



**Meeting of the Village of
Buffalo Grove
Village Board
Regular Meeting
March 4, 2024 at 7:30 PM
Jeffery S Braiman Council
Chambers
Fifty Raupp Blvd Buffalo Grove, IL
60089-2139**

1. Call to Order

- A. Pledge of Allegiance
- B. Roll Call

2. Village President's Report

- A. Thrombosis Awareness Month (President Smith) (Staff Contact: Christopher Stilling)

3. Special Business

- A. 2023 Officer of the Year Presentation (Trustee Cesario) (Staff Contact: Brian Budds)
- B. PW Employee of the Year (Trustee Stein) (Staff Contact: Kyle Johnson)
- C. BS&A Cloud-Based Software Presentation (Trustee Weidenfeld) (Staff Contact: Nicole Woods)

4. Public Comment

Public Comment is limited to items that are not on the regular agenda. In accordance with Section 2.02.070 of the Municipal Code, discussion on questions from the audience will be limited to 5 minutes and should be limited to concerns or comments regarding issues that are relevant to Village Board business. All members of the public addressing the Village Board shall maintain proper decorum and refrain from making disrespectful remarks or comments relating to individuals. Speakers shall use every attempt to not be repetitive of points that have been made by others. The Village Board may refer any matter of public comment to the Village Manager, Village staff or an appropriate agency for review.

5. Executive Session

- A. Executive Session - Section 2(C)(1) of the Illinois Open Meetings Act: the Appointment, Employment, Compensation, Discipline, Performance, or Dismissal of Specific Employees of the Public Body or Legal Counsel for the Public Body, Including Hearing Testimony on a Complaint Lodged Against an Employee of the Public Body or Against Legal Counsel for the Public Body to Determine Its Validity. () (Staff Contact:)
- B. Executive Session - Section 2(C)(2) of the Illinois Open Meetings Act: Collective Negotiating Matters Between the Public Body and Its Employees or Their Representatives,

or Deliberations Concerning Salary Schedules for One or More Classes of Employees. ()
(Staff Contact:)

6. Adjournment

The Village Board will make every effort to accommodate all items on the agenda by 10:30 p.m. The Board, does, however, reserve the right to defer consideration of matters to another meeting should the discussion run past 10:30 p.m.

The Village of Buffalo Grove, in compliance with the Americans with Disabilities Act, requests that persons with disabilities who require certain accommodations to allow them to observe and/or participate in this meeting or have questions about the accessibility of the meeting or facilities, contact the ADA Coordinator at 847-459-2500 to allow the Village to make reasonable accommodations for those persons.



Proclamations : Thrombosis Awareness Month

Summary

The Village recognizes April 2024 as Thrombosis Awareness Month.

Recommended Motion

ATTACHMENTS:

1. Thrombosis Proclamation 2024

Trustee Liason

President Smith

Staff Contact

Christopher Stilling, Deputy Village
Manager



Village of Buffalo Grove

THROMBOSIS AWARENESS MONTH

WHEREAS, Thrombosis is a deadly medical condition that results from formation of blood clots in blood vessels; and

WHEREAS, approximately 2,000,000 Americans are affected by Thrombosis each year, and 600,000 of those are hospitalized for the condition; and

WHEREAS, symptoms of Thrombosis may include pain, swelling and increased temperature, tenderness, discoloration or redness of the affected area; however, as many as half of all Thrombosis episodes produce minimal symptoms or those that are completely silent; and a number of other conditions (muscle strains, skin infections, phlebitis) display similar symptoms to those of Thrombosis, so that the condition may be difficult to diagnose without specific tests; and

WHEREAS, most Americans are unaware of Thrombosis, its symptoms, its risk factors or the fact that it is the number one cause of unexpected hospital deaths in the United States, making Thrombosis a major public health concern; and

NOW THEREFORE, I, Eric Smith, Village President of the Village of Buffalo Grove, do hereby proclaim the month of April 2024 as **Thrombosis Awareness Month** in the Village of Buffalo Grove.

Proclaimed this 4th day of March, 2024.

Eric N. Smith,
Village President



Presentation : 2023 Officer of the Year Presentation

Summary

The Buffalo Grove Rotary Club and Police Chief Brian Budds will present the 2023 Police Officer of the Year Award to Investigator Crystal Dibble and present Officer Gabriel Augustyniak with a Special Commendation Award.

Recommended Motion

ATTACHMENTS:

None

Trustee Liason

Trustee Cesario

Staff Contact

Brian Budds, Police Chief



Presentation : PW Employee of the Year

Summary

Public Works Employee of the Year will be presented to Tyler Ankney, Management Analyst.

Recommended Motion

ATTACHMENTS:

None

Trustee Liason

Trustee Stein

Staff Contact

Kyle Johnson, Village Engineer



Informational Item : BS&A Cloud-Based Software Presentation

Summary

In 2021, the Village selected and purchased BS&A software to help streamline and automate permit review, inspection, licensing, and planning processes. At the time of purchase and installment, BS&A was only available via an on-premise server. In 2023, Buffalo Grove executed an agreement for the BS&A cloud-based software. After months of configuration, implementation, and training, the BS&A cloud-based software is currently live. Staff will present an overview of the new online software, its benefits, key elements of its implementation, and steps for moving forward.

Recommended Motion

ATTACHMENTS:

1. Memo

Trustee Liason

Trustee Weidenfeld

Staff Contact

Nicole Woods, Community Development
Director



MEMORANDUM

DATE: March 4, 2024

TO: Dane Bragg, Village Manager

FROM: Nicole Woods, Director of Community Development

SUBJECT: B&SA Cloud

BACKGROUND

In 2021, the Village selected and purchased BS&A software to help streamline and automate permit review, inspection, licensing, and planning processes. At the time of purchase and installment, BS&A was only available via an on-premise server. However, the company had indicated upcoming plans to offer a cloud-based software in the near future. As a result, the Village purchased BS&A as a server-based platform and planned on upgrading to the BS&A Cloud Software when it became available.

The BS&A cloud-based software became available in 2023 and shortly thereafter Buffalo Grove executed an agreement for the BS&A cloud-based software. Over the past 6-months, staff has been working to implement, train and go live with the software. Staff plans on working with the Communications Department to fully communicate the new features of the software to residents, businesses, and contractors starting in March.

At the March 4th COW, staff will present an overview of the new online software, its benefits, key elements of its implementation, and steps for moving forward.

KEY BENEFITS OF THE BSA ONLINE SOFTWARE

The BS&A cloud-based system brings various operational, functional, and user benefits as described below.

Paperless Process and Real Time Access – Anytime and Anywhere

Prior Version

BS&A was mainly used to track the status of permits, plans and licenses, which was accessible to staff, contractors, and residents via the web portal. Contractors and residents were able to submit a limited number of permit types (air conditioner, furnace, radon mitigation, roof, sewer repair, water heater and window replacement) via the BS&A web portal. However, all permits had paper files,

paper plans, and paper inspection reports. Information was often manually entered with a time delay. As this was server-based software, staff was only able to view, edit, analyze, or input any permit, plan review, and inspection information at Village Hall. Transmission to third-party consultants for plan review had to occur via in-person paper transmission.

Updated Cloud Version

BS&A's Cloud Software is utilized to submit, hold, review, transmit, inspect, track, and automate the entire permit process for all permits. This allows the entire permit and inspection process to be paperless. Contractors and residents can submit all permits via the BS&A web portal, as well as track their progress. Staff and third-party partners can actively enter and interact with the BS&A portal anytime and anywhere. The transfer of information is immediate and occurring in real time. This is particularly significant for residents, businesses, and contractors, who can now receive electronic inspection reports in real time versus a paper report or a delayed electronic report.

Enhanced Customer Functionality and Experience

Prior Version

The BS&A server-based system required residents and contractors to fill out information for the project with minimal guidance, leading to confusion and incorrect applications. In addition, contractors or residents would have to request inspections via phone or email.

Updated Cloud Version

BS&A's Cloud Software was built-out with a series of questions to guide the customer in selecting the appropriate type of permits for the project. In addition, contractors and residents can use the on-line portal to request a day and timeslot for inspections and will be alerted if the request has been confirmed, denied or modified.

Better data security

Prior Version

The server-based system required the platform to shut down a few times a month for necessary updates.

Updated Cloud Version

BS&A's Cloud Software enhances data security and allows for more necessary security and related updates without service interruption.

Improved Back-end Functionality and Automation

Prior Version

The older system's interface was largely static and required back-end users to utilize multiple tables to identify data, tasks, and issues. While some processes were automated, others were not, leading to fractured workflows.

Updated Cloud Version

The cloud's interface allows for more dynamic use with dashboards providing snapshots in real time of data, tasks, and projects. This allows back-end users to organize, understand, and swiftly move through key information and data. Workflows for permits, licenses, and certificates were improved and wherever possible, automatized and optimized. In addition, workflows were automated for

areas such as property maintenance, the planning & zoning process, rental licenses, and health inspections, which previously did not have a built-out processes or minimal automation to the processes.

Collectively, these key benefits will allow for easier, seamless processing of permits, rental licenses, business licenses, health, and planning & zoning applications for residents, contractors, businesses, and staff.

BS&A CLOUD IMPLEMENTATION

The numerous benefits realized from BS&A Cloud Software are mainly a result of three key factors. First, is the cloud-based (web-based) nature of the software which is accessible to all parties at any time and from anywhere. This includes inspectors on the construction site, to the clerk in Village Hall, to the third-party plan reviewer several miles away, to the software engineer rolling out an update, to the contractor on the job, and to the resident at home. Second, is the improved functionality of the BS&A Cloud Software. In contrast to the server-based system, the new BS&A Cloud Software has heightened operational capacity for the back-end user to view and modify data and processes with greater ease. Additionally, greater automation is enabled in areas that was lacking previously.

The third and final factor is the Village's commitment to improve services and create operational efficiencies through the utilization of the new technology. Such a commitment was important as permit volume has remained high and even increased since the Covid years. Since 2022, annual permit volume has averaged approximately 3,300, when compared to a historical average of 2,500.

For all these reasons, staff devoted much time to identifying, examining, and managing the elements of the cloud implementation. All processes were individually and collectively analyzed and compared. Workflows were dissected to identify possible automation steps. Staff researched and procured the necessary equipment such as iPads and larger plan-review monitors. In addition, corresponding partners, third parties, and various BG departments were consulted and trained.

ONGOING IMPLEMENTATION

Although staff is currently live with the BS&A Cloud Software system and to the extent possible has maximized the current cloud implementation, the process will be ongoing. BS&A Software, LLC will continue to offer smaller updates that allow for even further maneuverability and efficiency. They are also working on a list of upcoming features, which are more prominent in nature, such as working more seamlessly with other software like Laserfiche, which BG uses as its archival software. At the same time, staff will be looking to continually monitor and tweak our customized BS&A cloud workflows, processes, and interfaces. On a larger scale, we will be looking to blend BS&A with compatible software systems for electronic plan review, citizen request (report a concern), and other departments' software programs.

NEXT STEPS

As noted above, the BS&A Cloud Software is live and for the past month staff has been training and utilizing it. CD staff intends to work with the Communications Department to develop a communication campaign to announce the rollout of the capabilities of the program within the upcoming weeks.



**Executive Session : Executive Session - Section 2(C)(1)
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Legal Counsel for the Public Body, Including Hearing
Testimony on a Complaint Lodged Against an Employee
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Summary

Executive Session - Section 2(C)(1) of the Illinois Open Meetings Act: the Appointment, Employment, Compensation, Discipline, Performance, or Dismissal of Specific Employees of the Public Body or Legal Counsel for the Public Body, Including Hearing Testimony on a Complaint Lodged Against an Employee of the Public Body or Against Legal Counsel for the Public Body to Determine Its Validity.

Recommended Motion

ATTACHMENTS:

None

Trustee Liason
President Smith

Staff Contact
Dane Bragg, Village Manager



**Executive Session : Executive Session - Section 2(C)(2)
of the Illinois Open Meetings Act: Collective Negotiating
Matters Between the Public Body and Its Employees or
Their Representatives, or Deliberations Concerning
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Summary

Executive Session - Section 2(C)(2) of the Illinois Open Meetings Act: Collective Negotiating Matters Between the Public Body and Its Employees or Their Representatives, or Deliberations Concerning Salary Schedules for One or More Classes of Employees.

Recommended Motion

ATTACHMENTS:

None

Trustee Liason

President Smith

Staff Contact

Dane Bragg, Village Manager