



# STAFF REPORT

## City of Dripping Springs

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Dripping Springs, TX 78602

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**Submitted By:** Shane Pevehouse, Building Official

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**Council Meeting Date:** 2 April, 2024

**Agenda Item Wording:** **Discuss and consider cancellation of the contract between Brightly and the City of Dripping Springs to provide software solutions for permitting, planning, and code enforcement.**

**Agenda Item Sponsor:** Council Member Geoffrey Tahuahua

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**Summary/Background:** On 15 November, 2022 the City of Dripping Springs entered into a contract with Brightly Software Inc to provide permitting, planning, and code enforcement software solutions for the Building and Planning Departments. The “Go Live” date of June 2023 did not occur due to delays at Brightly. Data validation did not begin until August. Due to key personnel leaving the city, data validation was further delayed. On 2 February, 2024 we received notification that Brightly was being purchased by Granicus. Several concerns were voiced by city staff that have experience with Granicus. Additionally, I received a phone call from a local Building Official regarding his city’s negative experience with Brightly over the last 18 months. He was directed to contact me and ask for help on using Brightly; they were under the impression we were actively using it. They are using Brightly for Maintenance, Utilities, Fire, Code Enforcement, and Building and Planning. They’ve had limited success with interoperability, multiple issues with accessing data, scheduling and resulting inspections, and malfunctions of the add on features such as Blue Beam and payment processing. Multiple department heads have asked City Council for approval to pursue RFPs to replace them.

Concurrently, My Government Online (MGO) has been meeting with city staff 1-2 times per month to make improvements to our permitting and planning modules. Their efforts have greatly increased our efficiency and have helped us better understand how to use the software. MGO has offered to provide access to their Code Enforcement Module, On-Site Septic Facility Module, and Alcohol Permitting module at no cost until we recoup the funds that were spent to transition to Brightly.

We have received positive feedback from several builders regarding recent system improvements, our own process improvements, as well as the mobile

application that MGO launched. I have not fielded any recent complaints regarding user experiences with MGO; everything has been positive.

**Commission  
Recommendations:**

**Recommended  
Council Actions:** Recommend Approval

**Attachments:** Brightly proposal and agreement, Granicus announcement email, termination letter

**Next Steps/Schedule:** Send to City Secretary for execution