

Village of Carol Stream

SPECIAL WORKSHOP MEETING

MONDAY DECEMBER 7, 2015

6:00 P.M.

GREGORY J. BIELAWSKI MUNICIPAL CENTER

500 N. GARY AVENUE

CAROL STREAM, ILLINOIS 60188



LOWER LEVEL TRAINING ROOM

AGENDA

1. CALL TO ORDER
2. ATTENDANCE
3. COMMUNITY DEVELOPMENT SOFTWARE SUPPORT SYSTEM PURCHASE
4. DISCUSSION OF VILLAGE BOARD GOAL - BRANDING
5. OTHER BUSINESS
6. ADJOURNMENT

Village of Carol Stream
Interdepartmental Memo

TO: Joseph E. Breinig, Village Manager

FROM: Donald T. Bastian, Community Development Director 
Marc A. Talavera, Information Systems Director 

DATE: December 2, 2015

RE: **Agenda Item for the Village Board Workshop on December 7, 2015 – Presentation of Recommended Software Support System for Community Development**

The Community Development Department will be seeking Village Board authorization to acquire a new software support system that will allow for the integrated tracking, processing and management of building permitting and inspection operations, code enforcement cases, and Plan Commission cases. The new system would replace the current Microsoft Access-based program, designed in-house, which is no longer supported by Microsoft, cannot be updated, and is exhibiting increasingly frequent performance problems.

In advance of seeking the Village Board's authorization to purchase the software, we felt it would be appropriate to more fully explain the need for the software, the capabilities of the software, and the customer service and staff efficiency improvements that the software will provide. The attached PowerPoint presentation will be reviewed with the Village Board at the workshop scheduled for 6:00 p.m. on Monday, December 7, 2015.

DTB:db

T:\Department Improvement Initiatives\2015 Comprehensive Software\Memos\Workshop Presentation Transmittal

Community Development Department

Software Support System

Village Board Workshop
December 7, 2015

Community Development Department Software Support System

History of Previous Building Permit Software Systems:

- Since 1998, the Community Development Department has utilized two Microsoft Access databases, developed in-house, for building permit records management and processing.
- The first system was used between 1998 and 2010 and contains 37,761 building permit records.
- This system was essentially a permit record-keeping system only. The system did not calculate permit fees, track permit review deadlines or the number of days a permit had been under review, and did not allow for the generation of reports that allowed for performance management.

Community Development Department Software Support System

The Move to the Current System:

- Following a 2008 management consultant study of our Development Services operations, we undertook a comprehensive re-engineering of our building permitting processes. As a result, we...
 - Developed a new Development Services Fee Schedule; and
 - Established performance standards for permit processing, such as the maximum number of days for a permit review cycle, and the maximum number of review cycles for a permit to be issued.
- With a new fee schedule and new permitting processes in place, a new building permit software system was needed to help implement the process improvements.
- However, due to economic conditions in 2010, funds for acquiring a professionally-designed building permit software system were not available.

Community Development Department Software Support System

The Current In-House System:

- In 2010, a new Microsoft Access-based building permit software database was developed in-house.
- In addition to being a building permit records management system, the new (current) system added desired functionality, including:
 - Automated calculation of permit fees;
 - Automated generation of permit plan review due date reminders;
 - Generation of basic permit correspondence;
 - Generation of lists of required inspections based on permit type;
 - Some capability to generate emails to staff plan reviewers; and
 - Generation of reports to enable some permitting performance management.
- The current system, in use since 2010, presently contains about 8,000 permit records.

Community Development Department Software Support System

Limitations of the Current System:

- The current system is a Microsoft Access 2003 database, which is no longer supported by Microsoft.
- The current database is difficult to troubleshoot when problems arise.
- The current database cannot be further updated or modified to add new features or functions, accommodate changes in our processes, or changes to our Fee Schedule.
- The system has been increasingly susceptible to “crashing”, which results in a need to revert to an earlier backed-up version of the database, with staff having to re-enter the permit records that were lost as a result of the crash.
- We have implemented many work-arounds to keep the system operating, but we have lost some functionality as a result – we are on borrowed time.

Community Development Department Software Support System

Proposed Solution:

- Last year's (FY14/15) budget included \$89,220 to purchase a professionally-designed software system that would provide building permit, code enforcement and Plan Commission case management.
- In November 2014, a Software Support System RFP was posted on the Village's website, listed on a Government RFP website, and sent directly to 12 software vendors. Five proposals were received.
- The selection team (Community Development and Information Systems) reviewed the proposals. The team viewed live software demonstrations from the four vendors who submitted responsive proposals.
- The selection team unanimously selected The Davenport Group's LAMA (land management) Software package as the best option for management of building permits, code enforcement and Plan Commission cases.

Community Development Department Software Support System

Proposed Solution:

- As staff was preparing to seek Village Board authorization to purchase the LAMA software in February 2015, we began hearing reports that the State might withhold municipal LGDF revenue. With this threat to revenues, the request for authorization to purchase the software was deferred.
- \$90,000 for the software was re-budgeted in the FY15/16 budget, but was placed on the "Frozen List" due to ongoing/pending action by the State that could negatively affect municipal revenues.
- At its November 2, 2015, meeting, the Village Board released funds for certain items on the Frozen List. Community Development's software support system was among the items that were unfrozen.

Community Development Department Software Support System

Why are we recommending LAMA?

- It is a modern, supported, Microsoft-based software system with a dedicated local (Crystal Lake) customer service team.
- It will allow for integrated tracking, processing and management of building permit & inspection operations, code enforcement cases, and Plan Commission cases within a single software package.
- It will facilitate the migration to paperless processes.
- It will accommodate on-line permitting in the future (\$10,000 option).
- It will utilize the Village's G.I.S. parcel data to integrate parcel-specific information and mapping functions into our processes.
- It will integrate directly with our Microsoft Outlook E-Mail and Calendar functions to automatically schedule permit and project deadlines and due dates, inspections, and generate e-mails.

Community Development Department Software Support System

Why are we recommending LAMA (continued):

- Building permit, code enforcement and Plan Commission case records will be saved directly into the Village's electronic document management system, Laserfiche®, saving staff time as we will no longer need to scan records into Laserfiche®.
- The Davenport Group will import our existing 45,000+ permit records into LAMA so that historic records can be accessed through LAMA. This will significantly reduce time spent by staff responding to FOIA requests, and improve the accuracy of responses.
- Field inspectors will use the Android app on a phone to access their inspection schedule and route, and to enter inspection reports live in the field. This will save staff time as they will not have to manually re-enter inspection results or comments once back in the office.
- The Android app provides frequently referenced code sections to speed up the preparation of field inspection reports.

Community Development Department Software Support System

Why are we recommending LAMA (continued):

- Davenport will customize the software to accommodate our existing process designs. Our existing structure for permit types, permit review deadlines, fee schedule, and inspection requirements will be built into our custom configuration. Software packages from other vendors would have required us to modify our processes.
- Several Village Departments are considering a new citizen service request (CSR) system. LAMA offers a user-friendly online CSR system the Village could acquire, which is part of the same module that would facilitate online permitting. (This is not currently included in the proposed contract.)
- Batavia, Gurnee and New Lenox utilize Davenport's LAMA software. Reference checks for all three communities have been very positive.
- Larger cities, including New Orleans and Philadelphia also use LAMA.

Community Development Department Software Support System

PermitModuleScreenView - Windows Photo Viewer

File Print E-mail Burn Open

LAMA NYCC Server

Miscellaneous Codes Code Enforcement Codes Inspection Codes Licenses Codes Permit Codes Planning Codes Default Permit Profiles Users Applications Modules ArcSDE Parcels Address Streets Rebuild Parcel Connections Update Update Address Index

Default View Refresh Search Selection Grid Display

Number	Incoming	Closed	Expiry	Address	Division	M/S	Flag	Source	Filed	Issued	Finished	Current Status
15-0142-OGAR	7PVRCK		May 11 2016 [Wed]	503 Maplecrest St	BB1	M			Nov 4, 2015	Nov 11 2015 [Wed]		Permit Issued
15-0141-OGAR	CNLD2K			2106 Martybrook C	CE	M			Nov 3, 2015			Application Subm
15-0140-OGAR	B2C34M			2107 Martybrook C	CE	M			Nov 3, 2015			Application Subm
15-0139-NEW	08Y1CC			2107 Martybrook C	BB1	M						
15-0138-OGAR	511BND		May 11 2016 [Wed]	2105 Martybrook C	CE	M			Nov 3, 2015	Nov 11 2015 [Wed]		Permit Issued
15-0137-SNPH	DMBV1K		May 9 2016 [Mon]	300 Cross Keys Dr	D&T	M			Oct 30, 2015	Nov 9 2015 [Mon]		Permit Issued
15-0136-NEW	D4KWR2		Feb 5 2016 [Fri]	1500 Colonial Ct	BB1	M			Jul 30, 2015	Aug 5 2015 [Wed]		Certificate of Occ
15-0135-ALT	6ZDF13		Apr 28 2016 [Thu]	30 Spruce St	BB1	M			Oct 21, 2015	Oct 28 2015 [Wed]		Certificate of Con
15-0134-ALT	VYDUPW			30 Spruce St	BB1	M						
15-0133-SHLL	BF1Q45		Apr 28 2016 [Thu]	5107 Arrowshire Dr	BB1	M			Oct 21, 2015	Oct 28 2015 [Wed]		Certificate of Con

Permit No. Submittal Method
Address Status
Land Use Type

Application Materials
Legal
Plans & Drawings
Approved Documents
Correspondence
Photos
Inspections
Other
Supplemental Materials
Auto-Generated
Permit Certificate.doc (11-4-2015)
Receipt.doc (11-4-2015)
Intersecting Permits (7)

Search Market St

Address	Parcel
1202 Market St	47-00-00-33N
1204 Market St	47-00-00-33N
1205 Market St	47-00-00-32N-LEASED
1206 Market St	47-00-00-33N
1208 Market St	47-00-00-33N
1210 Market St	47-00-00-33N
1212 Market St	47-00-00-33N
1214 Market St	47-00-00-33N
1216 Market St	47-00-00-33N
1218 Market St	47-00-00-33N
1223 Market St	47-00-00-33N
1222 Market St	47-00-00-33N
1224 Market St	47-00-00-33N
1226 Market St	47-00-00-33N
1228 Market St	47-00-00-33N
1230 Market St	47-00-00-33N
1235 Market St	47-00-00-33N-LEASED
838 Ardsan Pkwy	39-11A-02-30
835 Ardsan Pkwy	39-11A-02-51
800 Ardsan Pkwy	39-11A-01-34

Main Map

Building Permit Cockpit View

Community Development Department Software Support System

Software-generated
code enforcement
correspondence



**NOTICE TO CORRECT A
NUISANCE CODE VIOLATION**

DATE: Thursday, November 19, 2015
FILING: 15-0005-NUI

Ginger A & Mark W Bassett
430 SE Wanda Dr
Ankeny, IA 50021

ADDRESS OF PROPERTY IN VIOLATION: 430 SE Wanda Dr

LEGAL DESCRIPTION: LOT 2 RICHLAND ESTS PLAT NO 7

This notice is to inform you that a violation of the Ankeny Municipal Code exists at the above referenced property. The specific code section that has been violated, the items that constitute the violation and the method for correction of the violation are as follows:

Code Section	Description and Method of Correction	Comply By
IPMC 904.11 - Chimneys and Towers Must Be Maintained	Chimneys shall be maintained structurally safe and sound and in good repair.	12/3/2015
IPMC 904.5 - Exterior Walls Maintained	Foundation walls, namely, west and south building exteriors, have not been maintained plumb and free from open cracks and breaks and have not been kept in such condition so as to prevent the entry of rodents and other pests.	12/3/2015

You are responsible for the correction of this violation in the manner described. You are further notified that you may propose alternate methods of correction. These alternate methods must be approved by City staff and will not be allowed to extend the date for compliance.

You are further notified that the Code provides an appeal procedure. Any person ordered to abate a nuisance may have a hearing with the officer ordering the abatement as to whether a nuisance exists. A request for a hearing must be made in writing and delivered to the officer ordering the abatement within the time stated for compliance. If the nuisance is not abated and there is no request for a hearing, the City will abate it and will assess to cost to the property owner or to the person causing or maintaining the nuisance in accordance with Code.

Failure to comply may be construed as a violation of the above referenced Municipal Ordinance and punishable by a Municipal Infraction. The civil penalty for a Municipal Infraction is up to \$750 for the first offense and \$1,000 for each repeat offense. Please note that each day that a violation is permitted to exist constitutes a separate and repeat offense.

Questions regarding this violation notice should be directed to John Cabeen at 515-963-3546.

Sincerely,

Planning & Building Department ♦ 220 W 1st Street ♦ Ankeny, IA 50021 ♦ (515)963-3530 ♦ www.ankenyia.gov

Community Development Department Software Support System

PlanningModule - Windows Photo Viewer

File Print E-mail Burn Open

LAPL ETOY Server

Planning Module

Miscellaneous Codes Code Enforcement Codes Inspection Codes License Codes Permit Codes Planning Project Codes Default Permit Profiles Users Application Module ArcGIS Personal Address Streets Rebuild Parcel Connections Update Update Address Index

Default View Refresh Search Selections Site Grid options

My Starred Projects
Selected Addresses
Selected Parcels
My Assigned Projects
Meetings
My Reviews Due
Unassigned Division Reviews
My Division Reviews
All Reviews Due
Events Due

Flag	Case Type	Name	Division	Case Num	Closed	Location	Filed	Current Status	Cust
	Zoning Map Amendment	100-102 Sunnyside Ct		15-0030		100-102 Sunnyside Ct	08/25/15	Project Approved	Nov
	Development Plan	8916 W 22		15-0045		8916 W 22	08/24/15		
	Development Plan	9301 Appplewood Pl		15-0043		9301 Appplewood Pl	08/24/15		
	Development Plan	7411 Appplewood Pl		15-0042		7411 Appplewood Pl	08/24/15		
	Zoning Map Amendment	100-103 Sunnyside Ct		15-0041		100-103 Sunnyside Ct	08/24/15		
	Zoning Map Amendment	12808 Churchill Pkwy		15-0039		12808 Churchill Pkwy	08/24/15		
	Zoning Map Amendment	3201 E 146		15-0038		3201 E 146	08/24/15		
	Appeal from Administrator's	1910 Clearview Dr		15-0094		1910 Clearview Dr	08/24/15	Application Submitt	Aug
	Appeal from Administrator's	1910 Clearview Dr		15-0109		1910 Clearview Dr	08/24/15	Project Approved	Sep

Project Name: 7411 Appplewood Pl (7411 Appplewood Pl) Closed

Case: Development Plan Pre App Conference Pending

Message: Details (5)

Feature: Constraints - Floodplain #1 (1 item)
Parcel 16-25-01-B

Feature: Constraints - Floodplain #2 (3 items)
Parcel 16-25-01-B

Feature: Dimensions - Bulk Standards #1 (4 items)
Parcel 16-25-01-B
Zone C-2 Community Business
Required
Type Standard Front Yard 0.00

Feature: Dimensions - Bulk Standards #2 (4 items)
Parcel 16-25-01-B
Zone C-2 Community Business
Required
Type Standard Side Yard 0.00

Feature: Dimensions - Bulk Standards #3 (4 items)
Parcel 16-25-01-B
Zone C-2 Community Business
Required
Type Standard Rear Yard 0.00

Feature: Dimensions - Bulk Standards #4 (4 items)
Parcel 16-25-01-B
Zone C-2 Community Business
Required
Type Standard Max Height 45.00

Feature: Dimensions - Bulk Standards #5 (4 items)
Parcel 16-25-01-B
Zone C-2 Community Business
Required
Type Standard Max Lot Coverage % 0.00

Feature: Dimensions - Bulk Standards #6 (4 items)

Search: Market St

Address	Parcel
1204 Market St	47-00-00-32N
1205 Market St	47-00-00-33N-LEASED
1206 Market St	47-00-00-33N
1208 Market St	47-00-00-33N
1210 Market St	47-00-00-33N
1212 Market St	47-00-00-33N
1214 Market St	47-00-00-33N
1216 Market St	47-00-00-33N
1218 Market St	47-00-00-33N
1220 Market St	47 00 00 33N
1222 Market St	47-00-00-33N
1224 Market St	47-00-00-33N
1226 Market St	47-00-00-33N
1228 Market St	47-00-00-33N
1230 Market St	47-00-00-33N
1235 Market St	47 00 00 33N LEASED
838 Arboan Pkwy	39-11A-02-30
835 Arboan Pkwy	39-11A-02-51
960 Arboan Pkwy	39-11A-01-34
826 Arboan Pkwy	39-11A-02-24
304 S 2nd Ave	46-1-4-13-75

Main Map

Plan Commission Case Cockpit View

Community Development Department Software Support System

Field Inspector Mobile Application View

LAMA

Account Log In

Email:

Password:

Log In

Login Screen

LAMA

< November, 2015 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Requested

Calendar View

LAMA

November 19, 2015

14-10774-SPMA (P) Special Event - Master Sosa-Breaux Wedding...	Detached Unscheduled 08:16AM
15-00078-RNVN (P) Renovation (Non... 1300 Perdido St	Building... Scheduled 08:45AM
15-00131-NEWC (P) New Construction 8 Canal St [Sportsmania]	Final Building... Passed 09:04AM
WWE14SIGLIV (L) Certification Charter...	Mobile Vendor Failed 03:03PM
15-00131-NEWC (P) New Construction	Footing Scheduled

Inspections Schedule

Community Development Department Software Support System

Field Inspector Mobile Application View

LAMA ^ ↻ ⋮

🕒 15-00131-NEWC +

- Slab *Scheduled* 11/11/2015
- Rough Framing *Scheduled* 11/12/2015
- Selected

Final Building C/O Ben K Davenport
Passed Items: 3

St: 11/19/2015 09:04:AM ⌚
End: 11/19/2015 09:15:AM ⌚

Add Comment Notes: 0

- Footing *Scheduled* 11/19/2015

Specific Inspection
Appointment Record

LAMA ^ ↻ ⋮

⚠️ 15-00131-NEWC +

Grade certificate submitted OK DEF

Federal Elevation Certificate (FEC) submitted OK DEF

Comment
Test comment

State Fire Marshal (SFM) final inspection report OK DEF

Department of Health (DHH) final inspection report (e.g. school, daycare, food, bar) OK DEF

Special Inspections documents (steel, concrete, engineered wood, etc.) OK DEF

Changes to approved drawings

Inspection
Checklist

LAMA ^ 📅 ⋮

(P) 15-00131-NEWC ☆

Typ: New Construction

Loc: 8 Canal St [Sportsmania]

Sts: Permit Issued

Dsc: **Mobile Test

- 🕒 Inspections
- 👤 Contacts
- 📁 Documents
- ☰ Details

Information Available
to Inspector in Field

Community Development Department Software Support System

Cost and Implementation:

- Cost for software acquisition: \$69,740. This includes the Permitting and Inspections, Code Enforcement, and Planning & Development Review modules, plus Microsoft Exchange Server Integration and the Android Phone App.
- Cost includes 26 professional person days on-site to assist with data collection, customization and configuration, training, etc.
- Annual software maintenance cost is included in Year 1. Will be \$17,000 in Year 2, and \$17,000 plus an increase or decrease in accordance with the CPI each year thereafter.
- We anticipate acquiring three Android-based devices for our Code Professional staff to use in filing inspection reports from the field. Total cost \$900. Annual cost for three service lines/data plans would be \$2,000 per year.

Community Development Department Software Support System

Cost and Implementation:

- If Village Board is comfortable moving ahead, staff would work to finalize contract for Village Board action on December 21, 2015.
- Davenport Group would begin data collection and configuration in January, 2016.
- We would expect software would be fully operational by mid- to late-summer 2016.
- Questions???

Guidance & Direction

1. Project Timing: If FY16-17 budget resources are insufficient to accomplish top 3- 4 goals, does this goal get pushed back (reprioritized) to future years?

2. Project Cost: Is there an acceptable project cost for completing this goal:

Consultant Services - \$ 90,000

Est. Rebranding Campaign - \$100,000

3. Project Metrics: Are there a success measures you envision for this goal? Qualitative?
Quantitative?

Branding: Elements to Address

- Consultant or In-House Work Group
- Slogan / Tagline
- New or Hybrid Logo
- Entryway Signage (New or Expanded)
- Communication Specialist



Branding Consultant or In-House

- Nov. 16th Workshop discussed alternative to branding consultant such as a **local work group** comprised of community leaders, staff and other potential local stakeholders to facilitate a survey on community perceptions including strengths, assets and other favorable and/or distinct organizational traits that are germane.

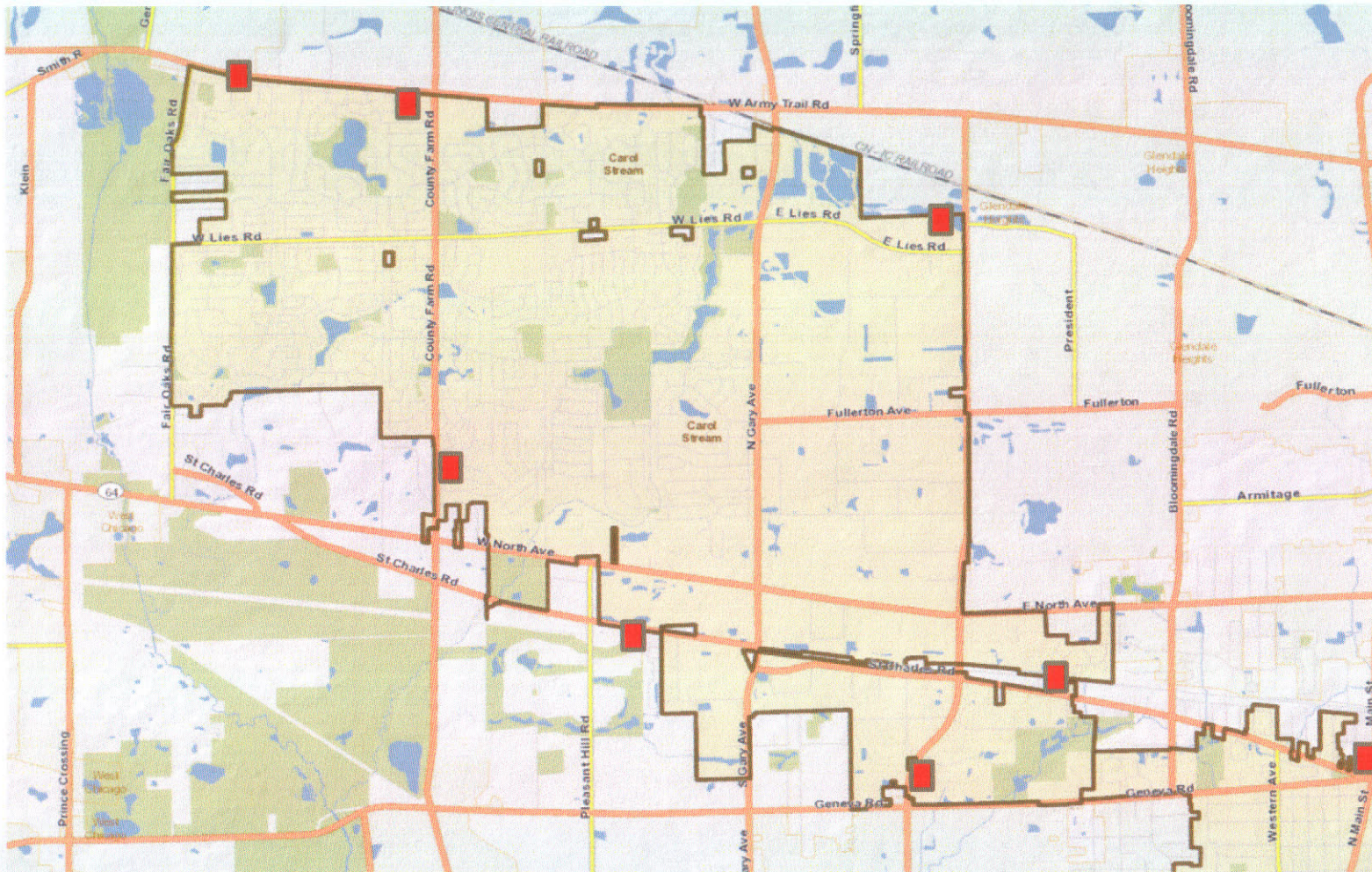
Wayfaring Signage



Suggested Sign Locations

- County Farm Rd.: North & South Boundary (2)
- Schmale Rd North & South Boundary (2)
- Army Trail: West Boundary (1)
- Geneva Rd.: Eastern Boundary (1)
- St. Charles Rd. : East & West Boundary (2)

Signs: Prioritized Locations



Current Communication Tasks

- Assigned to the Asst. to the Village Manager
- E-Stream Newsletter – 26 Issues/ Year
- Village Happenings – 26 Issue/ Year
- News Releases – 45 Press Releases/ Yr.
- Social Media Coordination: (+ Ray in PD & Tia in PW)
 - TWITTER (Oct. '13): 670 Tweets 317 Followers
 - FACEBOOK (Nov. '13): 1,270 Likes 4,332 Reach
- Average Postings/ Yr. – 283 Total Posts - 571
- Town Center Events Marketing Materials & Photos
- Water Bill Message Center – 12/ Year

Budget Resources: FY17-19

- Rebranding Kick Off Campaign: Est. Costs - \$2,500 (Timing of Kick Off – Fiscal Year)
- Reprinting & Rebranding Costs - \$80,000 (Yr. 1)
- Aerial Promotional Video - \$3,500 + Annual Updates \$750 (Yr. 1)
- Wayfaring Entryway Signage: (8 Signs)
 - Design (Yr. 1)
 - Fabrication & Installation: (Yr. 1 & 2): \$5,000/ea.
- Communication Equip. & Enhancements:
 - VIMEO Channel Subscription - \$189/yr.
 - GoPro Video Camera & Accessories - \$250

Branding: Timing of Roll Out

- Feedback from the last workshop regarding the timing of a rebranding effort centered on the adoption of the **Comprehensive Plan Update**. It is anticipated that a final plan document will be presented for adoption this coming spring. (April)
- **Timing option 2** – in advance of the 2016 summer event season. (Late May/Early June)
- **Timing option 3**- As part of the 2016 State of Village. (Mid-May)