



To: President and Members of the Munster Town Council
From: Dustin Anderson, Town Manager
Date: April 17, 2023
Re: PublicStuff Contract Renewal

Background

Accela/PublicStuff is a work-order and public engagement software that has been implemented steadily over the past four years in Munster. Staff works consistently to increase and improve its usage by both staff and residents. The software allows Munster residents to submit requests for service through a website or smartphone app. Once it is received by Town Staff that work order can be easily managed, tracked, and passed between staff. Residents and staff are able to view all requests and track work as it has been completed.

PublicStuff is product offered by Accela, a software solutions company that predominantly serves local government. It is used extensively by Public Works, Code Enforcement, and residents. Since April 2015, the Town of Munster has received and responded to 6,072 (and counting) entries through PublicStuff.

Methodology

Our previous agreement with Accela/PublicStuff was a four-year agreement with the expiring annual cost being \$9,032.20. We are proposing a one-year renewal at an annual cost of \$9,845.11. While this is a very reasonable price for a tool that provides residents access and transparency in the delivery of their services, I think that it is worth investigating if it remains the best possible option to allowing our staff to track, plan, and execute more efficiently.

A one-year contract will allow staff to investigate alternatives and make an informed decision regarding future solutions.

The proposed new contract will expire on April 30, 2024.

This is a budgeted expense with adequate funds in: 4401-114-0200-63611000.

Recommendation: By motion and voice-vote authorize the Town Manager to enter into a one-year service contract with Accela, Inc for the PublicStuff program.