



2013 Village Manager Goals – *Update June 2013*

1) Operations

- Streamline the Board and Commission chapters within the Village Code to ensure consistency of definitions and processes. Q4 2012 **Complete**.
- Update Board of Police and Fire Commission Rules and Regulations. Q1 2013. **In Progress - Q2 2013**. *Final edits are being reviewed by our legal team, and expect to have a final draft by the end of Q2 2013.*
- Continue progress toward Village Code updates focusing on improved efficiency and clarity in the regulatory process, including: site plan review, planned development zoning, and unified development code; and maintain current regulatory codes with recommended updates. Q1 2013 **In Progress**. *Comprehensive Land Use code amendment completed; updated Lighting Code and Auto Dealer regulations currently under review by Plan Commission; other codes in draft with staff and legal.*
- Implement a municipal electric aggregation program for residents and small businesses; implement an opt-out program if the November 6, 2012 referendum is successful. Q1 2013 **Complete**. *Joined Lakeshore Power Alliance with Wilmette, Kenilworth, and Northfield and contracted with their selected supplier, MC Squared, for a 3-year contract through May, 2015.*
- Conduct a cost-benefit analysis on meter reading options to improve meter reading collection through remote means and recommend improvements to collect utility billing final reads in a more timely and accurate manner. Q2 2013 **Ongoing**. *Staff has worked with various vendors to collect benchmark cost data for communications and metering and continues to work on the costs and benefits related to potential workflow changes. Sensus is conducting a cost-benefit analysis of replacing meters 20 years or older and a report will be delivered by July 2013.*
- Continue efforts to identify potential customers to expand the solid waste pick up contract through Groot for multi-family buildings. Q2 2013 **Ongoing**. *Six new multi-family buildings have been added to the contract and staff will continue to identify and reach out to potential customers.*
- Review alternatives for departmental or divisional consolidation to achieve cost savings; evaluate workflows and eliminate duplication or unneeded steps. Q2 2013 **Ongoing**. *Administrative Services (AS) staff has revised the schedule of mailing out the Accounts Payable/Vendor checks after they are approved at the Village Board meeting. In working with the Resolution Center staff, staff can now advance the process by which the checks are prepared and mailed by two days which will reduce the number of inquiries regarding vendor payment status. AS has improved the electronic requisition notification*

process through shifting the approval workflow. AS has consolidated all payments to employees within payroll as an efficiency to apply the fringe benefit taxability laws.

- Form a cross-departmental team to evaluate commodity purchases, inventory management, and CERF schedules. Q2 2013 **In Progress.** *The CERF schedule is currently being analyzed in advance of the 2014 Budget to determine if replacement cycles or projects should be adjusted. Updating Munis Fixed Asset module and continue to explore additional functionality of module, or other inventory management options such as centralized inventory management.*
- Explore Laserfiche automated workflow functionality and identify and prioritize document production processes that could be automated and sent directly into the document management system. Q4 2013 **Ongoing.** *Pilot business process underway in Finance; updated Laserfiche folder structure completed; current project to inventory and prioritize remaining documents to be scanned into the document repository.*
- Assess backup center options for Glenview Public Safety Dispatch Center (GPSDC). Q4 2013 **Ongoing.** *Staff is identifying and analyzing potential locations.*

2) Information Technology

- Complete the integration of MUNIS Fleet Work Orders with fuel and inventory. Q2 2013 **Ongoing.** *Fuel Master program is currently undergoing a version update. Upon completion, staff will determine if Fuel Master and MUNIS can be integrated.*
- Research opportunities to reduce customer record duplication in Enterprise Resource Systems. Q2 2013 **Ongoing.** *Project contingent on completion of Munis Property Master conversion (completed March) and Version upgrade (scheduled August). Revised Q4 2013.*
- Add cellular infrastructure and pavement striping and marking to GIS. Q2 2013 **Ongoing.** *Projects prioritized and completed through Q2 include Niles and Morton Grove address models; expanded Business Intelligence queries to include utility billing and performed inspections; import, update, and attribute the road sign inventory; traffic signal preemption device inventory update; water utility system update; tree trimming zone tracking and Davey Tree Keeper data integration; and public safety pre-plans. In the updated GIS 5-Year Plan, cellular locations have been reprogrammed to 2017 and pavement striping to 2014.*
- Explore the opportunity to share information technology services to leverage purchase power and resources. Q3 2013 **In Progress.** *Releasing an RFI in June to explore the potential for one vendor to service multiple municipalities as shared service operations was a prime opportunity identified by a recent IT Assessment of the participating communities and their current states of technology. The next step is to explore IT end-user services, hardware, and infrastructure consolidation models.*
- Implement 2013 projects identified in the FY 2012-2015 Technology Strategic Plan.
 - Continue to assess the mobility needs of staff and target technology purchases correspondingly. Q4 2013 **In Progress.** *iPads have been deployed to pumphouse*

duty staff. We are anticipating the release of Windows tablets that meet our connectivity requirements in Q3 2013. Once available, staff will test their effectiveness in interacting with Village enterprise applications.

- Continue to research and implement strategies to deploy high value enterprise content on the web and on mobile devices. Q4 2013 **In Progress.** *Responsive design Village website in development. Munis mobility applications reprogrammed under html 5 to support Work Orders, Field Inspection, and Mobile Workflow App's in Q4 of 2013.*
- Continue to expand citizen E-services by providing more electronic payment services and electronic forms from the Village website. Q4 2013 **In Progress.** *Staff has deployed the Emergency Contact, Annual Overnight Parking Request, and Overweight Truck Permit forms for residents. Staff continues to work on New Hire form workflow to enable HR to select potential candidates and notify users within departments to review a new application. Staff completed aggregated bank services to streamline electronic payment process between banks and the Village.*
- Convert customer data and upgrade the Munis utility billing software to enable expanded and automated account management capabilities. Q4 2014 **Not Yet Started.** *The project will commence after the scheduled system upgrade in late August.*
- Complete Phases II (recording of time for work orders) and III (shift scheduling) of the Novatime time and attendance scheduling software implementation. Q4 2013 **Not Yet Started.** *Phase II will commence after the scheduled system upgrade in June with deployment for the Fire Department followed by the Public Works Department. Phase III general availability for installation and testing will be known at end of Q4.*
- Add easements and backflow prevention data to GIS. Q4 2013 **Ongoing.** *Village-wide projects were re-prioritized in the GIS 5-Year Plan. Capital Projects/Inspectional Services and Planning/Economic Development high priority projects include: traffic count study integration; commercial real estate available site inventory; and Minor Area Resurfacing Strategy (MARS) project inventories. Commercial backflow prevention tracking was completed in 2011. In the updated GIS 5-Year Plan, residential backflow prevention tracking was moved to 2014 since the data will only become available later this year. Easement tracking was moved to 2015 at the earliest depending parcel geometry errors resolution with the county.*
- Support technology relocation resulting from public facility changes. Q4 2013 **Ongoing.** *Staff has supported the staff and technology moves for the Fire Station #6 Relocations. Staff continues to work on the telecommunications relocation plan in advance of the old Police Department demolition at the Village Hall campus site.*

3) Financial Policies and Practices

- Implement the total compensation posting requirements of Public Act 097-0609. Q4 2012 **Complete for 2013 Budget posting requirement.** *Currently working on posting for the FY 2012 actuals as an optional level of transparency.*
- Complete and publish the Financial Policy Manual. Q2 2013 **Complete.** *The Financial Policy Manual documents the financial policies of the Village developed over the last eight years including Budget, Capital Equipment Replacement Fund, Fund Balance, Municipal Equipment Replacement Fund, Purchasing, Permanent Fund, and New Property.*
- Expand Administrative Adjudication program to include additional municipal ordinance violations; explore collaboration with nearby municipalities. Q2 2013 **Complete.** *Police ordinance violations moving to Administrative Adjudication program; initial hearing for Police ordinance violations scheduled for July, 2013.*
- Continue the tax and revenue audit that is investigating whether Village service providers are properly charging fees and collecting revenue in compliance with our municipal ordinances, contracts and franchise agreements. Q2 2013 **Ongoing.** *Significant progress has been made with the conclusion of the gas and electric Municipal Utility Tax and Gas Use Tax audits, and the telecommunications audit. The sales tax audit is also nearly complete. Staff will monitor revenue trends and communicate these results in the Monthly Financial Report.*
- Continue to streamline financial operations, including documentation of the budget function. Q4 2013 **Ongoing.** *The details of this goal include documentation of the property tax levy and abatement procedures including Special Service Areas, property tax distributions, and debt service obligations. Documentation of the budget calendar and Munis budget set up is complete. Detailed procedure documentation to update and project the revenues and expenditures for each Village Fund for the upcoming Budget Year are in development.*

4) Economic Development

- Review redevelopment options for the three Village-owned parcels (Dominick's, Village Hall, Fire Station 6) with Development Advisor and recommend implementation plans. Q4 2012 **In Progress.** *Commercial redevelopment approved and is underway on Dominick's and Fire Station 6 properties; reuse of former police station by new Fire Station 6; Village Hall redevelopment and renovation options under active review.*
- Recommend implementation of Development Advisor strategies for Downtown revitalization including Downtown Use code, streetscape and parking improvements. Q4 2012 **Land Use Code adopted Q1, new Development Advisor contract approved May 2013.** *Short –Long term downtown parking options have been developed, modifications to streetscape are under review by Capital Projects and Planning.*

- Receive and analyze expressions of interest for the Navy Disposition Parcel; make recommendations regarding Letters of Intent, if any, including potential impact of those options on the TIF. Q4 2012 **In Progress.** *Purchase and Sale agreements authorized for Parcel 24 on April 25, 2013. Projects scheduled for Plan Commission review Summer of 2013; closing tentatively scheduled for October 1, 2013.*
- Coordinate and facilitate access to businesses during Chestnut – Waukegan improvement project. Q2 2013 **In Progress.** *Business Improvement District established effective January 1, 2013, as a funding mechanism for Chestnut-Waukegan intersection improvements; Village coordinating with property owner on site modifications (effectuating stoplight access) to enhance redevelopment potential of adjacent sites. Staff also actively engaged with businesses e.g. Pizano's, Children's Land daycare, Glenbrook Auto Parts, Burger King to mitigate short-term and long-term negative operational and site impacts. All businesses on the Corridor will be provided consistent driveway access and regular communication throughout construction.*
- Integrate the Centralized Parcel Inventory with MapOffice/GIS system. Q3 2013 **Ongoing.** *The Munis Property Master Conversion was complete in March and monitoring is underway with only minor records requiring correction. The project integration for MapOffice export has yet to commence yet is generally on schedule.*
- Facilitate discussions with potential developers to encourage redevelopment proposals for vacant or underutilized properties in Glenview. *Ongoing The results of this effort are exhibited in redevelopment of multiple key sites e.g. Prairie Glen Corporate Campus (American College of Chest Physicians, Anixter expansion), Pulte Homes (Regency at the Glen and Kensington), Parcel 24, GlenStar, Glen Gate/former Avon, and downtown redevelopments including Trammell Crow/Midtown Square, Heinen's/former Dominick's, and Riverforest/former Prestige auto leasing. Key vacancies along major Corridors are the subject of ongoing developer outreach in cooperation with owners and brokers, and available properties are marketed via the Village's website and through customized mapping provided to interested parties.*

5) Intergovernmental Relations

- Continue and expand Municipal Partnering Initiative (MPI) projects/participation in order to achieve cost savings via offering vendors/contractors economies of scale, and seek cooperation with more agencies including area school and park districts. Q1 2013 **Ongoing.** *Four new bids completed in 2013 (sewer cleaning, generator maintenance, utility locating, and cross-connection testing) and one more planned (trees). Investigating other opportunities such as fleet services, AMR/AMI meter reading systems, print services, office supplies, and more.*

- Evaluate providing water transmission services to neighboring municipalities. Q2 2013 **Ongoing**. *Conduct financial analyses as requested for various potential water customers. Scopes for water service to multiple communities are currently in development.*
- Transition Police dispatch operations for Morton Grove and Niles Police into Glenview Public Safety Dispatch Center (GPSDC). Q2 2013 (Brent) **Complete**. *The transition was completed on June 7th when the 9-1-1 trunks were cutover to Glenview from NSECC.*
- Coordinate with ComEd to ensure continued storm hardening measures and systems upgrades to all pocket areas. Q3 2013 (Don/Jerry) **In Progress**. *Staff is reviewing the 2012 Annual ComEd Report and electrical system improvements made. Determine impact of improvements to performance/reliability of the system and work with ComEd to map circuit performance and identify priority area improvements to be made in 2014. Present report and 2014 plan to the Board before the end of Q3 2013.*
- Coordinate and facilitate Union Pacific bridge construction project at Shermer Road working with Union Pacific, the Village of Northbrook, and the Illinois Department of Transportation (IDOT). Q4 2014 (Don/Joe) **Q3 2014**. *Expedited ICC approval with UP receiving orders to have bridge itself constructed by Dec 31, 2013, with any roadway/underground repairs needed underneath completed by Sept 30, 2014. Work with other parties to expedite schedule as much as possible.*
- Provide regular feedback to the Illinois Department of Transportation to expedite Phase I/II Design of the 4-Lane with Median option for the Willow Road Project. *Ongoing (Joe) Complete. The design process was expedited by IDOT and construction is now underway.*
- Continue seeking funds through the State and Federal appropriations and authorization process; focus on storm water projects. *Ongoing (Joe and All) Ongoing. The projects related to a State grant of \$150,000 for local stormwater detention have been constructed and approved. Both projects – adjacent to Flick Park and on Bel Aire/Clavey – provided positive local benefits during the April 18th storm. A FEMA – Pre-disaster Mitigation Grant for \$900,000 for projects in the Downtown Area (Dewes-Henley-Harlem) is pending.*

6) Capital Improvement Program and Capital Projects

- Complete the Glenview Water System Master Plan with Baxter-Woodman and update the Board as part of a workshop; begin implementing recommendations after receiving Board direction. Q1 2013 **Complete**. *The water master plan is substantially complete and projects will be prioritized for Board consideration as part of the fall CIP planning process.*
- Design and construct a high-speed fiber network connection between Glenview Village Hall and the Police Station on East Lake Avenue that will replace the AT&T

Opt-E-Man contract that expires in July of 2014. Q3 2014 (Amy) **Ongoing**. *A series of engineering concept alternatives are under consideration from fiber to wireless for both the primary and redundant connections.*

- Continue to identify projects and financial opportunities to implement recommendations of the Flood Risk Reduction Program including working with other agencies to identify dual uses of parcels to include stormwater detention and seeking grants when possible. *Ongoing An Intergovernmental Agreement (IGA) has been entered between the Park District and Village to potentially provide 17 acre-feet of new stormwater storage on the Glenview Park Golf Club to benefit approximately 130 homes.*
- Participate in MWRD discussions regarding (1) regional project development to reduce stream bank flooding, (2) the implementation of a potential county-wide regulatory ordinance and (3) Inflow and Infiltration (I/I) sanitary regulations that has the potential to have a high cost of compliance. *Ongoing Regional project development to benefit residents impacted by River flooding are moving forward. Outreach with impacted neighborhoods will be completed during Q2/Q3 2013. Staff is continuing to monitor all of MWRD's planning processes related to their regulatory responsibilities and will provide updates to the Village Board as necessary.*

7) Communications

- Engage with residents to identify content such as municipal news or resident questions and/or concerns to distribute through a Village mobile application. Q1 2013 **Ongoing**. *Completed a resident survey as part of Village website redesign process to identify residents' priorities for online services.*
- Enhance website by reorganizing lay-out to make it more resident-friendly and continually update department content on programs and services. Q1 2013 **Q3 2013**. *The Village hired a consultant to redesign the website. Progress is ongoing and it is tentatively scheduled to go live in August 2013.*
- Enhance the use of graphics on the Village website to increase navigation speed and delivery of content for all browsers and mobile devices. Q3 2013 **Q3 2013**. *Website is being redesigned using a responsive design which will be optimized for all devices and screen sizes.*
- Continue expanding Resolution Center duties to broaden customer service for Public Works, Development, and Capital Projects. Q4 2013 **Ongoing**. *The Resolution Center staff has been focused on conducting a utility billing account analysis for stopped meters and outside remote devices that have stopped registering consumption for periods greater than six months in the Glenview system (two cycles). Resident notification letter and Public Works service orders are then generated to resolve the meter issue so billing can resume. Approximately 500 additional resident appointment to fix meters have been made through this process. Staff also supported the expansion of the adjudication process for P-tickets.*