



# Information Services

North Myrtle Beach - Monthly Report - August 2021

## City Software

**NMB.US:** During the month of August, the City website totaled over 153,000 views. The most popular searches include beach chair rentals, live sports cameras and pickleball.

**City Mobile Application:** During the month of August, the City application was downloaded more than 400 times across the App Store and Google Play and had an average of 800 active sessions. Two new buttons were added to the application: Hurricane Information and Interactive maps.

**Online Permits:** During the month of August, over 337 building permits were issued in the online building permit software.

**NMB Help Desk:** During the month of August, 90 service tickets were submitted by City staff, and 98 tickets were resolved.

**Beach Chair Online Rentals:** During the month of August, there were a total of 104 transactions made using the online shopping cart.

**Parking Passes:** During the month of August, the City processed 414 parking decals registrations.

## Notable Ongoing Projects

**Software Upgrades:** Assisted with upgrading and implementing software for various departments including service tickets, payroll and employee onboarding.

**Data Security:** Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more.