



Minutes
Village of Glen Ellyn
Village Board Workshop
Monday, March 18, 2024
7:00 PM
Glen Ellyn Civic Center, Room 301

A. Call to Order – 7:00 P.M.

B. Pledge of Allegiance

C. Roll Call

Upon roll call by Clerk Cosby, President Senak and Trustees Christiansen, Fasules, Kalinich, Gould, Simon, and Thompson answered “Present.”

Also in attendance: Village Manager Franz, Assistant Village Manager/Community Development Director Rodman, Public Works Director Buckley, Finance Director Brankin, Information Technology Director Chiappetta, Deputy Police Chief Vavra, and Fire Chief Clark. Baker Tilly consultant Isaac Bales joined the workshop via Teams.

D. Audience Participation

There was no off-agenda audience participation.

E. Community Development Software Selection (Assistant Village Manager/Community Development Director Rodman) (IT Director Chiappetta)

1) Review & Discussion of the Software Selection Process

Information Technology Director Chiappetta introduced Baker Tilly consultant Isaac Bales (joined the workshop via Teams) and then reviewed the Community Development software project timeline, from December 2021 through the present.

Information Technology Director Chiappetta then turned the presentation over to Mr. Bales, who gave an overview of the night’s agenda. He spoke about the project’s background, then turned to an assessment of the current state of the Village’s software system. Mr. Bales stressed that the assessment needed to be completed to gain an understanding of the current processes.

Mr. Bales continued his presentation on the development of the RFP and went into some detail of the resulting vendor proposal assessment.

Mr. Bales then spoke about the vendor demonstrations that were conducted with four vendors, showcasing their capabilities to staff. Village Manager Franz asked about the three vendors that were not carried over to the final four. Information Technology Director Chiappetta replied with the reasoning behind this.

Trustee Kalinich asked about Tyler Technologies, the Village's current vendor, and their capabilities. Information Technology Director Chiappetta replied. Trustee Thompson commented about Tyler Technologies' current software with the Village. Trustee Simon asked about the software criteria and how complex it is. Information Technology Director Chiappetta replied.

Mr. Bales concluded with the system vendor that was selected, The Davenport Group (LAMA software).

Trustee Simon asked what other municipalities The Davenport Group had worked with. Several neighboring communities use their system, including Batavia, Montgomery, Glenview, and Mattson.

Trustee Thompson asked what software system other local municipalities were using. Information Technology Director Chiappetta replied. He then spoke about why Tyler Tech was not chosen to continue with software support. Trustee Thompson asked if The Davenport Group supplies automatic updates. Information Technology Director Chiappetta replied yes and reviewed some highlights of The Davenport Group's support.

Trustee Simon asked about the current Community Development software. The response was that the Village does not have any currently. Assistant Village Manager/Community Development Director Rodman explained the logistic improvements to be realized when the new software system is implemented.

Trustee Thompson asked about the consultant fees and how the implementation dollars are allocated. Mr. Bales and Information Technology Director Chiappetta replied.

Trustee Kalinich asked if the costs were 5-year costs. Information Technology Director Chiappetta replied. Mr. Bales added that the implementation fee was about \$175,000 which was under budget. Trustee Thompson asked if staff was confident that the system can be built with the dollars allocated. Staff replied yes.

Trustee Simon asked what kind of training will be done and how robust will it be. Information Technology Director Chiappetta replied. She followed up by asking how new hire onboarding will incorporate system training and who will be responsible for that training. Assistant Village Manager/Community Development Director Rodman replied.

Trustee Christiansen asked what criteria was not being met with this software vendor selected. Assistant Village Manager/Community Development Director Rodman replied that The Davenport Group filled all present needs and demonstrate a willingness to develop and share new features.

Trustee Simon followed up with a comment about upgrading software based on changing Village needs.

Trustee Kalinich asked who voted on the demonstrations that were given by vendor finalists. Assistant Village Manager/Community Development Director Rodman replied about the various staff members that participated.

Trustee Fasules asked what the estimated staff hours were to get fully trained on the new software. Assistant Village Manager/Community Development Director Rodman replied. Trustee Fasules the asked if there were any dedicated staff on the project, besides IT. Assistant Village Manager/Community Development Director Rodman replied that implementation will be a staff-wide effort.

Trustee Thompson asked if there was any possibility of The Davenport Group being bought up anytime soon. Information Technology Director Chiappetta replied that it was unlikely.

Trustee Gould asked what The Davenport Group's current market share was. Assistant Village Manager/Community Development Director Rodman replied. Village Manager Franz followed up on her reply.

Trustee Gould asked if there would be a system conversion. Information Technology Director Chiappetta replied that there is a process that will be implemented. She followed up asking if there will be "before and after" metrics to measure the success of the new software system. Assistant Village Manager/Community Development Director Rodman replied that it would be challenging to use measurement tools given how different the current system is to the new system that will be implemented.

Trustee Simon asked what kind of reports staff is considering running that will help track activities. Assistant Village Manager/Community Development Director Rodman replied with myriad report examples.

Trustee Simon asked if the rollout will be staggered or global. Information Technology Director Chiappetta replied that there will be phases. Assistant Village Manager/Community Development Director Rodman replied with additional information.

Assistant Village Manager/Community Development Director Rodman said that the department is thrilled that the software is being updated. She added that staff does not have experience with this particular software and for that reason Baker Tilly will be vital to the implementation process.

Trustee Simon stated that she was impressed with the work done by Baker Tilly.

Assistant Village Manager/Community Development Director Rodman said that the next steps are to negotiate the final contracts so the implementation can begin.

F. Year End Financial Report 2023 (Finance Director Brankin)

1) Presentation of the Year End Financial Report for 2023

Finance Director Brankin reviewed the highlights of the 2023 year-end financial report.

Trustee Simon asked about the positive dollar amount in the parking fund. Finance Director Brankin replied.

Trustee Thompson asked about total surplus for 2023. Village Manager Franz replied that the practice has been to wait for the audit before making recommendations. Trustee Thompson asked what he would estimate it to be. Village Manager Franz replied \$5-5.5 million.

G. Ambulance Service Contract (Volunteer Fire Company Chief Clark)

1) Discussion of Ambulance Contract - Provider, Services and Duration

Trustee Christiansen recused herself from the discussion due to personal reasons.

Fire Chief Clark reviewed the renewal of the ambulance contract. He said staff recommends that the current contract be extended for 5 years to simplify forecasting of expense.

Fire Chief Clark stated that the current service is providing excellent service with 15 paramedics, keeping up with staffing needs for the Village. He attributed this to the Board's action to increase EMT wages.

Fire Chief Clark continued with further details of the contract and what the Village is provided through the contract, including emergency vehicles and user billing services.

Fire Chief Clark explained where the revenue comes from. Trustee Thompson asked what the typical fee for ambulance service is currently. Fire Chief Clark replied with an explanation of costs and how fees are calculated.

Trustee Kalinich asked about the 2,700 transports in 2023, and if that number included calls when a patient is not transported. Fire Chief Clark replied that it does and gave additional details.

Village Manager Franz asked about the percentages of revenue sources (Medicare, etc.) Fire Chief Clark replied with a breakdown.

Trustee Thompson asked who sets the salary rate for the EMTs. Fire Chief Clark replied and added that Metro is very transparent with their books and the Trustees could see them if they wanted to, adding that a certain amount of any cost increase is required to go toward salary increases.

Trustee Simon asked about the non-transport ambulance calls and if the cost is recoverable. Fire Chief Clark responded that it is virtually impossible to recoup and gave background as to why this is true. Trustee Thompson asked if the number of these call is high or average. Fire Chief Clark replied that the number is average.

Trustee Gould asked if there is another service organization in the area that could be called to help residents other than the ambulance service. Fire Chief Clark replied he believed there was not.

Fire Chief Clark explained the shared risk structure of the contract and that this year there is a small surplus. He went over the pros and cons of the surplus. Staff felt a more transparent approach to billing and payment was desired. Trustee Simon asked for clarification that there is no additional cost for the Village. Fire Chief Clark replied yes.

Fire Chief Clark moved onto the subject of balance billing, explaining what the practice is, and whether should it be discontinued. Trustee Simon asked who does the billing and collection. Fire Chief Clark replied. He then reiterated that private insurance, Medicare and Medicaid pay for services. To correct the deficit, Fire Chief Clark said that rate could be raised if not balance billed.

Trustee Thompson asked who sets the ambulance rates. Fire Chief Clark replied and gave more detail on the effect of raising rates on revenue.

Trustee Kalinich felt that overall, this needs to be considered as a service to the community and perhaps built into the overall services provided by the Village.

Trustee Simon asked what is lost without balanced billing. The reply was \$38,000 which it was agreed might not be worth stressing residents for a small amount of return.

Fire Chief Clark talked about the cost and delivery time for newer ambulances. He suggested that the Village contract should include right of first refusal to buy the ambulances if something happens before the contract expired.

Trustee Thompson asked why not own the ambulances. Fire Chief Clark replied with the maintenance issues and that the department does not recommend ownership. Discussion turned to the benefits of the contract supplying the vehicles.

Finally, Fire Chief Clark talked about fuel costs, which the Village pays for. He suggested that the Village provide the fuel (versus reimbursement) to lower the cost of fuel for the ambulances.

Trustee Thompson asked for clarification on the billing process. Fire Chief Clark replied with that clarification. Discussion ensued.

Village Manager Franz asked for direction on 3 one-year renewals in addition to the 5-year contract. He explained that we would like to shift to calendar years, so this would actually be a 5.5-year contract. Trustee Thompson asked if there was a benefit to going out for bid. Fire Chief Clark replied that given the nature of ambulance service providers, there really was not.

Upon review, it was agreed that the shared risk model could go away and that balanced billing could be eliminated.

Trustee Thompson asked if there should be a more in-depth look at emergency vehicle ownership vs. contract-supplied vehicles. Fire Chief Clark replied he did not recommend ownership.

Trustee Simon asked what the recommendation would be. Fire Chief Clark replied, the 5.5-year contract with the 3 one-year renewals.

Trustee Fasules commented that there might be alternatives to the “big box” ambulance. Fire Chief Clark replied with the payload issues that come with using smaller vehicles.

H. Fire Services Fee Discussion (Finance Director Brankin)

1) Discussion of Fire Services Fee

Finance Director Brankin covered the background of the Fire Services fee and the current recommended increase being proposed.

Village Manager Franz interjected some additional background on the August 2021 activity.

Village Manager Franz said the TIF funds had to be spent on the downtown station, not the station on the south side of the Village.

Trustee Kalinich asked about other sources of revenue to pay for Fire Services. She wanted the information to get perspective before weighing in on the proposed increase. Village Manager Franz replied and was not sure if alternate revenues can make up for the funds needed. Trustee Fasules brought up doubling the transfer tax as a possible source.

Trustee Fasules asked about the rate for multi-family versus single residential and wondered why the rates were not the same. Fire Chief Clark replied. Discussion ensued.

Trustee Simon asked for clarification from Trustee Kalinich about finding other revenue sources as a way to avoid raising Fire Services fee to residents. Trustee Fasules agreed with Trustee Kalinich on finding a way not to raise the fee.

Finance Director Brankin added his thoughts on the increase in the fee. He thought there were not levers that would generate the amount of revenue that the additional Fire Services fee would realize. Village Manager Franz added that raising the fee is a consistent source as other sources fluctuate year to year. Discussion continued.

Trustee Simon asked what is lost if the fee is not raised. Village Manager Franz replied that services have already been increased and the additional cost needs to be covered. He added that Fire Station upgrades would not be possible without the additional revenue.

Trustee Gould said she would like to see the fee switched from appearing on the water bill to the property tax bill and is hesitant to wait until 2025 to begin collecting the additional fee. She felt that something needs to be done soon and would like to see modeling on the issue. Finance Director Brankin replied with preliminary modeling on property tax increases as opposed to the monthly fee increase. Village Manager Franz replied with additional background.

Trustee Kalinich needed to look at other data points on how to raise the revenues in a different manner than a fee increase. Finance Director Brankin suggested he could provide pros and cons to make comparing the information clearer.

I. Reminders

- 1) No Village Board Meeting on Monday, March 25, 2024
- 2) Village Board Meeting Monday, April 8, 2024 at 7 pm

Village Manager Franz talked about the May 20th YMCA as an event as opposed to the scheduled meeting.

President Senak suggested a workshop on 4/8 to accommodate a presentation by the APEX space representatives.

J. Adjourn – 9:10 P.M.

Mover: Trustee Kalinich; Second: Trustee Thompson. Unanimous vote to adjourn.