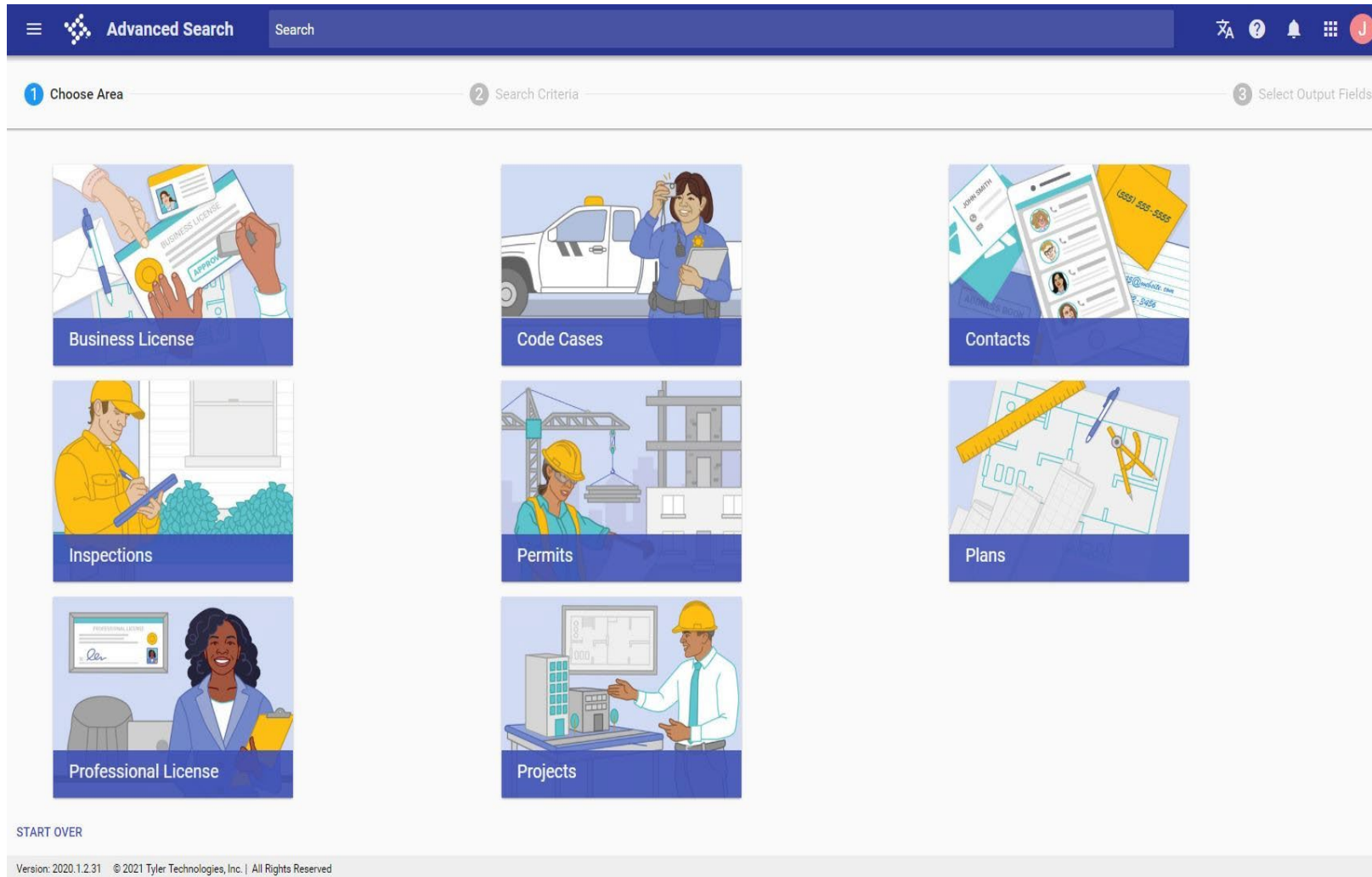


EnerGov

Permitting, Licensing and Inspections Software Replacement



EnerGov Road Map

Steering Committee

- Malcolm Hankins
- Erin Olson-Douglas
- Chris Johansen
- Kay Cmelik
- Tom Vlach
- Jonathan Lund
- Cody Christensen
- SuAnn Donovan
- Jen Schulte
- Anna Whipple

IT Support

- Enterprise Applications
- GIS
- Database Administration
- Server Support
- Business Analysts
- Network

User Groups

- Permit & Development
- Planning
- Neighborhood Inspections
- Code Enforcement
- Business Licenses
- Fire Inspections
- ROW Permits
- Pet Licenses

Review of Project

Replacing legacy Tidemark software

- Implemented in 2001, end of life, no longer supported

City selected EnerGov from Tyler Tech

- Council approved in August 2018

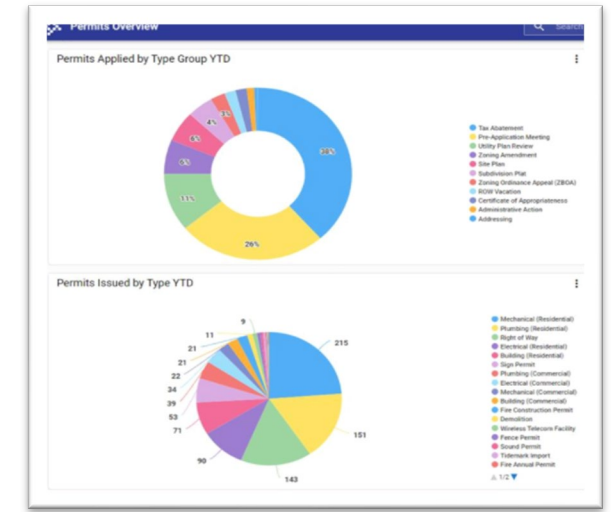
EnerGov Implementation

- Go-Live June 2021



Metrics First 6 Months

Category	First 3 months	Last 3 months	Total Count
Permits Applied For	5821	5516	11,337
Permits Issued	5328	5170	10,498
Plans Submitted	448	596	1,044
Inspections Completed	8847	12,131	20,978
Prof Licenses Applied For	17	470	487
Prof Licenses Issued	14	535	549
Animals Licenses Applied For	2495	8012	10,507
Animal Licenses Issued	2855	6601	9,456
Rental Licenses Applied For	1734	3909	5,643
Rental Licenses Issued	862	1255	2,117
Code Cases Opened	1437	2048	3,485
Code Cases Closed	1282	1111	2,393



Current State

Issues continued from Implementation

- Assigned to Tyler Support and Transition Team

Resolved Issues - 397

- 259 Resolved/closed
- 112 waiting for verification
- 18 no longer needed
- 8 fixed in the next upgrade

Backlog of Issues & New Work Requests

- Currently 776 in the Issue Tracker
- 215 are break/fix issues where something is not working correctly
- 286 are requests for things to work differently than was initially configured
- 256 are requests for additional functionality

The backlog count changes every day – some are work in progress, others need more information, and still others are under review.



Overall Issues Include:

Tyler work not complete by go-live (5)

Tyler work not delivered to spec at go-live (3)

Fixes to ensure system stability (3)

Issues not caught during testing (20+)

Processes City staff want to work differently

Current Focus

Working through Issues List

- Prioritizing break/fix
- Separating requests for efficiency & improvements

On-going Process /Configuration Improvements

- Meeting with departments/divisions on requested changes

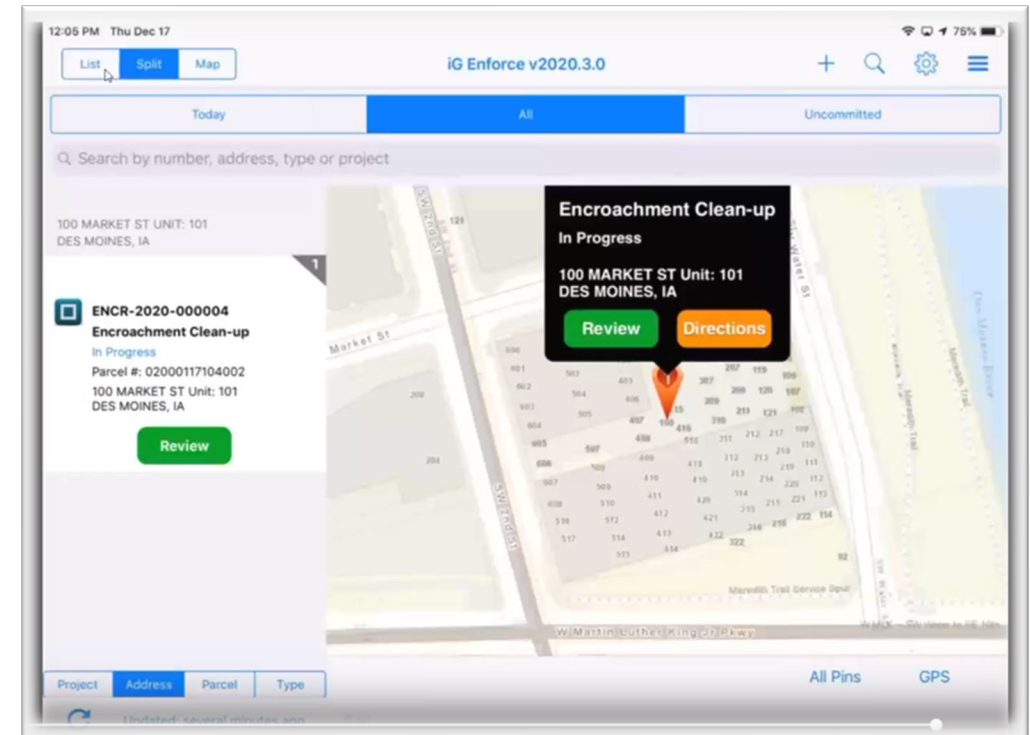
Tyler Customer Care (20 days no-cost to City)

- Have been through initial assessment
- Locking down specific fixes to be targeted

Develop Scope of Services for consultant to assist with backlog

Upgrade Planning

- Scheduled to go into Test February 7
- User testing will go through March/April



Top Development Services Department Needs

1. Improve usability for the development community
2. Simplify permit configurations
3. Increase transparency of permit data
4. Improve inspection configuration
5. Increase querying functions
6. Improve performance analysis capabilities

Top Neighborhood Services Department Needs

1. Automate notices. Currently a workaround is in place.
2. Eliminate double data entry. For example: Rental code case violations cannot be entered in the field.
3. Resolve fee issues. For example: Some of the fees are not included in the correct case type and we are unable to process Special Assessments.
4. Improve workflows that do not function effectively. In some cases, there are steps that are not needed and in other cases steps are missing.
5. Resolve issues with contacts from Tidemark converted cases. Conversion brought over contacts that are incomplete and, in some cases, wrong and did not automatically populate business licenses.
6. Resolve remaining iPad issues. Works well on exterior pictures such as junk & debris but does not have a flash making it impossible to take good interior pictures. This forces staff to take a camera out and then download the pictures manually.

Top City Clerk's Office Needs

1. Improve the experience for pet licenses customers. For example:
There is a need to calculate the senior citizen discount.
2. Complete setup of all licenses and permits.
3. More customization of search and reporting.
4. Simplify document printing.
5. Continue to clean up conversion data - from rabies only, expired pets or licensees, address changes, etc.
6. System is slow at times, impedes workflow.

What's Next

- Schedule Tyler Customer Care engagements
- Develop scope of services for EnerGov consultant on issues & work requests backlog
- Continue staff work with issue resolution and requests for improvements
- Tyler U Virtual Labs – User Training
- Upgrade to newest version (2021.1) of EnerGov

