

4

THRIVING COMMUNITIES

LOCAL GOVERNMENTS
LEVERAGE EXISTING
TECHNOLOGY



4 Thriving Communities

Local Governments Leverage Existing Technology

Organizations like yours exist to deliver services, solve problems, and improve local governments across the nation. You and your peers have made careers out of serving the public — an important responsibility that benefits us all. But your mission faces the challenges of reduced resources, political uncertainty, and an evolving workforce.

Challenges mean that you need to be innovative to manage the ebbs and flows that affect your daily operations. One way you can do that is by having stable software in place to help produce even better results with fewer resources. Smart, successful governments use technology to achieve greater efficiency and effectiveness in their communities.

We've put together several real-life examples of organizations who are making a difference by leveraging technology and who also are reaping the benefits. Read the stories that follow to learn how your peers are using Tyler's EnerGov™ to streamline operations, achieve efficiency, and deliver effective service without additional resources.

Thriving communities need efficient and effective technology.

1. **The City of Marco Island, Florida: Emerged stronger post Hurricane Irma**
2. **Lake County, Illinois: Centralized government by breaking down silos**
3. **The City of Temecula, California: Enhanced permit processing time for citizens**
4. **The City of Tulsa, Oklahoma: Improved efficiency and customer service**





Tyler's EnerGov™ solution

From enabling new businesses to safely build, open, and stay in compliance ... to efficiently and powerfully managing the development and permitting of new housing and community infrastructure – EnerGov is the leading choice for smart government operations. Our mobile solutions extend automation to the field, allowing your employees to perform their jobs more proficiently and successfully, while convenient web access provides online services to citizens anytime, anywhere.

Tyler Knows Civic Services

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Marco Island, Florida





Emerged stronger post Hurricane Irma

The City of Marco Island is dedicated to serving citizens and tourists well, and part of that effort includes using cutting-edge technology in public-facing operations, like the permitting process. This dedication proved more beneficial than the city could have imagined when Category 3 Hurricane Irma made landfall in September 2017.

After Hurricane Irma, the City of Marco Island processed 200 percent more permits with the help of Tyler's EnerGov™ software. City employees were able to accommodate more than 10,000 permits electronically while saving additional hassle for citizens affected by Irma. Additionally, the city saved \$100,000 by not outsourcing the scanning of blueprints.

"I think this new portal is making a big difference because there's only one place to upload and

download, and we now have online payments with ACH. EnerGov staff worked very well with our payment processor to hone the settings. This was probably the number one most requested feature and one we wished we'd had for years," said Lisa Loewer, the supervisor of customer service.

Loewer added, "In retrospect, we can't imagine what our response to Irma would have been without EnerGov."

Marco Island put EnerGov to the test when it faced catastrophe and emerged from the trials stronger than before. The city rallied together and used every tool at its disposal as efficiently as possible to bounce back, making the City of Marco Island a great example of a vibrant, connected community.

Read more at tylertech.com/marcoisland

Lake County, Illinois





Centralized government by breaking down silos

Part of Lake County's focus on good government can be seen in the way it's always evaluating processes to ensure optimal performance. Lake County also puts a strong focus on efficiency and, as a result, benefits from using multiple Tyler Technologies products at once for a comprehensive, cohesive approach.

"Implementing EnerGov saved the county tens of thousands of dollars in the first year and quickly increased the number of permit applications submitted online from very few to a significant portion," said Matthew Meyers, deputy director of Planning, Building, and Development.

Lake County centralized five departments into a central solution with Tyler's EnerGov™. The

citizens no longer had to travel to five different locations in the permitting process. "[The software is] presenting us with a lot of opportunities to change and be more efficient in our work. As stewards of taxpayer dollars, we're committed to good government, making good decisions, and being as efficient as possible," said Meyers.

Overall, Lake County saved \$300,000 in the first year due to the increased efficiency of the system. During the first year, 25 percent of permits and 50 percent of food applications came in online. Lake County replaced outdated, inefficient software and brought five land development departments together with EnerGov for increased efficiency and improved citizen service.

Read more tylertech.com/lakecounty

The City of Temecula, California





Reduced permit processing time for citizens

Thanks to Temecula's efforts and forward-thinking approach, everyone in the permitting process saves time and effort: citizens, developers, executives, and others. Since using Tyler's EnerGov™, the city lowered the waiting time for walk-in citizens by 75 percent. The city also enhanced their simple permit processing time by more than 30 percent.

Time is money so this is a financial win for the municipality as well. But being a well-rounded local government means caring about more than the bottom line, which Temecula knows. The city cares about the hassle saved for citizens and employees as much as the savings it experiences internally. The staff have turned into raving fans as well.

IT Specialist Sara Seng said, "If you ask anybody, the first thing they'll say is, 'We wouldn't go back.' They talk about how easy it is, their processes are smoother, and their citizens are happy."

Temecula is certainly seeing positive ROI from its EnerGov implementation — from quantifiable to intangible — ensuring the decision to invest in the software was a good one. "It's nice because everyone is utilizing the same software the same way," said Seng, "and they understand the system, the way it works."

Tyler Technologies is proud to partner with the City of Temecula as they foster the growth of a connected community by breaking down silos and reducing processing time internally, leading to increased citizen engagement. The digital infrastructure that connects the city to its residents is key in creating a thriving community, which is the goal of any municipality.

Read more at tylertech.com/temecula

The City of Tulsa, Oklahoma





Improved efficiency and customer service

As the second-largest city in Oklahoma, Tulsa strives to meet the needs of every one of its constituents and unremittingly seeks to improve its processes. They desired to make employee lives easier by making their jobs more efficient, while ensuring the city's services have a bigger impact on the lives of citizens.

"Tulsa needed a solution that would bring the city into a modern era," said project manager Jon Galchik.

Because of these efforts, the City of Tulsa implemented Tyler's EnerGov™ software, which increased their online customers vs. walk-ins by more than 70 percent. And 45 percent of their permit applications are now coming in online with that percentage ever growing. The city saved tens of thousands of dollars the first year through paper reduction and staffing costs, resulting in improved service for citizens.

"The City of Tulsa has received several compliments from constituents on the ease of the system," said Galchik, the project manager. "[They] have expressed their satisfaction with the product and have praised its capabilities."

"Overall, contractors and inspectors appreciate the transparency of the system," Galchik added. "We are delighted to partner with Tyler for several software solutions. Our switch to EnerGov ushered our organization into the 21st century. The city is proud to state that we use EnerGov. Our community is a better place as a result of the implementation. Tyler Technologies has made our lives easier. We made an excellent choice!"

Read more at tylertech.com/tulsa

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is the largest and most established provider of integrated software and technology services focused on the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.