



Agenda Item Executive Summary

Item Name LOCiS Discussion Committee or Board Committee

BUDGET IMPACT

Amount:	N/A	Budgeted:	N/A
List what fund:	N/A		

EXECUTIVE SUMMARY

This item provides an update on the Village's software implementation with LOCiS and summarizes recent discussions regarding performance, timeline delays, and contractual considerations. The Village has expended approximately \$13,000 to date under the agreement for software, not including additional Training Costs.

Despite nearly 2 years of coordination across utility billing, payroll, accounts payable/receivable, and permitting, the Village has not received a functional system or the necessary support to proceed to go-live. Delays include a missed go-live at the end of 2024, a roughly six-month period without communication or progress, and a recent cancellation of scheduled in-person training with less than 24 hours' notice.

Staff have experienced ongoing challenges, including repeated need to validate accounting structures, lack of clear implementation guidance, and unresolved core system components. As a result, the Village has been required to continue utilizing its existing software beyond the anticipated transition timeline.

LOCiS has indicated they could complete implementation within approximately two weeks with dedicated onsite support, though this has not been demonstrated to date, while also acknowledging shortcomings in project execution thus far. This timeline would not allow for planned resident communication regarding new payment links and related system changes that are central to the go-live process.

While the agreement states that payments are noncancelable and nonrefundable, those payments are made in exchange for the delivery and use of the software and related services. To date, the Village has not received a system that is operational for its intended use. The Village has also incurred additional costs through engaging specialists to validate its accounting structure, as well as continued costs and staff time associated with maintaining its existing software beyond the anticipated transition timeline. LOCiS did indicate that refunds related to training may be considered in cases where training provided was inadequate.

Frontline staff who would be responsible for daily use of the system no longer have confidence in the product given the Village's experience throughout the 2-year implementation process.

Staff is seeking direction from the Committee of the Whole on how to proceed regarding the LOCiS Agreement, including consideration of continuing with LOCiS or pursuing termination of the agreement.

ATTACHMENTS (PLEASE LIST)

LOCiS Agreement

ACTION REQUESTED

- ☒ For Discussion Only
- ☐ Resolution
- ☐ Ordinance
- ☐ Motion:

MOTION:

Staff: Joseph Dienberg, Village Administrator Date: 4/1/2026