

Tyler Technologies Announces Increased Use of Citizen Self Service Web Portal

Significant increase in newusers shows importance of online access to government for residents

PLANO, Texas - [Tyler Technologies, Inc.](#) (NYSE: TYL) announced today there has been a significant increase in user traffic to its [EnerGov™ citizen self service \(CSS\)](#) web portal, a portal that engages and informs constituents of local community development projects and business activities.

Since January 2020, traffic on EnerGov CSS has more than doubled for Tyler's local government clients throughout the country. And, more than 70% of users generating that traffic are new to EnerGov CSS.

"With local government offices adapting to providing more remote services amid the coronavirus pandemic, they are looking for ways to best engage and serve their constituents," said Greg Savard, general manager of Tyler's EnerGov solution. "The EnerGov CSS portal brings many capabilities to the community. It not only works to inform constituents, but it also allows citizens or contractors to apply and do business with municipalities completely online and at any time."

Kansas City, Missouri, is one jurisdiction that has seen an increase in usage on its CSS portal, called CompassKC, in recent months. Since March 1, the city has added more than 3,000 new CSS users, totaling 13,930 since its go-live.

"As more residents are relying on technology instead of face-to-face interactions with their local government, having the citizen self service portal has been crucial for sharing important information and allowing us to meet community demands," said Rick Usher, assistant city manager for Kansas City. "We've been able to redirect resources for better customer service and save taxpayer dollars as a result of the increased use of submitting plans electronically. And, by deploying telecommuting inspectors to the field earlier in the day, we are meeting the demands of the city's construction activity, which is still functioning at 85-95% compared to this time last year. The self service portal has been an essential tool for our community."

EnerGov CSS streamlines processes such as plan and permit applications, fee payments, inspection requirements, and license applications and renewals. Municipalities can also allow for invoices to be paid online automatically, eliminating extra steps for staff.

For constituents, CSS allows them to apply for plans, permits, and licenses online. CSS' case summary dashboard gives citizens and contractors a global view of their case's progress so they can easily track their updates, pay their fees, and access a comprehensive view of what is happening in their neighborhood.

EnerGov CSS is used by more than 300 local government clients across the country.

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 26,000 successful installations across more than 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler was named to Forbes' "Best Midsize Employers" list in 2019 and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

View source version on businesswire.com: <https://www.businesswire.com/news/home/20200818005056/en/>

Jennifer Kepler

Tyler Technologies

972.713.3770

Jennifer.Kepler@tylertech.com

8/18/2020 9:17:00 AM