

RESOLUTION 25-226

A RESOLUTION AUTHORIZING STAFF TO INITIATE THE SELECTION PROCESS FOR DEVELOPMENT REVIEW SOFTWARE

WHEREAS, the City of Spring Hill is committed to improving customer service and support in the Development Services Department; and

WHEREAS, our current development application submittal, review, approval, and permitting process does not meet industry standards or the needs of our citizen, property owners, and stakeholders; and

WHEREAS, our current software does not meet the City's and community's needs; and

WHEREAS, the City is negotiating a separation agreement with the current development review and permitting software provider; and

WHEREAS, at least eight other software providers support the needs of other cities throughout Tennessee.

NOW, THEREFORE BE IT RESOLVED, the City of Spring Hill Board of Mayor and Aldermen:

Authorize City staff to interview development review and permitting software providers on the State contract list and direct City staff to prepare a report and recommendation for a new software provider.

Passed and Adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee on the 15th day of September, 2025.



Matt Fitterer, Mayor

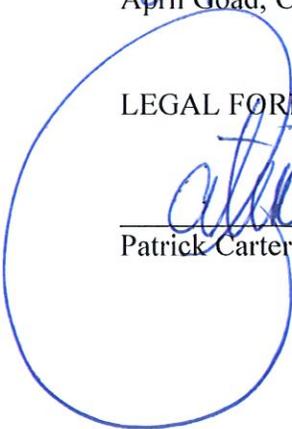
ATTEST:



April Goad, City Recorder

LEGAL FORM APPROVED:



Patrick Carter, City Attorney



REQUEST: Resolution 25-226

SUBMITTED BY: Dara Sanders, Development Services Director

DATE: September 15, 2025

RE: Authorize staff to initiate the selection process for development review software

BACKGROUND:

On January 25, 2025, the Development Services Department presented to the BOMA an assessment of the department's needs accompanied by goals and actions intended to address those needs. Implementation of development review and permitting software is a critical need for the department and the customers who rely on us.

The Development Services staff have worked diligently over the past 12 months to achieve the results we need to perform basic permitting and reporting functions with our current software provider to no avail. At this time, Development Services is incapable of generating the reports to monitor application review and permitting turnaround times, tracking development activity, and performing application review through the software. The Civic Access Portal, which would allow applicants to submit applications and track their application progress through the software, still has not been set up despite the City paying for this feature.

The features that are functional are more time-consuming and cumbersome than performing these tasks manually, and the staff have developed workarounds to avoid using the software for these purposes. Work orders were submitted to the software provider for improvement, and only a fraction of these have been addressed over the past several months.

As a result, the City Attorney, City Administration, and Development Services management team are pursuing a mutual separation agreement with the software provider for an early termination of the existing contract, and the Development Services Department is exploring our options for development review and permitting software.

PROPOSAL:

Staff requests authorization to interview software providers on the State contract list and make a recommendation to the BOMA. Interviewing providers on the State contract list could expedite the transition process, as the City would not be required to complete the Request for Proposals process.

DISCUSSION:

Should BOMA authorize staff to pursue this effort, the Development Services Department will assemble a team of City staff from various City departments, including (but not limited to) Capital Improvements, Finance, Fire, IT, Public Works, and Spring Hill Water, to participate in vetting software providers. This



team will prepare a report and a recommendation to the BOMA for the selection of a new software provider. The intent of having these department included in the process is to ensure the smoothest transition possible and that the new software is integrated properly with other City functions and needs.