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, <u>which is no longer supported by Microsoft.</u>

➢ 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®, <u>saving staff time</u> 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 <u>significantly reduce time spent by staff</u> 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 <u>save staff time</u> 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.

10

Community Development Department
Software Support System

Building Permit Cockpit View

Community Development Department
Software Support System

Software-generated code enforcement correspondence

Community Development Department Software Support System

Plan Commission Case Cockpit View

Community Development Department
Software Support System

<u>Field Inspector Mobile Application View</u>

Login Screen

Calendar View

Inspections Schedule

Community Development Department Software Support System

Field Inspector Mobile Application View

Specific Inspection Appointment Record

Inspection Checklist

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 <u>on-site</u> 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.
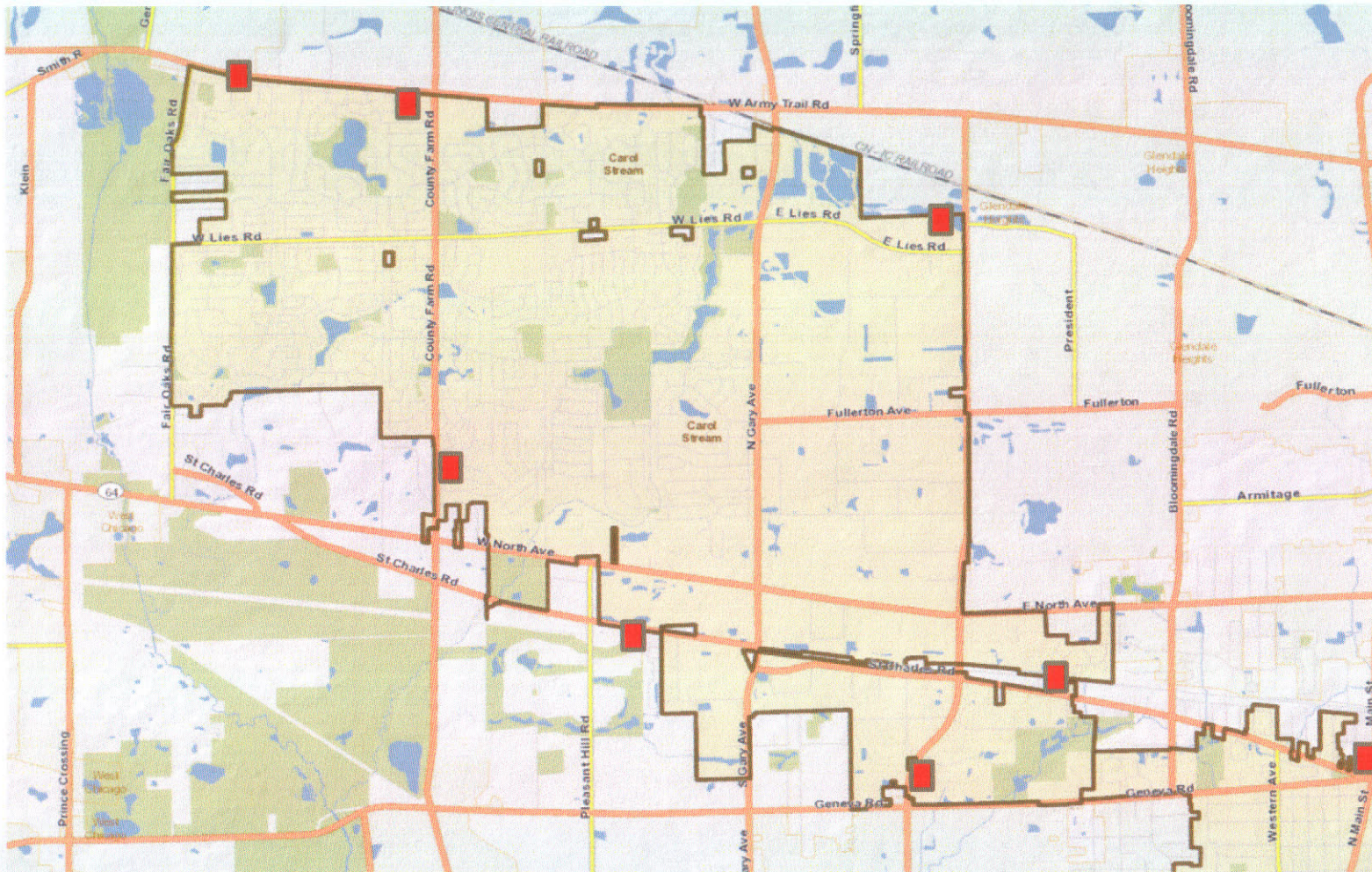
Wayfaring Signage

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)