MEMORANDUM

To: Honorable Mayor & City Council

From: Toni Kunz, City Administrator

Date: October 6, 2026

Agenda Item: Permitting Software by Community Core

Action Requested: Discussion and possible action

Overview and Background:

As Bandera experiences steady regional tourism, commercial development, and residential interest within the Texas Hill Country, our current manual, paper-based permitting process puts undue strain on our small municipal workforce. To protect our charm while encouraging responsible local growth, we request authorization to acquire a cloud-based permitting and licensing software solution. The request for permitting software mostly happens when we are assisting contractors that have positive experiences with the ability to submit applications, plans, and credentials online while they are working in other areas. Although there are many benefits, our request is to mainly improve customer service, streamline internal operations, and enhance overall tracking of our time and money.

In acquiring an off-the-shelf, cloud-based municipal software platform designed to manage the entire lifecycle of permits, plans, and licenses, we expect to achieve the following goals:

- 24/7 access for citizens, contractors, and city staff, transforming how development and licensing applications are submitted, tracked, and approved to replace our current process that relies heavily on physical paper forms, manual hand-offs between departments (Planning, Building, Engineering, Code Compliance, and Public Works), outdated tracking tools, and requires applicants to visit/contact City Hall during standard business hours to submit paperwork, drop off physical plans, or check status.
- Reduce the countless hours spent on manual data entry, physical file management, and routing paper folders across departments.
- Improve turnaround time to be able to perform inter-departmental reviews sequentially rather than concurrently.
- Faster permit issuance means construction starts and business openings, positively impacting local job creation and municipal revenue growth.
- Significant reductions in paper, printing, physical storage space, and postage costs.
- Built-in reporting dashboards providing management transparent oversight, real-time analytics on average turnaround times, departmental bottlenecks, and revenue tracking.

It is important to note that permitting software is intended to serve as a supportive tool to streamline necessary administration processes; it is not designed nor expected to replace human oversight, professional judgment, or core personnel. Staff hours saved from manual

tracking and status calls can be reinvested into high-value plan reviews, economic development, customer support, and other projects.

Due to their affiliation with our current software and processes, staff approached the following two permitting software providers to assess the best fit for our budget and needs:

- Robin Reeves of Tyler Tech (owners of Incode) for their MyGov permitting software. She presented to Council at the 1/13/2026 meeting.
- Deanne Meirose of Safebuilt for their Community Core permitting software. She presented to Council at the 2/10/2026 meeting.

Overall cost, implementation timeline, and functions seemed to be comparable to each other. Staff reached a consensus in favor of Safebuilt, finding its platform more user-friendly and intuitive for all user types. Although details of the contract and quote are confidential, Safebuilt one-time up-front cost of to begin process of gathering requirements gather, set up, train and installation, and an annual flat fee & licensing for 5 users. Software expenses budgeted in FY27 cover the quoted expense.

Staff Recommendation: We respectfully request that the City Council approve authorization to acquire Community Core for enterprise permitting software. Estimated/typical timeline provided by Safebuilt for the gather requirements gather, set up, train and installation for a city our size is normally 60-90 days, depending on how much time the city can allocate of their time.