VILLAGE OF NORTH AURORA
Crossroads on the Fox

AGENDA
COMMITTEE OF THE WHOLE MEETING
MONDAY, JUNE 20, 2016
NORTH AURORA VILLAGE HALL - 25 E. STATE ST.
(Immediately following the Village Board Meeting)

CALL TO ORDER

ROLL CALL

AUDIENCE COMMENTS

TRUSTEE COMMENTS

DISCUSSION

1. Discussion of a New Community Sign

2. Discussion of an Intergovernmental Agreement with the City of Batavia for the maintenance of right-of-way on Hart Road

3. Discussion of an Amendment to the Zoning Ordinance to Increase the Allowable Building Height in the O-R-I Research and Light Industrial District

4. Discussion of a new Enterprise Resource Planning System for Community Development

TRUSTEE COMMENTS

EXECUTIVE SESSION

1. Land Acquisition

ADJOURN

Initials

Memorandum

To: Village President and Village Board of Trustees
From: Steven Bosco, Village Administrator
Date: 6-14-16
Re: Community Sign

The community sign located at the northeast corner of State Street (Route 56) and Lincolnway (Route 31) was donated to the Village by the North Aurora Lions Club in the late 1980's. The Village has been responsible for updating the sign with new messages and the general maintenance of the sign. In its current state, the clock feature and temperature gauge on the sign are no longer working. Staff has reached out to two separate sign companies and have been told that these features are mostly obsolete and replacement parts are unavailable.

With features of the sign no longer working and the overall appearance of the sign deteriorating, staff reached out to the Lions Club to see if they were interested in fixing or replacing the sign since they originally donated the sign. Since the current sign is maintained by the Village, staff stated that if the Lions Club wanted to provide a new sign, the Village would like it to have an electronic reader board or possible light-emitting diode (LED) display to improve efficiency. Currently, Village staff members have to physically change the message on the reader board and only one message can be displayed on each side of the sign at one time. With an electronic display, staff can program multiple messages to rotate from a remote location via computer.

In the discussions with the Lions Club, staff made it clear that should the Lions Club not want to build a new sign, staff intended to ask the Village Board if they would like to build a community sign for the Village. In that scenario, the Village could open up sponsorship of the community sign to civic groups in the community. The conversation with the Lions Club concluded with the group stating that they do not plan to build a new sign at their expense; however, they want to exclusively sponsor any new community sign in the form of a monetary contribution since they donated the first sign.

1

At this point staff is looking for direction from the Village Board as to whether they would like a new community sign, which would be primarily, if not fully, paid for by the Village. Should the Village Board want to pursue the purchase of a new community sign, staff believes an LED or other form of a digital display is desirable since it would be more efficient to maintain and could hold multiple community messages at once. Staff estimates the cost of a new community sign with an LED display at $20,000-$60,000 depending on the size of the display. Non-LED signs are expected to be cheaper, but do not provide the same ability to present images as clearly.

If the Village Board wishes to pursue a new community sign, staff would also need further direction regarding the location of the new sign and whether to allow the North Aurora Lions Club to exclusively sponsor the sign via a monetary contribution towards the project.

VILLAGE OF NORTH AURORA
BOARD REPORT

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES

        CC: STEVE BOSCO, VILLAGE ADMINISTRATOR

FROM: MIKE TOTH, ECONOMIC & COMMUNITY DEVELOPMENT DIRECTOR

SUBJECT: HART ROAD INTERGOVERNMENTAL AGREEMENT

AGENDA: 6/20/2016 COMMITTEE OF THE WHOLE MEETING

DISCUSSION

The jurisdictional boundaries of Hart Road are fragmented between the Village and the City of Batavia, as is the routine maintenance (snowplowing, tree trimming and road repair) of the right-of-way. On June 13, 1998, the Village entered into an intergovernmental with the City of Batavia regarding the maintenance of Hart Road right-of-way. The IGA outlines routine maintenance obligations of both municipalities, as the long-term maintenance of Hart Road.

Over the past several months Village staff has been coordinating with City of Batavia staff on the jurisdictional boundary configuration and maintenance obligations of Hart Road. In an effort to provide clarity to jurisdictional boundary configuration and eliminate redundancies in service, the 1998 IGA agreement was revisited. The proposed IGA would amend and restate the Hart Road Agreement in its entirety.

Attachments:

1) Intergovernmental Agreement for Maintenance and Utility Location in Hart Road Right-of-Way, approved April 13th, 1998.
2) Proposed Amendment to Intergovernmental Agreement for Maintenance and Utility Location in Hart Road Right-of-Way.

INTERGOVERNMENTAL AGREEMENT FOR
MAINTENANCE AND UTILITY LOCATION IN
HART ROAD RIGHT-OF-WAY

This Agreement entered into this _13th_ day of _____April_____, 1998 by and between the Village of North Aurora (hereinafter the "Village") and the City of Batavia (hereinafter the "City") both municipal corporations of the State of Illinois.

WITNESSETH

WHEREAS, the Illinois Constitution of 1970, Article VII, Section 10 and 5 ILCS 220/1 *et seq.* authorizes the Village and City to cooperate in the performance of their respective duties and responsibilities by contract and other agreement; and,

WHEREAS, the Village and City have, by annexation, acquired separate but contiguous portions of the Hart Road right-of-way, south of the south line of Section 27, Township 39 North, Range 8 East of the Third Principal Meridian, the agreed upon boundary between the Village and City, west of Hart Road, as shown on attached Exhibit A; and,

WHEREAS, the Village and City have certain maintenance responsibilities for the roadway and utilities in the Hart Road right-of-way; and

WHEREAS, the Village and City desire to cooperate among themselves to accomplish said maintenance of the roadway and utilities in the Hart Road right-of-way.

NOW, THEREFORE, in consideration of the above preamble and mutual promise and covenants contained herein, both the Village and the City agree as follows:

1. All work in the right-of-way shall require a permit authorized by the City and Village to assure proper notification.

2. Repair of existing utilities will be done by the Village or City or their agents and the roadway and right-of- way shall be repaired to its pre-existing condition or to a mutually agreeable condition.

3. Installation of additional utilities in the right-of-way shall be by mutual agreement with restoration requirements as stated in 2 above.

4. The City shall be responsible for snowplowing Hart Road from the intersection with Hartfield Drive north. The Village shall be responsible for snowplowing its portion of Hart Road from the intersection of Hartfield Drive south.

5. Repair and resurfacing of Hart Road shall be done at a mutually agreed upon time with financial obligations based on a ratio of right-of-way ownership. If either party has not obligated funds for Hart Road maintenance at said mutually agreed upon time, that party shall reimburse the other party its proportionate share within one year of the completed work.

6. This agreement shall be effective upon approval by the respective legislative bodies of the Village and City.

7. The failure of the Village or the City, at any time, to insist upon performance or observation of any term, covenant, agreement or condition contained herein shall not in any manner be construed as waiver of any right to enforce any term, covenant, or condition herein contained.

8. No purported oral amendment, change or alteration hereto shall be allowed. Any amendment hereto shall be in writing, approved by the governing body of each party hereto and signed by their respective president, chairman or mayor.

9. This agreement shall inure to the benefit of the parties hereto their heirs, successors and assigns.

Dated at Batavia, Illinois this __1st__ day of _____June_____, 1998.

Dated at North Aurora, Illinois, this 13th day of April, 1998.

ATTEST: **VILLAGE OF NORTH AURORA**

By: _Barbara Erickson_   By: _Mark Ruff_
Village Clerk   President, Village of North Aurora

CITY OF BATAVIA

By: _Penelope L. Tracy_   By: _Jeffery D. Schielke_
City Clerk   Mayor, City of Batavia

27

25

HART ROAD

BATAVIA (South line of Section 27)

NORTH AURORA

Ritter

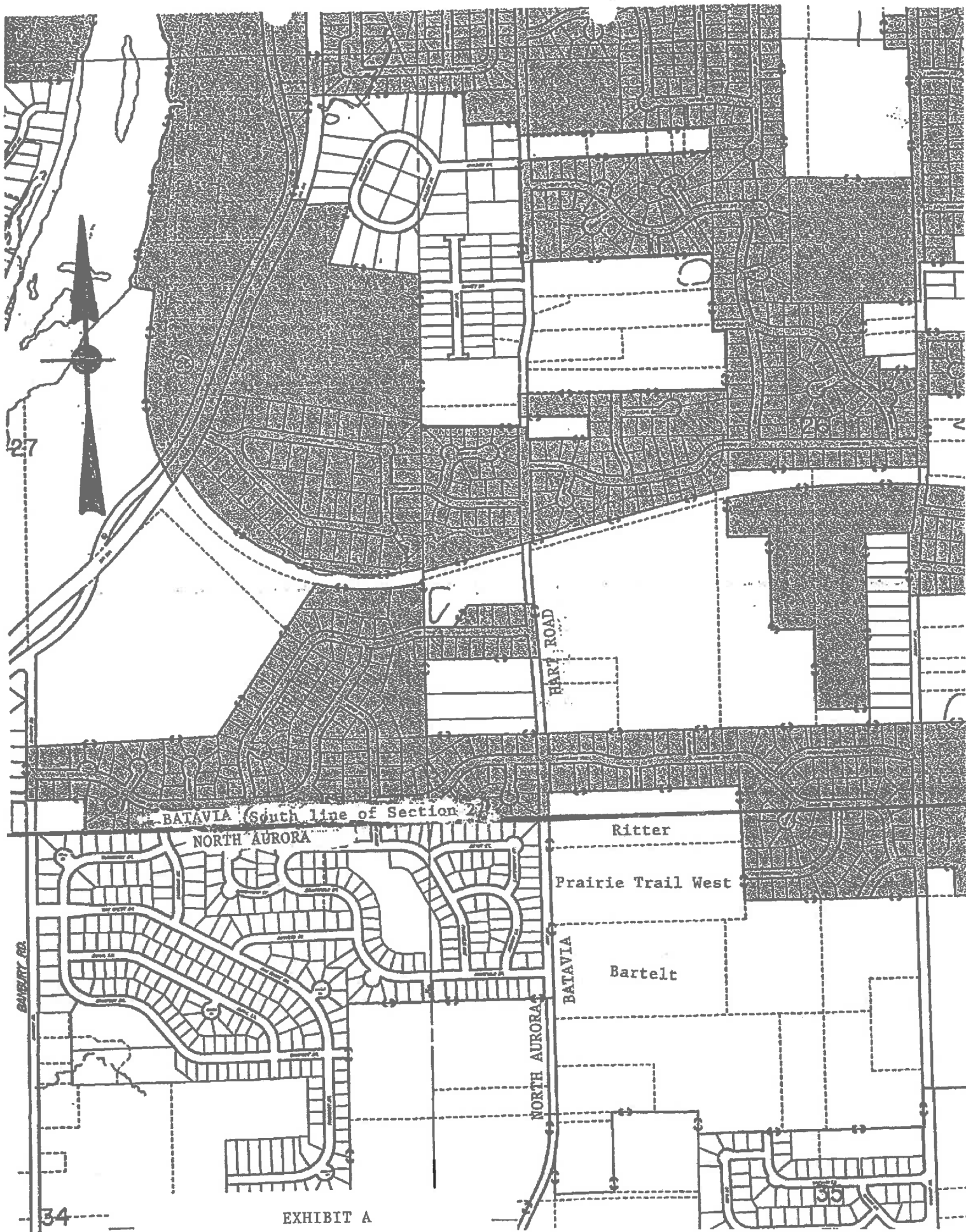Prairie Trail West

Bartelt

NORTH AURORA

BATAVIA

34

EXHIBIT A

AMENDMENT TO INTERGOVERNMENTAL AGREEMENT
FOR MAINTENANCE AND UTILITY LOCATION
IN HART ROAD RIGHT-OF-WAY

This Agreement entered into this ____ day of _____, 2016, by and between the Village of North Aurora (hereinafter the "Village") and the City of Batavia (hereinafter the "City") both municipal corporations of the State of Illinois.

WITNESSETH

WHEREAS, the Illinois Constitution of 1970, Article VII, Section 10 and 5 ILCS 220/1 *et seq.* authorizes the Village and City to cooperate in the performance of their respective duties and responsibilities by agreement; and,

WHEREAS, the Village and City have previously, by annexation, acquired separate but contiguous portions of the Hart Road right-of-way, south of the south line of Section 27, Township 39 North, Range 8 East of the Third Principal Meridian, and have previously agreed on the boundary between the Village and City, west of Hart Road, pursuant to the Intergovernmental Agreement for Maintenance and Utility Location in Hart Road Right-of-Way dated April 13, 2008 (hereinafter the "Hart Road Agreement"); and,

WHEREAS, the Village and City also agreed to the allocation of certain maintenance responsibilities for the roadway and utilities in the Hart Road right-of-way pursuant to the Intergovernmental Agreement; and

WHEREAS, the Village and City desire to cooperate further together to amend the Intergovernmental Agreement provide for an alteration of jurisdictional boundaries and responsibilities to provide continuity and simplify the jurisdictional boundaries and responsibilities.

NOW, THEREFORE, in consideration of the above preamble and mutual promises and covenants contained herein, both the Village and the City agree to amend and restate the Hart Road Agreement in its entirety as follows:

1. The recitals set forth above are incorporated herein as material components of this Agreement.

2. The new jurisdictional divide shall become the intersection of Hart Road and Wind Energy Pass/Hartfield Drive, and any agreements affecting the boundary between the Village and the City shall be amended by this Agreement accordingly. In order to accomplish the change, the City shall take action to disconnect that portion of Hart Road presently in its jurisdiction south of Wind Energy Pass, and the Village shall take action to disconnect that portion of Hart Road presently in its jurisdiction north of and including the Wind Energy Pass intersection; and, immediately

following the respective disconnections, each party shall take action to annex that portion of Hart Road that was disconnected by the other. The action to disconnect the properties shall be accomplished within one hundred twenty (120) days, and the annexations shall take place with sixty (60) days after the respective actions disconnectinig.

3. All work in the right-of-way shall require proper notification by the City and Village.

4. Any repair of existing utilities, roadway, and/or rights-of-way done by the either the Village or City shall include reparation and restoration to the pre-existing condition or to a mutually agreeable condition.

5. The parties shall coordinate and agree on the installation of additional utilities in the right-of-ways, subject to the restoration conditions as stated in Section 3 above.

6. The City shall be responsible for snowplowing Hart Road from the intersection with Hartfield Drive/Wind Energy Pass north, and the Village shall be responsible for snowplowing Hart Road from the intersection of Hartfield Drive/Wind Energy Pass south.

7. Each party shall be responsible for the repair and resurfacing of their respective portions Hart Road as defined herein.

8. Parkway tree trimming and removal shall be the responsibility of the respective municipalities for the portions of right-of-way in their respective jurisdictions; however, parkway tree removal shall require consent from the other municipality, and each tree removed shall be replaced with a tree of an approved species per the relevant code of the party replacing the tree.

9. The parties shall be responsible to mow the parkways for the stretch of Hart Road in each municipality, except that the City shall mow the parkway on the east side of Hart Road south of Hartfield Drive/Wind Energy pass to the southern City limits, and the Village shall mow the parkway on the west side of Hart Road north of Hartfield Drive/Wind Energy Pass to the Village limits at Ritter.

10. The failure of either party, at any time, to insist upon strict performance or observation of any term, covenant, agreement or condition contained herein shall not in any manner be construed as waiver of any right to enforce any term covenant, agreement or condition of this Agreement in the future.

11. No purported oral amendment, change or alteration hereto shall be allowed. Any amendment hereto shall be in writing, approved by the governing body of each party hereto and signed the authorized representatives of both parties.

12. This Agreement shall inure to the benefit of the parties hereto their heirs, successors and assigns.

13. This Agreement amends and restates the Hart Road Agreement in its entirety.

14. This Agreement shall be effective upon the latter of the formal action to approve this Agreement by both parties.

CITY OF BATAVIA   **VILLAGE OF NORTH AURORA**

_____   _____
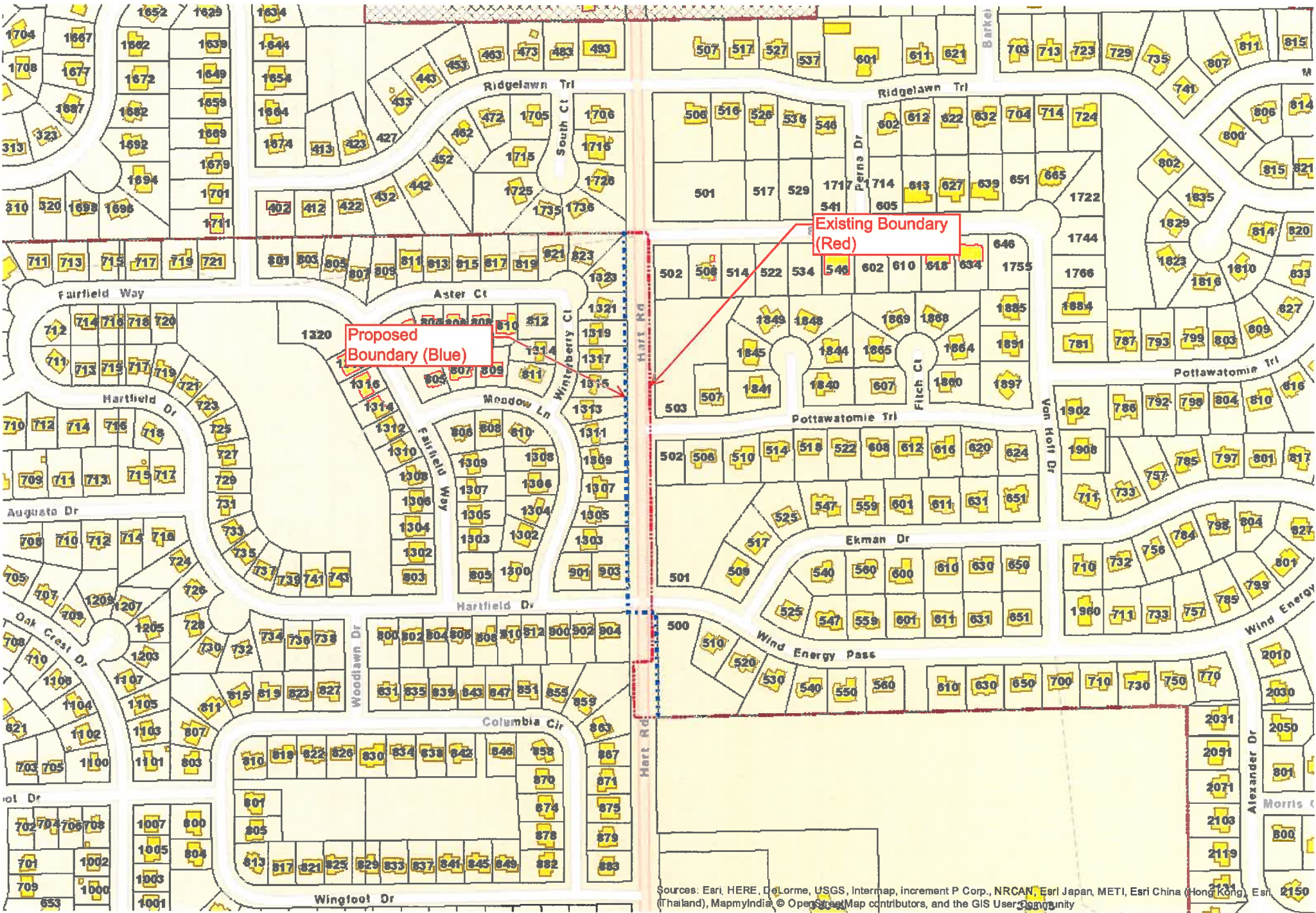Mayor   President

ATTEST: Attest:

_____   _____
City Clerk   Village Clerk

Dated_____, 2016   Dated_____, 2016

VILLAGE OF NORTH AURORA
BOARD REPORT

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES

CC: STEVE BOSCO, VILLAGE ADMINISTRATOR

FROM: MIKE TOTH, ECONOMIC & COMMUNITY DEVELOPMENT DIRECTOR

SUBJECT: ORI DISTRICT BUILDING HEIGHT AMENDMENT (PETITION #16-04)

AGENDA: 6/20/2016 COMMITTEE OF THE WHOLE MEETING

DISCUSSION

The new Zoning Ordinance, as adopted January 1, 2013, includes a maximum building height of forty (40) feet in the O-R-I Office Research and Light Industrial District. Prior to the adoption of the new Zoning Ordinance the maximum building height in the O-R-I District was one hundred (100) feet, with the ability to go up to one hundred and fifty (150) feet through the special use process.

Liberty Illinois, LLP currently owns three large tracts of land located along the west side of Mitchell Road between the Nicor easement (formerly Feltes Lane) and I-88. Said properties are located in the O-R-I District and received site plan approval to construct three warehousing/distribution buildings in 2007. The facilities are intended to be a continuation of the Liberty Business Center located on Bilter Road in Aurora.

Liberty Illinois, LLP is now requesting a text amendment to the Zoning Ordinance to increase the maximum building height in the O-R-I District from forty (40) feet to fifty (50) feet to allow for the new facilities on Mitchell Road to accommodate an internal thirty-six (36) foot clear height.

JUNE 6, 2016 PUBLIC HEARING

The Plan Commission discussed the proposal in detail during the June 6, 2016 public hearing. While the Plan Commission agreed the additional building height on the Liberty properties, and other existing O-R-I District properties, would not have an adverse effect on their surrounding area, some of the commissioners were concerned with the applicability of the proposed building height increase to future O-R-I District properties. More specifically, the Plan Commission was concerned that the Valley Green Golf Course would be reclassified as an O-R-I District property, if the property were to be developed with warehousing. Staff explained the buffer conditions on that property, which includes the Commonwealth Edison easement and the 48" sanitary line, which would naturally push any buildings to the south (buildings could not be place atop the sanitary easement), away from the residential properties. Staff also explained that the Valley Green project would require site plan approval and a special use for a PUD that would allow the Plan Commission and Board to review the proposed plans. The Plan Commission recommended approval of Petition #16-04.

Staff Report to the Village of North Aurora Plan Commission

Prepared By: Mike Toth, Community and Economic Development Director

Petition Number: 16-04

Applicant: Liberty Illinois, LLP

Hearing Date: June 7, 2016

Request(s):   Amend Section 10.3 of the Zoning Ordinance to increase the allowable building height in the O-R-I Research and Light Industrial District from forty (40) feet to fifty (50) feet.

BACKGROUND

The new Zoning Ordinance, as adopted January 1, 2013, includes a maximum building height of forty (40) feet in the O-R-I Office Research and Light Industrial District. Prior to the adoption of the new Zoning Ordinance the maximum building height in the O-R-I District was one hundred (100) feet, with the ability to go up to one hundred and fifty (150) feet through the special use process.

Liberty Illinois, LLP currently owns three large tracts of land located along the west side of Mitchell Road between the Nicor easement (formerly Feltes Lane) and I-88. Said properties are located in the O-R-I District and received site plan approval to construct three warehousing/distribution buildings in 2007. The facilities are intended to be a continuation of the Liberty Business Center located on Bilter Road in Aurora.

Liberty Illinois, LLP is now requesting a text amendment to the Zoning Ordinance to increase the maximum building height in the O-R-I District from forty (40) feet to fifty (50) feet to allow for the new facilities on Mitchell Road to accommodate an internal thirty-six (36) foot clear height.

Staff notes that Building #2, located at 300 S. Mitchell, was completed in August, 2015. Prior to construction of Building #2, the Village Attorney provided an opinion that the Liberty development would have rights to the previous O-R-I District regulations as it was approved in 2007 and made "substantial expenditures in good-faith reliance on the probability that it had or would obtain the necessary approvals to develop the property." As such, a majority of Building #2 exceeds the (40) foot building height limitation and is forty-six feet and eight inches (46'8") in height at certain portions of the building elevation. Staff notes that the same zoning rights would apply to Building #3, which would be located directly to the west of Building #2.

STANDARDS FOR TEXT AMENDMENTS

Does the proposed amendment promote the public health, safety, comfort, convenience and general welfare of the Village?

The proposed amendments will not be detrimental to the public health, safety, comfort, convenience and general welfare of the Village. The proposed amendment pertains only to properties located in the O-R-I District. There is currently only one vacant O-R-I District property abutting a residential district. Said property already has rights to the previous building height.

Does the proposed amendment provide a relative gain to the public, as compared to the hardship imposed upon the applicant?

The adoption of the new Zoning Ordinance created a hardship upon the applicant's approved development as the new building height of forty (40) feet is considerably lower -- less than half of the previous one hundred (100) foot building height.

Is the proposed amendment consistent with the Comprehensive Plan?

The Comprehensive Plan recommends that the Village ensure that development regulations are aligned with the recommendations and vision of the Comprehensive Plan. An action item of the Comprehensive Plan recommends that the Village *evaluate the development of regulatory overlays for zoning and signage that could relax restrictions to make commercial and industrial properties more desirable for development.*

Is the proposed amendment consistent with the intent and general regulations of this Ordinance?

Unless credible rationale can be provided to justify the drastic change in the allowable building height in the O-R-I District, staff believes that the proposed amendments are consistent with the historic intent of the Zoning Ordinance.

Does the proposed amendment correct an error or omission, add clarification to existing requirements, or reflect a change in policy?

Prior to the adoption of the new Zoning Ordinance the maximum building height in the O-R-I District was one hundred (100) feet. The new building height of forty (40) feet is considerably lower -- less than half of the previous one hundred (100) foot building height.

Does the proposed amendment benefit the residents of the Village as a whole, and not just the applicant, property owner(s), neighbors of any property under consideration, or other special interest groups?

The amendment would benefit any property located in the O-R-I Office Research and Light Industrial District.

Does the proposed amendment provide a more workable way to achieve the intent and purposes of this Ordinance and the Comprehensive Plan?

Staff believes that the text amendment, as opposed to a variance for each individual case, would allow North Aurora to remain competitive in the market for any new development type in the being considered in the O-R-I District.

Does the proposed amendment avoid creating nonconformities?

The proposed text amendment would not only avoid the creation of nonconformities, but rather provide for means of eliminating any nonconformities created by the adoption of the new Zoning Ordinance.

RECOMMENDATION

Staff recommends that the Plan Commission accept the findings of the staff report and response to Standards for Text Amendments and recommend approval of Petition #16-04.

May 4, 2016

Mr. Michael Toth
Community Economic Development Director
Village of North Aurora
25 E. State Street
North Aurora, IL. 60542

Dear Mr. Toth:

Liberty Property Trust is requesting that the Village of North Aurora change the minimum building height within the O-R-I District from forty (40) feet to fifty (50) feet.

Our request for this change is based on the industrial market demand for higher clear height in buildings. Clear height is referred to as the useable height to which a tenant can store product and is measured from the floor slab to the lowest point of obstruction such as structural elements, lighting or sprinklers.

In the market as recently as a few years ago, a thirty-two (32) foot clear warehouse was considered state of the art. Currently however, tenants and developers are looking to increase building efficiency by utilizing even more cubic space. The current trend is for distribution facilities built at thirty-six (36) foot clear which provides anywhere between 15-25% more storage capacity versus thirty-two foot clear. Additional benefits of this increase to tenants include shorter travel distances within the facility which can reduce their operational costs. I have attached page 146 of our company design guideline to help illustrate the differences in clear heights.

As Liberty Property Trust is typically a long term holder of the real estate we develop, it is imperative that our properties are designed to meet the business community's requirements looking forward. This is important for both Liberty and North Aurora to attract business, jobs and tax revenue. As a result, our company as a whole is recommending all new speculative industrial facilities be thirty-six (36) foot clear.

Therefore, to construct a thirty-six (36) foot clear building, a maximum building height of fifty (50) feet is required. This will give us flexibility in our building design to address roof drainage and office façade design elements. The requested height would be similar to our recently completed building at 300 Mitchell Road.

Thank you for your consideration of this request. If you should have any questions, or require further information, please do not hesitate to contact me.
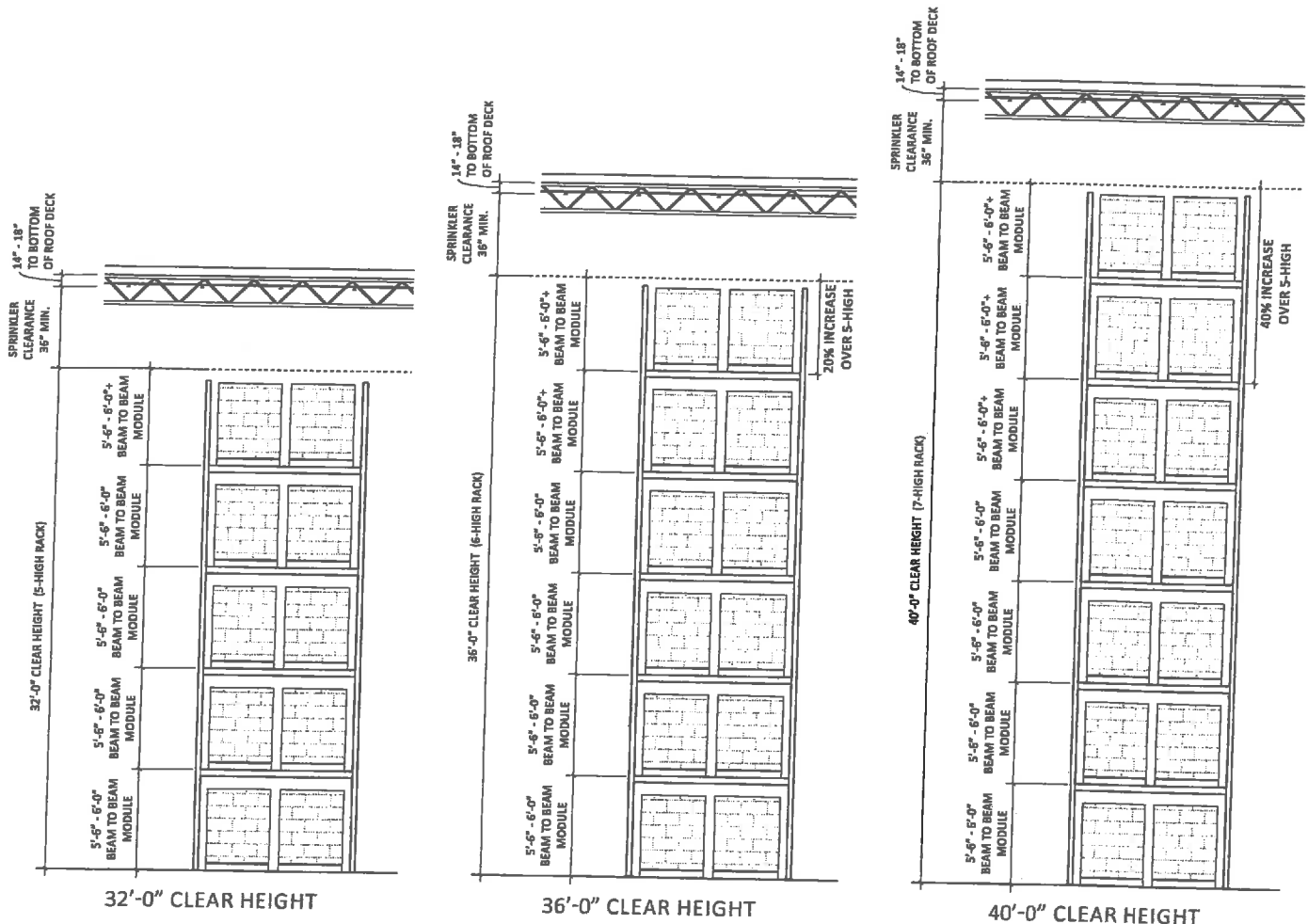
Sincerely,
LIBERTY PROPERTY TRUST

Andy Perille
Sr. Project Manager

cc: Neal Driscoll

ⓘ CLEAR HEIGHT OPTIMIZATION

MAXIMIZING STORAGE BY INCREASING CLEAR HEIGHT

32'-0" CLEAR HEIGHT

36'-0" CLEAR HEIGHT

40'-0" CLEAR HEIGHT

(40'-0" Clear / 7-High Racking requires VNA Trucks, which are typically used in build-to-suit applications and are not recommended for speculative projects)

	CUBE OPTIMIZATION BY AISLE WIDTH AND CLEAR HEIGHT		
EQUIPMENT TYPE	ONE-WAY AISLE WIDTH (PALLET TO PALLET)	APPROX. NO. PALLETS PER SF AT 5-HIGH* 32' CLEAR	APPROX. NO. PALLETS PER SF AT 6-HIGH* 36' CLEAR	APPROX. NO. PALLETS PER SF AT 7-HIGH* 40' CLEAR
Reach Truck	9'-4"	0.136 pallets/SF	0.163 pallets/SF	N/A *(40'-0" Clear / 7-High Racking requires VNA Trucks, which are typically used in build-to-suit applications and are not recommended for speculative projects)*
	10'-0"	0.131 pallets/SF	0.157 pallets/SF	
	10'-8"	0.126 pallets/SF	0.152 pallets/SF	
	11'-4"	0.122 pallets/SF	0.147 pallets/SF	

APPLICATION FOR GENERAL OR TEXT AMENDMENT

VILLAGE OF NORTH AURORA
25 East State Street
North Aurora, IL 60542

PETITION NO._____

FILE NAME_____

DATE STAMP

RECEIVED

I.   APPLICANT AND OWNER DATA

MAY **1 6** 2016

VILLAGE OF
~~NORTH AURORA~~

Name of Applicant* LIBERTY ILLINOIS, LP

Address of Applicant 25 NORTHWEST POINT BLVD, SUITE 550, ELK GROVE VILLAGE IL 60007

Telephone Numbers (847) 264-2120

Name of Owner(s)*_____

Telephone Numbers_____

Email Address NDRKSCOLL@ LIBERTYPROPERTY.COM

If Applicant is other than owner, attach letter of authorization from Owner.

Title of Record to the real estate was acquired by Owner on_____

II.   ADDRESS, USE AND ZONING OF PROPERTY

Address of Property 300, 302, 400 MITCHELL RD.
(indicate location if no common address)

Legal Description: THAT PART OF THE SOUTHEAST 1/4 SECTION 3, TOWNSHIP 38 NORTH, RANGE 8 EAST OF THE THIRD PRINCIPAL MERIDIAN IN KANE COUNTY

Parcel Size 111.679 ACRES

Present Use INDUSTRIAL
(business, manufacturing, residential, etc.)

Present Zoning District O-R-1
(Zoning Ordinance Classification)

*In the event that the applicant or owner is a trustee of a land trust or a beneficiary or beneficiaries of a land trust, a statement identifying each beneficiary of such land trust by name and address and defining his//her interest therein shall be attached hereto. Such statement shall be verified by the trustee or by a beneficiary.

Specific Requested Amendment Proposed _____

Ordinance Section to be Amended _____

The Applicant authorizes the Village of North Aurora representatives to enter on to the property to make inspection during the hearing process.

The Applicant is responsible for publishing a legal notice in the newspaper, sending certified mail notices to properties within 250 feet, and posting a sign on the property advertising the public hearing. These shall be in accordance with village Ordinances at the times decided by the Village of North Aurora.

The filing fee in the amount of $~~~~300 is submitted with this application.

The undersigned hereby agrees to reimburse the Village for all costs of court reporter fees for attendance at and transcript of hearing(s) and other professional service fees for services rendered in connection with this application as defined in Appendix B of the North Aurora Zoning Ordinance. Such reimbursement shall be made promptly upon receipt of invoices from the Village, whether or not this application for amendment is approved.

I (we) certify that all of the above statements and the statements contained in any documents submitted herewith are true to the best of my (our) knowledge and belief.

_____
Applicant or Authorized Agent

_____
Date

_____
Øwner

5/5/16
_____
Date

STATE OF ILLINOIS)
) SS
COUNTY OF KANE)

I, _NEAL DRISCOLL_____ being first duly sworn on oath depose
and say that I am trust officer of _LIBERTY PROPERTY TRUST_ and that the following persons are all of the
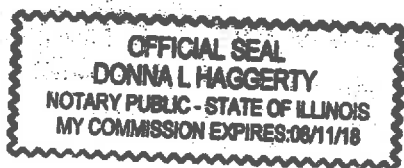beneficiaries of the trust

_____N/A_____

_____

_____

_____

_____

_____

_____
Trust Officer

SUBSCRIBED AND SWORN TO

Before me this _5TH_ day of _MAY_____, 20_16_

_Donna L. Haggerty_____
A Notary Public in and for such County.

OFFICIAL SEAL
DONNA L HAGGERTY
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:08/11/18

VILLAGE OF NORTH AURORA
BOARD REPORT

TO: VILLAGE PRESIDENT & BOARD OF TRUSTEES

              CC: STEVE BOSCO, VILLAGE ADMINISTRATOR

FROM: MIKE TOTH, ECONOMIC & COMMUNITY DEVELOPMENT DIRECTOR

SUBJECT: COMMUNITY DEVELOPMENT SOFTWARE

AGENDA: 6/20/2016 COMMITTEE OF THE WHOLE MEETING

DISCUSSION

Included in the FY'16-'17 Budget is $115,000 for new community development permit and licensing software and $14,000 for the annual software maintenance. The Community Development Department has been using the CityView software application for over 13 years. During this 13-year period the software has never received a major version upgrade. The department is currently running Version 8.3, which was considered current in 2005. Version 8.3 has become obsolete for many reasons -- the two largest being that it is no longer supported by the manufacturer and it is incapable of running on the new village hall servers (installed last year). As such, the old servers must be maintained to run the software. Version 8.3 also does not allow the Village to take advantage of most technological advances made in the past decade, such as platform agnostics, single screen user interface, remote accessibility for inspectors and Microsoft Exchange server integration.

Over the past several months, staff has been exploring community development software provided by three separate companies – CityView, Accela and Sungard. As previously mentioned, CityView currently provides permitting software for the Community Development Department. Accela provides software to Finance Department (their Springbrook product) and Sungard is a very reputable provider of community development software. All three of the companies provided demonstrations of their product to the staff. Quotes received for the systems ranged between $39,000 (Accela) and $151,670 (Sungard). Staff notes that said prices do not reflect an identical comparison between the different software costs and cost associated with implementation, training and data conversion.

Upon full review of the three systems, staff believes that CityView Select is the superior product, providing software that met the logistical requirements for permitting, inspections and code enforcement, while still being easy to use. Remaining with the CityView product line also provides a significant advantage when it comes to migrating current data. CityView is the most familiar and therefore capable of exporting data from the current system and importing into the new. Other vendors would have to create custom processes which places most of the burden on Village staff, who will be responsible for cleaning and exporting the data.

Staff received a quote from CityView Select for the most recent version of their community development software module, which includes property information, permits, inspections and code enforcement. The final quote was $97,523 for licensing, implementation, training and data conversion to CityView Select and an annual maintenance fee of $14,712.79. Upgrading to the newest version of CityView gives the Village all the above features plus many additional options in the form of module add-ons for GIS, document management, business licensing and customer web portal.

Staff considered adding on the business licensing module at an additional cost of $23,979 with an additional $1,870 in annual maintenance fees; however, determined there was a need to continue assessing internal licensing processes first. Staff notes that business licensing is currently being done without the use of any software. If it is determined that the business licensing module is the most efficient way to track business licensing internally, staff would then ask the Village Board for approval to add the module at that time.

The proposal for the upgrade to CityView Workspace is attached for your review.

CityView

Proposal for the Upgrade to CityView Workspace

To: Village of North Aurora, IL

VILLAGE OF NORTH AURORA
Crossroads on the Fox.

Submitted By:

CityView

A Division of Harris Computer Systems

Primary contact: Steve Favalaro,
Regional Sales Manager
Telephone: 1.800.665.5647 ext. 67013
Email: SFavalaro@harriscomputer.com

June 13, 2016

Table of Contents

CityView

Letter of Transmittal

David Arndt
Village of North Aurora
25 East State Street
North Aurora, IL
60542

RE: CityView Upgrade

Dear David,

Thank you for the opportunity to submit this revised proposal for upgrading your custom CityView application to CityView Select. The Village has been a valued Village since 2003, and upgrading to CityView Select provides significant savings compared to the purchase of a new system. There is no impact on your current user licensing.

We understand that the upgrade for your Village is a financially significant and time-enduring decision. Our balanced approach to your project provides a clear project plan and a proven approach towards the successful implementation of these services, as well as provides on-going support. CityView is the **most flexible and comprehensive solution** that allows for configuration changes to meet your needs.

Harris Computers provides best of breed software solutions created for Government Villages and CityView is Harris's flagship solution for land management processes including amongst others, permitting, planning, code enforcement, and licensing.

Upgrading to CityView Select will enable the Village to:

- Create efficiencies and consistency in data entry, retrieval, and reporting through the configurable workflow and reporting tools in CityView.

- Provide a solid foundation for adding additional CityView functionality such as CityView Portal and CityView Mobile.

- Improve the efficiency and consistency of the application intake, review, and issuance process for permits and code cases through a simple to use interface and extensive automation

We are committed to providing a fair and reasonable price quote that is competitive for products and services of this kind and quality and is a true reflection of the effort involved to meet your requirements. We are confident CityView is the best solution to meet your needs today and well into the future. We are pleased to offer our price proposal valid for 90 days.

Once again, thank you for the opportunity to respond! If you have any questions please do not hesitate to call:

CityView
Steve Favalaro
Regional Sales Director
Telephone: 1.800.665.5647 ext. 67013
Email: SFavalaro@harriscomputer.com

Sincerely,

HARRIS

Village of North Aurora, IL   June 13, 2016

Sean Higgins
Executive Vice President, CityView
Harris Computer Systems
Telephone: 1.800.665.5647
Email: shiggins@harriscomputer.com

CityView

Executive Summary

CityView provides the Village with an easy to use and efficient system that is fully adaptable to your workflow processes and your staff's needs. CityView provides the means to effectively search and retrieve data, while supporting efforts to improve employee productivity, job satisfaction, and work cost reduction.

Our CityView solutions are proven from *over 33 years working successfully with building, engineering, planning, code enforcement, GIS and other departments concerned with land management*. These systems are implemented to; replace paper-based and legacy systems with a state of the art, electronic system that automates workflow and data entry, eliminates redundant data, provides easily accessible data and reporting functionality, streamlines revenue collection, ensures accountability, assists users with their daily tasks and improves Village service to citizens and contractors. *CityView focuses exclusively on solutions for Community Development Departments.*

> "The flexibility and configurability of CityView have significantly aided our ability to train new employees. It used to take six months to get a new employee up to speed with how the processes worked and CityView has allowed us to cut that down to about a 2 week window. It's amazing!"
>
> **Casey Armstrong, Rockingham County, VA**

Innovation: In the community development market CityView has led in innovation. We incorporated *GIS by 1986*, had a *field inspections* solution *by 1996*, were *first* to .NET in 2002, *first* to provide a Web Services API (2003), first to integrate to Active Directory/LDAP (2003), amongst the first to offer a smartphone/tablet device-agnostic mobile application (2011) and first to provide a truly integrated MS Outlook add-in (2013), and MS Word add-in (2014).

CityView is a division of N. Harris Computer Corporation, owned by the Constellation Software Inc. group of companies. Constellation Software is a rapidly growing conglomerate of vertical market software (VMS) companies; each focused upon dominating its respective market niche. Constellation's growth is based on a simple strategy: identify promising Vertical Market Software firms; acquire them; and then integrate them into the Constellation family while building on their fundamental strengths to help them become world class organizations. For more information on Constellation please visit their website: http://www.csisoftware.com. Constellation is a publically traded company on the Toronto Stock Exchange under (TSX: CSU).

CityView is Your Long Term Partner: We understand that a purchase of this magnitude is a financially significant and time-enduring decision for the Village. When you partner with CityView you receive the benefit of ONE Vendor that:

- *Continuously develops the CityView Products including all add-ons such as CityView Mobile, CityView Portal, and the CityView Outlook Add-in, etc. – The Village will benefit from working directly with the vendor that builds, implements and supports your CityView solution*
- *Implements the CityView solution – all the people you will deal with are employees of CityView – No third-party partners are used and therefore CityView is accountable to the City*
- *Train you on the CityView solution – your trainer is the same person who configures your solution, - your users will be trained by someone who knows your processes*
- *Supports CityView – our support staff have extensive experience with both government business processes and the CityView solutions – The Village will not have to deal with multiple vendors for support*

2. Strengths of the CityView Solution (proprietery and confidential)
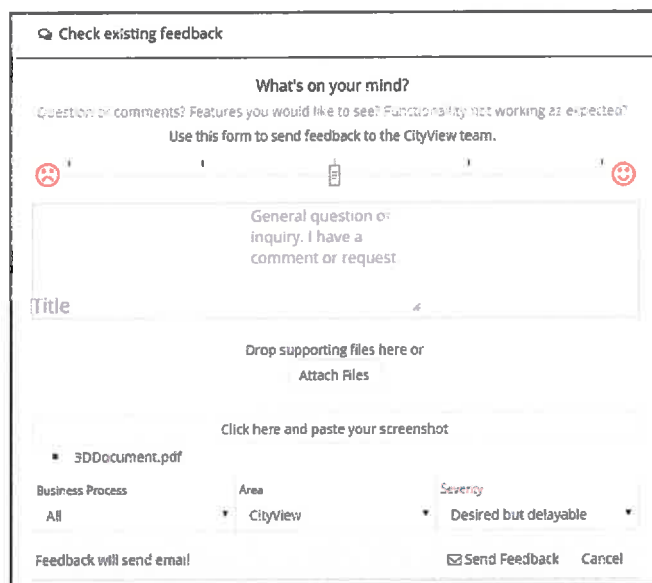
We provide easily installed, flexible, easy to use software solutions that are engineered for the long-term. The information in this section is considered **Proprietary and Confidential**, because it contains specific product architectural and functional descriptions. The following Product Overview is considered a trade secret for CityView.

Ease of Use

> *"The software is so easy to use and customer service is excellent."* – Maureen Lesperance, Planning Coordinator, Town of Lakeshore

CityView has been built ***ground-up for local government*** users. Therefore the system has inherently evolved to meet local government users' needs and ease of use has always been one of those.
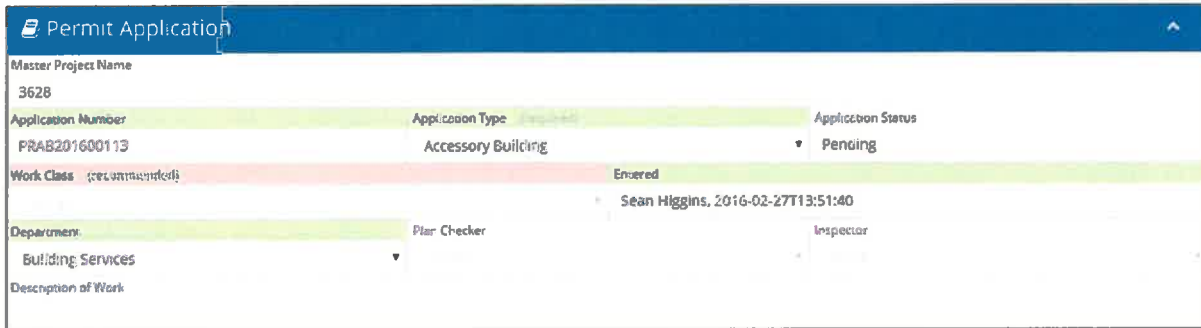
A unique and ***innovative user-feedback*** function is included in CityView and offered to every single user of CityView and that is the ***"Feedback" feature***. The feedback is sent directly to our back office tracking system, Microsoft CRM. We collect comments from all of our customers on the usability of the system and we use those to gather the Feedback, prioritize that feedback and use it to drive the ongoing development of the software, in particular in the area of Ease of Use. This has been absolutely integral to the evolution of the software in order that it excels in this area.

Right from within the software we collect usability feedback and ideas from every single CityView user.

Several examples of CityView's user-friendliness follow:

Dynamic coloring of the cells that require data, to ensure thorough data entry.

Google-like search tool makes searching the entire database simple.
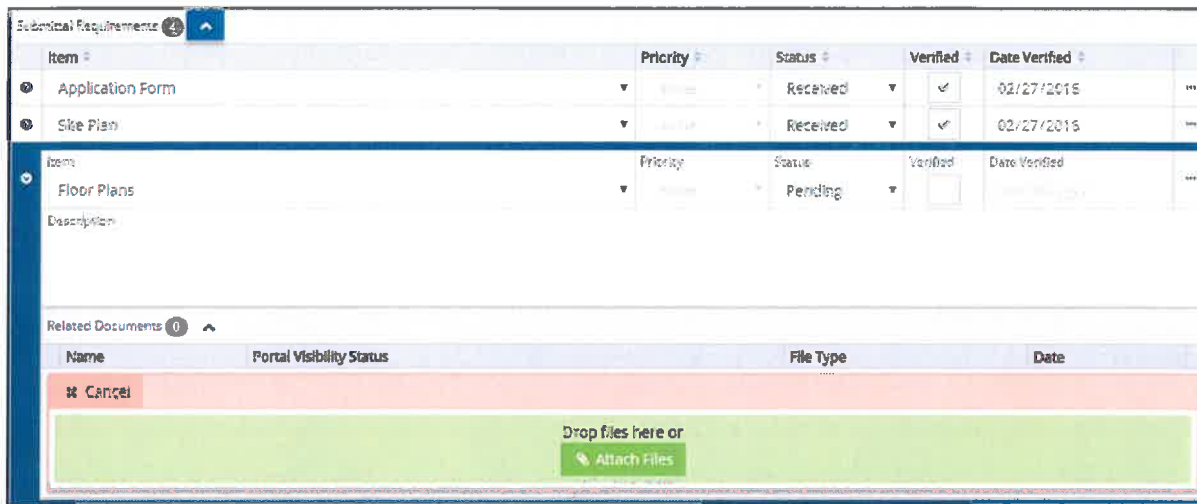
Collapsible panels to minimize scrolling. Additionally, the panels can be pulled in or removed from user's workspace as needed to keep the screen clean and to expedite processing.

Intuitive and industry common labeling to help the user know exactly what to do.

Workflow tailored to the customer's business processes that populates the page dynamically as Activities are complete and provides a summary of all next steps required along with their assignments, deadlines and outcomes as well as easy access to a history of those completed and their outcomes.

...with more information available as needed.

The *CityView Outlook Add-in* to allow data from CityView and Outlook to be easily shared. Attach emails, view your To-Do list, link directly to your activities in CityView, create Outlook tasks and calendar entries from your CityView tasks, and much more.
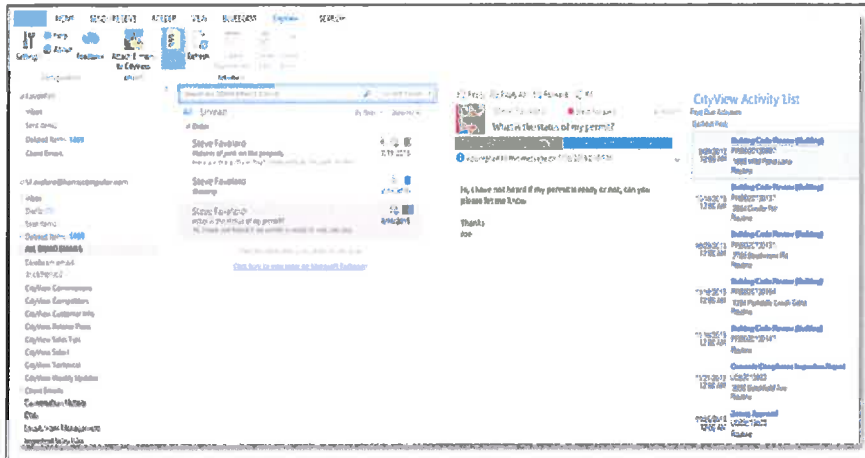
"Our users are really impressed by how easy it is to use. There were many happy CityView users this morning when we introduced them to the new Outlook Add-In." – Scott Salsbury of Blue Earth County

Every CityView user can quickly and easily create and save the reports they need using the ad hoc report writer
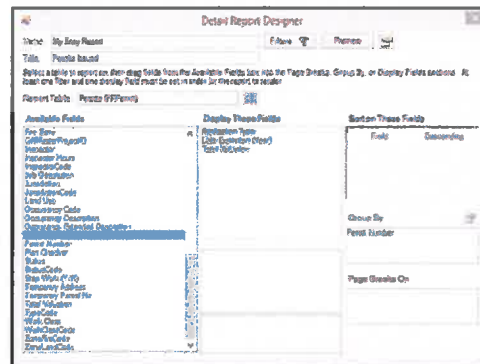
A Graphical Workflow Designer to quickly and easily maintain workflows and create new ones as your processes change
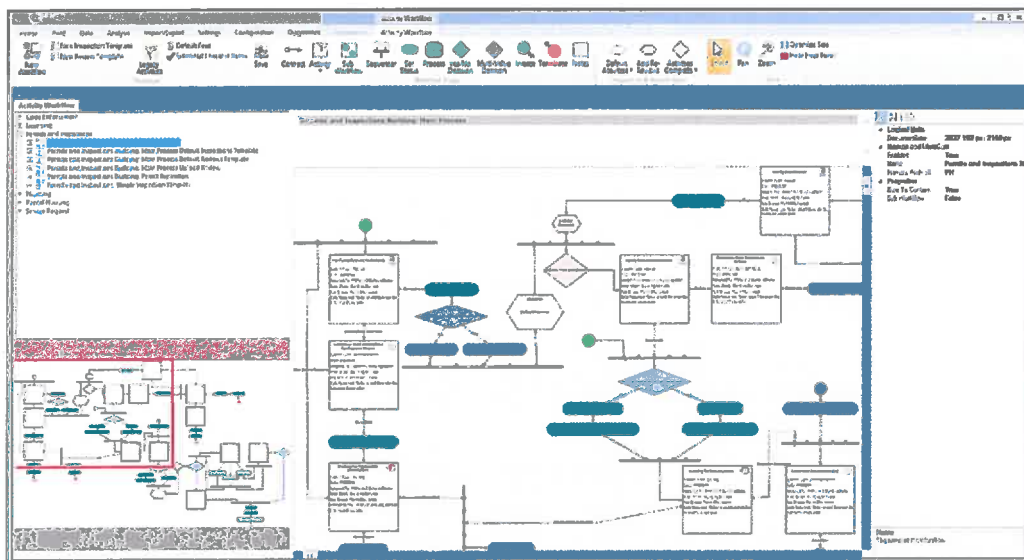
A citizen-facing, adaptive interface, CityView Portal, to provide information and services to your customers *anytime, from anywhere, and on any device*
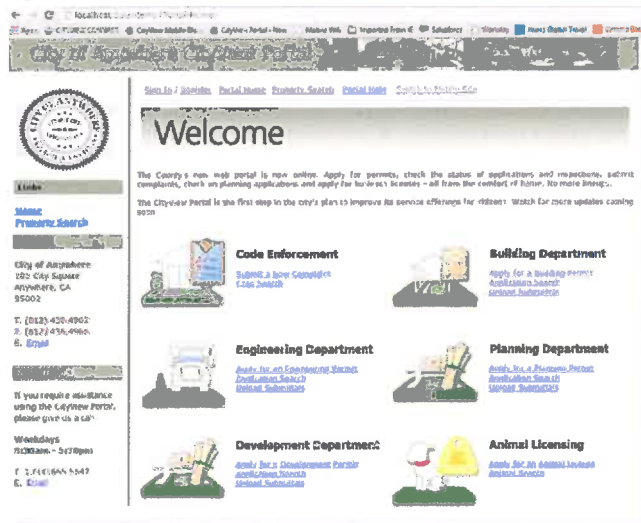
"Nearly 60 percent of our inspections are now scheduled online so we had almost 4000 fewer inspection related phone calls" – Mike Boso, City of Grove City

A field inspector solution, CityView Mobile to allow staff to easily access key CityView functionality from the field from any device, providing real time updated information to your customers

"We paid for the entire CityView Mobile system including hardware and software in just over two months just in gas savings" – Casey Armstrong, Rockingham County

3. Qualifications and Experience

3.1 Summary of CityView's Qualifications

CityView Record of Local Government Experience

HISTORY Property Information, GIS & Permitting solution by 1986;

First field inspection solution by 1996;

Customers dating back over 20 years;

7 Major software releases in 26 years;

DOS, Windows 16 bit, 32 bit, .NET,

INNOVATION 1st land management software vendor to provide a totally integrated mapping and database solution, 1st to .NET, in 2002, 1st with a Web Services API, early adopter of the Windows platform, 1st to adopt database replication in the field, early adopter of ArcGIS Server integration, 1st to integrate with Active Directory, amongst the first to deploy a device-agnostic HTML 5-based field solution, innovative integration with MS Outlook.

GLOBAL Serve both USA and Canadian markets;

First USA Customer in 1997;

27 more in 2002 alone;

Consistent additions of new customers each year;

CityView in 34 US States and 6 Canadian Provinces.

SUCCESS CityView has consistently ranked as a leading vendor, often THE leading vendor in this space for the past 33 years;

10 customers go live in the last quarter of 2013;

State of the art technology, great references, consistent growth, profitability.

COMMITMENT Founded by Local Government, for Local Government, 1982;

All CityView software applications are built for Municipalities.

PARTNERSHIP We partner with industry leaders that serve Local Government: Microsoft, Esri, Laserfiche, TeleWorks and Selectron IVR, Bluebeam.

KNOWLEDGE Over 200 implementations across 34 U.S. States and 6 Canadian Provinces;

A number of our employees come from a Local Government background, selected for the value their domain experience brings.

INDUSTRY Memberships include, Esri, International Code Council (ICC), American Planners Association (APA), MISA California, CALBO California Building Officials and more.

EVENTS Annually attend, regularly sponsor, and exhibit at leading and local industry events including: California Building Officials (CALBO), APA American Planning Assoc., Alberta Building Officials Assoc., Ontario Building Officials Assoc., ICC, MISA Prairies, MISA BC, MISA ON, BC Building Officials Assoc., International City/County Management Assoc. (ICMA), MISAC, and others.

STABILITY Parent company, Harris Computers;

serves 10,000 + Government Villages in the areas of Utilities, Land Management, Tax and CAMA, ERP, Public Safety, School Districts, since 1977;

Publicly traded:

$1,211M revenues in 2013; $891M revenues in 2012;

Profitable!

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CityView

Long-time Leaders in Innovation

REGIONAL DISTRICT OF FRASER-FT GEORGE
Links permit & parcel data through maps with LOIS

CityView customers can now create their own modules and share them

Inspectors take CityView mobile

1986	1992	1994	1996	1998
LAUNCH OF LOIS *Lot-Oriented Information System; Precursor to CityView*	**LAUNCH OF CITYVIEW** *Windows 16-bit version*	**CITYVIEW AUTOMATION** *Release of CityView Development Tools*	**CITYVIEW MOBILITY** *Full database replication for field use*	**IMPORT/EXPORT WIZARD** *CityView 7 released for 32-bit Windows*

CityView: Long-time Leaders in Innovation

District of Langford becomes central dispatch unit for Capital Regional District

CityView 8 .net
Microsoft's Packaged Application of the Year Award
Government Technology's Best Solutions Award
Viatec's Product of the Year Award

Huntington Beach integrates IVR with Cityview to handle 70,000 calls/yr

CANTON Community
Canton Live in 100 days

1999	2001	2003	2004	2005
CityView 9-1-1 Call Taker Module	**CITYVIEW .8 NET** *One-click web deployment of forms / reports / citizen portal*	**CITYVIEW INTEGRATIONS** *CityView IVR and Web Services API Active Directory (LDAP) Authentication*	**ARCSDE "FIRST CLASS"** *CityView users GIS as primary data source; thematic mapping; spatial queries*	**CITYVIEW PREBUILTS** *New Generation CityView applications Completely Configurable*

CityView: Long-time Leaders in Innovation

2006 — MICROSOFT SMART CLIENT
CityView employs latest .NET Technology Disconnected and Slow Connection Support

2006-2007 — LOCAL GOVERNMENT MANAGER
CityView spawns spin-off SaaS product for small jurisdictions

2007 — MORE POWERFUL TOOLS
ArcGIS and MS Exchange Integrations CityView Letter Generator & Rules Engine

2009 — CITYVIEW EDMS
Document Management Framework enables deep integration with industry leaders

2010 — DESKTOP REPORTER
SSRS based, end-user reporting tool supports Pivot reports, detailed reports, charts & graphs

City of Avon, OH Live in <90 Days

CityView Mobile, Device-agnostic Field Inspections

2010 — CITYVIEW XPRESS
Pre-configured modules integrate quickly for low cost; go live within 90 days

2011 — CITYVIEW 2011
New design incorporates Microsoft Ribbon Windows Presentation Foundation (WPF)

2012 — CITYVIEW MOBILE & ELECTRONIC PLANS REVIEW
Paperless Inspections; Paperless review process

2013 — CITYVIEW 2013.1
Data sharing between MS Outlook and CityView increases employee productivity

2014 — CITYVIEW WORKFLOW & MS WORD ADD-IN
Activities-based workflow & MS Word Add-In for letters

SOLUTIONS Enterprise solutions for Municipalities include the following:

- Property Information
- Permits and Inspections
- Planning, Code Enforcement
- Business Licensing
- Animal Licensing
- Cashiering
- Service Requests
- Parking Management
- Electronic Plans Review

- Water and Sewer Management
- Cemetery Management
- Voters Registration
- Work Orders
- Infrastructure Management
- 9-1-1, Computer Aided Dispatch (CAD)
- Fire Incident Reporting (NFIRS)
- CityView Citizen Portal
- Mobile Inspections

4. Project Approach

The following is a summary of the Select delivery model, resource requirements and delivered outputs. This is the implementation model under which we have based our proposal. CityView will convert your existing CityView data as part of this project, and provides the Village with a solid foundation for years to come

The CityView Implementation approach focuses on refining a comprehensive, fully featured product designed from industry best practices, to align with your business. This is an efficient process with the configuration tools that have become the hallmark of CityView's offering for 33 years.

CityView provides you with a Project Team charged with determining the Village's needs, communicating clear expectations, then meeting these expectations. The project team includes a Project Manager, Implementation Specialists and Trainers, an Infrastructure Review Analyst, a Data Conversion and Interface Specialist, and a Quality Assurance Lead.

Village sign off is required at key stages to provide milestones to review progress, confirm objectives, define scope, and detail the activities and timelines for the next step. Sign off involves acceptance of all deliverables and confirmation of the budget and timeline for the next step. This keeps all stakeholders informed throughout the project reducing the risk of delays or scope creep. It also ensures that acceptance testing is an ongoing process and project acceptance is milestone-based and therefore contained.

What follows is a description of each step in the process.

Phase 1: Data Collection

Kickoff Activities

The Project Manager reviews all documentation with respect to the implementation in order to prepare the materials for **project kickoff**. This includes confirming the project schedule with the Village's Project Manager and documenting this in Microsoft Project.

Remote Infrastructure Review

CityView analyzes the existing infrastructure to identify any potential areas that may result in sub-optimal performance. Our **Infrastructure Review Specialist** verifies remote accessibility, available bandwidth and techstack compatibility and advises the network specialists of the hardware and software prerequisites required to optimize the performance of the system. This review is conducted remotely.

Initial Installation

A trial **installation** is conducted for the purposes of testing the network infrastructure for use of CityView, to provide training for the network administrators on its installation, and ultimately to provide an environment for testing integrations dependent on the Village's other systems. The **development environment** hosted by CityView is still the principal environment for review, validation and refinement, however.

Remote Walkthroughs

CityView provides the Village with a **data collection workbook,** as well as guidance on how to complete the workbook. This is accompanied by **walkthroughs/demonstrations** of the pertinent CityView solutions to provide your Subject Matter Experts (SMEs) with an understanding of the workings of each and their Village-alignment configuration points.

The walkthroughs and workbook guidance ensures your Subject Matter Experts:

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1. Understand the data needs for configuration and refinement, such as Fees, Letters, Lookups, workflow and batch process parameters
2. Appreciate the design of the solutions and in particular the activities based workflow.
3. Understand how to complete the data mapping assignments.

Data Mapping sessions are also conducted and designed to impart the skills your SMEs require to complete their data mapping assignments. The appropriate staff member/s are provided with an in depth knowledge of CityView table structures and the formats required to streamline the data collection process. Each session will be from 2-4 hours, depending on the solution. Sessions are held for each of CityView Permits and Inspections (2 sessions) and Code Enforcement.

This stage is also used to better understand any customization and interface requirements.

The main deliverable at the end of the Data Collection phase is the Scope Document, comprising the **completed Village workbooks** for each module, the Data Mapping for data conversion, the Customization Plan (if applicable) and the Software Interface Plan (if applicable).

Budget Validation

Once all of the data is collected from the Village, the CityView Project Manager reviews requirements in accordance with the statement of work and contract documentation and identifies anything that is not accounted for in the scope. The Project Manager also validates any estimates made as part of the proposal, such as:

1. Data conversion requirements.

2. List of customizations and interfaces (none anticipated or included)

If budget validation reveals that any estimates provided were insufficient, our Project Manager informs the Village of such and prepares appropriate change order requests. The next steps do not commence until sign off on Budget Validation and data collection occurs. This protects both parties against the risk of unclear expectations.

Phase 2: Configuration and Data Conversion

Development Environment Created

A **development environment** is **created** for the Village. A Development Environment is a Village-specific CityView environment hosted by CityView but accessed from your computer using the CityView Desktop. Into this development environment, CityView completes the configuration as defined in the Scope.

Data Conversion (of existing CityView data)

Data conversion commences once both parties are comfortable with the output of the data mapping exercise. Our specialists create the scripts that parse, derive, and translate the source data into the ideal format for CityView. To reduce the time and effort associated with this phase we require data to be provided in one of the following formats: SQL Server, .mdb, .dbf, or .txt. The **initial data conversion** provides a means for verification of correctness during the review and validation stage of the project. A final iteration is completed immediately prior to go-live.

Data Conversion Assumptions

Data migration estimates are based on the following general assumptions:

1. Data has been cleaned according the suggested guidelines

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2. Data mapping has been reviewed and signed off by both parties before proceeding to data conversion.

3. CityView performs one complete data load prior to review and validation testing, one complete refresh prior to End User Training, and one complete refresh at Go-Live. All other fixes are made using targeted scripts. Additional complete refreshes can be performed if mutually agreed through a written change order.

4. Data is provided in one of the required formats: SQL Server, .mdb, .dbf or .txt.

Configuration

CityView configures the CityView solutions with the data collected and signed off from Phase 1: Data Collection. A single **development environment** is **created** and the Implementation Specialist leads the configuration of that environment. This involves the following components:

1. **Letter Template Development** – CityView's Word Add-in is used to create a specified number of letter templates according to electronic samples provided by the Village. The Village is provided the letter generation tools in order that your SME(s) can create additional letters to meet additional or future requirements.

2. **Fees, Valuation, Work Items, Classifications** - All the fees, including the automated business rules needed for their calculation are configured in your CityView environment.

3. **Activities Workflow** – CityView Select workflows are configured with Village specific parameters for assigned to, required dates, email notifications, responsible departments, fees applicable and resource groups. In addition, sub-workflows may be removed, or added to the main workflow, depending on Village specific requirements.

4. **Custom data fields** - Custom data fields to meet your specific data capture needs are defined for each pertinent table where they are required and configured accordingly, along with the business rules to apply these data fields where appropriate.

5. **Lookups** – All lookup table data in the system, as defined during Phase 1, is enabled or disabled as appropriate, with additional values populated as required in the Scope.

6. **Security** – users are assigned to the organizational roles that are pre-defined in the products, based on information collected during data collection. Should additional user-level and record level security be required other than as defined in the module organizational roles, additional costs may apply.

7. **Batch Rules and Scheduled Processes** – CityView's batch rules and scheduled processes are modified according to the requirements.

Interfaces (Property Interface)

Interface to the Village's main parcel source for property, address and owner data.

Phase 3: Review and Validation

The CityView Project Manager works with the Village to establish the Review and Validation Plan, i.e. to determine when certain review and validation sessions will be given and who should attend.

Remote Review and Validation Sessions

CityView undertakes a **series of three remote review and validation sessions** with your SMEs, for each applicable module being implemented, to work through the validation of the configuration based on the data collection materials and pre-defined test scripts for the CityView workflows.

These sessions start off being led by CityView, but are transitioned to being led by the SME's for each solution. By the final session the SME's have reviewed and validated the bulk of the configured system and are able to:
- Navigate the system through City-specific processes and workflow.
- Generate and test fees.
- View and validate look up tables.
- Generate and test letters and documentations which have been configured.
- Use scenario-based examples to test and validate automated business rules

Review and Validation is conducted against the development environment, hosted by CityView. During the Review and Validation sessions CityView documents any changes, corrections, or deficiencies for further action. Should the Village's SME's conduct additional reviews without the CityView Implementation Specialist present, the **Village feedback feature** can be used to communicate immediate feedback and reporting of issues to our implementation specialists and developers.

In-Scope Refinements

In scope corrections from the process of Review and Validation are conducted. If out of scope issues are raised through Review and Validation, these are handled through approved change orders.

Phase 4: User Acceptance Testing

User Acceptance Testing

On completion of the third Review and Validation session, the Village is provided a period of **2-4 weeks** for additional **User Acceptance Testing** on their own completely installed test system. CityView provides samples of User Acceptance Testing scripts. The CityView Implementation Specialist monitors the Village's feedback and continues to make any in scope corrections. Provided the acceptance criteria have been met, Village is asked to formally accept the delivered solution for go-live.

Phase 5: End User Training and Go-live

Final Environment

After the **final environment** receives **Village sign off** CityView performs a data conversion in order to establish an environment that can be used for training purposes.

User Training

CityView conducts **onsite training** for all of the front line and advanced users identified in the Training Plan.

Final Conversion Run

Immediately prior to go-live, CityView conducts the final data conversion to bring your data completely up to date.

Go-Live

Going live with a new piece of software is a disconcerting time for the front line users of any new software. CityView provides **onsite, go-live assistance** to aid with this process. During this time an

![HARRIS]

Implementation Specialist is onsite to help users acclimate themselves with the new system, answer their questions as they arise, provide over-the-shoulder guidance on usability, provide a direct line to **Support** and other members of the Project Team and complement end-user training. This is probably the single biggest direct contribution to the change management process and it is always received extremely well. We include three (3) days of go-live facilitation in this proposal.

During go-live facilitation the CityView project team works with the Village to record any known issues. The CityView project team is responsible for the resolution of these known issues. 30 days after Go-Live CityView requests a formal letter of acceptance (the Statement of Completion) that substantiates the product has been delivered and is being used successfully in a live, production environment with the applicable modules, generate fees, record fee payments and generate correspondence associated with all items previously listed. In the case of a partial go-live, a completion statement is requested for that part of the solution that has gone live.

During the first 6 weeks after go-live, the project team begins to familiarize and transition the project to the Technical Support group. At the end of 6 weeks the Project Manager arranges a formal hand-off involving the Village, the CityView Project Manager and the CityView Support group formalizing the transition of any new defects, bugs and support issues to the Support team.

Training

Proposed Training Plan for the City

Course durations are based on a recommended number of days per module; and, class sizes are kept to a maximum number of students to ensure that everyone receives the proper attention. A recommended training plan is below and on the next page:

Training Plan

Course	Objectives		
End User Training CityView Modules (onsite)	This course is designed to enable business users to effectively use CityView modules in order to fulfill their daily work activities. The course provides specific instruction on how to navigate and complete tasks within CityView. It will cover tasks such as completing an application, adding contacts, attaching files, tracking activities and outcomes, applying and paying fees, producing correspondence, mapping basics, and running reports. Users are able to: • Understand the key concepts that make up the business process. • Be able to navigate and complete tasks relevant to day-to-day activities. • Be able to walk through a business activity based workflow.		
	Duration: 4 days	Users: All	Maximum# per session: 10
Configuration and Maintenance Training (onsite)	This course is focused on enabling users to configure, maintain and evolve their business process within the CityView environment. Concepts that will be covered include Letter Generation, Automated Business Rules, Maintaining your Activity Based Workflow, Fee Maintenance, Holiday Configuration, Building Batch Processes and Maintaining Lookup values. Users will be able to: • Create and modify Letters. • Create and modify Fees. • Keep your system current by updating Lookup tables and creating and maintaining custom attribute fields.		
	Duration: 2 days	Users: Advanced	Maximum#: 6

System Administrator Training (remote)	This course is designed to provide administrators responsible for managing CityView with the general knowledge of how to install and upgrade versions of CityView, change user rights and manage security. The advanced course will go into additional detail on the architecture of the CityView platform as well as how to maintain the CityView Portal.
	Course participants will walk through typical system maintenance and troubleshooting examples, which will teach them the tools, techniques and terminology applicable to CityView, enabling them to not only support the business users in their organization but also to communicate more effectively with CityView's Technical Support team. They will be exposed to our best practices approach for Security Maintenance; and, they will learn the processes for installing and upgrading the CityView environments.
	Students will be instructed in the use of the CityView Manager client, and they will gain an understanding of the architecture behind CityView. Additional topics that may be covered include: configuration of Microsoft Exchange, Web Server settings, LDAP settings, Mapping, and Document Management settings.
	Duration: 1 day · **Users: Advanced** · **Maximum#: 4**
CityView Reporter Training (onsite)	CityView's fully integrated SSRS-based Desktop Reporter and Designer and custom report designer provide all of the features that you would expect from other industry-standard reporting tools and more. In this course, students will learn everything they need to know about creating simple reports, including pivot reports, detailed reports, charts, graphs, filters, subsections, and aggregate fields. Additional topics may include: complex report writing, views, and on-form expressions.
	Duration: 1 day · **Users: All, Advanced** · **Maximum#: 4**
Go-live Facilitation Assistance (onsite)	Your Implementation Specialist is onsite at go-live and beyond to provide hands-on, one-on-one training and facilitation to ensure a smooth transition to the new system.
	Duration: 3 days · **Users: All** · **Maximum#: N/A**

Training is provided on Village-provided hardware.

Ongoing Training

Periodic, web-based training is provided to our Customers by our Support group, on a predetermined schedule. This training is at no cost to our Villages and it focuses on specific areas of need and interest. Our support measures are designed to solve immediate issues and to provide knowledge transfer on the most effective ways to use the CityView Solution in Villages' business practice.

Data Conversion

We undertake imports of historical data with virtually every implementation we do and our data conversion specialists have significant expertise and experience with importing and exporting local government land management data. Having this familiarity with the types of data tracked means they are knowledgeable not just of the science of data conversion but also the art of it.

Typically we will develop custom scripts for data conversion based on a specific mapping of the legacy system to our data schema. On occasion, usually for cost-saving reasons, we will provide a data dictionary and ask for the data to be delivered to a precise specification and format for a simplified data-loading process.

The figure to the right outlines the typical data migration process followed by our specialists.

During the data discovery phase, our specialists confer with you to become familiar with your data. This enables us to prepare for the migration process and leads to more accurate estimates. By providing data in a clean format, you can help to reduce the time and cost associated with the data discovery phase. Data is cleaned by ensuring that unique keys have not been duplicated, unique keys are not empty (i.e. NULL), dates are properly formatted, and data is consistent.

1. Data Discovery
2. Data Mapping
3. Data Conversion
4. Data Validation
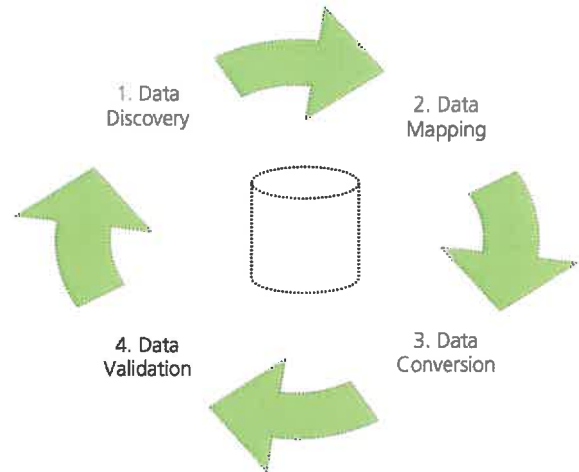
In the data mapping phase, mockups are prepared to facilitate the process of mapping your data to the CityView data structure. CityView provides a data mapping template and facilitates the data mapping exercise, under the assumption the Village knows their data better than we do and we know our database schema better than the Village does. After assessing all of the data sources provided by the Village and undertaking the data mapping exercise we validate data conversion estimates provided in the proposal and complete the change control process if additional budget is warranted, before continuing with the conversion.

Data conversion commences once both parties are comfortable with the output of the data mapping exercise, defined in the data conversion plan and signed off by the Village. In this phase our specialists create scripts that parse, derive, and translate the source data into the ideal format for CityView. To reduce the time and effort associated with this phase the Village is required to provide data in one of the following formats: SQL Server, .mdb, .dbf, or .txt.

After the initial data conversion run the database is provided to the Village for the validation phase with the opportunity to test and validate the correctness of the conversion, in accordance with the signed off data mapping documentation. Errors are corrected before a second conversion run prior to end user training, and the final data conversion of historic data the weekend before cut-over and go-live.

Data Conversion Assumptions

Data migration services are priced based on the following general assumptions:

➤ Data has been cleaned according the suggested guidelines

➤ Data mapping has been reviewed and signed off by both parties before proceeding to data conversion

> ➢ Data to be provided in one of the following formats: SQL Server, .mdb, .dbf or .txt

Non Electronic Data

Hard copy data and information is not migrated into the system by CityView. This service is better undertaken by an imaging company in association with the Village's Electronic Document Management System (EDMS) provider. If this process is undertaken and assuming CityView integration with this provider through the standard CityView Document Management Integration Framework, then once that hard copy data is imaged and referenced in the EDMS through metadata to permits, projects etc., this will be accessible directly from CityView.

CityView

5. Cost of Service

Proposed Software:

CityView is designed with advanced technology, using **Microsoft's .NET 4.0** and embedding multiple frameworks for streamlined integrations with third party applications. The system is delivered with a modern and user-friendly graphical (GUI) employing **WPF** (Windows Presentation Foundation) interface along with a Visual Studio.NET, **browser-based** solution for your citizens and contractors and both Smart Client and **HTML 5**, JQueryMobile field solutions for your inspectors.

The following modules and software components are proposed for the Village of North Aurora:

Application Software – Integrated CityView Modules

CityView Property Information   *Included*
Comprehensive tracking of land data. Connects in real time to GIS or land management system or stores GIS and county assessor data. Displays summary data for all current and historical permits, projects, businesses and code cases on each property. Provides means to create and manage subdivisions and track parcel genealogy. Tracks all documentation tied to a property.

CityView Permits and Inspections   *Included*
Permits and inspections management. Data capture, automated workflow generation and tracking, submittals, reviews, inspections, inherent *field inspections* capability with support for *connected, disconnected and slow connection* modes, attachments, generation of correspondence/letters, fees, bonds/deposits/escrows, conditions, reporting, and more.

Included

CityView Code Enforcement
Case management. Data capture, automated workflow generation and tracking, priority-based inspections management, violations, referrals, hearings scheduling, legal, management, image and document attachment, generation of correspondence/letters, fees, abatement contract management, reporting, etc.

Server Software

CityView Server and Manager Software   *Included*
Application Server, Management Server software including centralized management client for administering production, test and development environments, security, software updates, global configuration settings, server activation/deactivation, version summaries, scheduled events settings, Exchange Server and Document Management system integration settings, Payment Gateway settings and more.

Extensions

CityView Hearings   *Included*
Meeting and agenda management. Hearings and meetings tracking, agenda generation, attachments, hearings workflow and more.

CityView Word Add-in   *Included*

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The *CityView MS Word Add-in* allows "configuration" users to modify and create letter templates for use within the CityView business processes. This provides a *rich editing* environment that is inherently *user friendly* because it allows users to work in a product that they are already very familiar with: Microsoft Word. Letters generated from the system can be edited on the fly, in Word, and all printed letters print to PDF and are automatically attached to the CityView record, ensuring a complete record in a universally accepted and adopted format. The Word Add-In ships with a pre-defined list of letter tags that can be *dragged-and-dropped* into any letter template. You can also create your own tags and save them to the *tag library*.

CityView

The following table provides a cost summary of our proposal for software and licensing, implementation, training, and support & maintenance costs. This is based on the Select Delivery Model.

Cost Summary		
Software and Licenses	$	4,900
Implementation Services	$	41,581
Data Conversion (estimate)	$	22,440
Training	$	19,602
Subtotal	**$**	**88,523**
Travel & expenses (estimate based 2 person trips and 10 days onsite, billed on a cost recovery basis)	$	9,000
Annual Fees		
Annual Software Maintenance year 1 (all software updates, 12/5 unlimited support) – Note: in addition to the Village's current Annual Software Maintenance	$	4,818

The ASM provides:
- All major and minor software upgrades to licensed software
- Unlimited technical support
- Unlimited access to the CityView FTP site
- Unlimited access to the CityView Connect
- Subject to annual revision

6.1 Cost Details

Inclusions

The following details the elements of our proposal for CityView Select:

Software & Licensing:	Quantity	Price
Application Software -		
CityView Property Information (required)	1	$0
CityView Permits & Inspections	1	$0
CityView Code Enforcement	1	$0
User Software:		
Concurrent Read/Write User Licenses	5	$0
Server Software:		
CityView Server (required)	1	$0
CityView MS Word Add-in	1	$4,900
Total:		**$4,900**

CityView

Implementation Services:		Cost
Project Management	Ongoing project facilitation, billing, status reports, issues resolution, escalation, resource allocation, scheduling, budget management, change orders etc.	$10,230
Infrastructure Review (remote service)	Remote review of hardware and software infrastructure	$1,320
Project Kickoff, Workbook Sessions, Data Collection (onsite & remote components)	Project kick-off and confirmation of project plan. CityView Select configuration review sessions, with up to 6 Subject Matter Experts/session. Delivery of Workbook. Collection of Workbook data for Property Information, Permits & Inspections, and Code Enforcement. Deliverable is completed workbook, comprising data lookup spreadsheets, workflow Activities metadata, business rules narrative where applicable, customizations & custom workflows definition.	$4,620
Data Mapping/ Interfaces (estimates to be confirmed upon review of the data and integration requirements	Provide Village with data mapping templates and instructions for completion. Validate data conversion and interface requirements and cost. Deliverable is data mapping and interface documentation. Estimates for the conversion of historical data for Property, Permits, and Code Enforcement are included. Integration estimates for Parcel data source.	$7,920
Configuration from Workbook Completion on onsite discovery	- Lookups, fees, custom data fields, security org. roles, workflow metadata, and business rules for all modules licensed. - Configuration of up to 10 tailor-configured letters (assumption is Village creates the balance of letters required with knowledge from advanced configuration training). - Metadata for scheduled processes	$11,963
Data Conversion (estimate)	Initial Data Conversion	$13,200
Installation (remote) & Environment Management	Production and test environments set up and tested, includes up to 3 installs during the project	$3,960
Reviews for Validation & Refinements (remote); Acceptance Testing	In-scope refinements to configuration, business rules etc. Conducted through a series of remote environment reviews, focusing on configuration and workflow. Latter review/s client-led.	$9,488
Final Data Update/install (remote) & Go-live	Final data update/conversion to get current data into client database for go-live. Must be the same scripts used in initial data conversion. Data must be verified by both CityView and Client before go-live. Sign off required.	$1,320
Total Implementation Services		$64,021
Training:	Max. Students/ session	Days	Cost

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CityView End User Training (onsite)	10	4	$5,940
Go-live facilitation & Assistance (onsite)	-	3	$5,742
Configuration & Maintenance Training (onsite)	6	2	$3,960
CityView Reporter Training (onsite)	4	1	$1,980
CityView SysAdmin Training (remote)	4	1	$1,980
Total Training Services		11	$19,602

Travel & Expenses (for onsite services)	Person-Trips	Person-days Onsite	Cost
Travel Budget for Onsite Services (billed on a cost recovery basis)	2	10	$9,000

Inclusions:

- CityView *Property Information*, CityView *Permits and Inspections,* and CityView *Code Enforcement.* Access for up to five *(5) concurrent full read/write users* of CityView Desktop. CityView monitors only concurrent users, so the "total" number of users is NOT limited. We also don't limit what licensed applications are accessed by those users. This ensures you every opportunity to maximize your license use and return on investment. Additional concurrent Select licenses may be purchased for $2,000 each (each adding $440 to the annual maintenance fee).

- CityView Word Add-in

- An *implementation* based on our Select delivery model as described earlier in this proposal

- A *training program* that ensures your end-users are fully trained to maximize adoption and value from the software, your advanced users are equipped to contribute meaningfully to its evolution after go-live as changing requirements demand and your system administrators are empowered to support and manage the system. Unless otherwise specified, ALL training occurs onsite at the Village.

- Ongoing *Support and Maintenance*, providing unlimited technical support, software upgrades and updates for all licensed software and much more, including the Harris Software for Life Program.

6.2 Notes & Assumptions:

- The proposal assumes the Village will ensure the hardware and software requirements necessary for the efficient operation of CityView are present, according to the specifications included herein.

- Please note we do not provide hardware; no proprietary hardware is required for the operation and use of CityView.

- The Village shall reimburse CityView for its direct travel expenses, including but not limited to, hotel, airfare, car rental, tolls, parking and airline and travel agent fees; including a travel time rate of $75.00 per hour; a per diem rate of $55.00 for week days and a $110.00 for weekends and statutory holidays that includes all meal, food and telecommunications expenses; and a mileage charge based on the current Internal Revenue Service recommended rate per mile.

- Prices are in US Dollars, exclusive of taxes.

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Additional Costs for CityView Business Licensing

The following details the costs for adding CityView Business Licensing:

Cost Summary		
Software and Licenses	$	8,500
Implementation Services	$	12,539
Data Conversion (not included)	$	0
Training	$	2,640
Subtotal	**$**	**23,679**
Travel & expenses for 1 extra day onsite	$	300
Annual Fees		
Annual Software Maintenance year 1 (all software updates, 12/5 unlimited support) – Note: in addition to the Village's current Annual Software Maintenance	$	1,870

CityView

Cost Summary for Permits & Inspections, Code Enforcement and Business Licensing

The following details the costs for upgrading to CityView Select for Property Information, Permits & Inspections, Code Enforcement and Business Licensing:

Cost Summary	Property Information, Permits & Inspections, Code Enforcement		Business Licensing		Total	
Software and Licenses	$	4,900	$	8,500	$	13,400
Implementation Services	$	41,581	$	12,539	$	54,120
Data Conversion (not included)	$	22,440	$	0	$	22,440
Training	$	19,602	$	2,640	$	22,242
Subtotal	**$**	**88,523**	**$**	**23,679**	**$**	**112,202**
Travel & expenses for 1 extra day onsite	$	9,000	$	300	$	9,300
Annual Fees						
Village's current Annual Software Maintenance due August 31, 2016	$	9,894.79				
Annual Software Maintenance year 1 (all software updates, 12/5 unlimited support) – Note: in addition to the Village's current Annual Software Maintenance	$	4,818	$	1,870	$	6,688

Note: The CityView ESRI GIS Mapping Integration can be added for a one-time license cost of $3,500 with additional Annual Software Maintenance of $770

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6. Support Services

CityView has leveraged the advances in technology to provide a varied and comprehensive array of support options with the common goal of ensuring our customers are maximizing the benefit from their investment in CityView. Here all the measures we take to this end are described and a table detailing our standard Service Level Agreement is presented.

Annual Software Maintenance Agreement

CityView is constantly evolving. The nature of our relationship with our customers is an integral part of that development. The relationship begins with the mandatory Annual Software Maintenance Agreement (ASM). This agreement provides not only unlimited support to your System Administrators through our toll free lines but also includes all new releases, updates and enhancements to CityView at no extra charge. The development of CityView is funded directly from the ASM program. In addition, we rely on our Customers to provide guidance in the area of future development for CityView. We maintain a comprehensive database of features that are requested by our customers and by our own staff and we base future versions of CityView on these suggestions.

Suggestions for software enhancements are considered and may be incorporated into the software at no charge as part of the ASM. The scheduling and priority for the development of the enhancements are determined by the degree of benefit the enhancement will provide the entire user base.

Software Maintenance

New releases of CityView are developed using our internal Research and Development Department. Each new release of CityView contains all the features included in previous releases. All releases are supplied as part of your mandatory Annual Software Maintenance Agreement (ASM).

New releases and maintenance updates to CityView are "backwards-compatible" with previous versions and have no effect on your existing tables, forms, reports or workflow. This is a clear advantage over the competition because it means you will never have to start from scratch again, re-purchasing new software or paying a vendor to make changes. CityView releases and updates only affect the CityView program code, providing new features and functionality to the core product. Once your CityView software has been installed, you will have full access to these new features and functionality and can, at your discretion, make use of them with your existing tables, forms and reports without needing to alter your workflow in any way.

Annual CityView User Conference and User Groups

Harris/CityView hosts an annual User Conference. This conference is an opportunity for users to talk about their implementation strategies and processes. It is a forum for sharing information, troubleshooting advice and peer interaction. It consists of workshops, open discussion and interactive presentations by other CityView users. It also provides an opportunity for CityView users to suggest new features that would benefit all customers. Local User groups are administered and organized by Customers with some support from CityView.

Village Support

Support and maintenance for your system is handled from our head office in Victoria, British Columbia, Canada which serves all of our 130 Customers. You receive unlimited customer technical support as part of your Annual Software Maintenance Agreement (ASM). Additional support packages can be negotiated should there be a need. CityView offers several methods of accessing support described below:

Web Support: Our web portal, (http://cityviewsupport.harriscomputer.com/connect), provides resources for Customer self-service, and is comprised of an online searchable content management system, downloadable updates, and a web-enabled CRM that allows users to log new support incidents and check the status of previously submitted incidents on a 24 x 7 basis.

Telephone Support: Telephone technical support is available between the hours of 7:00 a.m. and 7:30 p.m. CST on regular business days. In addition, upon your request, we will provide telephone technical support 24 hours a day, 7 days a week for Priority 1 cases (there is an additional charge for this service). Customers can contact us toll-free at 1.866.988.8324.

Hours of Coverage: Coverage hours are 7:00 a.m. and 7:30 p.m. CST from Monday through Friday, excluding CityView Technical Support observed holidays. (Only those statutory holidays that coincide between Canada and the United states are observed by CityView Technical Support.)

Auto Acknowledgement: We will send a computer-generated message that acknowledges receipt of the report that you filed electronically. This message will contain the details of your problem report as well as the support request tracking number. Whenever the status of your incident changes, a notification will automatically be sent to the individual that opened the call.

Request Response Time: We process requests in the order of their priority followed by order of submission.

Resolution of Bug-Related Requests: We will keep your request open and follow up when a fix is available in a production release. We will also contact you if we post an experimental build that will help with your problem.

Software Updates: For Applications created on the CityView platform, upgrades released are picked up by end users automatically on login, without any required intervention by the user. When a CityView Smart Client upgrade is made available, end users install it using a double-click installer. The Smart Client automatically detects when an upgrade is required. An existing installation of the server components of CityView can be executed by a System Administrator in minutes. This is usually done during a maintenance window, but can be forced to occur at any time.

Customer Feedback

Within **all** CityView modules you can submit **Feedback**, which gets routed directly into our CRM software and automatically is assigned to an appropriate Support agent. That is then **visible to you** through **CityView Connect** by clicking on a button within the CityView module. From CityView Desktop, you simply click the **Feedback Status** button to access the current status of your feedback items at any time in the future. This unique feature is *very handy, highly visible and interactive*.
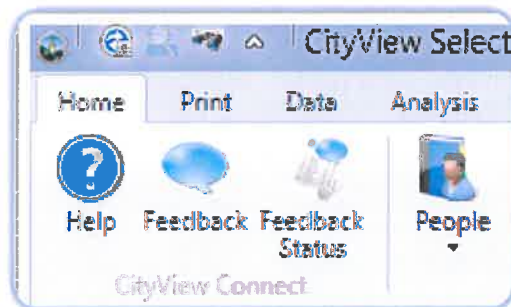
CityView

Standard Service Level Agreement

The table below details our Standard Service Level Agreement.

Standard Service Level Agreement

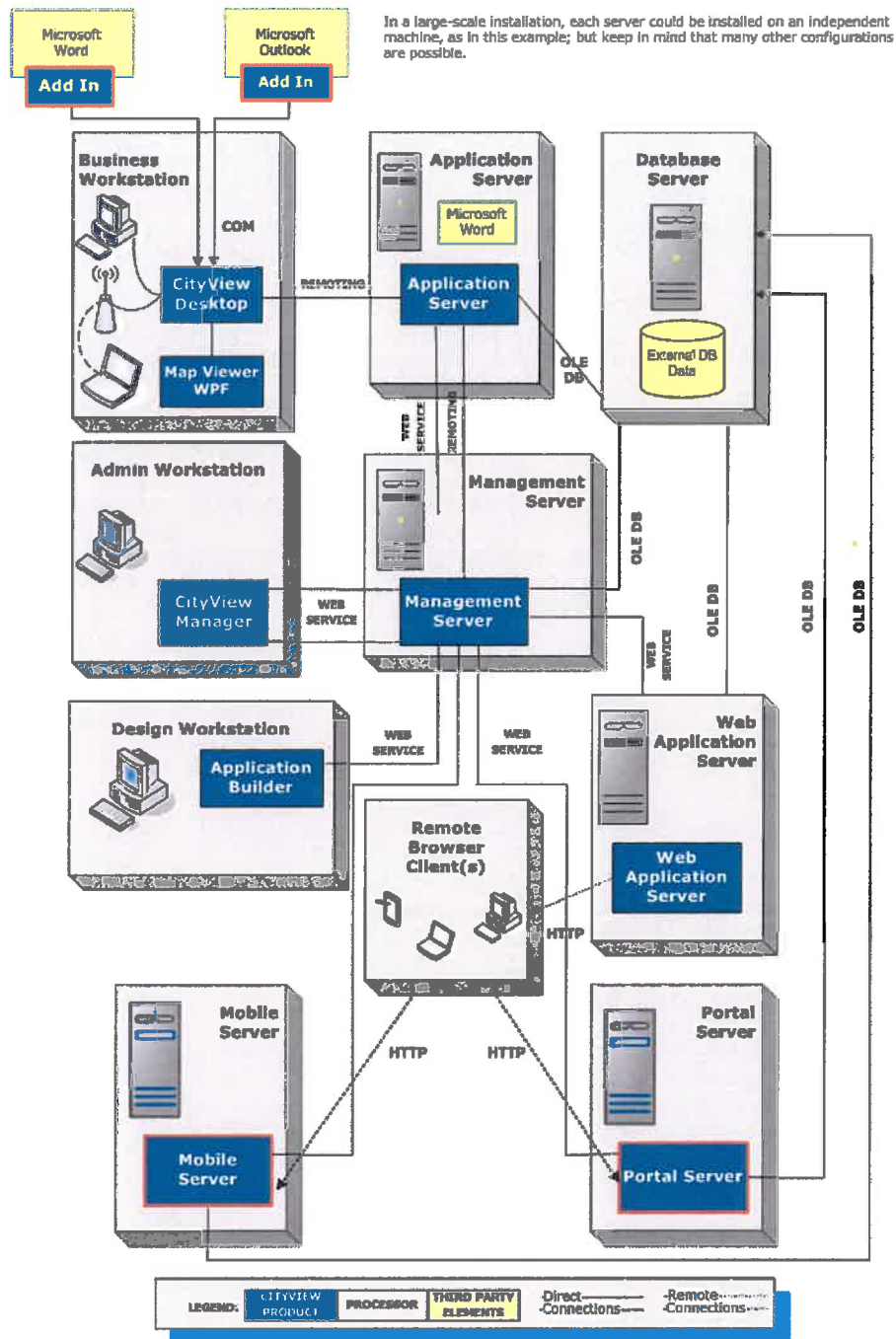| Priority	Definition	Initial Response Time*	Commitment (CityView and Village)	Examples
1 High	Operation/Service down or critically impacted. Business process impacted. No known workaround.	2 Hours	CityView and Village will commit necessary resources to fix problem or obtain a workaround.	▪ Users cannot login ▪ Business process halted
2 Medium	Operation affected, but not down. Business process is not affected. Workaround may be available.	4 Hours	CityView and Village will commit resources during normal business hours to resolve issue or obtain workaround.	▪ Cannot print ▪ Cannot process payments ▪ Application response is exceptionally slow
3 Normal	Moderate to negligible impact. No impact to business.	24 Hours	CityView and Village will commit necessary resources during normal business hours to restore operation to satisfactory levels.	▪ Non-critical feature not working ▪ Feature works but requires user intervention
4 Info.	Request for information, documentation issues, and enhancement requests.	48 Hours	Request-dependent.	▪ Help file clarification ▪ Form design not in production

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The table below outlines the hardware and software requirements to operate CityView. This is followed by a diagram depicting a typical installation. Additional information is provided in the following pages regarding recommended servers, database sizing considerations, third party software, and compliancy tables.

Hardware and Software Requirements

Clients		CityView Servers	
Hardware	**Software**	**Hardware**	**Software**
Windows PC with 2GHz clock speed recommended 2 gigabytes (GB) of RAM or higher recommended 400 megabytes (MB) of available hard disk space	Operating System: Microsoft Windows 10, 8.1 and 8 (32 bit and 64 bit), 7 (32 bit and 64 bit), and Vista Microsoft .Net 4.6.1 framework must be installed on each client workstation (Client and Extended). Map components: ArcGIS Server 9.3\9.3.1\10\10.1\10.2\10.3\10.4 supported	Windows PC with 2GHz Xeon processor recommended 4 Gigabytes (GB) of RAM or higher recommended 600 megabytes (MB) of available hard disk space **Installation of CityView server components is not supported on domain controllers**	Operating System: Microsoft Windows Server 2008 or higher Microsoft .Net 4.6.1 framework is required for Application, Management, and Web Servers IIS: Internet Information Services 7 or greater is required for CityView Management and CityView Web Servers
Database Server			
Supported RDBMS	**Hardware**		
Microsoft SQL Server 2008 Microsoft SQL Server 2008 R2 Microsoft SQL Server 2012 and 2012 R2 Microsoft SQL Server 2014	Windows PC with 2GHz Xeon processor recommended 4 GB of RAM 2 GB to 5 GB hard drive space, dependent on database size.		

Network Diagram for Typical Installation

In a large-scale installation, each server could be installed on an independent machine, as in this example; but keep in mind that many other configurations are possible.

CityView Recommended Technical Design

Note: CityView Desktop can work over T1, however latency should remain under 80ms if possible.
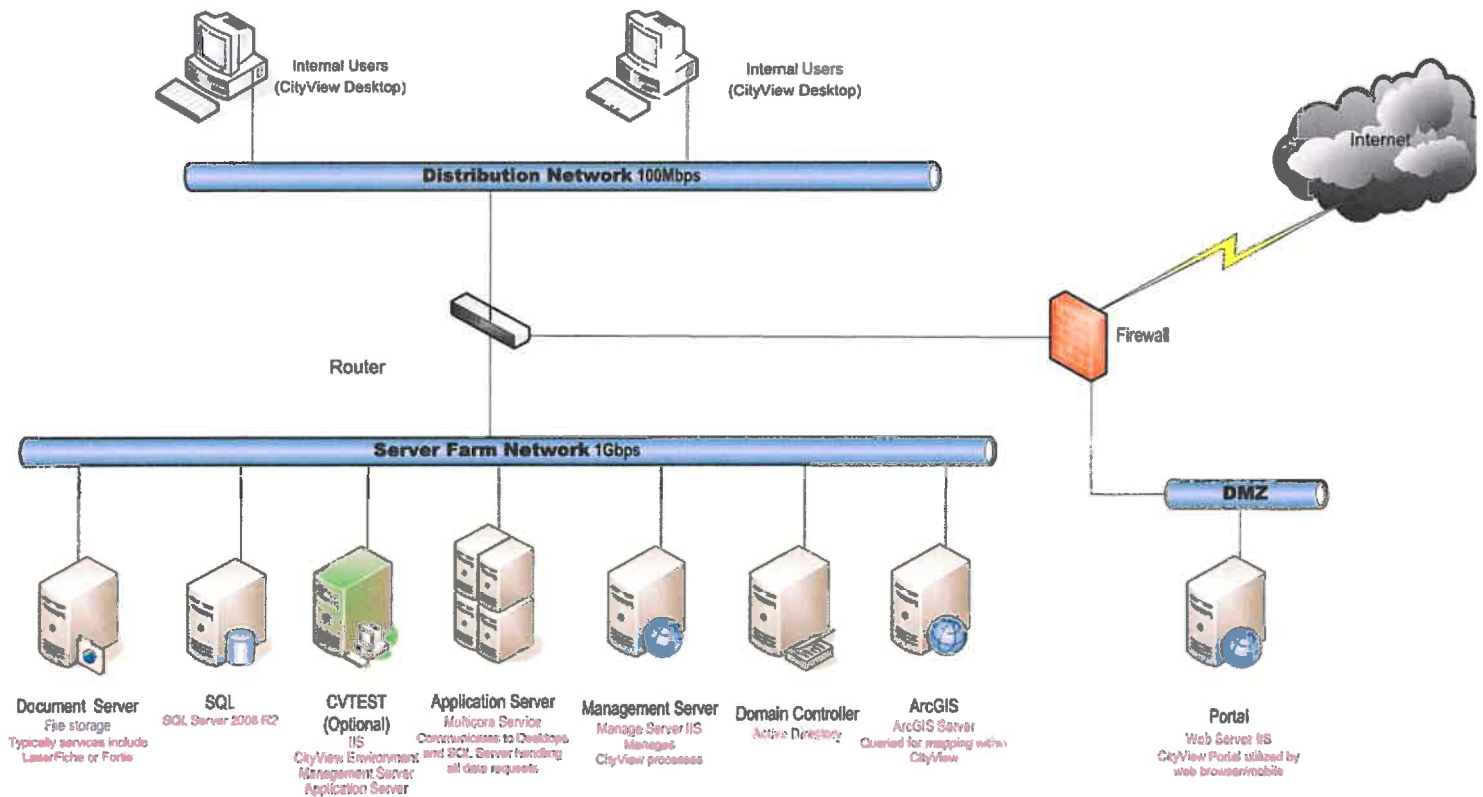
CityView

Data Sizing Projections

There are five services that are typical in our deployment strategy:

1. **SQL Server** – can be scaled to include failover clusters. Typical day-to-day operation of CityView will not tax the server as most queries will pull less than 10 records per table at a time. This service works directly with Management Server, Application Server and Portal server processes. Typical permit applications require 1MB of disk space.

2. **CityView Management Server** – this is a service that runs in IIS, typically processing login requests, and configuration settings for the software. The only time where the service impacts performance on a server is when a build of the application occurs, typically during maintenance periods. All services need to be able to communicate with this server.

3. **CityView Application Server** – all Desktop client machines communicate with this service to access the infrastructure (MS SQL Server, CityView Management Server, document management, etc.) The server will also handle scheduled processes, e.g. when being used for batch letter (PDF) generation. This service is processor intensive, but is multithreaded. This service will operate virtually in a VMWare instance, and CPU is monitored to determine hardware resources needed.

4. **CityView Portal Server** – Portal server IIS service acts as a gateway to the software for browser and mobile users, and directly queries SQL Server during operation. There is an extremely small footprint for the service, and small memory/CPU overhead. If performance is not ideal, it is certainly possible to have multiple portal servers deployed to handle load balance or latency concerns.

5. **Document Management/Content Management Server** – often handled by third party services, e.g. SharePoint, Laserfiche, TRIM, etc. This can also be defined as a Windows file share (SMB) where we typically recommend 5MB of space per permit for file storage (PDF, DOC, JPG).

CityView

Recommended Server Requirements
The following provides the recommended Server Requirements.

These server configurations have been developed to meet the performance requirements and provide a reasonable level of hardware fault tolerance and growth:

Recommended Servers

Recommended servers:	
Database Server Configuration	
Module	**Description**
Processor	2+ Ghz Dual Core processor (Intel Xeon or AMD Opteron)
Memory	4GB
Storage	RAID-5, 4 (3 + 1 Hot Spare) x 73GB 15K RPM Ultra 320 SCSI
Network Adapter	Gigabit Ethernet Adapter
Power Supply	Redundant Power Supplies
Operating System	Windows 2008 Server or higher, Standard Edition

Storage Configuration: Drives would be configured with three drives in a single RAID-5 set with the fourth drive as a hot spare. This will provide a total of 140Gb of storage which should be adequate. If additional storage is required, adding more drives is more cost effective than increasing the capacity of all drives.

A multiple processor capable server is recommended to provide immediate scale-up potential. The CityView system can be scaled out with the addition of more servers and distributing the CityView components to dedicated servers.

CityView Management and Application Server Configuration	
Module	**Description**
Processor	2+ Ghz Dual Core processor (Intel Xeon or AMD Opteron)
Memory	2 - 4 GB
Storage	RAID-1 or RAID-5, Storage requirements < 1Gb
Network Adapter	Gigabit Ethernet Adapter
Power Supply	Redundant Power Supplies
Operating System	Windows 2008 Server or higher, Standard Edition

CityView Portal Server Configuration	
Module	**Description**
Processor	2 Ghz Dual Core processor (Intel Xeon or AMD Opteron)
Memory	2 GB
Storage3	RAID-1, 2 x 80GB 7200 RPM SATA

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Network Adapter	Gigabit Ethernet Adapter
Power Supply	Redundant Power Supplies
Operating System	Windows 2008 Server or higher, Standard Edition

Note this server will require firewall port availability, Port 80 TCP to CityView Management Server, and Port 1433 for communication to SQL Server.

CityView Test Server Configuration	
Module	**Description**
Processor	2 Ghz P4 (or equivalent Virtual Machine)
Memory	1 GB
Storage3	80GB 7200 RPM SATA or ATA-133
Network Adapter	Gigabit Ethernet Adapter
Operating System	Windows 2008 Server or higher, Standard Edition

CityView Mobile Configuration
Mobile devices – this is a Web, browser-based interface that can be utilized by a very large array of devices. Please note that for tablets and smartphones, the browsers themselves can have different navigational methods of handling file attachments (Upload and download). Ideally, lower latency works best when handling upload/download of large file attachments with our product. 3G network connectivity is adequate however.

CityView

Required 3rd Party Components

Aside from Excel, all of the below come as part of CityView, or are downloadable (IIS).

Alternate versions are **not** supported. ✔ Required ✔ Supported

Product	CityView Desktop	CityView Manager	CityView Management Server	CityView Application Server	CityView Portal	CityView Web Server
Syncfusion Essential Studio for .Net 12	✔	✔	✔			
Data Dynamics Active Reports 4.3	✔		✔	✔		✔
Keyoti RapidSpell 4.6	✔					
TxText Control for .Net 15.1	✔		✔	✔	✔	✔
Microsoft C++ MFC 9.0 (redistributable)						
MSXML 4.0 (redistributable)						
Wintertree Spell Checking Engine 5.14.12.0						
jQuery					✔	
Excel 2003, 2007, 2010, 2013, 2016 (for exporting Grids, Activity Calendar)	✔					
Windows Presentation Foundation (WPF)	✔					
IIS			✔		✔	
IIS 8 (Integrated Mode)			✔		✔	✘
IIS 7 (Integrated Mode)			✔		✔	✔
IIS 6			✔		✔	✔
IIS prior version			✘		✘	✘

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Village of North Aurora, IL

CityView

Supported Technologies

Database Support		Microsoft Exchange (for Calendaring)		CityView Mobile, Device Support	
32-Bit	✔	Office 365 Exchange	✔		
64-Bit	✔	Exchange 2013	✔	iOS 4 or higher (iPhone, iPad, iPod)	✔
Sql Server 2014	✔	Exchange 2010	✔	Android 2.3 or higher	✔
Sql Server 2012 R2	✔	Exchange 2007	✔	Windows phone 7 or higher	✔
Sql Server 2012	✔	Exchange Prior Versions	✖	Other devices	✖
Sql Server 2008 R2	✔	Email Support			
Sql Server 2008	✔	SMTP	✔	Soap Toolkit 3.0	✔[1]
		mailto:	✔	Soap/XML Version 1.2	✔[1,2]
Sql Server prior versions	✖	CDO	✖	Office XP Web Services Toolkit	✔[2]
		Signature Pads			
ePad Vision	✔	ePad II / ePad USB	✔	Brother Label printer	✔
Document Management System Support		CityView Portal Browser Support		CityView Mapping Support	
SharePoint 2013, 2010	✔	IE7 to IE11, Edge	✔	ArcGIS Server, Standard or Advanced Edition v10.3.1	✔
HP Trim v7.3	✔	Firefox 4.0 or higher	✔	ArcGIS Server, Standard or Advanced Edition v10.2.2	✔
Laserfiche 9, 10	✔	Chrome 3.0 or higher	✔	ArcGIS Server, Standard or Advanced Edition v10.1	✔
Laserfiche WebAccess 9, 10	✔	Safari v?	✔	ArcGIS Server, Standard or Advanced Edition v10.0 with SP4	✔
Laserfiche Weblink 9, 10	✔	Opera v?	✔	ArcGIS Server Standard or Advanced Edition v9.3	✔
PaperVision (Versions 78 & 79)	✔	Prior versions, Other browsers	✖	ArcGIS Server Basic Edition	✖
eB	✔			ArcGIS Server prior versions	✖
Hosted Platforms Support		Payment Processor Support		Virtual Hosting Support	
Terminal Services (Windows2008) 64bit	✔	PayPal's PayFlow Pro v 4.3	✔[3]	Microsoft Hyper-V	✔
Terminal Services (WindowsVista)	✔	Active Class	✔	Microsoft Virtual Server 2008	✔
Citrix 1.80 and Above	✔	PayGOV	✔	VM Ware	✔
Microsoft Outlook Add-in Support		iTransact	✔[3]	Bluebeam (Required for Electronic Plans Review)	
Outlook 2016, 2013	✔	Moneris eSelect	✔	Revu eXtreme 16, 15, 12, 11	✔[4]
Outlook 2010	✔	Authorize.Net	✔	Revu CAD & Standard 16, 15, 12, 11	✔
Outlook prior versions	✖	MSB Nexus	✔	Revu 10	✔[5]

⊘ In testing

? Not tested

✖ Planned

[1] Supported with Web Services API

[2] Supported with WebDAV API

[3] non-PCI Compliant

[4] Required for users who Prepare and Flatten documents

[5] Supported but not for Compare Operations

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