



City of Grass Valley City Council Agenda Action Sheet

Title: Budget Adjustment for Implementation of GoGov Citizen Request Management and Code Enforcement System

CEQA: Not a project

Recommendation: That Council; 1) Approve a budget adjustment transferring \$8,000 from Planning Contractual Services (100-301-51110) to IT Contractual Services (100-105-51110) to support implementation of the GoGov CRM and Code Enforcement platform; and 2) Approve the use of \$6,700 in cost savings resulting from the City's revised ArcGIS subscription level to complete funding for the GoGov annual subscription; 3) Authorize the IT Manager to execute all necessary documents associated with procurement and implementation of the GoGov system.

Prepared by: Taylor Whittingslow, Deputy City Manager

Council Meeting Date: 12/9/2025

Date Prepared: 12/2/2025

Agenda: Consent

Background Information: As part of the FY 2025-26 budget process, the City allocated \$10,000 for software known as Building Blocks, intended for use in the Community Development Department. The City no longer uses Building Blocks, and the previously budgeted funds remain unspent.

The City has been evaluating software solutions that streamline citizen request intake, code enforcement case management, and public transparency. GoGov's integrated platform—used by more than 450 agencies nationally—offers a combined Citizen Request Management (CRM) tool and Code Enforcement module, providing improved service delivery, mobile app access, integrated GIS lookups, automated workflows, and enhanced resident communication.

The GoGov annual subscription for CRM and Code Enforcement totals \$14,700. Staff proposes using the previously budgeted Building Blocks funding, coupled with cost savings identified through ArcGIS licensing adjustments, to fully fund the first-year subscription.

Staff proposes funding the GoGov subscription as follows:

Available Funding

- \$10,000 originally budgeted for Building Blocks in the Planning Division's Contractual Services account (100-301-51110).
 - Staff recommends allocating \$8,000 of these funds toward the GoGov subscription and leaving a balance of \$2,000 in that account.

Additional Savings

- Through the City's review of GIS licensing, the City is able to reduce its ArcGIS subscription from an Enterprise to an Individual License, resulting in an estimated annual savings of \$6,900.
- Staff recommends applying \$6,700 of this savings toward the remaining GoGov subscription cost while retaining the full functional GIS capability the City requires.

Total Available for GoGov

- \$8,000 (Planning Contractual)
- \$6,700 (ArcGIS savings)
- Total: \$14,700 (Fully funds GoGov CRM + Code Enforcement)

There is no net increase to the General Fund.

GoGov System Overview:

The GoGov platform provides an integrated solution for managing citizen service requests and streamlining code enforcement operations. The Citizen Request Management (GORequest) system consolidates all types of public service submissions—such as potholes, graffiti, tall grass, broken streetlights, sidewalk concerns, and public records requests—into a single, easy-to-use interface. Residents can report issues and receive real-time status updates and push notifications as staff work toward resolution. The system automatically routes each request to the correct department or team member, improving efficiency and responsiveness while also generating detailed analytics that support operational planning and data-driven decision-making.

The Code Enforcement module (GOEnforce) provides a fully digital case management environment, allowing staff to conduct inspections, upload photos and attachments, log phone calls, issue notices, and generate letters all from one centralized platform. Inspectors can work directly from the field using mobile devices, and the system automatically performs property and owner lookups—including prior case history—to ensure complete and accurate records. GOEnforce supports recurring programs such as rental inspections, weed abatement, and cannabis compliance, and offers customizable templates for citations, notices, and correspondence. Managers gain powerful oversight through dashboards, workload tracking, overdue task alerts, and full audit trails that document every action taken on a case. Both modules benefit from GoGov's secure, cloud-based infrastructure, which includes daily backups, a 99.5% uptime commitment, and unlimited staff training and ongoing support.

The GoGov platform offers a modern, integrated solution for service requests, code enforcement, and public transparency. Utilizing already-budgeted funds and identified cost savings allows the City to implement the system without increasing the General Fund appropriation. Staff recommends approval of the budget adjustment and authorization to proceed.

Council Goals/Objectives: This item executes portions of work tasks towards achieving/maintaining the Strategic Plan - High Performance Government & Quality Service and Productive and Efficient Workforce.

Fiscal Impact: None.

Funds Available: Yes

Account #: 100-301-51110 to 100-105-510

Reviewed by: City Manager

Attachments: None