VILLAGE OF DOWNERS GROVE REPORT FOR THE VILLAGE COUNCIL MEETING JANUARY 6, 2009 AGENDA

SUBJECT:	TYPE:		SUBMITTED BY:
		Resolution	
		Ordinance	
		Motion	Michael Baker
Strategic Plan Implementation	\checkmark	Discussion Only	Deputy Village Manager

SYNOPSIS

Discussion is requested regarding the implementation plans for the top and high priority action agenda items identified in the 2008-2013 Strategic Plan.

STRATEGIC PLAN ALIGNMENT

The Five Year Plan and Goals for 2008-2013 includes *Exceptional Municipal Organization*. Supporting this goal is the objective *Village Organization Aligned with Vision, Mission and Core Beliefs*.

FISCAL IMPACT

N/A.

RECOMMENDATION

Information only.

BACKGROUND

In July 2008, the Village Council held its annual strategic planning session. This event allowed the Village Council to meet to discuss priorities for the Village to pursue in the coming years. From the discussion, a prioritized action agenda was developed that provides the basis for the development of the staff workplan for the coming 12-18 months. The Village Council approved the Strategic Plan on September 2, 2008. The items identified in the Action Agenda for 2008-09 include the following:

	Action Agenda Items	Priority / Agenda
1.	Village Facilities Plan: Design, Funding and Public Education	Top / Policy
2.	Capital Projects: Long-Range Funding, Implementation Strategy and	Top / Policy
	Public Information	
3.	Update Village's Comprehensive Plan	Top / Policy
4.	TCDIII Program	Top / Policy
5.	"Green" Energy Policy and Plan: Research, Study and Direction	High / Policy
6.	Unified Economic Development Plan and Strategy	High / Policy
7.	Village Integrated Community-wide Brand and Marketing Plan	High / Policy
8.	Façade Program: Policy and Development	High / Policy
9.	Downtown Alley Improvement Program	High / Policy
10.	Business Incentives: Tool Development	High / Policy
11.	63 rd Street Corridor Plan	High / Policy
12.	Financial Plan (5-year) and Policies: Review & Direction, Including	Top / Management
	Alternative Revenues	
13.	Customer Service: Enhancement and Performance Measurement	Top / Management
14.	Health Insurance: Evaluation and Policy Direction	Top / Management
15.	Fleet: Evaluation and Direction	Top / Management

16.	Downtown Parking Study and Long-Term Plan	Top / Management
17.	Ogden Avenue Strategy - Implementation	Top / Management
18.	Future Fire Station Location: Study and Direction	High / Management
19.	Public Works Plan and Project: Public Notification & Information	High / Management
	(Resident Knowledge of Project Schedule)	
20.	Building Code: Update and Revision	High / Management
21.	Gateway/Entrance Sign Program: Development	High / Management

After reviewing the above list and discussing the means by which to ensure effective implementation of these items, staff concluded the following:

- 1) Several of the action agenda items are closely related to one another and should be pursued in a coordinated manner.
- 2) A formal and concise reporting mechanism will be beneficial in tracking and communicating progress on the action items.

Based on these conclusions, staff is proposing that the 21 action agenda items be undertaken as 15 coordinated projects (listed below). Each project has been assigned a project leader, who will be assisted by interdepartmental team. In addition, a 1-2 page status report has been created to clearly define each project, identify its deliverables and describe progress and future work to be completed. These reports will be presented to the Village Council on a regular basis and posted to the Village website.

The preliminary status reports will be presented to the Village Council over the course of two Council Workshops. This will allow the Council and public to provide feedback on each project, its deliverables and 2009 workplan. Projects 1-8 were presented and discussed during the November 25, 2008 Workshop. Projects 9-14 will be presented and discussed at the January 6, 2008 Meeting.

	Projects		
1.	a. TCDIII Program		
1.	b. Update Village's Comprehensive Plan		
	c. 63 rd Street Corridor Plan		
2.	a. Unified Economic Development Plan and Strategy		
2.	b. Business Incentives: Tool Development		
3.	a. Façade Program: Policy and Development		
5.	b. Downtown Alley Improvement Program		
4.	Ogden Avenue Strategy - Implementation		
5.	Building Code: Update and Revision		
	Gateway/Entrance Sign Program: Development		
6.			
7.			
8.	Sustainability & Best Practices: Research, Study, and Evaluation (formerly "Green" Energy		
	Policy and Plan: Research, Study and Direction)		
9.	Financial Plan (5-year) and Policies: Review & Direction, Including Alternative Revenues		
10.	a. Village Facilities Plan: Design, Funding and Public Education		
	b. Future Fire Station Location: Study and Direction		
11.	a. Capital Projects: Long-Range Funding, Implementation Strategy & Public Information		
	b. Public Works Plan and Project: Public Notification & Information		
12.			
13.	Fleet: Evaluation and Direction		
14.	Customer Service: Enhancement and Performance Measurement		
15.	Village Integrated Community-wide Brand and Marketing Plan (note: funding for this item		
	was not approved in the FY09 budget; therefore the project is not actively being pursued).		

ATTACHMENTS

Strategic Plan Status Reports for Projects 9-14

	STRATEGIC PLAN STATUS REPORT 2008-09 Action Agenda				
	Action Item(s)	1) Long Range Financial Plan and Policies: Review and Direction Including Alternative Revenues			
	Strategic Plan Goal	Exceptional Municipal Organization			
	Staff Project Leader	Judy Buttny, Director of Finance			
PLAN	Project Definition	 This project will: Identify future financial challenges, outline strategies and offer recommendations for long-term planning and policy consideration Integrate financial impact of capital, facility planning, health insurance and fleet Strategic Plan items, along with risk mgmt program and debt obligations Identify and evaluate alternative revenue sources Review and revise financial policies to ensure alignment with Strategic Plan 			
	Key Deliverables & (Targeted Completion)	 Revised purchasing policy and reserve/cash balance policy presented to Council (Feb 09) Revised debt policy presented to Village Council (May 09) Risk Management Evaluation & Recommendation Report completed (Aug 09) Revised Long Range Financial Plan document presented to Council (Aug 09) 			
EXECUTION	Progress Upcoming Work				
STATUS	Percent Complete Status Indicator Status Explanation (for Yellow/Red)	20% STATUS INDICATOR KEY GREEN GREEN: All indications are that item will be on schedule and meet acceptable quality YELLOW: Good probability that item will be on schedule and meet acceptable quality. Some schedule, scope or resource changes may be required RED: Probability that item will not be on schedule and/or meet acceptable quality w/o changes to schedule, resources and/or scope			

Village DOWN GRO POWRED					
	Action Item(s)	1) Village Facilities Plan: Design, Funding and Public Education			
	Strategic Plan Goal	Top Quality Infrastructure and Facilities			
	Staff Project Leader	Michael Baker, Deputy Village Manager			
Plan	Project Definition Key Deliverables & (Targeted Completion)	 This project will result in: Development of and agreement on a long-term plan for future improvements to Village facilities located in the Civic Center Implementation of a public outreach effort to engage the community in decisions regarding facility improvements A report detailing future needs for Fire and EMS facilities, to include recommendations for future facility improvements On-time, under-budget completion of planned construction projects 1) Updated staff report based on 2007 Facility Needs Study seeking direction on key decisions including project scope, site selection & funding sources presented to Council (May 09) 2) Recommendation for project construction with identified funding sources presented as part of Long Range Financial/Capital Plan (Aug 09) 3) Public outreach efforts established and initiated (Aug 09) 4) Completion of schematic design (Dec 09) 			
EXECUTION	Progress Upcoming Work				
	Percent Complete	STATUS INDICATOR KEY			
	Status Indicator	GREEN GREEN: All indications are that item will			
Status	Status Explanation (for Yellow/Red)	be on schedule and meet acceptable quality YELLOW: Good probability that item will be on schedule and meet acceptable quality. Some schedule, scope or resource changes may be required RED: Probability that item will not be on schedule and/or meet acceptable quality w/o changes to schedule, resources and/or scope			

DOWN GROU POWNED	STRATEGIC PLAN STATUS REPORT 2008-09 Action Agenda			
	Action Item(s)	 Capital Projects: Long Range Fund and Implementation Public Works Plans & Projects: Public Notification Schedule 		
	Strategic Plan Goal	Top Quality Infrastructure and Facilities		
	Staff Project Leader	Robin Weaver, Interim Public Works Director		
PLAN	Project Definition	 This Project will result in: Identification of funding sources and strategies to match the costs and schedule of all planned capital projects Capital project planning in a coordinated manner across all departments, divisions and funds Implementation of a plan to maximize cost effectiveness of project completion and minimize disruption to residents and businesses A plan for improved communication to affected customers, including public input at appropriate times and notice of construction activities 		
	Key Deliverables & (Targeted Completion)	 Updated Community Investment Program Document Published (Apr 09) Presentation of Capital Projects Long-Range Funding Strategy (Jul 09) Presentation of Customer Participation and Notification Plan (Sep 09) 		
EXECUTION	Progress Upcoming Work			
	Percent Complete			
S	Status Indicator Status Explanation (for Yellow/Red)	GREEN GREEN: All indications are that item will be on schedule and meet acceptable quality		
STATUS		YELLOW: Good probability that item will be on schedule and meet acceptable quality. Some schedule, scope or resource changes may be required RED: Probability that item will not be on schedule and/or meet acceptable quality w/o changes to schedule, resources and/or scope		

Village DOWN GROU POUNCED IN	STRATEGIC PLAN STATUS REPORT 2008-09 Action Agenda				
	Action Item(s)	1) Health Insurance: Evaluation and Policy Direction			
	Strategic Plan Goal	Exceptional Municipal Organization			
	Staff Project Leader	Wesley Morgan, Human Resources Director			
PLAN	Project Definition Key Deliverables & (Targeted Completion)	 This project will ensure provision of a comprehensive benefit package for employees in a cost-effective manner assess options for cost efficiencies i.e., pooling arrangements, co-pays and premiums 1) Gather information related to and initiate implementation of a comprehensive wellness and disease management program (Mar 09) 2) Review impact of GASB 45 requirements; evaluate and recommend policy options to Village Council (Jun 09) 			
	Progress	• Completed review of all current contracts related to the administration of the Village's health insurance plan and implemented cost efficiencies			
EXECUTION	Upcoming Work				
	Percent Complete	10% STATUS INDICATOR KEY			
STATUS	Status Indicator Status Explanation (for Yellow/Red)	GREEN: All indications are that item will be on schedule and meet acceptable quality YELLOW: Good probability that item will be on schedule and meet acceptable quality. Some schedule, scope or resource changes may be required RED: Probability that item will not be on schedule and/or meet acceptable quality w/o changes to schedule, resources and/or scope			

Village DOWN GROU POUMEED IN	STRATEGIC PLAN STATUS REPORT 2008-09 ACTION AGENDA				
	Action Item(s)	Fleet Evaluation and Direction			
	Strategic Plan Goal	Exceptional Municipal Organization			
	Staff Project Leader	Judy Buttny, Finance Director			
PLAN	Project Definition Key Deliverables & (Targeted Completion)	 This project will result in a review all aspects of the fleet management and operations, including the type and size of vehicles to be purchased, fuel alternatives and all methods for conserving fuel, and methods of financing fleet purchases. 1) Updated inventory of all vehicles completed (Feb 09) 2) Monthly updates on fleet evaluation process provided to Village Manager's Office (begin Jan 09) 3) Long-term recommendations incorporated as part of Long-Range Financial Plan (Aug 09) 			
	Progress				
EXECUTION	Upcoming Work				
	Percent Complete	20% STATUS INDICATOR KEY			
Status	Status Indicator Status Explanation (for Yellow/Red)	GREEN GREEN: All indications are that item will be on schedule and meet acceptable quality YELLOW: Good probability that item will be on schedule and meet acceptable quality. Some schedule, and meet acceptable quality. Some schedule, scope or resource changes may be required RED: Probability that item will not be on			
		schedule and/or meet acceptable quality w/o changes to schedule, resources and/or scope			

DOWN GROU	STRATEGIC PLAN STATUS REPORT 2008-09 Action Agenda			
	Action Item(s)	Customer Service: Enhancement & Performance Measures		
	Strategic Plan Goal	Exceptional Municipal Organization		
	Staff Project Leader	Andy Matejcak, Counseling & Social Services Director		
PLAN	Project Definition Key Deliverables & (Targeted Completion)	 This project will: Identify excellent customer service behaviors and skills and provide ongoing training to key staff Identify and implement means by which to measure performance in the area of customer service Make performance reports available to employees and external customers as a means of improving and focusing continued attention on customer service. Inventory of Village services and related customer groups developed (Feb 09) Performance measurement and training programs for employees implemented (May 09) Performance reports posted (begin Aug 09) 		
	Progress			
EXECUTION	Upcoming Work			
	Percent Complete	STATUS INDICATOR KEY		
	Status Indicator	GREEN GREEN: All indications are that item will		
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