

## **APPROVED Minutes**

### **Reinventing Government Committee**

**Thursday, August 15, 2013**

**7:00 pm**

The meeting was called to order at 7:00 p.m. in Room 101.

#### **I. ROLL CALL**

Present: President Abu-Taleb, Trustee Brewer, Trustee Johnson, and Trustee Tucker

Others Present: Village Manager Pavlicek, Environmental Health Supervisor Charley, Assistant Village Manager Cole, Business Services Manager Daly, Fire Chief Ebsen, Village Planner Failor, Housing Programs Manager Grossman, Budget and Finance Manager Harris, Information Technology Director Nepomuceno, and Building and Property Standards Manager Witt.

#### **II. APPROVAL OF MINUTES**

Approved the minutes of December 12, 2012, as moved by Trustee Tucker and seconded by Trustee Johnson, with all in favor.

#### **III. PUBLIC COMMENT**

No public comments.

#### **IV. NEW BUSINESS**

##### **a. BPS Software Upgrade**

Village Manager Pavlicek provided overview of the topic, highlighting the interdepartmental nature of the initiative, inviting fluid discussion, and establishing need for committee budget direction given higher than anticipated bids for the proposed scope of work.

President Abu-Taleb invited staff perspectives and input. BPS Manager Witt responded by citing linkages between new software and improved internal and external service delivery.

Trustee Tucker requested that staff place a sharper point on prospective benefits. BPS Manager Witt offered examples, including making plan review status and correspondence more accessible to applicants through an online interface, and Business Services Manager Daly added improved interdepartmental tracking of reviews.

Trustee Brewer clarified that the existing system is functionally obsolete, that it can't be upgraded by the vendor, and that the current software is no longer available in the marketplace. He then asked about the range in price

anticipated for Tidemark's replacement. Budget and Finance Manager Harris replied that many packages with varying levels of complexity are available, but one could reasonably anticipate a price in the \$85,000 to \$250,000 range. Harris added that total cost must include ongoing support, training, etc., and estimate that the industry norm is roughly 3X the software value for implementation and two years of support, with any necessary organizational or process restructuring costs representing additional costs.

Trustee Brewer asked if BPS permit fees would cover the software costs. Village Manager Pavlicek linked the question to the 2014 budget discussion and the establishment of fees, cautioning that while permit fees are intended to offset the costs of operation, there are also trade-offs when considering how local fees compare to other jurisdictions. It was estimated that the existing fee structure would not cover software costs and any such authorized costs would be paid from the general fund.

President Abu-Taleb questioned whether the technology investment could offset staffing costs. General discussion ensued, with no conclusion.

President Abu-Taleb questioned the actual need for a consultant versus handling software selection in-house. Village Manager Pavlicek cited both the unconstrained perspective of an outside party and the neutrality a consultant recommendation as prospective benefits. Budget and Finance Manager Harris highlighted the value of consultant expertise in examining enterprise solutions, the volume of work needed to make a reliable recommendation exceeding staff availability, and the broad perspective a consultant brings to the decision-making process as additional benefits.

Trustee Johnson complemented interdepartmental process, and inquired of the key objective being pursued, i.e., what, how, and to what extent? General discussion ensued, including linkage to MAP, experience of PeopleSoft over-buy, prospect of adding expense by not linking scope of services and product purchase to desired outcomes, etc.

President Abu-Taleb and Trustee Johnson expressed disfavor for consultant approach, suggesting need to first sharpen focus on establishing clear objectives and understanding the financial costs and benefits attached thereto. There was general discussion surrounding identifying best practice communities in terms of what they have, the functionalities, and return on investment. The question of whether a quality audit of the building department is a necessary precursor was raised, i.e., should the computer system be a priority over examining and improving processes and people first? A mission statement and clear objectives are necessary to proceed. Staff was tasked with considering committee direction and bringing back analysis for later discussion.

Village Manager Pavlicek opened the next phase of the discussion with an effort to assess the committee's level of financial comfort surrounding a prospective consultant contract, adding that it is clear to all involved that bids received were all too high by a wide margin. Trustee Johnson and President Abu-Taleb reinforced need for mission and goals combined with a software life-cycle cost benefit analysis to drive discussion of acceptable software selection consultant fees. A November target was deemed reasonable for completing the decision-supporting analysis for further committee discussion, and staff should consider the costs and benefits of a separate contract for a quality audit at pricing less than available through a software consultant.

**b. Work Plan Update**

The committee agreed to discuss Village of Oak Park Partner Agencies the week of September 23<sup>rd</sup>, with Business Services Manager Daly and Housing Programs Manager Grossman to attend, but not any of the local Partners. Minutes from the last Partner discussion will provide the starting point for the next discussion.

**V. OLD BUSINESS**

The committee briefly discussed Village participation in The Illinois Risk Management Association (IRMA). It was noted that the last time IRMA discussed Oak Park's participation, the Village was viewed as not gaining many benefits through participation, though it was also mentioned that something in IRMA's structure or operations has changed since then and merits renewed consideration. Staff will bring the matter back for consideration at a future meeting with background to illuminate how or whether Oak Park may benefit through participation in IRMA in view of the changes.

**V. ADJOURN**

The meeting adjourned at 8:17 p.m., as moved by Trustee Tucker and seconded by Trustee Johnson, with all in favor.