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2014-2019 STRATEGIC PLAN

DASHBOARD PROGRESS REPORT



At the Heart of Community

YEAR II



INTRO

2016 REPORT INTRODUCTION

Over the past year, the Village of Lake Zurich has made substantial progress in the implementation of its 2014-2019 Strategic Plan. This report highlights the Village's accomplishments, focusing on the progress made toward the realization of the community's long-term goals. Many projects are prioritized through the annual budgeting process, at which time staff and resources are allocated to achieve a particular objective. Several other objectives listed in the Strategic Plan are "ongoing" efforts, with the Village capitalizing on new opportunities as they arise, and will remain works in progress.

FISCAL SUSTAINABILITY



FISCAL YEAR 16B TARGET PROJECTS

CONTINUED

CIP 10-20 YEAR EXTENSION

Infrastructure Objectives D, E, F, and G

Fiscal Sustainability Objective A: Development of a financial strategic plan

Capital Improvement Program will be extended from 5-year window to 10-20 year horizons to better anticipate long-term infrastructure costs and explore future funding options.

STREAMLINE REVIEW FOR SITE PLANS AND BUILDING EXTERIORS

Development Objective C: Become more business friendly & customer oriented

Staff review for site plans and exteriors that meet codes reduces response times and accelerates development activity.

DOWNTOWN REDEVELOPMENT

Development Objective A: Revitalization of Downtown

Priority placed on completing the review and approval of proposed developments for Village-owned Block A and Block C properties.

KMART REDEVELOPMENT

Development Objective G: Continue Route 12 development

Staff will capitalize on renewed interest in redeveloping Kmart site in favor of new mixed use residential/commercial project.

ZONING CODE REVIEW

Development Objective H: Update regulations, develop policies to include Comprehensive Plan revisions

Zoning regulations will be assessed for revisions and updates to better match community development goals. Changes would be implemented in FY 2017.

COMPLETE SIGN CODE REVISIONS

Development Objective H: Update regulations, develop policies to include Comprehensive Plan revisions

Sign code revisions will provide new opportunities for businesses to advertise, within the context of the community's appearance standards.

LIQUOR CODE REVIEW/REVISION REWRITE

Development Objective C: Become more business friendly & customer oriented

Development Objective I: Partner with business community to identify its needs and how they can be met

First adopted in 1994, the Liquor Code has been repeatedly amended to create 23 different classes of liquor licenses. A restructured liquor code will streamline license categories, reexamine requirements, and support current and future liquor establishments.

SPECIAL EVENTS IMPLEMENTATION

Development Objective K: Enhance community image and positive interactions through special events

Village will host or partner with 17 special events, providing positive experiences for residents and guests to build community image and support other civic engagement goals.

ICMA INSIGHTS IMPLEMENTATION

Service Sustainability Objective C: Establish a performance measurement/management system

National benchmarking platform will provide context and guidance for future service delivery decisions, complementing the community's feedback from the National Citizens Survey.

FISCAL YEAR 16B TARGET PROJECTS

Fiscal Year 2016B covers an eight-month fiscal period of May 1 to December 31, 2016, after which the Village will transition to a calendar-based fiscal year that starts on January 1, 2017. During this interim fiscal period, the Village will focus on the following initiatives to further advance the community's strategic goals and objectives.

COMPLETE COMMUNITY DEVELOPMENT/PUBLIC WORKS REORGANIZATION

Fiscal Sustainability Objective F: Continue organizational analysis to increase efficiencies.

Service Sustainability Objective B: Develop a high-performance organization

Separate Community Development and Public Works Departments refocuses their efforts on their respective responsibilities, removes a layer of bureaucracy and improves communication.

FINANCIAL SOFTWARE SYSTEM REPLACEMENT PLAN

Fiscal Sustainability Objective F: Continue organizational analysis to increase efficiencies

Plan will identify options for replacing obsolete financial software that is no longer supported by its vendor.

FIRE RESCUE DEPT. FACILITY STUDY

Fiscal Sustainability Objective F: Continue organizational analysis to increase efficiencies

Study will consider maintenance, functionality and operational costs of existing 4 stations.

COMPLETE WAUCONDA DISPATCH INTEGRATION

Fiscal Sustainability Objective J: Identify Opportunities to Provide Services to Other Agencies

Integration of Wauconda dispatch improves system efficiency and maximizes partner agencies' investments in shared services.

WATER METER PERFORMANCE CONTRACT

Infrastructure Objective A: Ensure a sustainable, Healthy & Economical Water Source

Project will reduce leakage, improve water meter accuracy and increase operational efficiency.

GIS IMPLEMENTATION PLAN

Infrastructure Objective C: Examine available GIS capabilities for potential operational usefulness

Plan will identify the resources needed to use GIS to support planning, economic development and infrastructure management. Implementation will be considered for FY 2017-2018 budgets.

ANNUAL ROAD RESURFACING PROGRAM

Objective E: Develop a formalized, long-range street maintenance program

Project invests \$2 million in annual street resurfacing, implementing the recommendations of the Pavement Management Plan.

COMPLETE SEWER LINING PROJECT

Infrastructure Objective F: Develop a formalized, long-range sanitary sewer plan

Completion of \$3.3 million investment in sanitary sewers supports long-term system reliability and infrastructure life.

ASH TREE REPLACEMENT PROGRAM

Infrastructure Objective I: Address Emerald Ash Borer Issue

Pilot program invests \$50,000 in FY 2016B to replace trees lost to emerald ash borer (EAB) infestation. Tree replacement will require ongoing commitment in future budget years.

DEVELOPMENT

GOAL #2

OBJECTIVE

% COMPLETE TREND

Revitalization of Downtown

- No Further Remediation letter received from Illinois Environmental Protection Agency
- Design completed for located utilities underground for Block C
- Department of Public Works evaluating relocation and replacement of water mains and sanitary and storm sewers

20%



Continued Implementation of 6-Point Downtown Redevelopment Plan

- Special Events Coordinator position approved, position filled
- Special Events Sponsorship Program designed and developed, revenues totalling \$14,000 for first year
- New Downtown Winter Celebration successful

20%



Become More Business Friendly & Customer Oriented

20%



Expand Role as Economic Hub in Southwest Lake County

- Village leased own booth, over 400 brokers, realtors, businesses contacted, multiple discussions held
- Retail leakage data available for first time from Lake County Partners on a quarterly basis

50%



Continue Route 22 Development

- Approximately 20 businesses located to Route 22 in 2015, up from 8 in 2014

40%



Develop Recommendations for Future Annexations

0%



Continue Route 12 Development

40%



Update Regulations, Develop Policies to Include Comprehensive Plan Revisions

10%



- Codes changes designed to decrease wait time for permittees (soil conservancy, site plan review, exterior appearance) developed. Approval of changes anticipated by June, 2016.

Partner with the Business Community to Identify Its Needs & How They Can Be Met

0%



Develop a Comprehensive Marketing Plan for the Village

0%



- Removed from FY-2016 Budget due to anticipated revenue shortfalls. To be determined.

Strategies are in place to achieve objective and proceeding as planned. High probability of successful completion of objective.

Likely probability that objective will be achieved within acceptable parameters with possible modification of scope and strategies as Plan progresses.

Probability that objective will not be achieved without significant adjustment of resources or extenuating factors.

To be accomplished beyond current Plan Year 1.

INFRASTRUCTURE

GOAL #3		
OBJECTIVE	% COMPLETE	TREND
A Ensure a Sustainable, Healthy, & Economical Water Source <ul style="list-style-type: none"> Leak detection project conducted, leaks repaired, approximately 12,000 GPD saved Water mains repaired on Maple Avenue and Terrace Lane 	40%	●
B Explore Feasibility of a Fixed Asset Analysis & Inventory <ul style="list-style-type: none"> Review for later plan years 	0%	●
C Examine Available GIS Capabilities for Potential Operational Usefulness <ul style="list-style-type: none"> Planned for Year 3 	0%	●
D Address Stormwater Management Issues <ul style="list-style-type: none"> Grand Avenue main size increased to mitigate flooding in residential areas Reinsalled lift station on Partridge Lane to mitigate residential flooding Adoption of Lake County Watershed Development Regulations 	20%	●
E Develop a Formalized, Long-Range Street Maintenance Program <ul style="list-style-type: none"> Pavement Management Plan in place. Approximately 4 miles of roadway resurfaced for total cost of approximately \$2,000,000.00 	20%	●
F Develop a Formalized, Long-Range Sanitary Sewer Plan <ul style="list-style-type: none"> Planned for Years 2 and 3 Approximately 9,000 feet of sanitary interceptor sewer is scheduled for rehabilitation and lining 	20%	●
G Prepare a Formalized Municipal Facility Maintenance Plan <ul style="list-style-type: none"> Planned for Year 3 	0%	●
H Identify & resolve Outstanding Concerns with Village-Owned Properties <ul style="list-style-type: none"> Addressed in later plan years 	0%	●
I Address Emerald Ash Borer Issue <ul style="list-style-type: none"> Removal of all infested trees completed Tree replacement pilot program in place for FY-2016B 	50%	●
J Identify Means to Enhance Pedestrian Mobility (Sidewalks, Bike Paths, Trails, etc.) <ul style="list-style-type: none"> Keuchmann Park walking path restoration underway in conjunction with Ancient Oaks Foundation Echo Lake Sidewalk Improvement project in conjunction with Ela Township completed 	40%	●

SERVICE SUSTAINABILITY

GOAL #4		
OBJECTIVE	% COMPLETE	TREND
A Establish a Service Sustainability Plan <ul style="list-style-type: none"> Inventory of services drafted 	10%	●
B Develop a High-Performance Organization <ul style="list-style-type: none"> CALEA reaccreditation awarded to Police Department Records Management System in testing stages Starcom radio network transition underway 	10%	●
C Establish a Performance Measurement & Management System <ul style="list-style-type: none"> National Citizen Survey conducted October, 2015. 94% of participants ranked Village as an excellent or good place to live with over 90% assigning positive ratings as a good place to raise children 	60%	●
D Identify Methods of Alternative Service Delivery <ul style="list-style-type: none"> Village contracted with Lake County for inspection services with estimated savings of approximately \$100,000 	10%	●
E Develop a Technology Update Plan <ul style="list-style-type: none"> Addressed in later plan years 	0%	●

CIVIC ENGAGEMENT

GOAL #5		
OBJECTIVE	% COMPLETE	TREND
A Create an Infrastructure of Civic Engagement <ul style="list-style-type: none"> Resident surveys conducted for video gaming, Route 59 extension, stormwater management/funding Village website redesigned for easier use Benchmarks E-Newsletter developed and distributed on a regular basis Facebook and Twitter presence established 	20%	●
B Nurture a Culture of Radical Transparency <ul style="list-style-type: none"> Illinois Policy Institute Transparency Project Score of 91%, Village recipient of Sunshine Award 	20%	●
C Develop a Comprehensive Communications Plan <ul style="list-style-type: none"> General, hierarchical, priority-based approach established to engage community 	20%	●
D Provide Opportunities for Elected Officials to Engage Citizens Outside Regular Board Meetings <ul style="list-style-type: none"> Planned for Year 3 	0%	●

- Strategies are in place to achieve objective and proceeding as planned. High probability of successful completion of objective.
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- Probability that objective will not be achieved without significant adjustment of resources or extenuating factors.
- To be accomplished beyond current Plan Year 1.