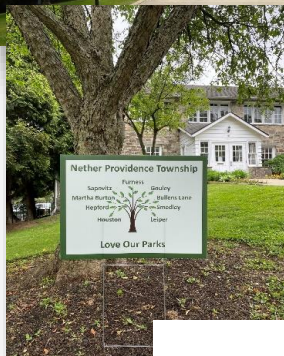
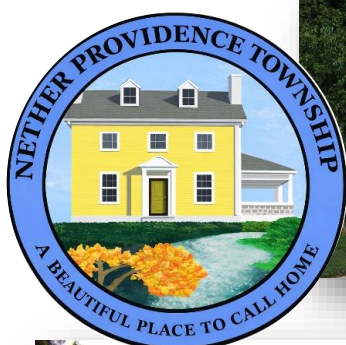


16 Years of Transformation: How Nether Providence Township Modernized Municipal Operations with MuniLogic

A Real-World Municipal Transformation Driven by 16 Years of Trust, Reliability, and Proven Results



- **Township:** Nether Providence
- **Population:** ~14,559 residents
- **Annual Permits:** ~1,200 permits (2025)
- **Staff Structure:** Lean municipal team with multi-role responsibilities
- **Location:** Delaware County, Pennsylvania
- **Project Type:** Integrated Regulatory & Property Management Implementation

Located just outside Philadelphia, **Nether Providence Township** has been a long-standing partner of MuniLogic since 2009. Serving approximately **14,559 residents (2024 estimate)**, the township operates in a context where efficiency, transparency, and service delivery are critical. Recognized by [niche.com](https://www.niche.com) as one of the most desirable communities in the region, ranked **#2 Best Place to Live in Delaware County** - the township reflects a strong commitment to quality public service and community outcomes.

Since **August 2009**, Nether Providence Township has leveraged MuniLogic's municipal management platform to modernize its operations, improve internal efficiency, and enhance service delivery. This 16-year partnership is not simply a reflection of longevity, but of sustained operational relevance across evolving municipal needs, administrative transitions, and technology modernization.

In a March 2026 interview with Maureen Feyas, Township Manager and Zoning Officer of **Nether Providence Township** highlighted key drivers behind their continued partnership:

- Extensive use of the system for permit tracking and core operations
- User-friendly modules and intuitive document workflows
- Continuous upgrades that enhance functionality over time
- Responsive support with rapid issue resolution

Bringing over **20 years of service with Nether Providence Township**, Maureen Feyas has served as **Zoning Officer for 15 years** and, for the past **2.5 years, as both Township Manager and Zoning Officer**. This depth of institutional knowledge and leadership continuity provides a strong foundation for evaluating long-term technology impact and operational effectiveness.

For public-sector organizations, long-term technology adoption is most credible when tied to measurable outcomes. This case study positions Nether Providence Township's loyalty as a reflection of **demonstrated operational impact - not cost alone**.

Today, the township utilizes multiple MuniLogic modules including,

- **Core Administration:** Property, Customer
- **Regulatory & Compliance:** Permit, License, Code
- **Infrastructure & Public Works:** Sanitary, Storm, Roadway to support day-to-day operations through a centralized, integrated system.

The Challenge

Like many small to mid-sized municipalities, Nether Providence Township faced increasing operational complexity:

- Managing permits, inspections, and records across departments
- Reliance on manual processes and fragmented systems
- Limited staff capacity to meet growing service demands
- Need for accurate reporting and accessible records

Prior to implementing MuniLogic, the Township operated with a combination of **legacy systems and manual workflows**. Property maintenance activities were managed using AMS software, while permitting processes relied heavily on **Excel spreadsheets and carbon copy typed permits**.

This environment created:

- Disconnected data across departments
- Time-intensive manual data entry and tracking
- Limited visibility into operations and reporting
- Increased administrative burden on staff

These challenges made it difficult to maintain efficiency while meeting expectations from both staff and residents.

The Solution: A Long-Term Digital Foundation

MuniLogic partnered closely with the township to implement a system tailored to its workflows. Over time, this relationship evolved beyond initial implementation into **continuous refinement and adaptation**.

“The team at MuniLogic took the time to understand our specific workflows and requirements and have continually worked to adapt their software to meet our evolving needs.”

- Dave Grady, Former Township Manager-

Rather than a one-time deployment, MuniLogic became a **core operational platform**, evolving alongside the township.

Operational Impact Over Time

1. Streamlined Municipal Workflows

MuniLogic enabled the township to centralize key operations:

- Permit tracking and approvals
- Code enforcement management
- Property and customer records
- Infrastructure and public works tracking

Staff now operate within a unified system, reducing duplication and improving consistency.

2. Improved Efficiency and Reduced Manual Work

The transition to a centralized digital platform has:

- Reduced paperwork and manual data entry
- Improved data accuracy and record management
- Accelerated processing of permits and requests

“The modules are very user-friendly... it’s very easy to navigate and upload documents.”

- Maureen Feyas, Nether Providence Township

3. Enhanced Reporting and Decision-Making

With improved reporting capabilities:

- Staff generate accurate, timely reports
- Departments gain better operational visibility
- Decisions are supported by reliable data

4. Seamless System Evolution (SE → CE Migration)

The township successfully transitioned to MuniLogic CE:

- Migration was smooth and minimally disruptive
- New features enhanced reporting and usability
- Staff adoption remained strong

“The change has been seamless... the added reporting features have been really beneficial.”

- Maureen Feyas, Nether Providence Township

5. Responsive Support and Continuous Improvement

A defining factor in the partnership has been MuniLogic’s responsiveness:

- Issues are often resolved the same day
- Feature requests are actively considered
- The system evolves based on real user feedback

Proven Results

Over 16 years, Nether Providence Township has achieved measurable operational improvements through MuniLogic:

- **Standardized Workflows:** Centralized permit, code enforcement, and property processes
- **Reduced Administrative Burden:** Eliminated manual entry from Excel and paper-based permits
- **Department-Level Impact:** Significant efficiency gains in **Permits** and **Code Enforcement**
- **Increased Capacity:** ~1,200 permits processed annually (2025) without added staffing
- **Improved Coordination:** Shared data across departments reduces silos
- **Enhanced Service Delivery:** Faster processing and improved transparency for residents
- **Long-Term Stability:** A system that continues to evolve with Township needs

Client Perspective

“Their software has helped us significantly streamline our operations, reduce costs, and improve service delivery to our citizens.”

- Dave Grady, Former Township Manager

“We’ve been with MuniLogic for a long time... we haven’t really researched any other companies.”

- Maureen Feyas, Township Manager, Nether Providence Township

Why This Matters

Nether Providence Township’s experience demonstrates that **long-term digital transformation in local government is not driven by cost alone.**

It is driven by:

- Systems that **adapt to evolving needs**
- Platforms that **support staff efficiency**
- Partnerships that **prioritize responsiveness and continuous improvement**

This is what creates **outcome-led loyalty** where municipalities continue to invest in a solution because it consistently improves how they operate.

Conclusion

For over 16 years, MuniLogic has served as a reliable digital backbone for Nether Providence Township helping the municipality transition from fragmented processes to a more centralized, efficient, and data-driven operational model.

This partnership demonstrates how the right technology combined with a deep understanding of local government workflows can deliver **sustained operational value over time.**

MuniLogic delivers the affordability small and mid-sized municipalities require, while providing enterprise-grade capabilities, continuous support, and solutions purpose-built for the unique needs of local governments.

If Nether Providence Township’s experience resonates with your municipality’s needs, MuniLogic could be the right partner for your digital transformation journey helping you streamline operations, improve efficiency, and better serve your community. We’d welcome the opportunity to connect and learn more about your needs.

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