



EXPERIENCE

THE DIFFERENCE

Community Development

www.bsasoftware.com



SERVICE-SOLUTIONS-SUPPORT-SATISFACTION

At BS&A, our goal is to bring meaningful and sustainable value to our customers. With over thirty years of experience in the public sector, we have learned there are three key factors in delivering value... people, technology, and integration.

OUR HISTORY

BS&A Software has been providing exceptional software to local governments since 1987. Our customer base is 2,100 and counting. Our local government software solutions make it easy to manage Permitting, Planning and Zoning, Engineering, Projects, and more. Our intuitive and highly-functional Cloud software, unparalleled customer care, and robust solutions continue to exceed our customers' expectations.

EFFICIENT LOCAL GOVERNMENT SOFTWARE WITH EXCEPTIONAL CUSTOMER SUPPORT

BS&A's local government software solutions are built on user feedback. We continue to improve our software by asking our clients what they need. This has allowed us to create software with the capabilities and user-friendliness that actually improves your workday. We support our software solutions with exemplary customer service, enabling us to help you streamline your processes.



UNPARALLELED SUPPORT

BS&A Software has built its foundation on outstanding customer support. We work closely with our customers to not only solve problems, but also incorporate feedback to create a better platform. We are “externally driven,” ensuring that our staff focuses on customer needs first.

If you have a question, BS&A software experts will work with you personally

WHAT UNPARALLELED SUPPORT MEANS TO US:

Customer-focused attention:

Our support technicians and software developers consistently go the extra mile to solve customer issues. This is built into our company culture, and we give our experts the assistance they need to be at the top of their game.

Fast and responsive:

We regularly add features and improve our software to provide our customers with software solutions that are always improving. Our customer support experts are available by phone and email; and you can easily request assistance from within our software. Remote Assistance allows us to work with you to answer questions. You will never be stuck in an automated phone system or voice mail jail.

Prioritizing customers:

Every six months we conduct detailed customer satisfaction surveys to ensure your software is helping your government improve operations.

Transparency:

When potential customers are interested in talking to our existing users, we don't limit them to 3 or 4 handpicked references. Instead, we provide our entire customer list, including contact names and phone numbers. We are confident in every customer relationship.

Risk-reversal pledge:

We offer a one-year, risk-reversal pledge on all of our software solutions. If up to a year after activation you are not happy with our software and service, you can return the software for a full refund.

“The benefits that BS&A offers will improve your operation tenfold! The software is very cost friendly and is well worth every dollar paid and then some. In most situations you dread software conversions, but BS&A and their staff take the extra time and effort to walk you through every step of the way and will ensure that things are done right. I am more than pleased with how the system is set up and running. We experienced a very smooth conversion even working with the programmers to design reports and features that are specific to the State of Wisconsin. My favorite parts of the software are the budget feature in general ledger and ease of exporting reports into excel. I would recommend BS&A to every community looking for software. The product, support, and sales team is more than I could have ever asked for! “

–Village of Brown Deer, WI

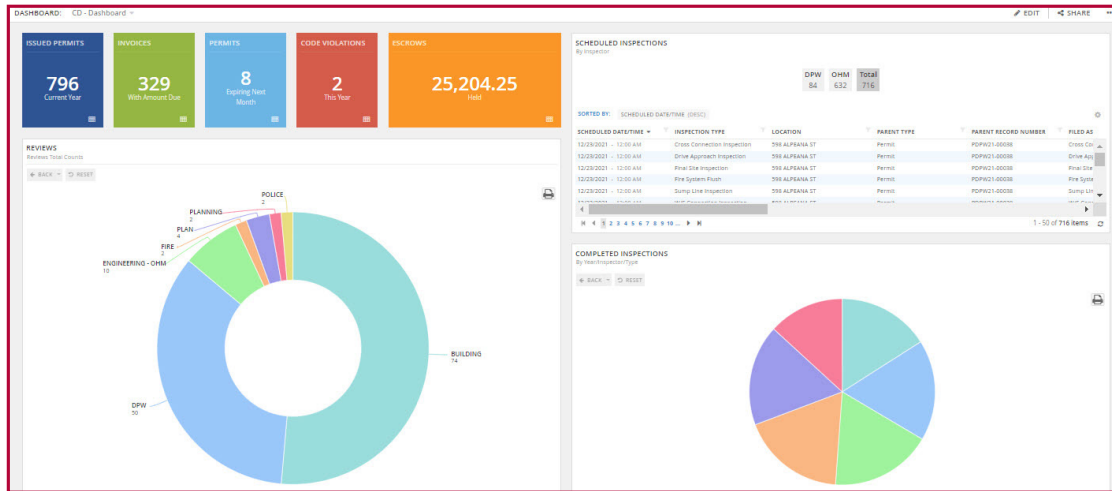
“We selected BS&A Software because the price and satisfaction of the product met our desired specifications. BS&A demonstrated that the applications would provide data sharing across different modules, ease of reporting, menu of reports already in place, and a competitive price for both the purchase and annual maintenance.”

– North Little Rock, AR

COMMUNITY DEVELOPMENT SUITE

BS&A's Cloud-Based Community Development Suite provides comprehensive tools and workflow for modern Community Development Departments. We empower the public sector with flexible software, superior professional services, resident self-service portals, and GIS integration that will have a positive impact on your community.

All Community Development modules work seamlessly with other BS&A Cloud Suites. With a single-database architecture, all staff members can reach the same information in a browser setting with real-time updates.



The permit details page for **PERMIT PB220001** provides comprehensive information about the permit's status and details. Key information includes:

- AMOUNT DUE:** \$0.00
- PERMIT TYPE:** Building
- STATUS:** Finalized

The **PERMIT INFORMATION** section displays the following details:

- Permit Number:** PB220001
- Permit Type:** Building
- Category:** Commercial, Add/Alter/Repair - Building
- Requested Online:** No
- Status:** Finalized
- Status Last Changed:** 01/04/2022
- Holds:** <None>
- Inspector:** Chris Smith
- Basic Usage:** Commercial
- Code Book:** 2015 Michigan Building Code
- Applied Date:** 01/04/2022
- Issued Date:** 01/04/2022
- Expires Date:** 07/03/2022
- Finalized Date:** 01/04/2022
- Last Inspection:** 01/04/2022 11:49 AM
- Next Inspection:** Not Specified
- Total Inspection Hours:** 0.03
- Temporary Occupancy Certificate:** Not Specified
- Occupancy Certificate:** Not Specified

PROJECTS, PERMITS, AND INSPECTIONS

Track and manage your permits, certificates, enforcements, inspections, and other records in BS&A's Cloud-Based Community Development module. Our Projects feature provides a centralized view of complex construction projects for both Planning and Building Departments. The Projects feature has been designed to be completely customizable, ensuring the software will meet your needs and will evolve with your community. Every aspect of a construction project can be combined into one cohesive record, ensuring that every single step of a construction project is handled properly.

Easily track and maintain contractors as well as licensees in BS&A Cloud. Multiple licensees can be associated with one contractor, and local license numbers can be created (if used). Track permit history, bonds, outstanding balances, and much more. Have confidence in your data with the ability to link permits, contractors, licensees, monies owed, license expiration, and more.

Take advantage of Community Development's powerful Workflows feature. Reminders, documents, emails, and more can be added to different record types automatically, keeping everything in one easy-to-access location. Our flexible workflow engine allows you to automate day-to-day processes by assigning actions to take place when an event occurs, thus allowing staff to focus on more pressing issues.

The screenshot shows the 'Perform Inspection' window with a 'SCHEDULE REINSPECTION' tab. It features a 'CHECKLISTS' sidebar on the left with categories like Building, Electrical, House, Main Access, Mechanical, Plumbing, and Yard. The main area is a table with columns for 'FAIL', 'PASS', 'TITLE', and 'TEXT'. The 'PASS' column contains checkboxes and 'Edit' links for each item.

FAIL	PASS	TITLE	TEXT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Water Heater Clearance	All required clearances regarding the hot water heater shall be...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimum Temp requirements	Dwellings shall be provided with heating facilities capable of m...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hot Water Heater Exhaust	Seal exhaust from hot water heater.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Furnace Heat Exchange	Furnace, clean and check for a cracked heat exchanger (CO lea...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Furnace Exhaust	Seal exhaust from furnace.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Furnace Clearance	All required clearances regarding the furnace shall be maintai...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dryer Exhaust	Clothes dryer exhaust systems shall be independent of all oth...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Chimney Requirements	Chimney requires tuck pointing - new lining - cleanout - seal at...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Bath Ventilation Requirement	Every bathroom shall comply with ventilation requirements fo...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Appliance Maintenance	All mechanical appliances, cooking appliances and water heati...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	A/C Unit Clearance	A/C units must be at least 3 inches above grade. Repair to mee...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AC Pipe Covering	Replace exterior A/C pipe covering.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AC Gas Lines	Protect gas lines from elements. Paint is necessary.

The screenshot shows the 'Inspections - Scheduled' calendar view. The calendar displays appointments for the week of Sunday, January 02, 2022, to Saturday, January 08, 2022. The view is set to 'INSPECTOR'S VIEW' and 'Week' mode. The calendar shows appointments for various staff members, including Emily Collins, Chris, Gabe Louis, and Chris Smith. A sidebar on the right shows 'WORKSPACE' and 'APPOINTMENT DETAILS' sections.

Calendar View: Sunday, January 02, 2022 - Saturday, January 08, 2022

View: INSPECTOR'S VIEW | Week | Month | Agenda

Appointments:

- Emily Collins - Inspection for (Mon 1/03)
- Chris (Tue 1/04)
- Gabe Louis - Inspection for Permit PB210491 (Thu 1/06)
- Chris Smith - Inspection - (Tue 1/04)

Workspace:

- APPOINTMENT DETAILS: Select an appointment to view details.
- CALENDAR: Show Inspections
 - Chris Smith
 - Emily Collins
 - Gabe Louis
 - Troy Brooks

PLANNING, ZONING, AND ENGINEERING

Community Development's customizable Planning, Zoning, and Engineering (PZE) feature ensures every single step of a complex construction project is handled properly. From instant messaging to electronic document access, and real-time updates, all staff can work together seamlessly on the same platform.

PZE PROCESS
00000004

AMOUNT DUE: \$8,000.00 | PZE PROCESS TYPE: New Subdivision | STATUS: In Process

02-00-00-000-000 > 14965 ABBEY LN > 00000004

GENERAL | **PROCESS STEPS** | TRANSACTIONS | BONDS/ESCROWS | PREREQUISITES | ADDITIONAL PEOPLE | INSPECTIONS

▼ PROCESS STEPS

STEP NUMBER	TITLE	STATUS	STARTED	COMPLETED	DUE	
1	Subdivision Application - Prelim	Approved	12/29/2021	01/04/2022		DETAILS...
2	Fire Review	Approved	01/04/2022	01/04/2022		DETAILS...
3	Streets Review	Approved	01/04/2022	01/04/2022		DETAILS...
4	Public Utilities Review	In Progress	01/04/2022		01/05/2022	DETAILS...
5	Engineering Review	Not Started			01/07/2022	DETAILS...
6	Pre-construction Meeting	Not Started			01/09/2022	DETAILS...
7	Planning Commission Meeting	Not Started			01/11/2022	DETAILS...
8	Recording of Final Plat	Not Started			01/15/2022	DETAILS...

WORKFLOW
CD - Permit Expiration Notice - Notify when permit has expired

Title: CD - Permit Expiration Notice
Description: Notify when permit has expired
Module: Community Development - Overridden
 Suspended

SCHEDULE WORKFLOW
 Use Recurring Schedule
Next Recurrence Date: Not Specified

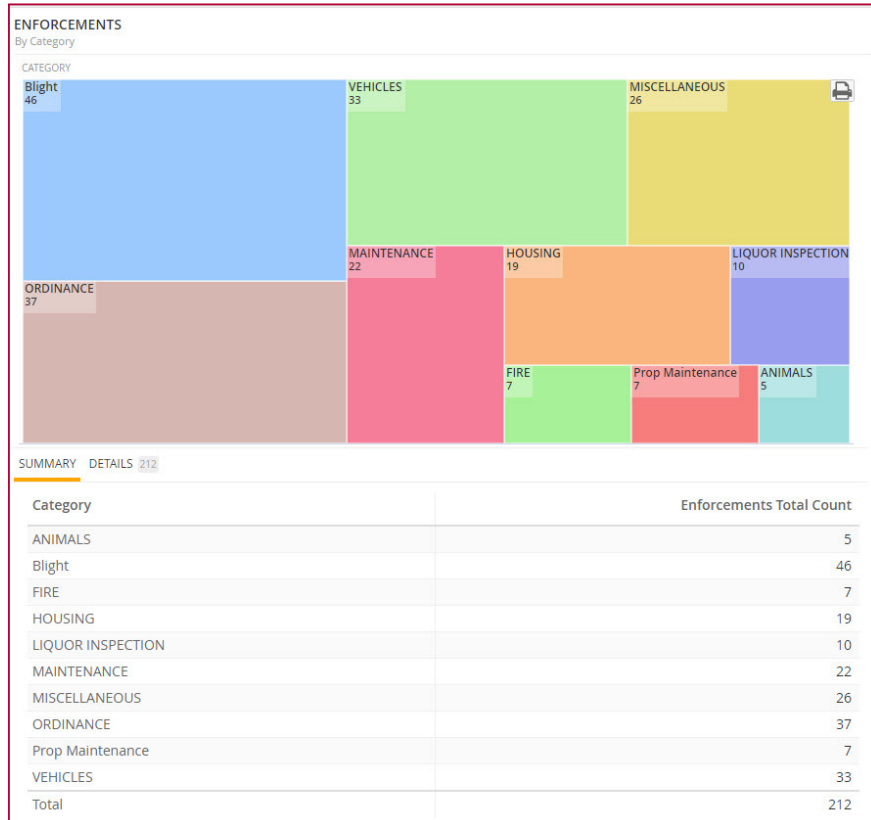
WORKFLOW DIAGRAM

```
graph LR; A[PERMIT EXPIRED  
Event  
Module: Community Development  
Record Type: Permits  
Event Type: Date Occurrence] --> B[SEND EMAIL  
Action]; B --> C[SHOW YES/NO PROMPT  
Action  
Generate Permit Expiration Notice?]; C --> D[RUN PERMIT LETTER  
Action  
Letter Template: Permits -  
Module: Community Development];
```

CODE ENFORCEMENT

Track all property maintenance issues such as tall grass and weeds, blight, inoperable vehicles, etc. with Community Development's Code Enforcement feature. Attach documents and images for comprehensive case tracking.

Use Workflow to automate common activities such as: applying fees, scheduling inspections, generating letters, creating reminders, sending emails, and much more.



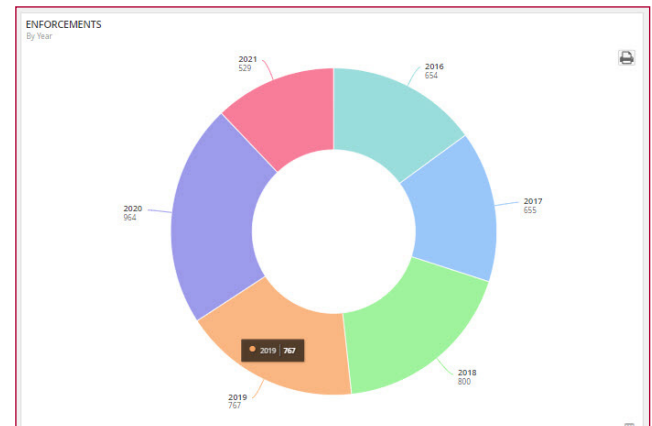
REMINDER: NEW ENFORCEMENT VIOLATION

Enforcement EN220700 has been created, with a status of In Progress

Linked to Record:
[Enforcement: EN220700](#)

10:07 AM

SNOOZE MARK AS READ VIEW REMINDER



BUSINESS LICENSING

BS&A's Cloud-Based Business Licensing module is a comprehensive repository of all businesses within your district. A straightforward licensing process takes you from issuance through renewal quickly and easily.

Configure each license type – business, liquor, hospitality, street vendors, etc. – with its default fees, proration, expiration renewal procedures, and accounting rules. A wide variety of fee types are supported, ranging from simple flat fees to complex fee schedules with unique calculations. Each license type can also be configured with unique approval and/or inspection processes.

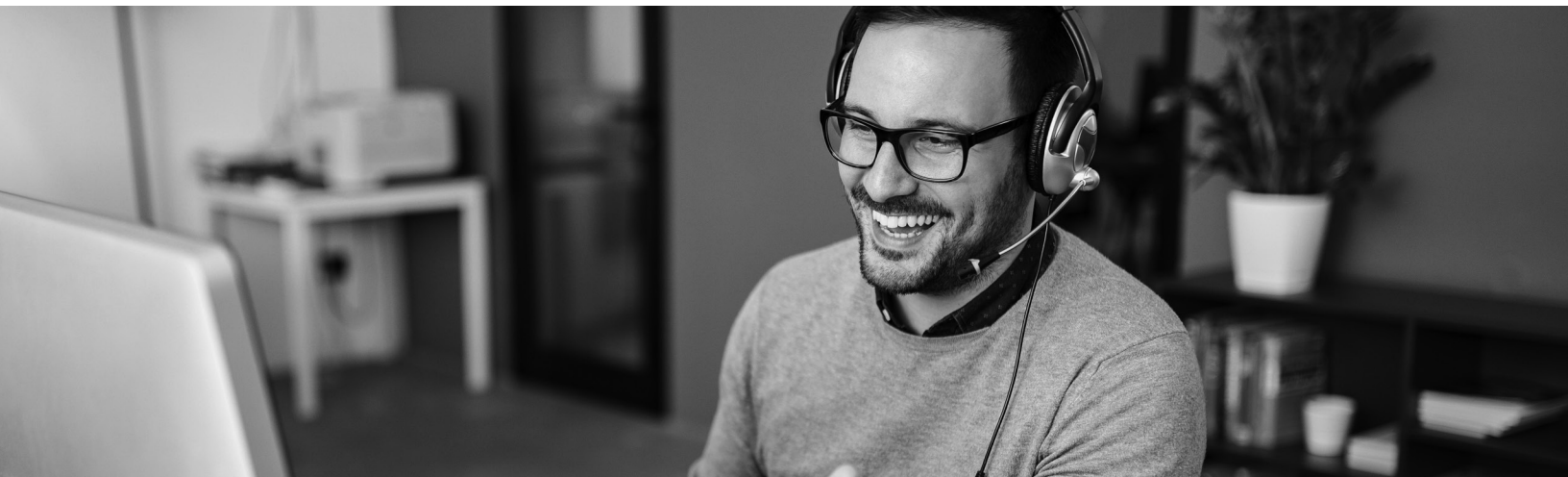
BS&A ONLINE SERVICES

BS&A Online Service's Inspection Scheduling feature lets homeowners and contractors – and staff – submit requests for inspections without having to take time and resources away from your already busy staff. It is compatible with a variety of mobile devices and can be accessed anytime, day or night. Scheduling an inspection is extremely straightforward, and will save your staff from excessive phone calls and scheduling difficulties.

Inspections can be scheduled far in advance, so multiple inspections for a project can be planned. Inspections can be easily rescheduled in the event projects are delayed or expedited.

BS&A Online-Permit Applications feature is designed to save time and resources when applying for Building Department permits. It can be used by homeowners and contractors alike, any time, day or night. Applying for a permit online is extremely straightforward, and will save contractors unnecessary trips to the municipality offices. In addition to online permit applications, this service:

- Allows for the selection of parties that should receive notifications regarding the status of the permit application;
- Allows for the inclusion of required plan documents and other relevant materials for the permit;
- Allows homeowners and contractors to pay for permits online



BETTER SOFTWARE ANSWERS

The combination of customer input and our expertise has led to the development of software solutions based on how you do your job, not how we think you should. Industry-leading applications providing real-world solutions at an exceptionally affordable cost... that's BS&A Software.

TRUSTED BY MORE THAN 2,100 CUSTOMERS

EXPERIENCE THE DIFFERENCE WITH BS&A SOFTWARE



SERVICE, SOLUTIONS, SUPPORT... SATISFACTION.

BS&A Software provides a tightly-integrated system of software solutions. Our solutions are designed specifically for local governments that demand leading-edge, feature-rich software at a value price. We are driven to excellence in all areas of our business. We focus 100% of our efforts on solving customers' problems, creating deep and lasting relationships through unparalleled customer care, and tenaciously pursuing continuous improvement in our software through innovation and customer feedback.

"I scheduled an onsite demonstration for my staff and we were quickly sold on its functionality and versatility. Having a background in Information Technology as my past career, I am very critical and knowledgeable when it comes to data, design, and implementation. BS&A met and exceeded my expectations. The customer service is superb! I am looking forward to a long working relationship with the company."

– City of Rochester, IN



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