



WILDWOOD

May 16, 2023

The Honorable City Council
City of Wildwood, Missouri
16860 Main Street
Wildwood, Missouri 63040

Re: **MyGov Permitting and Department Management Software - Update (Wards – All)**

Council Members:

BACKGROUND >>> The City of Wildwood maintains about one hundred seventy-two (172) miles of roads, thirty-seven (37) bridges, thirty-five (35) miles of pedestrian trails, and six (6) parks. It receives thousands of related resident requests for services per year for these assets, including items such as tree trimming, pothole patching, trash removal, and the like. To respond to these requests for service from residents, the City contracts and issues work orders regularly with seventeen (17) different private contractors. Additionally, the City processes over one thousand (1,000) permits for various kinds of construction, grading, and special use activities and manages hundreds of code enforcement cases per year. Processing these permits, work orders, and code violations is only the first step in their management, followed by the preparation of responses, recording, oversight, and long-term record retention.

Historically, the Committee would note the Departments of Public Works, and Planning and Parks processes were managed and tracked using email, spreadsheets, and paper forms, with some integration of website software. The Departments had utilized different processes and workflows for these functions, which were not consistent, efficient, or easily trackable by management or City team members. It became apparent a better approach was the need and the City sought a single, web-based software integrated between departments, to simplify and streamline workflows, improve efficiencies, and reduce costs, thus beneficial to team members, residents, and contractors. The goals of this software were as follows:

- To better respond, manage, and track requests for service from residents or others.
- To better manage and track work orders submitted to contractors to address these requests.
- To better manage and track routine maintenance requests and more efficiently maintain our infrastructure assets.
- To better respond, manage, and track permitting processes such as grading permits, special use permits, and zoning authorizations.
- To better respond, manage, and track code enforcement responses.
- To better integrate interdepartmental reviews.

- To better provide accessible information regarding all of these processes, which will be available to both City team members and residents via any web-connected device, and better integrate GIS data.

The Committee was advised the Departments had spent the last year reviewing vendors, which provide web-based software applications and ultimately concluded that MyGov LLC was the best fit and most cost-efficient for the services that had been prioritized. The City Council approved the purchase and implementation of MyGov software in January 2023, and the Departments began the implementation process on February 6, 2023. After dedicating many hours, over several weeks, to preparing and training, the software went live on April 10, 2023. Access to online applications, work order requests, code enforcement complaints, as well as a GIS mapping module, are now readily available to the public.

CURRENT STATUS >>> The implementation process required many hours over a very short period and many changes that have affected a very large group of people; however, these changes appear to be well received by City Team Members, as well as applicants. Since going live, the City has already received approximately one-hundred ninety (190) applications, twenty-six (26) work orders, sixty-one (61) requests via the public portal, and currently has seventy-eight (78) Collaborators. Although the bulk of the work regarding implementation has been completed, the Committee has been advised the Departments will continue to integrate their existing processes into an automated system, as well as make changes as necessary. Additionally, as time permits, it is the intent to make more applications available to all applicable parties through the software and upload historical data, if possible.

CONTACT INFORMATION >>> If any of the City Council Members should have any questions or comments regarding this information, please feel free to contact the Department of Planning and Parks at (636) 458-0440. There is not planned presentation on this item and is 'For Information' on tonight's Work Session. However, if any Council Member has any questions or comments, the Department will be prepared to address them. Thank you for your support of these activities.

Respectfully submitted,
CITY OF WILDWOOD
Don Bartoni, Chair*
Planning and Parks Committee

Cc: The Honorable James R. Bowlin, Mayor
Thomas Lee, Interim City Administrator
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Rick Brown, P.E. and P.T.O.E., Director of Public Works
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* The Department of Planning and Parks developed this report, in conjunction with the Planning and Parks Committee. Content reflects the Committee's consideration of this subject and not necessarily an individual's position or opinion.