



## Agenda Item Summary

---

**File #:** RES 17-549, **Version:** 1

---

### **Submitted By**

Tammie Grossman, Director Development Customer Services  
Alvin Nepomuceno, Director Information Technology

### **Reviewed By**

LKS

### **Agenda Item Title**

**A Resolution Authorizing a Change Order to the Contractual Services Agreement between CityView, a Division of N. Harris Computer Corporation, and the Village of Oak Park, to Provide a New Software Solution for the Village's Permitting, Licensing and Inspection Services for an Additional \$13,200.00**

### **Overview**

The Village launched the CityView Permitting, Licensing and Inspection software solution on May 9, 2016. The current change order allows the Village to finish configuration changes related to the Permit Fee Ordinance update (CO 17-02).

### **Staff Recommendation**

Approve the Resolution

### **Fiscal Impact**

The FY2017 Budget contains funds in the amount of \$135,000 for software configuration issues in line item 1001 41300 101 530667. To date, we have expended \$2,310 on Change Order 17-01 approved on January 17, 2017.

### **Background**

The Village renamed the software VillageView for the general public. The VillageView system allows users to apply for licensing and permits online. Additionally, the system has a mobile inspection component which allows inspectors to enter information into the system in real time. Support staff no longer enters the inspection reports into the system manually. Residents, businesses and contractors are able to view permits and all inspection activities are in real time. Additionally, Development Customer Services, Fire, Public Works and Health Departments share one database which provides for a better customer service experience.

Overall, staff adapted quickly to the new system. We have deployed mobile technology in the field for all inspection reports freeing up staff time from manually entering those reports. However, we have determined that staff could benefit from additional training to ensure that the system is being used at full capacity. Due to the departure of a key IT staff person who had expertise to work on VillageView, we no longer have the capacity in-house to finalize the changes needed to the software to effectuate the permit fee ordinance

revisions.

### **Alternatives**

Defer action and seek additional information.

### **Previous Board Action**

On December 8, 2014, the Village entered into an agreement with CityView, a Division of N. Harris Computer Corporation, to provide a software solution to improve the permitting, licensing and enforcement activities of the Village and to allow for better coordination between Departments and establish online access to information by residents, contractors and architects.

On May 8, 2015, the Village entered into a licensing agreement with the International Code Council (ICC) to allow the ICC codes to be part of CityView/VillageView System.

On October 5, 2015, the Board approved a contract with BerryDunn to provide support services for the new Chief Building Official Steve Cutaia.

In addition, the Contract Committee of the Village Board held a meeting on March 14, 2016 to review this item.

### **Citizen Advisory Commission Action**

On October 9, 2014, staff presented an overview of the project to the Civic Information Services Commission.

### **Anticipated Future Actions/Commitments**

N/A.

### **Intergovernmental Cooperation Opportunities**

N/A.

### **Performance Management (MAP) Alignment**

A Governance Priority established for Development Customer Services Department - Economic Development Activities and Customer Service Improvement.