

VILLAGE OF DOWNERS GROVE
REPORT FOR THE VILLAGE COUNCIL WORKSHOP
AUGUST 26, 2008 AGENDA

SUBJECT:	TYPE:	SUBMITTED BY:
Strategic Plan 2008-2013-2023	Resolution Ordinance ✓ Motion Discussion Only	David Fieldman Acting Village Manager

SYNOPSIS

A motion is requested to accept the strategic planning documents that have been prepared by Lyle Sumek Associates, Inc., based upon a series of public meetings held with the Village Council.

STRATEGIC PLAN ALIGNMENT

The Five Year Plan and Goals for 2007-2012 identifies *Exceptional Municipal Organization*.

FISCAL IMPACT

N/A.

RECOMMENDATION

Approval on the September 2, 2008 active agenda.

BACKGROUND

In July 2008, the Village Council participated in a series of discussions related to the update to the Village's Strategic Plan. On July 10, the Village held a Citizen Summit, which allowed residents to discuss Village activities and priorities with one another, while Council members observed these conversations. Following this event, the Village Council met on July 11 and 12 to review the existing Strategic Plan document and update it to reflect current and future Village priorities.

The result of this process is a series of updated documents that are collectively referred to as the strategic planning documents, including a statement of the Vision for Downers Grove in 2023 and the Mission of the organization, which are supported by a set of Core Beliefs. Additionally, the updated information includes the revised Plan to direct Village staff activities during 2008-2009 and beyond. The Plan includes a Policy Agenda, reflecting those projects and activities that require Village Council involvement in a policy-setting role, and a Management Agenda, listing those items for which the policy has generally been established, and it is primarily the responsibility of Village staff to implement the objective. Items are also prioritized as top priority, high priority and medium priority.

Many of the objectives identified in the Plan reflect ongoing projects and activities. In addition, several are interrelated and will be undertaken in a coordinated fashion so as to maximize efficiency of resources and timeliness of completion. The Village Council will continue to receive regular updates as part of the Monthly Report indicating progress made on the items listed in the 2008-2009 Plan.

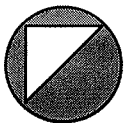
ATTACHMENTS

Strategic Plan
 Citizen Summit Discussion Notes

STRATEGIC PLAN

2008 → 2013 → 2023

Downers Grove, Illinois
July 2008



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STRATEGIC PLANNING FOR THE VILLAGE OF DOWNERS GROVE

Strategic Planning Model for the Village of Downers Grove

Value-based principles that describe the preferred future in 15 years

VISION

Destination
“You Have Arrived”

Strategic goals that focus outcome-base objectives and potential actions for 5 years

PLAN

Map
“The Right Route”

Focus for one year – a work program: policy agenda for Mayor and Council, Management for staff; major projects

EXECUTION

Itinerary
“The Right Direction”

Principles that define the responsibility of city government and frame the primary services – core service businesses

MISSION

Vehicle
“The Right Bus”

Personal values that define performance standards and expectations for employees

CORE BELIEFS

Fuel
“The Right People”

DOWNERS GROVE VISION 2022

Village of Downers Grove Vision 2022

DOWNERS GROVE 2022

is a ***BEAUTIFUL VILLAGE***^(A) with
UNIQUE NEIGHBORHOODS^(B) and
AUTHENTIC DOWNTOWN.^(C)

We are a ***TECHNOLOGY COMMUNITY***^(D)
with ***HOMETOWN FEELING***^(E) and
CONVENIENT ACCESS TO CHICAGOLAND REGION.^(F)

We are a ***GREAT PLACE FOR FAMILIES TO LIVE***^(G)
and ***BUSINESSES TO THRIVE.***^(H)

Downers Grove Vision 2022

PRINCIPLE A

BEAUTIFUL VILLAGE

► Means

1. Attractive gateways, entrances and corridors
2. Attractive commercial buildings and landscaping that are well-built and well-maintained
3. Beautiful streetscapes, green and colorful spaces, and landscapes that define Downers Grove
4. Attractive residential homes and landscaping
5. Tree canopied streets
6. Attractive municipal buildings, facilities and public spaces
7. Uniformity and consistent application of codes and standards throughout the Village
8. Professional image of Village Government
9. Recognizable brand and image for Downers Grove

PRINCIPLE B

UNIQUE NEIGHBORHOODS

► Means

1. Diverse quality housing stock with distinctive architecture
2. Each neighborhood having a defined character, sense of place and identity
3. Top-quality infrastructure tailored to each neighborhood
4. Neighbors knowing and helping neighbors
5. Neighbors taking personal pride in their neighborhood
6. Sense of community uniting neighborhoods
7. Homes available for diverse income levels
8. Neighborhoods focused on neighborhood schools

PRINCIPLE C

AUTHENTIC DOWNTOWN

► Means

1. Vibrant community focal point for bringing residents and guests together
2. Attractive, distinctive historic and new buildings
3. Exciting destination for eating, arts, and entertainment both indoor and outdoor
4. Unique mix of local and national retail shops and services
5. Respect for and celebration of Downers Grove's history and heritage
6. Great public spaces for community gatherings and residents
7. Pedestrian friendly and walkable
8. Strong community events and festivals with or without street closures
9. Full service and self-contained neighborhood
10. Creating a sense of neighborhood

PRINCIPLE D

TECHNOLOGY COMMUNITY

► Means

1. Reputation as a “Technology Community”
2. State-of-the-art technology access for businesses and residents
3. Technology-related businesses locating and staying in Downers Grove
4. Wireless internet access throughout the Village
5. Effective, efficient facilities and delivery of Village services through user friendly technology

PRINCIPLE E

HOMETOWN FEELING

► Means

1. Strong community events bringing residents and generations together
2. Respecting and promoting Downers Grove’s history and heritage
3. Residents and businesses taking pride in and contributing to the community
4. Village-Park District-Schools partnering for a better Downers Grove community
5. Readily recognizable professional brand and image
6. Active community and service organizations
7. Active lifestyle with residents out enjoying and having fun in the community
8. Community where our children return to raise their families
9. Diverse community demographics and income

PRINCIPLE F

CONVENIENT ACCESS TO CHICAGOLAND REGION

► Means

1. Quality, well-maintained streets with efficient, safe traffic flow
2. Location with convenient access to shopping, to culture, to sports and to entertainment
3. Downers Grove – a commuter friendly community
4. Bike and pedestrian connectivity within the community and between neighborhoods
5. Easy access to Interstate System
6. Residents and employees access to transportation services
7. Three rail stations providing public transportation to the “Chicagoland region”
8. Intermodal transportation system linking various modes
9. Convenient North-South connectivity

PRINCIPLE G

GREAT PLACE FOR FAMILIES TO LIVE

► Means

1. Access to excellent medical and healthcare services
2. Safe and secure feeling for all family members
3. Choices of activities and events for families
4. Top-quality schools with after school activities
5. Convenient access to parks and recreational programs
6. Connectivity for pedestrians, bikes and strollers
7. Diverse demographics and income
8. Businesses and services to support families
9. All family generations and lifestyles

PRINCIPLE H

BUSINESSES TO THRIVE

► Means

1. Stable tax rate and diversified tax base.
2. Corporate identity: Downers Grove – the home to major corporations.
3. Public-private partnerships to support businesses
4. Quality, successful hotels for business travelers and guests.
5. Responsive Village government services to support businesses.
6. Unique, quality restaurants serving residents and corporations.
7. Variety of available commercial spaces: size, costs and locations
8. Class “A” offices with high occupancy.
9. Transportation and delivery systems to support businesses
10. Hub of corporations
11. Hub of environmentally sensitive businesses

PLAN 2013

Goals 2013

Top Quality Village Infrastructure and Facilities

Strong, Diverse Local Economy

Exceptional Municipal Organization

Vibrant Major Corridors

Preservation of Our Residential and Neighborhood Character

Authentic Downtown – The Heart of Our Community

Goal 1

Top Quality Village Infrastructure and Facilities

OBJECTIVES

1. Improve neighborhood infrastructure: curbs, gutters, streets, sidewalks, stormwater and drainage system
2. Replace and improve Village facilities to increase operating efficiency, promote productivity and support effective customer-friendly services
3. Complete major capital projects on time and within budget
4. Upgrade water system through main replacement and SCADA system
5. Maintain urban forest
6. Improve interoperability communications system

MEANS TO CITIZENS

1. Timely emergency response.
2. Improved neighborhoods.
3. Protection of property values.
4. Safe water, reliable service.
5. Protection of property from flooding.
6. Improved connectivity and quality of streets.

SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Funding for needs: water, street, Police, Village Halls, communications system, trees
2. Residents “buy in”
3. Determining capital priorities
4. Space needs for Police Station, Village Hall counseling, Social Services and fleet
5. Completing major projects: project management, number of construction sites, village staff capacity
6. Aging infrastructure and facilities requiring replacement and increased maintenance

LONG TERM CHALLENGES AND OPPORTUNITIES

1. Integrating projects with other governments (within Downers Grove and outside)
2. Location and land acquisition
3. Residents informed with high expectations of results
4. Working with Utilities (AT&T, Comcast, Con Ed, etc.)

POLICY ACTIONS 2008 – 2009

- | | PRIORITY | |
|---|---|---------------|
| 1. Village Facilities Plan: Design, Funding and Public Education | <table border="1"><tr><td>Top Priority</td></tr></table> | Top Priority |
| Top Priority | | |
| 2. Capital Projects: Long Range Funding and Implementation Strategy and Public Information: Neighborhood Street Repairs, Sidewalk Repairs, Pavement Management System | <table border="1"><tr><td>Top Priority</td></tr></table> | Top Priority |
| Top Priority | | |
| 3. “Green” Energy: Research, Study and Direction | <table border="1"><tr><td>High Priority</td></tr></table> | High Priority |
| High Priority | | |
| 4. Comprehensive Transportation Plan: Grove Commuter Shuttle Update, Circulator Phase IV, Public Parking System, Paratransit, Bikeways | | |

MANAGEMENT ACTIONS 2008 – 2009

- | | PRIORITY | |
|--|---|---------------|
| 1. Future Fire Station Location: Study and Recommendation | <table border="1"><tr><td>High Priority</td></tr></table> | High Priority |
| High Priority | | |
| 2. Public Works Plans and Projects: Public Notification and Information (Resident Knowledge of Project Schedule) | <table border="1"><tr><td>High Priority</td></tr></table> | High Priority |
| High Priority | | |

MAJOR PROJECTS 2008 – 2009

1. Watershed Projects
2. Belmont Underpass Project: Land Acquisition, Litigation, Monitor METRA Construction (4/09), Maple/355 Tolls
3. Prairie Avenue Reconstruction
4. Maple Avenue Water Main Project: Permitting, Construction
5. Sidewalk Matrix Projects (27): Construction (9/08); Shift Construction Earlier
6. Woodward Street Project
7. Neighborhood Traffic Calming: Project Completion
8. SCADA System

ON THE HORIZON

1. Parkway Tree Replacement Program: Funding; Education, Replacement Program, Policy Direction for Private Trees
2. Red Light Camera: Evaluation and Funding
3. Gateway/Entrance Signs: Design, Funding
4. Design and Construction Standards: Update (1989)
5. Bike Racks: Locations, Direction
6. GIS: Upgrade and Additional

Goal 2

Strong, Diverse Local Economy

OBJECTIVES

1. Maintain, expand and balance local economy and tax base
2. More retail businesses and sales tax base
3. Effective EDC-public-private partnership
4. More residents working in Downers Grove
5. More businesses in Downers Grove
6. Expand home-based businesses and offices

MEANS TO CITIZENS

1. Job opportunities in the Village.
2. Choice for shopping.
3. Adding wealth to the community.
4. Use land for best uses.
5. Reduced tax burden on the residential tax payer.
6. Convenience and saving time.

SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Retaining current businesses
2. Attracting major corporations: headquarters and regional offices
3. Reducing sales tax dependence on automobile dealers
4. Competing with other cities that want Downers Grove businesses
5. Lack of Village “brand”

LONG TERM CHALLENGES AND OPPORTUNITIES

1. Attracting “right businesses”
2. National economy and business commitment
3. Workforce development and availability
4. Lack of land availability for business development
5. Changing retail and shopping patterns

POLICY ACTIONS 2008 – 2009

- | | PRIORITY |
|---|-----------------|
| 1. Unified Economic Development Plan and Strategy with the EDC: Establishing Roles and Responsibilities | High Priority |
| 2. Integrated Communitywide Brand and Marketing Plan | High Priority |

Goal 3

Exceptional Municipal Organization

OBJECTIVES

1. High performing directors, supervisors and employees accountable for the task, work products and goal achievements
2. Top-quality core services responsive to current and future community and resident needs
3. Financially sound and sustainable Village government
4. Village government trusted and respected by residents
5. Village organization aligned with Vision, Mission and Core Beliefs
6. Be “Green” mindful in the Village operations

MEANS TO CITIZENS

1. Timely response to a service request or inquiry
2. Customer friendly Village services
3. Service value for your tax dollars and fees
4. Responsible stewardship of Village finances and resources
5. Reliable basic core Village services
6. Highly productive Village organization accountable for the outcomes and results

SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Image of instability: retention of managers and employees
2. Personal accountability for actions
3. Mandates, aggressive legislation and labor requirements
4. Proactive Village message
5. Maintaining staff capacity with heavy workload and stretched to capacity
6. High resident expectations – demand for excellence

LONG TERM CHALLENGES AND OPPORTUNITIES

1. Potential additional unionization
2. Equitable competitive compensation system
3. Varying levels of customer service
4. Employee knowledge to Village organization, programs and services
5. Open records requests and transparent organization – high demands for information
6. Moving to pay for performance organization
7. Staff resistance to change
8. Reduced grants
9. Partnering with private sector and sponsors

POLICY ACTIONS 2008 – 2009

- | | PRIORITY | |
|---|--|--------------|
| 1. Village Manager: Selection | <table border="1"><tr><td>Top Priority</td></tr></table> | Top Priority |
| Top Priority | | |
| 2. Contributions to Community Organizations (Non-Profits): Policy and Actions | | |
| 3. GASB45: Policy Direction and Funding | | |
| 4. Risk Management Fund: Evaluation | | |

MANAGEMENT IN PROGRESS

1. PRIDE: Implementation
2. Revised Budget Format
3. On Base Document Management System
4. Labor Negotiations: FOP, Local 150
5. Police Reaccreditation: Preparation

ON THE HORIZON

MANAGEMENT ACTIONS 2008 – 2009

- | | PRIORITY | |
|--|--|--------------|
| 1. Financial Plan (5 Years) and Policies: Review and Direction, Including Alternative Revenues | <table border="1"><tr><td>Top Priority</td></tr></table> | Top Priority |
| Top Priority | | |
| 2. Customer Service: Enhancement and Performance Measures | <table border="1"><tr><td>Top Priority</td></tr></table> | Top Priority |
| Top Priority | | |
| 3. Health Insurance: Evaluation and Policy Direction | <table border="1"><tr><td>Top Priority</td></tr></table> | Top Priority |
| Top Priority | | |
| 4. Fleet: Evaluation and Direction | <table border="1"><tr><td>Top Priority</td></tr></table> | Top Priority |
| Top Priority | | |
| 5. Purchasing Policy: Review and Update | | |
| 6. Market Compensation Study and Policy Direction (for all Village Employees) | | |
| 7. Organizational Efficiencies and Cost Savings: Evaluation and Actions | | |

1. Report Card on Village Contractor: Evaluation
2. Cable Television: Update for Computer Software and Funding
3. IT Strategic Plan: Development
4. Green Initiatives: Actions
5. Software Program for Communitywide Notification
6. CRC: Enhancements
7. Street Lights: Evaluation and Direction
8. Job Duties and Descriptions: Development
9. Management Succession Planning: Development
10. Employee Based Benefit Program: Review
11. Interoperability Communications: Direction and Funding

Goal 4

Vibrant Major Corridors

OBJECTIVES

1. More attractive commercial corridors
2. More contribution from corridors to local economy and more reliable revenues to the village
3. Attract non-residents to Downers Grove
4. Easy access and traffic functionality
5. Corridors having authentic and unique identity
6. Full service community for residents
7. Upgrade existing and aged commercial buildings

MEANS TO CITIZENS

1. Maintaining Downers Grove's image and pride.
2. Convenience and saving time.
3. Protecting the property values.
4. Attractive Village and community.
5. Diverse tax base and fewer burdens on residential taxes.

SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Changing macroeconomic trends
2. Competition with trade areas (including Lombard, Woodridge, Bolingbrook, Oak Brook, etc.)
3. Car dealerships
4. Retail and business vacancies
5. Lot depth and land acquisition

LONG TERM CHALLENGES AND OPPORTUNITIES

1. Multiple and difficult property owners
2. Unattractive and aging commercial corridors
3. Environmental mitigation along corridors
4. Traffic flow and emergency response
5. Abandoned buildings
6. State maintenance on Ogden

POLICY ACTIONS 2008 – 2009

- | | PRIORITY |
|--|-----------------|
| 1. Business Incentives: Tool Development | High Priority |
| 2. 63 rd Corridor Plan | High Priority |
| 3. 75 th Corridor Plan | |

MANAGEMENT ACTIONS 2008 – 2009

- | | PRIORITY |
|--|-----------------|
| 1. Ogden Strategy: Implementation | Top Priority |
| 2. Gateway/Entrance Sign Program:
Development | High Priority |
| 3. Red Light Enforcement: Direction and
Program | |

MANAGEMENT IN PROGRESS

1. IDOT Enforcement Grant: Salary Reimbursement
2. Sidewalk Land Acquisition on Ogden

ON THE HORIZON

1. Luxury Motors Strategy
2. Butterfield Corridor Plan
3. Fairview/Maple Corridor Plan
4. Ogden Master ROW Plan: Review
5. Development and Redevelopment Process Refinement and Improvements

Goal 5

Preservation of Our Residential and Neighborhood Character

OBJECTIVES

1. Tolerance of neighborhood private redevelopment
2. Continue reinvestment in the neighborhoods
3. Maintain safe and secure neighborhoods
4. More pedestrian-friendly and connected neighborhoods
5. Homes and rental units up to code
6. Preservation of neighborhood, unique historic architectural character, including urban forest and brick streets

MEANS TO CITIZENS

1. Livable neighborhoods contributing to sustainable community.
2. Protecting property values.
3. Opportunity to move up in the community.
4. Taking responsibility for neighborhoods.
5. Protecting integrity of neighborhoods.

SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Disagreement among neighbors on aesthetic values
2. Personal property rights vs. community benefit
3. Polarizing perception on Village involvement
4. Housing market forces
5. Aging neighborhood infrastructure and service capacity

LONG TERM CHALLENGES AND OPPORTUNITIES

1. Traffic impacts on neighborhoods
2. Tree “bugs”
3. Time to interact with neighborhoods and residents

POLICY ACTIONS 2008 – 2009

PRIORITY

1. Comprehensive Plan – Update:
Neighborhoods; Economic
Development; Downtown; Land Use;
Transportation; Housing; Natural
Features
2. TCD-3
3. Urban Forest Program: Funding for
Maintenance
4. Emerald Ash Borer: Funding, Direction
(\$2.25 Million)
5. Historic Preservation Ordinance:
Certification and Enablement

Top Priority

Top Priority

MANAGEMENT ACTIONS 2008 – 2009

PRIORITY

1. Building Code: Update and Revision

High Priority

ON THE HORIZON

1. Cost Sharing for Tree and Sidewalk
Replacement: Direction
2. Affordable Housing: Policy and
Direction
3. Architectural Review and Design
Guidelines: Policy Direction
4. Bike Plan: Review and Revision
5. Private Property Tree Ordinance: Policy
Direction
6. Rental Registration and Inspection
Program: Direction
7. Special Events Ordinance: Revision
8. Neighborhood Character and
Conservation District: Direction
9. Zoning Code: Revision
10. Subdivision Control Ordinance: Review

Goal 6

Authentic Downtown – The Heart of Our Community

OBJECTIVES

1. More people attracted to downtown – destination for residents and non-residents
2. Increase occupied retail commercial business space
3. Increase service businesses, retail stores, grocery stores, hardware stores
4. Easy access and parking in downtown
5. Redevelop Village Civic Campus – a core to the future of downtown

MEANS TO CITIZENS

1. Alternative housing choices.
2. Think of “downtown” as the place to go.
3. Convenient access and parking.
4. Strong community events and festivals that bring the community together.
5. Unique, distinctive shopping opportunities.

SHORT TERM CHALLENGES AND OPPORTUNITIES

1. Parking: overnight, commuter, employee, shopper
2. Retail vacancy and mix of retail
3. Mixed-use development and residents’ expectations (urban vs. suburban)
4. Age and condition of buildings
5. Under-utilization of alleys and private alleys

LONG TERM CHALLENGES AND OPPORTUNITIES

1. Competition from other cities
2. Level of activity and police patrol
3. Taking downtown to the next level
4. Community events with no public gathering place
5. Lack of walkability and convenient access
6. Relationship between village and business owners
7. National economy

POLICY ACTIONS 2008 – 2009

1. Façade Program: Development
2. Alley Improvement Program
3. Downtown Master Plan: Revision

PRIORITY

High Priority

High Priority

MANAGEMENT ACTIONS 2008 – 2009

1. Parking Study and Long-Term Plan
2. Downtown Design Guidelines/Pattern Book to Accept

PRIORITY

Top Priority

ON THE HORIZON

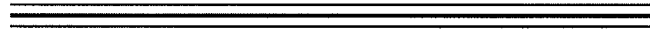
1. Grocery Store: Attraction
2. “Homeless” Strategy and Action
3. Recycling
4. Acadia Retail Development
5. Strategy for Relocation of Methadone Clinic
6. Strategy for Relocation of Post Office
7. Downtown Zoning: Review
8. Wayfinding Signs: Development
9. Appropriate Behavior Ordinance

VILLAGE OF DOWNERS GROVE MISSION

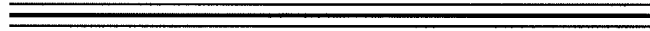
Our Mission

OUR VILLAGE GOVERNMENT

**provides *EXCEPTIONAL MUNICIPAL SERVICES*⁽¹⁾ that
are valued by our Citizens and Businesses.**



**We are *FISCALLY RESPONSIBLE*,⁽²⁾
have *PASSION FOR OUR CUSTOMERS*⁽³⁾ and
have an *EYE ON THE FUTURE*.⁽⁴⁾**



**We *ENGAGE OUR CITIZENS*,⁽⁵⁾
PARTNER WITH OTHERS⁽⁶⁾
to *MAKE DOWNERS GROVE A GREAT COMMUNITY*⁽⁷⁾
in which to live and do business.**

Our Mission

PRINCIPLE 1

EXCEPTIONAL MUNICIPAL SERVICES

► Means

1. Being held accountable for performance and results.
2. Attracting and retaining top quality, high performing workforce.
3. Timely professional response to a call for service – emergency and non-emergency.
4. Maintaining effective proactive communications with our residents and businesses.
5. Assuring a safe community and comfortable place to live.
6. Well designed, well built and well maintained Village facilities and infrastructure.
7. Continuously looking for opportunities, for innovations and for ways to improve management and service delivery.

PRINCIPLE 2

FISCALLY RESPONSIBLE

► Means

1. Planning for a financially sustainable Village government.
2. Residents receiving value for their tax dollars and fees.
3. Maximizing use of available resources in service delivery.
4. Diverse and balanced tax base.
5. Responsible investing in the Village's future.
6. Creatively identifying and developing new alternative revenue sources.
7. Decisions made with financial consequences in mind.

PRINCIPLE 3

PASSION FOR OUR CUSTOMERS

► Means

1. Anticipating, identifying and responding to customer needs and concerns.
2. Truly caring about our customers.
3. Striving for 100% customer satisfaction.
4. Creating a positive experience for customers.
5. Easy, convenient access to Village information, services and programs.
6. Maintaining hours convenient for customers.
7. Strive for 24 hour, not later than 48 hour response to customers.

PRINCIPLE 4

EYE ON THE FUTURE

► Means

1. Planning for the future of the Village of Downers Grove.
2. Preserving the character of Downers Grove.
3. Having developments consistent with Vision 2022, Goals 2011, comprehensive and master plans.
4. Investing today for a greater return tomorrow.
5. Anticipating and addressing issues, needs and opportunities early and before they become problems.
6. Developing future leaders and managers through effective succession planning.

PRINCIPLE 5

ENGAGE OUR CITIZENS

► Means

1. Proactively informing citizens, educating the community and marketing the Village on Vision, Goals, Plans, Actions, Policies and Services.
2. Listening to and understanding the concerns, needs and desires of residents and businesses.
3. Having staff respond accurately and timely to citizen requests.
4. Appropriately involving the citizens in the governance process in planning and policy development.
5. Effectively using boards/commissions and task forces/committees.
6. Developing future civic and community leaders.
7. Promoting the positive and celebrating successes.

PRINCIPLE 6

PARTNER WITH OTHERS

► Means

1. Working with other local governments – Schools, Park District Library and Sanitary District for the benefit of the community.
2. Working with the business community to strengthen the community's economy.
3. Working with community organizations and institutions to achieve Vision, Goals and Mission.
4. Working with state, regional and county governments on projects and issues related to Downers Grove.
5. Leveraging Village resources and working with partners to pool community resources.

PRINCIPLE 7

MAKE A GREAT COMMUNITY

► Means

1. Taking pride in Downers Grove.
2. Honoring our heritage and history.
3. Everyone contributing to the betterment of the community.
4. Creating ownership and spirit in the community through active involvement.
5. Creating a sustainable community.
6. Taking responsibility for creating a bright community future.

Our Customers

PRIMARY CUSTOMERS

Residents (Owners/Tenants)

Corporations and Businesses of Downers Grove

Local Governments: Schools, Park District, Sanitary District

SECONDARY CUSTOMERS

Potential New Residents and Businesses

Visitors/Guests – Coming to Downers Grove

Daytime Employees Coming to Downers Grove

Nonprofit, Community Organizations

Shoppers: Residents and Non Residents

Developers and Investors in Downers Grove

Core Service Businesses

PRIMARY BUSINESS

Provide Water

Enforce Laws, Codes and Ordinances

Provide Emergency Response

Collect and Dispose Solid Waste

SECONDARY BUSINESS

Regulate Land Use and Buildings

Facilitate Responsible Development and Redevelopment

**Plan, Design, Build and Maintain Public Buildings and
Infrastructure**

Manage Storm Water and Drainage System

VILLAGE OF DOWNERS GROVE CORE BELIEFS

Village of Downers Grove

Core Beliefs

Service with

*We **P**roduce Results*

*We Take **R**esponsibility*

*We Act with **I**ntegrity*

*We are **D**edicated*

*We Always Strive for **E**xcellence*

Core Beliefs – Definition

BELIEF

SERVICE

► **Means**

1. Providing a consistent, equitable and timely (24 hour desired, within 48 hours) response
2. Identifying and knowing your customer – their needs and concerns
3. Providing a direct, accurate response to questions
4. Taking time to explain your actions or decisions, especially when you say “no”; and provide alternatives
5. Thinking and using common sense
6. Solving the problems or linking your customer to the person or agency who can help
7. Providing services in a caring, personal and friendly manner

BELIEF

PRODUCE RESULTS

► **Means**

1. Providing accurate, thorough timely and well thought out reports, plans, materials to support decision making
2. Giving honest, direct and helpful feedback
3. Completing tasks on time and meeting deadlines
4. Looking for ways to leverage and expand Village’s resources
5. Doing the right job right the first time
6. Achieving work, goals and completing projects
7. Using Village’s resources in the most efficient manner

BELIEF

RESPONSIBILITY

► **Means**

1. Taking ownership of the actions and following through to conclusion
2. Developing, maintaining and expanding core competencies
3. Knowing and applying the “best practices” in your field
4. Holding self and others accountable for the end result and actions
5. Bring up issues, potential problems with possible solutions
6. Following verbal directions and Village policies
7. Taking responsibility for your tasks, assignments, decisions and actions

BELIEF

INTEGRITY

► **Means**

1. Treating others in a fair, equitable respectful and consistent manner
2. Delivering on your commitments
3. Being honest, truthful and straight forward
4. Communicating in a direct, open and accurate manner - keeping others informed to avoid surprises
5. Giving honest, direct and helpful feedback
6. Have a positive, “can do” attitude
7. Being loyal to the Village government – the institution and community

BELIEF

DEDICATED

► **Means**

1. Knowing and using the Village’s Vision, Mission, Core Beliefs, Goals and Plans
2. Actively participating on teams – being an active team player
3. Respecting and supporting Mayor and Village Council, Village Management and the Village
4. Giving a full day of work to the Village, coming prepared for work or for a meeting
5. Going the “extra mile” in order to produce the best results
6. Cooperating and helping other departments to be successful
7. Caring about and looking out for the Village – looking beyond your department, work unit and your job

BELIEF

EXCELLENCE

► **Means**

1. Performing your basic job with a standard of excellence
2. Developing and using the best practices – model for other cities
3. Being open to and using new ideas
4. Always striving to be better and continuously improving
5. Providing completed accurate staff work and reports
6. Looking for creative ideas, potential opportunities and better ways to do the job
7. Identifying options and opportunities with an “Eye on the Future”

VILLAGE OF DOWNERS GROVE ACTION AGENDA 2008 – 2009

Village of Downers Grove Policy Agenda 2008 – 2009

TOP PRIORITY

Village Facilities Plan, Design, Funding and Public Education

Capital Project: Long Range Funding, Implementation Strategy and Public Information

Comprehensive Plan: Update

TCD-3 Program

Village Manager: Selection

HIGH PRIORITY

“Green” Energy Policy and Plan: Research, Study and Direction

Unified Economic Development Plan and Strategy

Village Integrated Communitywide Brand and Marketing Plan

Façade Program: Policy and Development

Downtown Alley Improvement Program

Business Incentives: Tool Development

63rd Corridor Plan

Village of Downers Grove Management Agenda 2008 – 2009

TOP PRIORITY

Financial Plan (5 Years) and Policies: Review and Direction, Including Alternative Revenues

Customer Service: Enhancement and Performance Measures

Health Insurance: Evaluation and Policy Direction

Fleet: Evaluation and Direction

Downtown Parking Study and Long-Term Plan

Ogden Strategy: Implementation

HIGH PRIORITY

Future Fire Station Location: Study and Direction

**Public Works Plan and Projects: Public Notification and Information
(Resident Knowledge of Project Schedule)**

Building Code: Update and Revision

Gateway/Entrance Sign Program: Development

Management in Progress

PRIDE: Implementation

Revised Budget Format

On Base Document Management System

Labor Negotiation: FOP, Local ISO

Police Reaccreditation: Preparation

IDOT Enforcement Grant: Salary Reimbursement

Sidewalk Land Acquisition

Major Projects 2008 – 2009

Watershed Projects

Belmont Underpass Project

Prairie Avenue Reconstruction

Maple Avenue Water Main Projects

Sidewalk Matrix Projects: Construction (9/08)

Woodward Street Project

Neighborhood Traffic Calming: Project Completion

SCADA System

CITIZEN SUMMIT TRANSCRIPTS

SECTION I

DOWNERS GROVE 2008

A

Successes for 2007 – 2008

Successes for 2007 – 2008

► Team Black

- * 1. Community events
- * 2. Increase in voter turnout
- * 3. Website and electronic communications
- * 4. Fire station
- * 5. Underpass funding
- 6. Acadia
- 7. Second Citizen Summit
- 8. Increased vibrancy of Downtown – looks better
- 9. Chamber of Commerce move
- 10. Improvement in farmers' market
- 11. Other new developments
- 12. Signage and fencing around construction sites
- 13. Updates
- 14. Buses

► Team Dark Blue I

- * 1. New buses/Grove shuttle
- * 2. Belmont underpass funding
- * 3. New fire station
- * 4. Historic preservation ordinance
- * 5. Started storm water construction
- 6. New restaurants in downtown
- 7. Road resurfacing

► **Team Dark Blue II**

- * 1. Continued progress of DT; Attraction of new retail/restaurants; village-wide community feel for Downtown; DG more market
- * 2. Continued improvement infrastructure – new R & S water main
- * 3. Citizen ownership and involvement – council accessibility
- * 4. Belmont underpass funding
- * 5. Stormwater plan implementation
- 6. New fire station
- 7. EDC – attraction of new businesses
63rd – Meadowbrook – Westbrook Market
- 8. Good Samaritan Surgical Center
- 9. Community events – well run/well attended

► **Team Dark Green**

- * 1. Belmont Road underpass funding (Council's push and lobbying)
- * 2. Fire Station 2
- * 3. Storm water projects started
- * 4. Sara Lee R & D relocation to DG
- * 5. Response of staff to issues and concerns
- 6. Historical preservation ordinance
- 7. More restaurants downtown
- 8. Funding and moving Blodgett House
- 9. Love PW website, re: flooding etc (potholes)
- 10. Tours of water treatment center
- 11. PACE buses delivered
- 12. National chain restaurant downtown
- 13. Woodward Ave. resurfacing
- 14. Financial stability

► **Team Light Blue**

1. Implemented stormwater program
2. Secured underpass \$
3. Fire station #2: on time/under budget
4. Traffic calming policy revision
5. Podcast of meetings (Council)
6. Downtown redevelopment on track
7. Success of sign ordinance
8. Better operation of planning/community development department

► **Team Light Green**

- * 1. Fire station #2
- * 2. Street Rehabs.
- * 3. CBD Development/Appearance – Business District mixed-use
- * 4. Belmont underpass
- * 5. WIIP – storm water
6. Friendly Council
7. Solid waste contract

► **Team Magenta**

- * 1. Council meetings that are respectful and citizen friendly
- * 2. Grade crossing – traffic
- * 3. Fire station on time and under budget
- * 4. Ethics policy
- * 5. Time and energy going into infrastructure
6. Council members prepared
7. Slow down in McMansion construction
8. Strategic planning that involves the citizens

► **Team Orange**

- * 1. Downtown infrastructure improvements
- * 2. Belmont underpass funding – no local \$
- * 3. Business attraction and retention – Sara Lee R & D
- * 4. Storm water improvement projects
- 5. Pierce Downer Blue Ribbon Award
- 6. Brick St. Construction – no local/resident \$
- 7. New downtown stops and restaurants
- 8. Acadia Phase III started – units sold
- 9. Brookbank Rd. reinvestment/improvements
- 10. IHDA home buyer program
- 11. Police dept. recognition for safety
- 12. Police Chief – V.P. Election Chief’s association
- 13. Traffic calming policy update – new staff review process/approach
- 14. Fire station 2 construction
- 15. Parkway tree policy – sidewalks go around trees

► **Team Red I**

- 1. Obtaining funding for Belmont underpass
- 2. Snow removal
- 3. Road improvements and budget process for infrastructure
- 4. Fire house #2
- 5. Ceding bond cap to I.H.D.A. (1st time home buyers)
- 6. New restaurants and businesses in downtown – increase retail, residential and development activity
- 7. Increased collaboration with stakeholders – openness, fresh positive tone more accessible public figures – openness, fresh positive tone, ethics
- 8. Heritage festival
- 9. New buses

► **Team Red II**

1. Increased infrastructure improvements
2. Seeing change in Village
3. Ethics ordinance adoption
4. Greater resident understanding of how village works
5. Dealt with housing issue – bond cap to IDHA
6. Change in H.F. focus – more business friendly

B

2008 is Different than 2007

2008 is Different than 2007

► Team Black

1. Housing prices
2. Gas prices
3. Economy
4. Road construction
5. Loss of vintage businesses
6. More places to eat
7. Downtown is more of a destination
8. Increased use of public transportation
9. Government team
10. New school superintendents

► Team Dark Blue I

- * 1. Changing layout of Heritage Fest (booths in middle of street)
- * 2. Gas prices
- * 3. Real estate market is worse
- * 4. Credit crunch
- * 5. Farmers' market better
6. People changing modes of transportation (bikes, etc.)
7. More foreclosures
8. More rental properties
9. Less new construction
10. Utility rates increasing

► **Team Dark Blue II**

1. Housing market
2. Commuter Increase
3. Change in overall perception and reputation of Village – attracting out of town visitors

► **Team Green**

- * 1. Economy tanking, sales tax receipts
- * 2. Renewed resurgence in meeting infrastructure needs (i.e. storm water)
- * 3. More bright and vibrant downtown
- * 4. Stronger voice in Springfield
- 5. Mayor met with DG Watch
- 6. Ex-Mayor met with DG Watch too
- 7. Dramatic Downtown in housing values
- 8. Teardowns down
- 9. Taxes up – commercial particularly downtown
- 10. Different tone from local government
- 11. Staff leadership change
- 12. Distraction of national election take attention away from local issues
- 13. More cooperation with staff
- 14. Easier process moving businesses through fire code
- 15. People realize we won't get big franchises downtown, but are okay with it

► **Team Light Blue**

1. Paying for Brick Streets
2. Less growth due to economy
3. Budget concerns
4. 2007 projects now happening
5. EDC hit its stride
6. Board and commission retreat

► **Team Light Green**

1. Solid waste hauler change
2. Economy, fuel, ripples
3. Real estate market
4. Freight trains longer
5. 355 Extension
6. Central Business District

► **Team Magenta**

1. No more hostile campaigns
2. Change in housing market
3. Less parking
4. Upbeat Council meetings – positive tone

► **Team Orange**

- * 1. More potholes
- * 2. High fuel costs
- * 3. Housing starts and demo. permits down
4. Budget crunch
5. Expenses higher – higher village operating costs
6. Village revenues possibly down
7. Better bands at HF
8. Worse bands at HF
9. Water – bad spring in 2008
10. Cubs are 19 games over 500
11. Two first place baseball teams
12. Downtown traffic is worse
13. More road construction
14. Change of village manager
15. New garbage hauler
16. New buses

► **Team Red I**

- * 1. Economy declining
- * 2. Village has a focus
- * 3. More information flowing from village – more output
- * 4. Traffic has increased all over in town
- 5. Number of teardowns have declined
- 6. Increased EAV
- 7. More community involvement – paying attention
- 8. Little to no road closures in Downtown
- 9. More traffic lights have “no turn on red”

► **Team Red II**

- 1. Prices – gas, food
- 2. More companies are holding on to \$
- 3. More conservative – personal finances
- 4. Emphasis on energy conservation
- 5. Change in staff leadership – village and schools
- 6. Assessments seem to have finally caught up
- 7. Teardowns have slowed in some areas



Major Concerns 2008

Major Concerns

► Team Black

- * 1. Economy
- * 2. Housing market
- * 3. Pool – not having public pool
- * 4. Lack of major retailer in Downtown
- * 5. Dealing with underpass project
- 6. Affordable housing
- 7. Quality of roads
- 8. Not having a Village Manager
- 9. Loitering in Downtown and library – vagrancy
- 10. Engaging youth in community
- 11. Addressing needs of senior citizens
- 12. Lack of rotation of public service volunteers (boards and commissions)
- 13. More citizen involvement

► Team Dark Blue I

- * 1. Village redevelopment (teardowns, preservation, etc.)
- * 2. Pumper at fire station 2
- * 3. How to pay for infrastructure projects?
- 4. Losing diverse housing stock
- 5. Lack of affordable housing
- 6. Lack of adequate economic development

► **Team Dark Blue II**

- * 1. Infrastructure repair
- * 2. Financial support for local vendors
- * 3. Preserving and building healthy, vital, diverse neighborhoods
- 4. Subsidizing speculative developers
- 5. Diversity in retail (DT – grocery – pharmacy – diner)
- 6. Managing social services in Downtown

► **Team Dark Green**

- * 1. Can we carefully manage capital projects so there's no waste
- * 2. Economy
- * 3. Balanced budget
- * 4. Economic development plan for entire Village
- 5. Continue with sidewalk plan
- 6. 63rd St. shopping center dying if not dead – economic development
- 7. Downtown property owners – taxes forcing increases in rent (cost of doing business)
- 8. Preservation of neighborhood character
- 9. The Village with HR taxation subsidizes those organizations that have tax caps and done in secret
- 10. Tell employees not to satisfy FOIA requests by giving them a stock of correspondence to look through
- 11. Incomplete stalled infrastructure projects i.e. Brookbank Prairie

► **Team Light Blue**

- * 1. Short of building inspectors/short staff
- * 2. Lack of master plan
- * 3. Historic preservation: In reality
- 4. Stormwater overshadowing other capital needs
- 5. Taxes. Taxes. Taxes
- 6. 63rd Street Community Corridor
- 7. No grocery/hardware store in DT
- 8. Better intergovernmental communication

► **Team Light Green**

1. Ogden stalemate; Redevelopment of perimeter/fringe: Fairview north of tracks
forlorn, 75, 63, Finley
2. Street repair/sidewalk matrix
3. Stormwater management
4. Neighborhood identity
5. Sidewalks – finish matrix
6. Community pool needed
7. Taxes (all entities)

► **Team Magenta**

- * 1. Where are we economically?
- * 2. Continue growth of Downtown
- * 4. Village customer service needs improvement – code and PW
- 3. First floor tax producing (downtown)
- 5. Need grocery store downtown
- 6. Affordable housing

► **Team Orange**

1. Budget issues/concerns
2. Tax bill – R.E. tax increase
3. Sales tax increase
4. Invasion of harmful tree pests
5. Stormwater related to development
6. Traffic noise – vehicular
7. Keeping DG diverse – housing stock
8. Airplane traffic noise
9. Lack of private tree ordinance
10. House burglaries

► **Team Red I**

- * 1. Need to attract larger chains – need to understand so we can compete
- * 2. Sustaining a viable downtown
- * 3. Accountability of our education system
- * 4. Traffic grid lock
- 5. 8% sales tax rate – too high
- 6. Preserving affordable homes
- 7. Large commercial development in other towns – draining ours – competing with ours
- 8. Be ahead of curve and societal change and strategize for it
- 9. Feel more corporate coming in and retail leaving
- 10. Work force
- 11. Preserving neighborhood character

► **Team Red II**

- 1. Influence of large business owners
- 2. Retail occupancies
- 3. Density and congestion downtown
- 4. Schools remain strong
- 5. Reduced focus on customer service due to staff attrition
- 6. Continue with emphasis on infrastructure
- 7. Housing issues – maintain accessibility for working professionals/seniors

SECTION II

GOALS 2013 OUTCOMES, CHALLENGES AND ACTIONS

Goals 2013

Team Black

► Outcomes

Goal: Strong Diverse Local Economy

1. DT grocery store – hardware store
2. Family friendly dining/casual dining
3. “Chain” retailers/dining
4. Anchor tenants

Goal: Top quality Village Infrastructure

1. On schedule – completion in timely fashion
2. Continuous updates (2 week presentation)

Goal: Exceptional Village Organization

1. Staff stability
2. Continue to solicit citizen involvement
3. Expand citizen input and participation

► Challenges

Goal: Strong Diverse Local Economy

1. Economy
2. Becoming a destination while retaining “authentic hometown feel”

Goal: Top quality Village Infrastructure

1. Funding (creative funding grants)
2. Timely completion
3. New technology
4. Intergovernmental cooperation

Goal: Exceptional Village Organization

1. No guarantees
2. Increased costs (operating/labor)
3. Positive work environment

► **Actions**

Goal: Strong Diverse Local Economy

1. 1st floor retail restrictions
2. Joint effort with EDC, Downtown Management and chamber
3. Community-wide events (family oriented)
4. Ease not for profit road block to village services and accessibility
5. Village financial incentives to new retailers

Goal: Top quality Village Infrastructure

1. Explore creative funding
2. Solicit citizen input (referendum?)

Goal: Exceptional Village Organization

1. Utilize citizen involvement
2. Moving from opinion to implementation
3. Village responsiveness to citizens

Goals 2013

Team Dark Blue I

► Outcomes

Goal: Strong Diverse Local Economy

1. Publicize preservation option
2. Neighborhood preservation – preserve unique characteristics
3. Identifiable characteristics that can be maintained
4. Diversity in housing

► Challenges

Goal: Strong Diverse Local Economy

1. Maintain diversity
2. Cost of preservation
3. Determine which structures should be preserved
4. Cost of inspections
5. High cost of maintenance and rehab.
6. Losing diverse stock

► Actions

Goal: Strong Diverse Local Economy

1. Initiation for historical preservation to keep and preserve - government can't do it all
2. Opportunity for well-maintained housing stock

Goals 2013

Team Dark Blue II

► Outcomes

Goal: Strong Diverse Local Economy

1. More retail sales tax
2. Stronger employment base
3. Revitalize industrial parks
4. Balance mix of businesses
5. Complimenting business
6. Help our current businesses to grown – Including Midwestern University
7. Promote the arts
8. Authentic Downtown – Move the Post Office; Basic stores/services; Anchor for downtown = an everyday need store

Goal: Exceptional Village Organization

1. Stormwater LPDAs – disclose LPDAs – better information for home buyers
2. Increased communication, re: Village facilities
3. Roadways

► Challenges

Goal: Strong Diverse Local Economy

1. Dependence on sales tax
2. Train commuters; Reverse commute; Valet service; Make it different
3. Day time employee transportation
4. Localize stores and services
5. Transportation system
6. Partnerships with other agencies
7. Parking for businesses
8. Rezone properties along tracks
9. Transportation system

Goal: Exceptional Village Organization

1. How to pay for it and justify it
2. Make improvements in cost-effective manner
3. How to justify storm water improvements when not a universal problem

► **Actions**

Goal: Strong Diverse Local Economy

1. Tax breaks
2. Business summit – What do they want?
3. Incentives – What would they like?
4. Negotiation skills
5. Ability to bring more business – complimenting existing
6. Diversify parking
7. Better accessibility to shops

Goal: Exceptional Village Organization

1. Make sure paying for changes not studies

Goals 2013

Team Dark Green

► Outcomes

Goal: Strong Diverse Local Economy

1. Continued build out of Northwest territory
2. Low office vacancy space
3. Focus on development of commercial corridors
4. Maintain industrial development base and growth
5. Increased employment base in the CBD
6. Full/diverse transportation network options
7. Competitive tax/fee rates for businesses

Goal: Top quality Village Infrastructure

1. Navigable streets
2. No flooding
3. More bike paths and racks
4. Improvement of Village hall
5. Railroad underpasses
6. Completed sidewalk matrix
7. Urban forest
8. Ogden Avenue plan

Goal: Exceptional Village Organization

1. Fiscal stability/balanced budget
2. Recruiting best staff
3. Exceptional treatment of employees
4. Cooperation among Village commissions to accomplish goals
5. Retaining strong staff
6. Maximum system efficiencies
7. Clear out dead wood
8. Good supervision and training of employees
9. Upgrading technology
10. Resident accessible technology

► **Challenges**

Goal: Strong Diverse Local Economy

1. Economy
2. Competitive environment
3. Environmental impacts of business development
4. Lack of knowledge by bicycle riders/educating the public
5. Environmental/Green development opportunities
6. Strong/independent Village focus on economic development
7. All land in Village is privately owned – few options
8. Incentive/enticements for businesses should be competitive

Goal: Top quality Village Infrastructure

1. Roads not under Village control (state, county)
2. Business retention
3. Adequate finances
4. Engineering challenges
5. Strong and diverse tax base
6. Location – highways/train stations
7. Transportation connections to train station

Goal: Exceptional Village Organization

1. Budget constraints
2. Competition for best employees
3. Currently on the right path
4. Training and support for staff

► **Actions**

Goal: Strong Diverse Local Economy

1. Low taxes, fees for businesses
2. Incentives for businesses
3. Sound land use policies
4. Develop a sense of stability and conservation and progress
5. Encourage a sense of resident loyalty and pride
6. Cooperation with other governmental bodies

Goal: Top quality Village Infrastructure

1. Hire full time engineer to manage stormwater projects
2. Maintain legislative presence in Springfield
3. Encouraging pro-business initiatives
4. Resident education to maintain support for projects
5. Maintain current course regarding infrastructure

Goal: Exceptional Village Organization

1. 6 sigma for government
2. Sound strategic plan
3. Performance measurements and incentives for employees
4. Recognition for Village employees

Goals 2013

Team Light Blue

► Outcomes

Goal: Preserving Our Residential and Neighborhood Character

1. Encourage residents to register homes – historic preservation
2. Community preservation ordinance
3. Conservation district
4. Establish guidelines – “just cause it’s old doesn’t make historic”
5. Assistance with government grants to home owners

Goal: Top quality Village Infrastructure

1. Sidewalk matrix – get it done
2. Combined police and Village hall facility
3. Control flooding – more storm sewers

Goal: Exceptional Village Organization

1. Review Open Meetings Act.
2. Continue Village/Manager form of government
3. Limited terms
4. Inventoried projects by number so easily accessed by commissions petition estate and residence to stay on radar
5. Public works director/ permanent more staff to improve project management

► **Challenges**

Goal: Preserving Our Residential and Neighborhood Character

1. Community buy-in
2. Enhance community is an opportunity
3. Use architectural review board

Goal: Top quality Village Infrastructure

1. Money/revenue sources
2. Prioritize projects
3. Location of police/Village hall
4. More water detention areas

Goal: Exceptional Village Organization

1. Open meetings act – too restrictive to get things done
2. Consistency in staff to meet demand of long term projects – more stable
3. More competitive bids

► **Actions**

Goal: Preserving Our Residential and Neighborhood Character

1. Town hall meetings and informational meetings outlining benefits
2. Incentives need to be offered
3. Plan book

Goal: Top quality Village Infrastructure

1. Water vaults
2. Incentivize the business to take responsibility
3. Bond out sidewalks

Goal: Exceptional Village Organization

1. More intergovernmental cooperation
2. Filling board and commission seats – more expeditiously
3. Utilize citizen expertise

Goals 2013

Team Light Green

► Outcomes

Goal: Vibrant Major Corridors

1. Push to complete Lakota Plan
2. Similar plan for other corridors (develop them)
3. Diversify redevelopment locales

Goal: Exceptional Village Organization

1. New street – on my street
2. Complete sidewalk matrix
3. Curb and cutter Village-wide

Goal: Top quality Village Infrastructure

1. Better project management
2. Less turnover of staff

► Challenges

Goal: Vibrant Major Corridors

1. \$\$\$ (challenge)
2. Intergovernmental/agency cooperation (challenge)
3. Intensify efforts to attract small and medium business

Goal: Exceptional Village Organization

1. Cost and funding
2. Improve image of community
3. Prioritization of competing needs
4. Community consensus as to priorities
5. Sheer quantity of streets

Goal: Top quality Village Infrastructure

1. Attracting and retaining quality employees
2. \$\$\$ (salary and benefits)
3. Performance metrics (better)

► **Actions**

Goal: Vibrant Major Corridors

1. Give EDC resources it needs (within reason)
2. Consider additional TIF districts
3. Better marketing of Village (branding)
4. Support efforts to put sales tax on services (consider)

Goal: Exceptional Village Organization

1. Engage public to obtain public buy-in/support

Goal: Top quality Village Infrastructure

1. Empower staff to do better job
2. More accountability (of staff)
3. Increased resident input – Council/staff

Goals 2013

Team Magenta

► Outcomes

Goal: Exceptional Village Organization

1. User friendly
2. Rapid response
3. Accessible by many means – web, in person, phone
4. Look for ways to engage everyone
5. Village radio station
6. Top notch customer service
7. Respond within 24 hours – all VoDG staff at all levels
8. Remove gate keepers
9. All staff responding to customers
10. Customers know who to contact
11. E-mail addresses on websites

Goal: Exceptional Village Organization

1. Complete sidewalks (sidewalk matrix)
2. Complete stormwater projects
3. Complete street projects
4. Make streets smooth
5. Policy for curb cuts/streets – make sure street patches are done correctly
6. Customer service while projects being constructed
7. Code enforcement while projects being constructed
8. Complete Belmont underpass

► **Challenges**

Goal: Exceptional Village Organization

1. Limited funding for staff
2. Defining the scope of what VoDG should be involved in – Core services, Service Levels
3. Evaluating performance
4. Defining success
5. Obtaining customer input
6. Get past department focus
7. Focus on customers
8. Funding
9. Keeping on task
10. Consistency of code enforcement
11. Informing residents – communication
12. Traffic management

► **Actions**

Goal: Exceptional Village Organization

1. Identify solutions/answers
2. Find ways to say yes
3. Change job titles and descriptions to reflect customer focus
4. Define and identify customers – all of them
5. Get sufficient staff to manage/complete projects
6. Budget sufficient \$ for project completion
7. Proactively manage and oversee contractors
8. Monitor contractor performance (report cards)
9. Background checks on contractors
10. Select “best” contractor
11. Pursue grant funding
12. Defer new Village hall and police station

Goals 2013

Team Orange

► Outcomes

Goal: Strong Diverse Local Economy

1. Diversify Village revenues
2. Outpace inflation and rest of county
3. Maintain/improve office use
4. Redevelop Ellsworth office park
5. Join community economic development
6. Attract university/college
7. Housing plans with employees to recruit, retain and reduce congestion
8. Youth jobs (job chore)
9. Light rail transport

Goal: Authentic Downtown

1. Community Gathering site/plaza
2. Spring festival – March madness event
3. Fully leased downtown
4. Make mom/pop stores – non chains unique offerings
5. Pattern book, encourage/implement
6. Historic district (downtown plus) neighborhood continuation district
7. Historic. plaqued homes
8. Easier walk, bike downtown
9. Grocery store, butcher, produce (Natures best)

Top quality Village Infrastructure

1. Protect tree canopy
2. Completed Phase I stormwater and within budget
3. Belmont underpass done
4. Village hall/Police/ Fleet
5. Reline school overcrowding
6. Northwest side fire station
7. Fiber optic to all
8. Curbs extended
9. Improved street surface on major thoroughfares

► **Challenges**

Goal: Strong Diverse Local Economy

1. Inflation
2. Bridging economy Downtown
3. Changing consumer needs
4. Land availability
5. Outsourcing trend
6. Job attraction/retention

Goal: Authentic Downtown

1. Existing development (ugly)
2. Defining/agreeing on “historical” appearance
3. Street level retail
4. We don’t control property and business

Top quality Village infrastructure

1. \$
2. Staffing
3. Differences of opinion (sidewalk, curb)
4. Consensus needed

► **Actions**

Goal: Strong Diverse Local Economy

1. EDC – stay focused
2. Create youth job corps
3. Community plan update
4. Support energy alternatives

Goal: Authentic Downtown

1. Tax incentives
2. Corporate sponsorship
3. Trade offs in development

Top quality Village infrastructure

1. Zoning to minimize future stormwater problems – rain gardens
2. Setting policies
3. Higher level stormwater enforcement
4. Tighter zoning and construction codes

Goals 2013

Team Red I

► Outcomes

Goal: Strong Diverse Local Economy

1. Strong local workforce (decreases commuting)
2. Shuttle from Downtown to major D6 commerce areas
3. Internet/WiFi town (to be attractive to businesses)
4. Mixed use zoning
5. Have technology available to attract business (more people have home based businesses)
6. Extend mixed usage (like downtown) to other corridors and industrial area
7. Bring Boutique hotel downtown (where Tivoli is)
8. Continuing partnership between business and elected officials
9. Get natively recognized “hot” retail names to draw people in
10. Redevelop 63rd and other negotiated areas
11. Attractiveness is important in corridors
12. Village master plan for corridors that includes public private partnership collaboration
13. More events to draw people
14. DG as a destination
15. Neighborhood not only good to live in, but good to work in
16. Think progressively – provide community facility with meeting room, technology internet for future when people work out of homes but need meeting rooms, etc.

Strong Diverse Local Economy

1. Continue progress on SW projects
2. Traffic management program (gridlock problem)
3. FS 2 – traffic back up, S/lane put lane, light
4. Assessment of traffic backing up (Ogden and Belmont)
5. For existing infrastructure – identify and maintain
6. Respond to changes – speed on roads, number of cars on road. Anticipate need and get there before there is a problem
7. Clear roads
8. Another N/S road crossing RR tracks between Main St. and Belmont
9. Dilapidated antiquated Village hall PD
10. Municipal center
11. Redevelopment of east side of downtown (PO, and Village property)

► **Challenges**

Goal: Strong Diverse Local Economy

1. Funding
2. Marketing the town
3. Define DG as destination
4. National branding
5. Citizen education – understand why changes are made
6. PR for business center that we create

Top Quality Village Infrastructure

1. Paying for it
2. Seek grants and matching funds
3. Creative financing
4. Seek financing aggressively (like Belmont U)
5. Study traffic and assessment
6. Understand best practices and emerging successes, be plugged into what others are doing
7. Get a “demo” project because often they come with funding

► **Actions**

Goal: Strong Diverse Local Economy

1. Develop sound marketing program and execute it
2. Tax credits and incentives
3. Public and private communication as you develop plan
4. Consultant or “expert” to help develop business center
5. Re-examine zoning
6. Bring in big names to corridors
7. Expert to help develop corridors – consultant to give leading edge concept

Top Quality Village Infrastructure

1. Study problems now
2. Prioritize projects
3. Assign roles and responsibilities and go get them!
4. Continue being aggressive, i.e. lobbyist
5. Demonstrating preference as a place to put your business, spend money. -
 Demonstrate economic attractiveness

Goals 2013 Team Red II

► Outcomes

Goal: Strong Diverse Local Economy

1. Good mix of business throughout Village
2. Land a decent anchor tenant DT – tavern with free popcorn
3. Increased presence of day time population – DG as a daytime destination

Top Quality Village Infrastructure

1. Eliminate basement flooding
2. Increase temperature of water
3. Effective oversight of projects – appropriate use of staff and contractors
4. Belmont underpass completion
5. Strengthened relationships with partner agencies
6. Bus that burns grass

► Challenges

Goal: Strong Diverse Local Economy

1. How much can village really do?
2. Village can facilitate desired outcomes – ordinances/zoning liquor
3. High rents DT
4. Small vocal minorities controlling council agendas

Top Quality Village Infrastructure

1. State funding
2. Pool/water park opportunity – or not?
3. Maintaining exceptional Village organization
4. Maintaining emphasis on storm water
5. Fewer open space opportunities

► **Actions**

Goal: Strong Diverse Local Economy

1. Maintain/increase local events – more for kids
2. Continue trying to understand opinions and preferences of residents Village – wide
3. Increase participation in Village Government

Top Quality Village Infrastructure

1. Open space acquisition/maintenance
2. Comprehensive look at zoning – transition areas around DT

SECTION III

EXCEPTIONAL VILLAGE SERVICES EXPECTATIONS

Exceptional Village Services Expectations Team Black

► Expectations

- * 1. Quick response to emergencies
- * 2. Quick response to questions with solutions
- * 3. Staff trained in communication skills
- * 4. Follow up actions or reasons why
- * 5. Provide information on existing services
- 6. People are being heard
- 7. Flexibility in communication
- 8. Staff trained in customer service
- 9. Understanding needs of community

► Going Well

- 1. Staff friendly and helpful
- 2. CRC helped during a power outage
- 3. Communications Department provided nice promotional piece for non-profit group (and gave us copies of the tape – YMCA)

► Needs Improvement

- 1. Clarity in policy
- 2. Stick with the rules
- 3. Customer service needs improvement in library
- 4. 250 ft. notice to public
- 5. Follow up actions or information
- 6. Snow plowing procedures on cul-de-sacs

Exceptional Village Services Expectations Team Dark Blue I

► Expectations

- * 1. Getting things done without specific request
- * 2. Being proactive
- * 3. Follow-up and follow through to end
- * 4. Face-to-face communication
- * 5. Positive attitude

► Going Well

1. Responsive – getting to correct person
2. Snow removal – salting of all streets
3. Forestry – Parkway trees
4. PD responsiveness
5. More productive Council meetings and interactive – structure
6. PSRT good service

► Needs Improvement

1. More publicity of Village services (tree roots – sewers)
2. Website – not user friendly – more phone numbers
3. CRC – online interactive
4. No fireworks on Sunday of HF

Exceptional Village Services Expectations Team Dark Blue II

► Expectations

- * 1. Staff accountability
- * 2. No blind transfers
- * 3. Follow-up – make sure customer is satisfied
- * 4. Follow through until customer is satisfied
- * 5. Hand-offs that include explanation
- * 6. Exceed expectations
- 7. Responsiveness
- 8. Knowledgeable
- 9. Excellent trained
- 10. Dave's home phone number
- 11. 24/7 accessibility
- 12. Routing issue to correct staff
- 13. Read minds
- 14. Frequently asked questions
- 15. Forms printable on-line
- 16. Accessibility of Council and staff
- 17. Phone numbers on-line
- 18. Staff able to answer phone anywhere and anytime
- 19. Friendly
- 20. Understanding
- 21. Communication
- 22. Convenient hours
- 23. Authority to respond
- 24. Forward thinking
- 25. Anticipate issues

► **Expectations (continued)**

26. Identify solutions
27. Track building permits online
28. Listening
29. Open to having conversation
30. Hire staff with customer focus
31. Compensate for performance

► **Going Well**

1. Podcasts
2. Streets department response time and outcome
3. 911 call
4. Non-emergency police call handling
5. Police non-emergency items – house visits
6. Response to H.F. North stage collapse
7. Elmore Avenue water project
8. Brookbank reconstruction – direct/individual customer contact

► **Needs Improvement**

1. Podcast sound quality
2. Local press coverage of VoDG issues
3. Communication with residents during emergency
4. Long Meadow curb replacement – no customer contact
5. Communication between CD and PW – Permit review
6. Water restriction enforcement
7. Traffic pattern downtown at tracks
8. Speed enforcement on carpenter
9. Follow the sidewalk matrix
10. Bike route – it's confusing
11. Downtown loitering enforcement

Exceptional Village Services Expectations Team Dark Green

► Expectations

- * 1. Listen
- * 2. Learn – educated in jobs
- * 3. Be respectful
- * 4. Be truthful
- * 5. Take action and take extra step
- * 6. Knowledgeable, polite, show concern
- * 7. Educated in their jobs
- 8. Returning phone calls
- 9. Acknowledgement
- 10. Integrity
- 11. Try to resolve
- 12. Talk to live person
- 13. Village needs to establish and publish expectations
- 14. P.R. skills
- 15. Facilitate first, regulate last
- 16. Take extra step

► Going Well

- 1. Staff is accessible
- 2. Public works website updates, notifications
- 3. Staff is polite
- 4. 911 operators are very good – quick response
- 5. Staff goes extra mile in follow-up after meetings (Ogden and Lee follow up meetings)
- 6. Old culture of retaliation and intimidation no longer as evident as it used to be
- 7. Council seems to listen more and be more receptive
- 8. Communication to business and residence on repairs projects

► **Needs Improvement**

1. Time management
2. Attitude improvement in CD inspections in CBD – regulation vs. facilitation
3. No strong-arm
4. Work cooperatively to accomplish goals
5. On-line customer access has been reduced and need to be put back (CRC and E-permit)
6. Meeting agendas are no longer published in newspapers
7. Website search feature is weak
8. On-line parcel navigator is too slow and unusable
9. Meeting deliverables
10. Questions posed at Village Council aren't followed up on
11. Council should adhere to 5 min. standard

Exceptional Village Services Expectations Team Light Blue

► Expectations

1. When you come to Council and Mayor recognizes you and calls you by name
2. Financial responsibility
3. Honesty and Integrity
4. Promptness and courtesy
5. Engaging the communities on a lot of levels, not just residents, but school districts, etc.
6. Long and short term planning
7. Look at long range ramifications of decisions
8. When scavenger comes by and doesn't leave mess on parkway
9. Accessibility of staff and elected officials
10. E-mail response to your e-mail request
11. Make Village (e-letter) newsletter more informative about what's going on – more positive
12. Village corners/have meetings

► Going Well

1. Podcasts
2. Mayor kind to people at Council meetings
3. Like Citizen Summit
4. More cohesive council
5. Snow removal great
6. Paramedic promptness
7. Safe community
8. FS 2 open house
9. Neighborhood hearings
10. Fire department brings trucks to block parties
11. Public education program at schools – Fire and DARE
12. Worked on plan with Tom D. and Chief Porter for parking 75th and Lemont
13. PD doing a good job

► **Needs Improvement**

1. Need another parking lot downtown
2. Better job of code enforcement
3. More coffee with Council
4. Not following enforcement codes – 4929 Forest
5. Project management – when people call need point person if something is going wrong on PW project
6. Main and Curtiss – truck delivery problem also in library alley (bad signage)
7. Prompt response when people call regarding flooding – want Village employee to come out immediately
8. Less burdensome FOIA process
9. Village ignores own ordinances – community bank stair railings
10. Downtown angle parking – bad visibility

Exceptional Village Services Expectations Team Light Green

► Expectations

1. There is a lack of supervision Village Contracts – Set realistic expectations so schedule can be adhered to. “Do job right the first time”
2. Prompt response with deadline for action
3. Courtesy
4. Respect
5. Recognition of who needs to be involved to resolve issue
6. Listening
7. Checking and follow up on issues that come into Village but involve other agency to resolve issue
8. Accessibility

► Going Well

1. Courteous at public works
2. Mayor accessible
3. Staff accessible
4. Council accessible
5. F.O.I.A. response time - great

► Needs Improvement

1. Post mortems
2. Knowledge of other departments’ duties
3. Return phone calls
4. Project management – disciplines
5. Lessons learned from previous projects
6. Response time police and fire – are they improving
7. Enhance social services – elderly, homeless
8. More police awareness in neighborhoods – speeding in neighborhoods

Exceptional Village Services Expectations Team Magenta

► Expectations

1. Prompt response/appropriate, helpful response, positive response, meaningful response, consistency to all (even) – answer enforcement
2. Clear who to go (building, pw, etc), real person/live not press a number, accessible communication (not all on computer)
3. Constructive response/offer options
4. Respect for caller/resident/business owner, genuine interest, ownership in response/motivation, wouldn't have job without that resident, want to help attitude
5. Complete follow through, follow up after visits
6. Courteous
7. Knowledgeable employees
8. Correct assignment

► Going Well

1. Council meeting openness, podcasting, accessibility to Council by residents
2. Fire department – response time, service focused (changed tire for lady); Police department – even keel, responsive
3. Website
4. Parkway response when dirt/seed needed – very fast street work construction, updates to neighbors, water main break in driveway – fast repairs
5. Channel 6 – good coverage, make effort, easy to work with

Exceptional Village Services Expectations Team Orange

► Expectations

1. Using common sense
2. Follow-up
3. Desire to serve (passion)
4. Clear explanations
5. Accountability
6. Prompt acknowledgment
7. Effective communications
8. Exceeds expectations
9. Adequate knowledge/training
10. Over deliver
11. Proactive/anticipate needs
12. Act, don't react
13. Do what you say
14. Take ownership of task

► Going Well

1. Responsive to inquiries
2. Non-emergency response time
3. Providing requested information
4. Sensitivity to resident concerns and questions, re: sidewalk installation (Dan Grecco)
5. Quick council response to e-mails
6. Good, detailed information provided on obtaining residential permit
7. Thank you letter from Mayor for Village tree ornament
8. Prompt snow removal
9. Good experience from Village Hall receptionist
10. Village e-news letters

► **Needs Improvement**

1. Proactive explanation of new actions and policies (reach out)
2. Think like a resident
3. Building inspection slow to close-out concrete work project (on residential building)
4. Taking too long on Brookbank storm water project/paving (casting doubt on ability to stick to schedule on other projects)
5. Fill potholes faster

Exceptional Village Services Expectations Team Red I

► Expectations

1. Three more phone calls with responses/not handoffs
2. Prompt; accurate and courteous communication
3. Holding employees accountable for their actions/ownership
4. Ethical conduct
5. Availability
6. Timely response
7. Listening and respond to stakeholders
8. Helpful and productive with residents
9. Empathetic to concerns
10. Provide an understanding of the process
11. Follow-up
12. Clear/fast direction of calls to proper staff
13. Address people not familiar with dealing with the Village

► Going Well

1. Parking customer service is responsive and followed-up
2. Warm, welcoming, small town feel to the community
3. Moving Council meeting start time to 7 p.m.
4. Information given to citizens has improved
5. Overall staff responsiveness has improved
6. Public meetings have become more civil

► Needs Improvement

1. Faster FOIA responses
2. Online CRC requests
3. E-permitting for developers
4. Individual neighborhood town hall meetings to engage all area residents
5. Sign ordinance should evolve and change

Exceptional Village Services Expectations Team Red II

► Expectations

1. Responsiveness – return call within 24 hours
2. Recognize distinction between “customer” and “citizen”
3. Getting value for fees
4. More efficient process
5. Single point of contact
6. Meet a friendly face
7. Get to who you need to talk to quickly
8. Clear understanding up front – time to complete review; Customer accountable standards and specifications (CASS)

► Going Well

1. Positive experiences recently
2. More attempts to address real problems
3. Persistent response to unusual request (pipe condensation)

► Needs Improvement

1. “Here to tell you what you can’t do” attitude
2. Human being answering call the first time
3. Inquiries passed on to someone else – came back to original point of contact
4. Create/institute one point of contact concept
5. Lack of a coordinated response – more than one person responding
6. Free popcorn

SECTION IV

ACTION IDEAS FOR 2008 – 2009

Action Ideas for 2008 – 2009

Team Black

► Action Ideas

- * 1. Improve roads/maintenance
- * 2. Coordinate projects – street excavations
- * 3. No more new or higher taxes
- * 4. Keep people informed on Belmont underpass
- * 5. A public pool
- 6. More bike paths
- 7. Pedestrian crossing at 55th and Main needs improving
- 8. Provide a decision on the circulator buses
- 9. Improve bus utilization
- 10. Downtown grocery store
- 11. Continue Citizen Summit

Action Ideas for 2008 – 2009

Team Blue I

► Action Ideas

- * 1. Identify and notify home owners of LPDAs
- * 2. GPS software for fire and police response
- * 3. Comprehensive plan completion
- * 4. Publicize historical preservation ordinance
- * 5. Citizen Summit continuation
- * 6. Pool (water parks – encourage park district)
- 7. Upgrade quality of DG6 – Council meetings
- 8. Hiring Village Manager

Action Ideas for 2008 – 2009

Team Blue II

► Action Ideas

- * 1. PD Walking Downtown
- * 2. Relocate Post Office – distribution only
- * 3. Communicate with residents about homeless issue – what actions are taking place
- * 4. Grocery store in downtown
- * 5. Integrate Midwestern University into community
- 6. Clean up/repair roads downtown
- 7. Improve downtown directional signage
- 8. Change downtown market to farmers' market
- 9. Kid attraction item in downtown
- 10. Skate park
- 11. Public pool
- 12. Ice rink – outdoor
- 13. Meet with local media to improve coverage
- 14. Repeat FS 2 open house
- 15. Get downtown retail anchor (not big box)
- 16. Expand local bus service – circulator
- 17. Parking services
- 18. Redevelop the Tivoli or Rehab – keep theatre
- 19. Prohibit invisible fence in front yards
- 20. Make a plan for Lee and Ogden

Action Ideas for 2008 – 2009

Team Dark Green

► Action Ideas

- * 1. Performing arts center
- * 2. Repopulate vacant gas stations with revenue producing properties – fix corners
- 3. Need major destination draw – musical venue in NW Terr.
- 4. Big box at corner of Ogden and Walnut and 63rd/and Woodward
- 5. Reopen CRC public access
- 6. Finish historic preservation ordinance: State certification, Pro-active marketing, Most important – get it done
- 7. Enact neighborhood conservation districts
- 8. Protect legacy trees on both public and private property
- 9. Employee benefits for same gender partners
- 10. Protect legacy trees on public property only
- 11. Employee bonuses for outstanding performers
- 12. Fill potholes, please
- 13. Stop all talk of red light camera controls
- 14. Remove SSA funding cap to Downtown Mgmt.
- 15. Make Electronics recycling a permanent part of Amnesty Day and waste collection
- 16. Need hazardous waste pick up
- 17. Reduce number of people on Plan Commission to five

Action Ideas for 2008 – 2009

Team Light Blue

► Action Ideas

1. WiFi in CBD
2. Grocery store Downtown
3. Traffic safety – continue
4. Red light cameras s/b implemented
5. Decide what to do with Meadowbrook shopping center
6. Traffic marketing between Rogers and Warren at Main
7. Gateway signs – nice ones (like Lisle)
8. Illuminated Gateway signs
9. Re-visit building codes and zoning
10. Re-Visit zoning
11. Advance planning for underpass at CBD – Washington
12. At maple and tracks – want underpass or close intersection it is dangerous
13. Warren Ave. improved going west up to Heinz. Want warren development plan going west of that point
14. Start Council meeting early again
15. Council consider implementing conservation districts – Shady Lane and Denburn Woods
16. Better enforcement of building codes
17. Review traffic situation on Fairview by tracks

Action Ideas for 2008 – 2009

Team Light Green

► Action Ideas

- * 1. Project management process evaluation
- * 2. Street resurfacing
- * 3. Accelerating sidewalk matrix
- * 4. Major corridor vibrant/diversification with areas selected
- * 5. Mini TIFs: 75th and Lemont; 63rd and Woodward; Ogden; Fairview and RR tracks
- * 6. Better quality restaurants in town – better job diversity
- * 7. Storm water master plan continuation
- 8. Maintenance of RR crossings/pads
- 9. Term limits for Mayor and Council
- 10. Openness to develop for middle income housing
- 11. Finalize business license program
- 12. Belmont underpass
- 13. Bus circulation for seniors
- 14. Length of freight trains through town

Action Ideas for 2008 – 2009

Team Magenta

► Action Ideas

- * 1. Eliminate meth clinic
- * 2. Homelessness – public places, define behaviors and enforcing it pro-actively work with PADs, etc.
- * 3. More com. agenda and minutes of com. on web.
- * 4. Need way for people to make web comment about topics (ask proactively) – e.g. after permit process all done, automatically seek easy feedback
- 5. Parking downtown
- 6. Garage signage improvements
- 7. TAP appointments
- 8. Change perception of Council/staff outside of Village
- 9. General Village aesthetics (public owned properties: Village Hall, Parkways of public grounds; Dandelions vs. grass; Looks beat up)
- 10. Re-organize stimulator staff
- 11. Call code enforcement – get msp.
- 12. Call for stormwater – takes l-o-ng 1 day or 1 month from permitting to final inspection allow bond strictly/bond
- 13. Need easy click to find out com. members
- 14. Implement service perf. review

Action Ideas for 2008 – 2009 Team Orange

► **Action Ideas**

- * 1. Historic preservation ordinance finished 8 certified
- * 2. Reduce Village energy consumption by 10%
- * 3. Full (100%) Downtown business occupancy
- * 4. Lower expenses/lower taxes
- * 5. New comprehensive plan!!!!!!
- * 6. Private tree ordinance (balanced with individual private rights)
- * 7. “L.E.E.D.” guidelines for new municipal buildings (Green Building)
- 8. Luka’s house painted
- 9. Require more on-site SW mitigation through revised code/ordinance
- 10. Village to inform residents how they can help their neighbors
- 11. Better publication of bike paths (too hard to find)

Action Ideas for 2008 – 2009

Team Red I

► Action Ideas

- * 1. Community that accommodates individuals or different socioeconomic levels
- * 2. Need a swimming pool – public
- * 3. Study, evaluate and improve traffic issues Village-wide
- * 4. Additional cultural activities and venues in town
- * 5. A study of commercial areas to determine marketability
- * 6. Increase downtown parking
- 7. Address school expansion due to higher student populations
- 8. More connectivity between North and South sections of town
- 9. Neighborhood conservation districts – (neighborhood residents decide redevelopment of area)
- 10. Allow free market economy to prevail in Downers Grove – trees, houses
- 11. DG business who chose DG as a destination (offer banquet and hotel rooms)
- 12. Downtown hotel/inn
- 13. Improvement of 63rd and Main
- 14. Attract large chain corporation to Downers
- 15. Use old TCF Bank location for more parking

Action Ideas for 2008 – 2009

Team Red II

► Action Ideas

- * 1. Look into issues with spas and people they attract
- * 2. Actual progress on stormwater projects
- * 3. Increase opportunities for accessible housing
- * 4. See that Belmont underpass gets done
- * 5. More bike-friendly-paths/safety/lanes
- * 6. Start budget process from scratch
- * 7. Fill vacant positions with quality hires
- 8. People who oversee projects – have exp.
- 9. Promote/publicize plans for DT bus attraction
- 10. “Make” Village government something people want to participate
- 11. Give people feeling they have more of a voice
- 12. Push energy efficiency
- 13. Focus on comprehensive plan and rezoning

SECTION V

MESSAGE TO MAYOR AND VILLAGE COUNCIL

Message to Mayor and Village Council

Dear Mayor and Council,

Thanks so much for the chance to be part of this event. I'm proud to live in a village that really values the opinions of its residents – not only in listening to and responding to them, but as in this case soliciting them. Your commitment to making us all feel part of a team that's working together for a great future for Downers Grove is admirable.

Keep listening and please let us know how you're pursuing our concerns. This is a wonderful opportunity for all of us.

Lisa Stach

Ron and Staff:

Be proud – you are doing an extraordinary job. There is a much greater sense of pride about this town with the new administration.

- Please continue what you're doing
- Please get a pool (public) here asap (no more funding needed for needs analysis consultants)
- Please look at traffic increases, especially Ogden
- Please look at upgrading areas that weren't previously commercially successful

Thank you for your hard work and your desire to hear from your residents. This evening was very enjoyable. Let me know where I can help.

Good Luck,
Lezley Harmon

A great event tonight. Good diversity of participants. Well executed.

Why not do this more often!

Dear Mayor Sandack and Village Council

Thank you for your excellent work to date. I very much appreciate your hard work and vastly improved communications, openness and wonderful new attitude!

John Becker

My main issues

1. Traffic gridlock
2. Resist the creeping socialism of the community review board and community preservation concepts. It is the wolf in sheep's clothing

Thank you for this opportunity!
Time to make a change!
Certainly has!

Project management needs more attention and oversight for capital projects in the works. Hire permanent Public Works Director with focus on staffing up to levels commensurate with road, stormwater, sidewalk projects

To Council Member
Good luck with your Strategic Planning process. Thank you for making council meetings and workshops pleasant experiences. Looking forward to working with all of you to make Downers Grove an exceptional place to live.
Tom LeCren

To Mayor/Village Council
First – you’re doing a great job!
Second – some requests:
 Grocery store downtown
 More anchors downtown
 Community pool
 Better road conditions

Finally – keep communication up on website

1. The Council needs to clarify the policy on providing public resources for not-for-profits groups dedicating its efforts towards D.G. residents.
 2. Community grants policy should be revisited. Conflicts of interest and the same people serving year after year on committees should be changed.
- Stewart Karge

Mayor and Council
Well done. Thanks for continuing the public involvement
A Resident

Dear Mayor and Council,
First thank you for your service. Ask from us as well I do not see myself as a customer of the Village. I am a citizen with rights and responsibilities not only expectations. Please continue to study the issues of accessibility and affordability for middle-income housing.
Ramon Marth

I continue to believe that the key component to a successful, vibrant DG is the “unique neighborhoods” section of the DG Vision 2022 document. This includes homes available for diverse income levels, preserving neighborhood character, and continued maintenance of housing stock.
Tim Meaney

Thanks for the opportunity to provide input and to meet like minds

Dear Mayor and Council

Thank you for taking the time to ask resident what they want to see in their community. Thank you also for all your hard work and dedication.

- Keep things running smooth
- Streamline operations without too much detriment

Sound off

I would like to thank the committee for their dedication to serving the village and truly implementing/executing change. Thank you for the opportunity to take part in planning the future of our community

William Mulligan

1. Resurface Prairie Avenue!!!
2. Moratorium on cell phone transmitters. Many are too close to inhabited structures
3. Establish a youth job corps for Summer 2009 (16 and older)
4. Establish a Downers Grove energy conservation policy

Please address the library staff/director's attitude and lack of enforcement of policy. The library should be a safe place for all residents.

Please continue to tighten zoning and building regulations to help preserve neighborhood character. Thank you.

John Schofield

Changing Village

Manager is too important an action to do in secret – explain!

Great to be listened to

1. Please consider reviewing construction bond process
2. Stormwater department needs total overhaul. Definitely not customer oriented

Finish the sidewalk matrix

Please within next 5 years

Priorities

1. Neighborhood conservation district ordinance
2. Proactive code enforcement
3. Bike paths
4. Historic preservation outreach

Dear All,

☺ Thanks for this! (Pat on back...)

- Fix roads into downtown
- Make HR booth assignments fairer (I'm a member of St. Andrew's church – say no more)
- Welcome the new spirit of resident involvement
- Please no more car dealers on Ogden
- Fairview train crossing is ready for development
- Not thrilled (although my kids are too old to be affected) with Lester/Highland School Melding
- Need a skate park for those boys – if Westmont can do it, so can we – Get a corp. sponsor
- Thanks for the Cellar Door's wine by glass license.

Great Work! Wendee Greene

- You are doing a great job!

- I am concerned about what

I have heard regarding

building permits. –

Fees were waived for a
church doing renovation

Fees were charged to
the swim club for
\$50,000

Both are non-profits –

How does this work?

Who has authority to do this?

Mayor & Village Council:

Please direct attention to some specific mini - TiFFS, specifically Fairview @ tracks area, OGDEN Ave. Beautification has to extend beyond the CBD

Local press coverage of village gov't is really bor. It doesn't inform the public at all well.

I suggest getting the editors in for a meeting & see how you can work together to get better coverage. Maybe you'll have to write their stories for them! Better informed citizens is a good thing & the local press is key.

Jack Dare

Mayor & Council,

This is a fairly specialized request, but is there some way the flow of information from VH could be more timely & access more available to the media (i.e. columnist/bloggers.)? I have a good working relationship with Doug K and I realize he has A LOT on his plate, but as I work to cover issues in town, more regularly, i.e. daily, I wish I had wider access to VH staffers without always going through community relations. (theres a lot to cover in this town & I often get questions from the community as well) I suspect this is a policy issue and I am not looking to circumvent Dough – only to make the question/answer cycle faster.

Any ideas? I'm happy to work w/ VH in any way I can.

Thanks,

Elaine Johnson

Update zoning so village will not have the problems with the Babtist Home S. on Fairview.

Get state certification so ADRB work can go forth.

Why did village upset the historic landmark petition (first on for ADRB).

7/10/08

1. Please revisit zoning & building code ordinances
 2. Encourage historic preservation & conservation district like shady lane & Denburn Woods
 3. Investigate & try to implement neighborhood character ordinance like other communities
- ☺ Bill Wrobel

Dear Council,

Please continue to focus on improving the quality of roads in town.

Also, please consider "Green" initiatives in future construction when possible.