
Meeting Date: May 12, 2025

Subject: Tyler Contract Amendment

Attachments: Resolution 2025-30

Presented by: Adam Vaughn, Finance Director

Approved for Agenda by: Dan Ford, City Manager

Discussion:

The original agreement for the work for the implementation of Tyler software did its best to estimate our consultants' time in implementing the software. Because of specifics related to how we organize our Utility Billing, we need to add an additional 15 hours of work to our contract to complete the implementation.

Specifically, we have two services IE ¾ Residential water and 2" residential water. In the data, both of those are tied to the same meter. The way we bill it, one is a base charge multiplied by the number of units assigned to that service, and the other is a base charge multiplied by the number of units, plus the consumption.

In our Legacy software, we have 2 services for water (charging base), and then the usage charge (charging usage). The data has the meter tied to all 3.

In Tyler, they merged the usage and base charge, which makes it much easier to manage for most accounts. But these accounts with an odd mix (ie 2 water base and 1 water usage), are causing problems because the meter is tied to all 3 and there is no programmatic way to tell which one should turn into the non-metered service that will just bill the base x units. For that reason, our consultants have to go through manually to figure out which ones need to be made non metered and which ones need to stay with the usage.

Fiscal Impact:

\$2,175 additional cost to Tyler implementation contract

Recommendation:

Approve Resolution 2025-30 authorizing the City Manager to amend contract 090329-TTI