

# TOWN OF LOXAHATCHEE GROVES

155 F Road Loxahatchee Groves, FL 33470



## AGENDA MEMO

**TO:** Town Council of Town of Loxahatchee Groves

**FROM:** Francine Ramaglia, Town Manager

**DATE:** January 7, 2025

**SUBJECT:** MGO Software Rollout Update / Presentation

---

### Background:

Attached you will find the MGO Powerpoint presentation previously presented as well as information regarding the upcoming upgrade to our town's software system that will streamline and consolidate several key functions into one comprehensive platform. Currently, the Town of Loxahatchee Groves relies on multiple software programs to manage permitting, code enforcement, business tax receipts (BTR), and work orders. As part of our ongoing efforts to improve efficiency, reduce administrative overhead, and provide better service to our residents, we will be replacing our current system, **Gov Easy**, with a more integrated solution that brings these functions together.

### Key Features of the New System:

- **All-in-One Platform:** The new software integrates permitting, code enforcement, BTR, and work order management into a single interface, eliminating the need for multiple, disconnected systems.
- **Automated Processes:** The system will feature enhanced automation, reducing the need for manual input and improving accuracy and processing times for permits, work orders, and code violations.
- **Improved User Experience:** With a more user-friendly interface, both staff and residents will benefit from easier navigation and a more streamlined process for handling requests and transactions.

### Go-Live Date:

The new system is scheduled to go live on **January 13, 2024**. This will mark the official transition from the current Gov Easy platform to the new software.

### Public Demonstration:

We are organizing a public demonstration of the new software to ensure that residents and businesses

are familiar with its capabilities. The presentation will be held on **Saturday, January 11, 2024, from 9:00 AM to 11:00 AM** at the Town Hall. We invite all members of the public to attend this session.

In addition to the Saturday session, we will also schedule **additional demonstration sessions** during the following week for those unable to attend on January 11th. Details for these additional sessions will be provided once confirmed.

**Next Steps:**

- **Training for Staff:** Staff will undergo training in advance of the go-live date to ensure a smooth transition to the new software.
- **Public Outreach:** We will send notifications to residents and businesses about the go-live date and the public demonstration sessions.

This new software system is a significant step forward in improving the efficiency and service delivery of the Town of Loxahatchee Groves. We are excited about the enhanced capabilities it will bring and look forward to showcasing its features during the public demonstration.