



Town Council Meeting

February 25, 2026

Responses to Council Agenda Questions

1. We made the decision to go with OpenGov but I noticed we spent a significant amount (\$23K) on Tyler Technology listed as Support & Maintenance 03/1/26-02/28/27. Do you anticipate the switch to take an entire year?
 - We will be working with both platforms until all of the data is migrated from EnerGov into OpenGov. It will probably be Fall/Winter before we are completely done with the migration.
2. We had a number of refunds for classes. Was a class cancelled or people just changed their minds?
 - People change their minds, or they can no longer take the class.
3. Any way we can go to ACH/direct deposits for these types of transactions?
 - Yes, that option is available, it is up to the individual or business to sign up.
4. Why do the HEART membership dues fall into two different accounts?
 - In the past HEART has been funded through the General Fund, however, since this activity is related to affordable housing it will be funded by the Inclusion In-lieu fund moving forward.
5. What is the Human Investment Project?
 - HIP is a social services non-profit that provides Home Sharing, Self Sufficiency, and Property Development services in San Mateo County. www.hiphousing.org.
6. Is this HEART's work for us on the Housing element programs?
 - HEART and HIP are mutually exclusive. [Home - HEART of SMC](#)
7. Do all the financial warrants information need to be printed on the lined paper? It makes it difficult to read as the transactions never line up with the shading. (future enhancement request)
 - Yes, this a canned report produced by OpenGov. We can suggest an enhancement.
8. Is it possible to provide more details in the Checks by Fund report for what each fund is? I note that Town Attorney is being paid from three different accounts all labeled Town Attorney. (future enhancement request!)
 - This is a canned report from OpenGov. Moving forward, I will include the fund number in the payments by fund table in the staff report. You can also refer to the budget via the website to get a listing and description of all funds.
9. Aaron's Pumping, Inc

- There was a leaking toilet at the schoolhouse and substation bathrooms. During repairs it was discovered that the main septic tank needed to be cleaned out. It was a surprise that the Town's two septic tanks needed to be pumped one week apart. The leaking toilet and other septic tank service were paid in the previous warrant list.

10. Green Halo System

- Green Halo System is used to manage recycling activities and some of the costs can be charged to the current cycle of the sustainability grant.

11. The OpenGov contract lists the deployment as scope dependent. Do you have confidence that the scope defined in the contract will be adequate to fully implement the B&P and PW modules and integration with Finance and well as adequate training for staff?

- Yes. The statement of work outlines the time and effort needed to implement the modules, and it also includes additional work to provide support for implementation and developing reports. In addition to direct OpenGov support, staff will be highly involved and dedicating time as well.

12. Will OpenGov public facing modules replace Accela – PV Connect or will we continue to need both systems?

- Yes. The goal is to eventually transition to using OpenGov for most, if not all, public facing services and reports.

13. Will any residents (commission or councilmembers) be given the opportunity to evaluate (or provide input) on the public facing modules?

- One of the reasons we are switching to OpenGov is because of its user-friendly capabilities, both for staff and customers. Staff will dedicate time to ensuring the implementation of the software works effectively and efficiently for both end users, and we are always open to feedback once the modules are fully launched. In addition, OpenGov has implemented the permitting and licensing software with hundreds of cities and has adapted their modules to ensure they operate for customers.

14. Contract states : “Documents will be accessible in OpenGov’s Document Management Interface for 365 days from the time they are created. The Document Management Interface only provides access to documents created after the interface is enabled.” What happens after 365 days? Is there any (automatic) interface to our Laserfiche document archives?

- All documents received through OpenGov will be stored in OpenGov indefinitely (or until the Town discontinues using it). The Document Management Interface will connect to Laserfiche, the system we use for document management, and transfer files from OpenGov to Laserfiche so we maintain records for redundancy. A copy will always be stored in OpenGov, but for documents that are moving to Laserfiche, OpenGov will host those documents for 365 days while the documents are in-flight and transitioning to Laserfiche.
15. The contract states that Stripe will be enabled. Will that allow for payments from banking accounts (including zelle) as well as credit cards and venmo? Will there be an upcharge for using stripe for permit fees?
- Stripe allows payments from bank accounts, cards, and e-check/ACH payments. The credit card fee is 99 cents plus 2.99%. The E-check/ACH payment fee is \$2.25. [Stripe is considering acquisition of all or parts of PayPal, Bloomberg News reports](#)
16. Will the OpenGov ESRI ArcGIS system be able to incorporate geology changes to the Town's movement potential map or other maps and be made publicly accessible.
- GIS data that will be used, updated, or created to connect with OpenGov will support staff reviews and workflow. Separate from OpenGov, the Planning & Building Department plans to make updates to the Town's GIS data and eventually launch an online public viewer site through ArcGIS.
17. Will the output of the financial documents include Budget to Actuals along with links to the relevant online accounts? Is that capability included as part of the scope of installation work? Is there any additional work being done with the financial modules, particularly the public facing budget and finance information? I'm particularly interested in the ability for the public to run reports.
- Our goal is to produce a report that shows the Budget to Actuals and to show that month over month for the fiscal year. Scope has been included to be able to assist staff in producing this report and have necessary support from OpenGov. In addition, staff will look into making improvements to financial reporting for the Planning & Building Department.
18. My main question is about the \$30 K for task 4 in the original contract. Do you know why UPP has budgeted 60 hours for updating the existing CEQA/MND documents in addition to an outrageous \$15K for VMT calculations when we

are not adding any new residential units. My understanding is that since we have an existing ceqa, that we only need a modest “amendment” (if anything).

- The original contract referenced was approved by Town Council on July 23, 2025. UPP is working on the CEQA documentation right now. Subconsultants are used to provide updated analysis and input on the new sites to ensure nothing may change based on the modification of the sites.

19. I also in general would like to understand how much additional “expertise” we really need from UPP that we don’t have available in house. How much of this remaining contract is due to understaffing vs how much is due to the need for expertise we don’t have in house.

- UPP provides necessary project-specific support as well as expertise.

20. Could I please get a copy of the budget to actual of the UPP contract for the Housing Element? I’m unclear on what has been done to date and what has been spent by UPP to date.

- Attached is the latest invoice, which has a reference to what has been billed to date.