



# CITY OF LEAWOOD GOVERNING BODY MEETING AGENDA

Council Chamber  
4800 Town Center Drive  
Leawood, KS 66211

## GOVERNING BODY WORK SESSION

**Monday, October 3, 2022  
6:00 P.M.**

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**Mayor Peggy Dunn**

**Councilmembers**

**Ward One**

Debra Filla  
Andrew Osman

**Ward Two**

Jim Rawlings  
Mary Larson

**Ward Three**

Chuck Sipple  
Lisa Harrison

**Ward Four**

Julie Cain  
James Azeltine

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### **Discuss Licensing and Permitting Software and Related Licensing Questions**

The public is invited to attend, however no public comments will be entertained during this Work Session. The City Council meeting will begin at 7:30 p.m. in the Council Chambers at Leawood City Hall (4800 Town Center Drive, Leawood, KS 66211).

**ADJOURN**

(This agenda is subject to changes, additions or deletions at the discretion of the City Council)

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Copies of the agenda are available at the Office of the City Clerk on the Friday prior to the meeting. Leawood operates under a Council/Mayor form of government, with a separately elected mayor and 8 council persons. Council members are elected on a non-partisan basis from 4 wards. The Council develops policies and provides direction for the professional city administration.

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If you require any accommodation (i.e. qualified interpreter, hearing assistance, etc.) in order to attend this meeting, please notify this office at 913.339.6700 or at [CityClerk@leawood.org](mailto:CityClerk@leawood.org) no later than 96 hours prior to the scheduled commencement of the meeting.

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# City of Leawood

## Governing Body Work Session Staff Report

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**Date:** October 3, 2022

**To:** Honorable Mayor, City Council, & Interim City Administrator

**From:** Professional Staff and IT Consultant

**Re:** Migration from Eden to Munis and EnerGov - (All Tyler Technology products)

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During this Work Session, staff will discuss software related to core financials, licensing, and permitting and policy issues related to animal and business licensing. This memo covers the software discussion. A separate memo covers the policy questions related to animal and business licensing.

**Overview** - The City's core financials, permitting, planning, and inspection software (Eden – a product of Tyler Technologies) is out of date and needs to be replaced. CitizenServe was purchased and partially implemented in 2021. This decision made due, in part, to the pandemic and the need for online work. The intent was to use it for animal and business licensing, permitting, planning, inspections, and codes enforcement. The City Clerk's Office and Codes Department are currently using it for business and animal licensing and Codes Enforcement, but it is not meeting the City's needs. We have held off on fully implementing CitizenServe while we looked for other options.

**Recommendation** – Based upon multiple demos, meetings with staff, and communications with other cities, staff recommends that the City utilize Munis for the City's core financials and EnerGov for permitting, planning, inspections, and business and animal licensing. Both of these software systems are owned by Tyler Technologies and are in use at various cities within Johnson County.

**Why** – It is important to replace legacy software and systems to meet the City's current and future needs. Eden has been in use for 19 years and it has served the City well. However, Tyler Technologies will no longer support Eden beginning in early 2027. They are not planning to do any new modifications to it and only 135 existing clients are still using it nationwide. Additionally, the City's auditors recommended an upgrade to newer technology for core financials.

Munis and EnerGov are both part of the Tyler Technologies umbrella. They have successfully migrated many existing Eden clients to Munis and EnerGov. This includes the conversion of legacy data, which is critical to any software implementation. Munis and EnerGov are both "cloud based" meaning the vendor is responsible for all security, upgrades, and maintenance. This reduces the City's security exposure and frees up resources that would otherwise be required to maintain and update the system. Access to Munis and EnerGov can be from any computer as long as users have the proper security clearances and internet connectivity.

**Benefits** – A major benefit to upgrading to Munis and EnerGov is efficiency through redesigning our business processes to meet "best practices" and using the full capabilities of the software. It is also important to maintain and update technology since it is the primary tool used to provide services by City employees. Other benefits include:

- Coordinated system that feeds into the core financials seamlessly and integrates with other systems used by other departments.
- Refreshing our organizational knowledge by having employees be part of the implementation from the ground up.
- Staying competitive with surrounding communities.
- Providing transparency to the Governing Body and citizens.
- Making it easier to do business with the City by residents, contractors, and business owners.
- Allowing residents to submit requests for service through the online portal. The requests would route to the proper department and the resident can receive notifications of the progress and resolution. (This would replace the Action Center).

A chart illustrating the relational structure of Eden, Munis and Energov is included.

**Cost** – The quote from Tyler Technologies for Munis and EnerGov is approximately \$675,000. This includes a one-time fee of \$515,000 (includes installation, data conversion, training) and an annual recurring fee of \$160,000.

The City currently pays \$87,500 per year for the Eden system (core financials and permitting and inspections) and \$37,500 per year for CitizenServe (animal and business licensing and codes enforcement).

To date, the City has invested \$98,250 in CitizenServe. If Munis and EnerGov are approved, staff estimates it will still need CitizenServe for at least one more year while all the components are implemented.

**Budget** - The approved “Technology Refresh” plan approved for the 2023 budget included \$373,000 for the Munis upgrade (core financials). The total cost to implement Munis and EnerGov (to include permits, licensing, code enforcement, planning and zoning, and inspections) is \$675,000. This is a difference of \$302,000. There are sufficient funds in reserves to make up this difference.

**Timing** – Pending approval, legal review, and contract negotiations, the Munis (core financials) migration is tentatively planned to begin in January 2023 with EnerGov (licensing, permitting, inspections, codes enforcement) coming later in the spring to summer of 2023. It will be important to complete the core financials (General Ledger, Accounts Payable, and Purchasing) first since it is the foundation to the remaining systems.

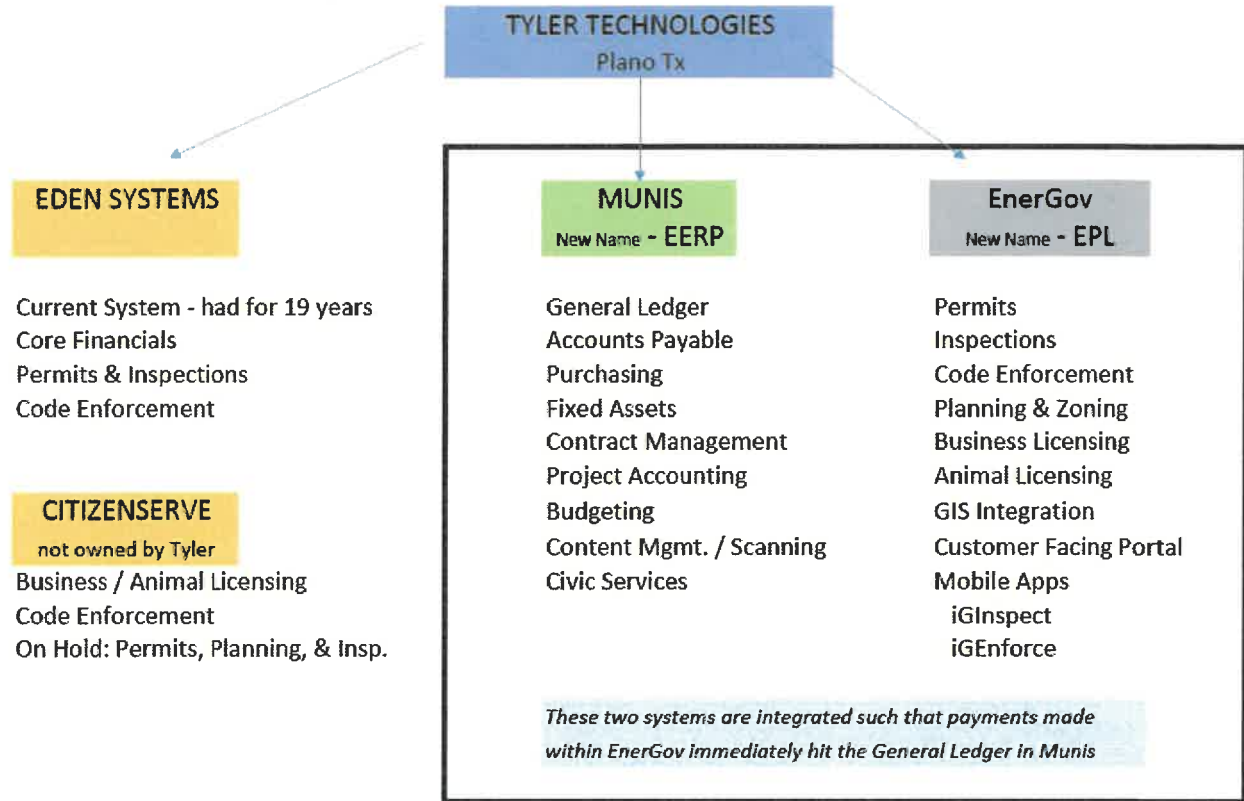
**Team Approach** – Staff from the IS Department, City Clerk’s Office, Public Works, Planning, Codes, and Legal are working on this project together. Each has unique needs not met by existing systems. Each department has submitted information about how using EnerGov can help meet the needs of the department and provide better services to our residents and businesses.

**Attachments**

- Eden-Munis-EnerGov Relational Chart
- Department responses to EnerGov

# Eden-Munis-EnerGov Relational Chart

Prepared by Mark Andrasik



## Public Works response to EnerGov

### Prepared by David Ley

Public Works has been working on CitizenServe implementation for over six months. Several issues became apparent during this process:

- Public Works staff can view Business Licenses and attach insurance policies to a license but they are not able to make changes to the actual license.
- For each residential construction and most remodel permits, a builder must obtain a Building Permit and a Right-of-Way Permit for driveway, sidewalk, irrigation, etc. The ideal structure for these types of permits is a parent/child permit. There is no capability to this currently. This creates issues because:
  - The permits are not connected in the system. This could result in a Building Permit being closed without the Right-of-Way Permit work being completed. Right-of-Way Permits have to be completed prior to a Building Permit being closed.
  - When a builder applies for the permit most of the information they enter in the Building Permit is needed on the Right-of-Way Permit. However since these permits are not connected, the applicant has to retype all the information on the Right-of-Way Permit.

Highlights of what Public Works is excited about with Energov:

- Public Works staff uses Bluebeam for electronic plan review and comments. Energov has integration with Bluebeam that makes the plan review seamless.
- The GIS integration will provide robust mapping capacities for permitting and licensing.
- Automatic versioning of documents will allow users to quickly identify the most current plan version related to a project.
- The system integrates with Microsoft Outlook.
- Certain permits can auto populate fees based on the City's fee schedule.
- Inspection requests through Energov allows for better workflow and notifications by:
  - Limiting types of inspections per day
  - Automatically emailing inspection results to contractors
  - Completing inspections through a mobile app
  - Load balancing inspections by staff availability or by area
- Workflow is easy to access and allows staff to quickly see where a permit is in the process.
- Photos can be taken through the mobile app and can be time/date stamps
- Ensures that outstanding fees are paid before additional permits or licenses are issued to contractors, builders, etc.
- Out-of-the-box solutions are built-in to the system that will address other items such as our Special Inspections documentation

## Building and Codes Enforcement response to EnerGov

### Prepared by Travis Torrez

EnerGov would provide a sophisticated system for citizens and staff that would be an improvement over our current permitting/enforcement/licensing systems. .

- GIS Built in to the interface of EnerGov – This functionality would allow staff and citizens the ability to click on a property on a map and be able to see code enforcement cases, permits, and planning cases associated with that property. This level of transparency cannot be achieved using our current systems.
- Inspection & Enforcement Apps – EnerGov includes apps for inspectors and Codes Officers to make inspection notes, download photos, review approved plans, and check past inspection results.
- Automation - EnerGov has the ability to automatically check local licenses, Johnson County licenses, Kansas Roofing Registrations and automatically communicate status with applicants. Additionally, EnerGov has the ability to update ownership, and other property changes in GIS automatically, which is something we have had issues with in the past.
- Customization and Reports – With EnerGov, we would have the ability to customize reports and workflows internally without having to contact customer support. This would allow staff to pull information for records requests and other inquiries. This would also streamline review processes. For instance, if a Fire Review is needed on a permit, it can be placed in the workflow so Fire staff can review it. These types of customizations that can be done by staff will make things more efficient and less time consuming.
- Required Inspections – This is something staff is able to schedule within the current permit software (Eden). However, it is not something that can be done within Citizenserve. We will be reliant on the inspectors to diligently check a separate list for certain permits, and contractors will not have any reference as to what is outstanding for inspections.
- Reliable Test Environment – We currently have a good test environment with our old permitting system (Eden), but CitizenServe does not have this. Changes have to be tested in a live environment and this can create issues.
- Virtual Inspection Capability – This feature would allow the contractor to download a video for simple inspections or re-inspections. While this functionality may not be purchased immediately (as it is an additional cost), it shows that EnerGov is forward thinking, which is very appealing.

## City Clerk response to EnerGov

### Prepared by Stephen Powell

The City Clerk's Office is currently using CitizenServe for business and animal licensing.

- Animal licensing – Many residents have expressed their frustration when licensing dogs and cats. Feedback received from residents is that the software is clunky, cumbersome, and too time consuming for the payment of a \$5 dog/cat tag.
- Business licensing – Businesses have complained about the amount of time it takes to create an account, add contacts, apply for the license, and then make the payment. The system is currently set up so that staff have to review applications before taking payments. Business have complained about this because they sometimes are too busy with the day-to-day management of their businesses to log back into the system and make payments once the application is approved. (What should be a one-step application and payment process is a back-and-forth process for both staff and the applicant.) EnerGov has a more streamlined approach for licensing.
- Payments - During licensing renewal seasons, many residents and business owners come into City Hall to make payments. Only cash and check payments can be accepted at the counter for licensing. If a resident or business wants to use a credit card, they must do so online. This is frustrating to residents and staff and is a noticeable service gap. Staff has been testing methods to take credit card payments at the window for licensing transactions. These payments are taken using Eden (core financials). After the payment is processed, it has to be entered a second time into the licensing software. This is cumbersome, prone to errors, and a duplication of work.
- Resident Service Requests - The City Clerk's Office is also responsible for tracking resident complaints or requests for service. These are reported to the Governing Body monthly via the Action Center Report. EnerGov has a citizen request portal where residents can quickly submit requests, photos, inquiries, etc. These items are routed to the proper department for follow-up and resolution. The resident can be notified through the process.

EnerGov takes a streamlined approach to licensing and permitting. The online experience for the resident or business owner will be much more user friendly. The end users (residents and businesses) will have step-by-step guides as they conduct business with the City. The reporting features will allow staff to generate and customize reports, track data, and make better informed decisions. Because EnerGov and Munis are linked together, accounting for license and permit fees will be much more streamlined.

## Planning response to EnerGov

Prepared by Mark Klein

In looking at CitizenServe, some of the concerns that staff had were as follows:

- The public interface was confusing and difficult to navigate.
- Lack of true GIS (Geographic Information Systems) integration.
- Upload of files was difficult to categorize and combine into a complete submittal.
- There was not a good way to identify undeveloped land that was the subject of development applications, thus making more difficult to track development over time and on multiple properties.
- It seemed limited regarding the ability to query and analyze development information.
- It did not have the ability to create thematic maps.

Energov should provide a number of advantages to Planning Services Department including:

- The public interface is simple and should make applications much easier to submit and attach required documents.
- Can assist applicants to identify what properties must be noticed for public notifications.
- Has the ability to allow citizens to track development applications online.
- May provide better migration of current records stored in EDEN and other record keeping software.
- Will provide a clearer workflow process.
- Allows better case load management.
- GIS integration with the software:
  - Allow undeveloped land on which development applications are proposed that have not yet been addressed to be clearly identified and tracked through the planning process and through other departments.
  - Provides the ability to more quickly and accurately find, identify, and evaluate land within the City.
  - Will allow a variety of data sets to be overlaid to better understand existing conditions of properties that are the subject of proposed development.
  - Will allow staff to create thematic maps that are tied to development information located within Energov.
  - Provided the ability to geo fence project areas for analysis.
- Provides the ability to automatically send out emails to stakeholders.
- Provides good document tracking, including the ability to identify most recent versions of plans.
- Allows projects to be tracked across departments.
- Gives staff the ability to run reports on different variables and areas.
- Can help staff to manage public input.
- Provides the ability to better archive records and plans.



# City of Leawood

## Governing Body Work Session Staff Report

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**Date:** October 3, 2022

**To:** Honorable Mayor, City Council, & Interim City Administrator

**From:** Stephen Powell, City Clerk

**Re:** Policy questions related to animal and business licensing

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Based on the possibility of Munis and EnerGov implementation in the near future; several policy questions related to licensing have come up. Staff is seeking direction and discussion on the following:

- Consider alternative options for pet licensing.
- Consider changing the number of dogs/cats that can be kept before a Special Animal Permit is required.
- Consider changing the expiration dates for business licenses so they all fall on December 31 instead of June 30.

### **Consider alternative options for pet licensing**

Two other cities in Johnson County (Shawnee and Mission) have eliminated pet licensing with no impact to residents. Lenexa has outsourced the licensing program. Most cities in Johnson County do have an animal licensing program.

In Shawnee, dogs/cats are required to wear an ID tag (provided by the owner) that has the pet's name, owner's name and owner contact information. All dogs/cats over the age of six months would still be required to have a valid rabies vaccination.

Leawood currently has approximately 1,500 dogs and cats that are licensed. Approximately \$15,000 in revenue was generated in 2021 from the program.

Options to consider for this policy question include:

- Keep the program as is.
- Eliminate the program and update the Code to require identification tags.
- Look into outsourcing the program to a private company.
- Provide a free "registration" option so that residents can self-enter pet information online that is available to Animal Control when needed.

### **Consider changing the requirements for Special Animal Permits**

Currently, a permit is required to have more than two dogs and/or two cats. Some other cities allow up to four dogs/cats before a permit is required. If the requirement changed to three dogs and/or three cats as the maximum allowed before a permit is required, it would eliminate the need for 36 of the 55 active permits.

Options to consider for this policy question include:

- Keep the program as is.
- Change the maximum number to 3 dogs and/or cats.

### **Consider changing the expiration dates for business licenses to December 31**

Most business licenses currently expire on June 30 each year. Some regulatory licenses (Massage, Alcohol) expire one year from date of issuance or follow the start/end dates that correspond to a state permit (for instance, a Liquor Store).

The City currently has approximately 1,700 business licenses that expire on June 30. Staff is recommending changing the expiration date to December 31. This change would align the renewal process with the time of year that is less busy in the Clerk's Office (from Summer to Fall). Summer is typically busier than the Fall because contractors are pulling permits and licenses for new construction and there are more City events and activities so the switchboard is generally more active during the Summer months.

If Munis and Energov are approved and implemented, the Clerk's Office would start the next renewal process in Energov instead of the current licensing software.

The City generates approximately \$238,000 in business licensing revenue each year. Changing the expiration date, and thereby the renewal timeline, would delay the collection of this revenue by three to six months. Essentially, all licensed businesses with a June 30, 2023 expiration date would be given an additional six months on their current license before it was due. This impact to the City's revenue stream overall would be minimal.