OpenGov Merchant Integration

Permitting and Licensing Software for Public Works

City Council Presentation

June 17, 2025

Background

Primary Goal: to integrate a payment management system for the Right-of-Way (ROW) permitting, licensing and violations of construction-related activities.

- January 9, 2024, City Council approved the OpenGov permitting and licensing management software.
  - *Effective ways for managing ROW permits*
  - *Reduce reliance on paper forms and email submissions*
  - *Minimize manual data entry*
  - *Increase accuracy for ROW permits and productivity*

- The ROW portal launch date was scheduled for November 2024.

ROW Statistics

Fiscal Year 2024
Total Permits: 659 permits
Total Revenue: $414,000
Types of Permits:

- Driveway: 139
- Utility Excavation: 303
- Encroachment(s): 197
- Monitoring Wells: 2
- Street Closure: 2
- Banner Permit: 1
- Special Event(s): 15
- *Non-compliance: 4

Fiscal Year 2025 (as of 06/01/2025)
Total Permits: 322
Total Revenue: $609,000
Types of Permits:

- Driveway: 96
- Utility Excavation: 127
- Encroachment(s): 83
- Monitoring Wells: 0
- Street Closure: 1
- Banner Permit: 0
- Special Event(s): 15
- *Non-compliance: 4

Note: Non-Compliance are not recorded as permits.

Benefits

- *Ordinance 49-1, Section 49-112. – Right-of-Way Management Fees (2) Permit Application Fee states, "Permits shall be issued or denied <u>within thirty (30) business days of complete application submittal</u>."*

- Reduce processing window to 7-14 business days.

- Allow to streamline active permits in the portal instead of e-mails.

- Transparency during permit process between applicant and City.

- Customers would have the ability to pay online.
    - Download Receipt
    - Download Permit

Recommendation

Staff recommends approval of this agreement with OpenGov.