



MEMORANDUM

To: Mayor and Members of the City Council

From: Reginald Goodson, Interim City Manager
Matthew Simpson, Chief Information Officer
Monica S. Cole, Chief of Staff

Date: January 10, 2025

Re: Consideration - Approval of Contract for My Civic Utility Mobile Application

BACKGROUND:

Tyler's My Civic is a comprehensive, customizable mobile app platform built to connect local government departments with residents, visitors, and business owners. Through a single, public-facing app, you can promote civic engagement and enhance our community's quality of life. Plus, our residents can access all the services, resources, and information the City has to offer, enabling City residents to play a more active role in the place they call home.

ANALYSIS:

Elizabeth City residents, business owners, and visitors are what make our community great. This service will help them feel more connected with solutions designed to analyze and distribute data, keep people informed, and encourage two-way communication between users and our local government staff and officials.

Through the My Civic Utility Mobile App, residents will benefit from an easy-to-use payment system that seamlessly integrates with existing payment processes. This interface is expected to significantly improve the efficiency and convenience of utility payments for residents, enabling them to manage payments directly from their mobile devices. In order to lock-in the current rate, it is imperative that the contract be signed as soon as possible to satisfy the existing expiration date. The cost of the initial contract is \$22,150.00, and the annual cost thereafter is \$13,200.00. Upon approval, staff will

provide information sessions and welcome any questions residents may have about the services the system will provide to the community.

STAFF RECOMMENDATION:

By motion, approve the contract with Tyler Technologies to purchase the My Civic Utility Mobile App and proceed with the implementation of the software product.



AMENDMENT TO FISCAL YEAR 2025 BUDGET ORDINANCE
CITY OF ELIZABETH CITY

BE IT ORDAINED by the City Council of the City of Elizabeth City, North Carolina:

SECTION I. To amend the Budget Ordinance for Fiscal Year 2025, the appropriations are to be changed as follows:

Account #	Department / Account Title	Decrease	Increase
10-6900-4500	Contrated Services (Information Technology)		\$ 25,000.00
10-6600-6000	CONTINGENCY (General)	\$ 25,000.00	
	Total	\$ 25,000.00	\$ 25,000.00

Total change in Expenses \$ -

Section II.

To amend Fiscal Year 2025 Budget Ordinance, the anticipated revenues are to

Account #	Department/Account Title	Decrease	Increase
	Total	\$ -	\$ -

Total change to Revenues \$ -

ADOPTED, this 13th day of January 2025

Attest:

E. Kirk Rivers,
Mayor

April Onley, NCCMC
City Clerk