to cover the costs in this fiscal year.

**PUBLIC NOTICING** – Agenda posting.