



## 2010-2011 Village Manager Goals

Guide the analysis, design and implementation of information and technology assets leveraging projects across multiple departments to support Village operations and excellent customer service.

- Deploy MUNIS modules for work orders, fleet, facilities. *Q4 2010*
- Continue expanding Enterprise Resource System implementation, including streamlining time entry and staff scheduling, expanding electronic payment services and use of electronic forms, applicant tracking, utility billing upgrade, Dispatch web view and cash reporting, preventive maintenance for work orders, SCADA. *Q4 2010-Q4 2011*
- Update technology strategic plan. *Q1 2011*
- Deploy MUNIS modules for dashboards, purchasing. *Q1 2011*
- Public launch for Resolution Center. *Q2 2011*
- Enhanced New World Records Management System. *Q2 2011*
- Upgrade Village phone system. *Q4 2011*
- Continue expanding Resolution Center duties to broaden customer service for Public Works, Development, and Capital Projects. *Ongoing*

Continue improving operating budget, financial practices to promote efficient service delivery, fiscal responsibility, and transparency.

- Continue streamlining financial operations, including such things as daily deposits, utility billing, payroll reconciliation, etc. *Q3 2010-Q4 2011*
- Develop multi-year operating and capital budget. *Q4 2010*
- Complete Insurance/Risk Fund, property tax, debt management, and Facilities Replacement Fund section of Financial Policy Manual and publish. *Q4 2010*
- Refine the Special Service Area policy to address financing and administrative practices; complete Cook County filing and tax levy processes for all current Special Service Area projects. *Q4 2010*
- Develop multi-year health insurance strategy that facilitates greater cost containment through increased employee “consumerism” and wellness initiatives. *Q4 2010*
- Manage employee compensation and benefits to integrate with multi-year operating budget planning. *Ongoing*

Continue improving operations, staffing, and programs to maximize quality of service and efficiency.

- Develop metrics that help quantify employee effectiveness and Departmental responsiveness. *Q3 2010*

- Undertake analysis of providing solid waste pick up through Groot contract for multi-family buildings. *Q4 2010*
- Develop a formal succession planning program that encourages development and retention of top-level talent *Q1 2011*
- Develop a Master Plan and workflow for Village record-keeping. *Q1 2011*
- Reorganize Police Department Records Division/Public Safety Division to take full advantage of New World technology. *Q3 2011*

### Enhance the Village's community planning and economic development efforts to continue improving the quality of life in the Village of Glenview.

- Complete analysis of financial impacts on the TIF for various Navy Disposition Parcel land sale options (which will include a fiscal analysis of the core jurisdictions regarding Make Whole Payments). *Q4 2010*
- Complete a comprehensive update of the TIF Pro Forma including an analysis of the projected property tax revenue. *Q4 2010*
- Issue RFP for Navy Disposition Parcel following consensus between core jurisdictions regarding land re-use goals in light of market conditions and the likely impact of those options on the TIF. *Q2 2011*
- Update Comprehensive Plan – including Annexation Policy. *FY 2012*
- Recommend updates to residential stormwater standards to address frequent resident complaint topics: preconstruction documentation, expand grant program, study MBS requirements *Q1 2011*
- Continue progress toward code updates, specifically with respect to subdivision, noise, cross-access easements, and green initiative codes. *Ongoing.*
- Monitor key redevelopment opportunities. *Ongoing*

### Continue developing intergovernmental relationships to enhance the overall quality of life in the Village.

- Work with legislators, Metra and Amtrak officials to develop an IGA facilitating the relocation of the Amtrak station to The Glen of North Glenview station. *Q3 2010*
- Continue monitoring Willow Road Project. *Ongoing*
- Continue seeking funds through the State and Federal appropriations and authorization process; focus on storm water projects. *Ongoing*
- Work with MWRD and Cook County Forest Preserve District officials regarding potential regional storm water and sanitary sewer initiatives. *Ongoing*

### Continue improving the capital improvement program planning process pertaining to infrastructure and facilities projects in an effective, fiscally-responsible manner.

- Complete five-year CIP and update IMS rating to reflect 2010 investment in road infrastructure. *Q4 2010*
- Complete five-year Facilities CIP and recommend policy regarding permanent financing options for the Facilities Repair and Replacement Fund (FRRF). *Q4 2010*
- Implement Flood Risk Reduction Program – including cost-sharing programs. *Ongoing*
- Incorporate Downtown, Waukegan Road, and Milwaukee Avenue Improvement Plans in response to new development plans. *Ongoing/Market Dependent*

### Enhance the Village's communication program to promote expedient and effective dissemination of information to internal and external customers of the Village.

- Conduct Mail-In/On-Line Resident Survey. *Q4 2010*
- Use data collected through Resolution Center to inform residents about Village service performance. *Q4 2010*
- Expand use of e-communication to update community regarding Village services, projects, and information. *Ongoing*
- Continue focus on outreach into the community via participation in local events, information tables, Speakers Bureau, etc. *Ongoing*
- Continue to improve website effectiveness; gather feedback on ease of use and accessibility. *Q4 2011*

### Prioritize Board Initiatives.

- Transparency program for employee costs.
- Investigate shift to electronic board packets.
- Review quality, mission, recruitment process for Boards and Commissions.