VILLAGE OF LINCOLNSHIRE

FISCAL YEAR 2023 GOALS

Administration / All Village Departments Goals

- *Adopt Technology Strategic Plan*: Advance the inter-departmental IT committee to review existing technology and evaluate organizational needs to assist in creation of a Technology Strategic Plan and Capital Plan, based on shared initiative across the GovIT Consortium, as well as Lincolnshire-specific projects.

- *Cloud-Based File Storage Solution*: With the gradual transition to "Software as a Service", determine the most appropriate method to migrate on-premises Village electronic files to a cloud solution. Coordinate review of existing electronic files and reorganize as necessary.

- *Evaluate / Implement BS&A Cloud-Based Enterprise Resource Planning (ERP) Software*: Evaluate transition from the Village's existing on-premises BS&A ERP system to BS&A's version of the cloud-based system. Understand advantages/disadvantages to cloud-based system. If cloud-based system is worth implementing, update workflows and automate processes as much as possible with cloud-based system. Promote the ability for residents, businesses, and contractors to do business with the Village virtually. Measure change in online submittals.

- *Enhance Employee Engagement:* Continue cross-departmental conversations regarding Gallup's Q12 Employee Engagement survey. Finalize a long-term work plan to improve engagement levels in all departments. Perform a follow-up survey to assess changes in engagement levels. Continue work with Employee Council on improvements to internal policies, employee development, onboarding, retention, and recruitment.

- *Update Position Descriptions with Each Recruitment*: Work with all departments to review existing position descriptions and update as necessary. Ensure position descriptions accurately reflect duties and responsibilities, as well as required skills, knowledge, and abilities.

- *Develop Plan for New Special Events in 2023*: Building upon the success of the past two seasons of Summer in the Shire concert series, explore opportunities to brand "Summer in the Shire" broadly to include possible farmer's market and/or movies in the parks. In the addition to traditional special events (Arbor Day, Memorial Day, 4ht of July, Boo Bash, Lincolnshire Lights), the cross-departmental Special Event Committee will work together to develop an "open house" community event hosted by both Police Department and Public Works. The open house event will provide an opportunity to engage and educate the community and feature these two department operations.

- *Update Village Policies*: Finalize review of internal and external policies, update as necessary and make recommendation to Village Board for approval. Comprehensive policy update last occurred in 2012.

- *Assess Administrative Services for Improved Cross-Training and Process Improvements*: Explore functions of Community & Economic Development and Finance Department administrative services. Analyze frequency and depth of customer service interactions as well as processes and procedures. Identify opportunities for automation to allow employees to focus on higher value work.

- *South Village Green Road Maintenance*: Determine future maintenance plan, funding, and responsibility in partnership with the South Village Green Homeowners Association.

Community & Economic Development Department Goals

- *Update Comprehensive Plan*: In partnership with the Village's selected consultant, complete a holistic update to the Village's Comprehensive Plan. Identify recent – and prescient – economic development trends, land use patterns, and amend the Plan to chart a path forward for continued economic growth in Lincolnshire. Create a clear, graphically appealing vision, which provides guidance of development opportunities which are compatible with existing uses within the Village. Address redevelopment pressures in the Village's corporate/business centers and create a vision for the future of this area. Promote conditions for appropriate redevelopment of certain industrial and commercial properties and protect long-term industrial/commercial residents of the Village.

- *Standardized Electronic Plan Submittal/Review Process*: With possible implementation of BS&A Cloud-Based ERP Software of electronic plan review software, as well as electronic plan review software, develop standardized processes for plan reviews and correspondence with applicants to leverage the full benefit of the software.

- *Evaluate Lincolnshire's Chamber of Commerce Relationship:* Considering reduced Lincolnshire business participation as members of the Buffalo Grove-Lincolnshire Chamber of Commerce, explore alternative arrangement with surrounding communities to enable broader support for and promotion of the Lincolnshire business community. If viable option is available, execute marketing agreements with respective entity that contains performance standards for continued growth and success for Lincolnshire businesses.

Finance Department Goals

- *Equipment Inventory*: Complete a comprehensive inventory of all non-IT equipment that has a value of $2,500 or more. Update existing database to make it more "user-friendly".

- *GASB 96 Preparation*: Inventory all software subscriptions and gather all necessary data in preparation for GASB 96.

- *Audit RFP*: Prepare an RFP for annual financial audit services.

- *Sales Tax Audit*: Work with Community & Economic Development to complete a study of all businesses in Lincolnshire that may have a sales tax component.

- *Electronic Payment Processing:* Research potential payment processing option via automatic bank transfers (Venmo / Zelle) for use in daily operations as well as during special events.

- *Illinois Local Debt Recovery Program*: Implement the Illinois Local Debt Recovery Program (IDROP) and interface with DACRA collections for all police tickets.

- *Accounts Payable ACH Payments*: Promote the ACH payment option to frequently used AP vendors to avoid and reduce check fraud.

- *Capital Improvement Plan*: Update existing capital improvement plan spreadsheet to provide more clarity and capability to interface with budget documents.

Police Department Goals

- *Obtain Tier 1 Police Department Accreditation Thorough the Illinois Law Enforcement Accreditation Program (ILEAP):* The Illinois Law Enforcement Accreditation Program (ILEAP), established by the Illinois Association of Chiefs of Police (ILACP), is the ongoing process whereby agencies evaluate policy and procedure against established criteria and have compliance with those criteria verified by an independent and authoritative body, the Illinois Law Enforcement Accreditation Council. The criteria, or standards, are policy development guidelines that represent a level of quality service delivery.

- *Implement ICAT: Integrating Communications, Assessment, and Tactics Program in the Police Department*: ICAT is a training program that provides first responding police officers with the tools, skills, and options they need to successfully and safely defuse a range of critical incidents. Developed by Police Executive Research Forum (PERF) with input from hundreds of police professionals from across the United States, ICAT takes the essential building blocks of critical thinking, crisis intervention, communications, and tactics, and puts them together in an integrated approach to training.

  ICAT is designed specifically for situations involving persons who are unarmed or are armed with weapons other than firearms, and who may be experiencing a mental health or other crisis. The training program is anchored by the Critical Decision-Making Model that helps officers assess situations, make safe and effective decisions, and document and learn from their actions. ICAT incorporates different skill sets into a unified training approach that emphasizes scenario-based exercises, as well as lecture and case study opportunities.

  This will build upon current departmental Crisis Intervention Training (CIT).

- *Replace Outdated In-Car Video Camera System with one that Integrates with the New Body-Worn Camera System*: The current in-car cameras were purchased in 2014 and are approaching the end of their useful life. The new in-car camera system will be compatible with the Department's body-worn cameras and will respond to the same triggers and activate when the emergency lights or sirens are turned on, a Taser is activated, or an officer unholsters their pistol. Both systems can also be manually activated and will use the same evidence management platform.

- *Implement Fixed-Location Automatic License Plate Recognition (ALPR) System*: ALPR uses a combination of hardware and software components to capture and analyze information that can be used for security and surveillance. ALPR can collect data on both the vehicle and registered owner by reading license plates, collecting vehicle data, and analyzing the data. ALPR can also capture information from vehicles that are on a watch list, sending alerts and potentially preventing and/or solving crimes. Staff will evaluate ALPR systems that offer integration of current software systems and evidence management platforms.

Public Works Department Goals

- *Drainage Master Plan Improvements:* Continue to implement the Village's Storm Water Master Plan which will allow the Village to proactively plan and prepare for current and future extreme rainfall events. This includes the use of a Storm Sewer Utility Fee for improvement projects for both small-scale and large-scale projects.

- *Public Works Succession Planning:* Staff will continue to work on succession plans for each Division by working off the previously completed succession plan for the Utilities Department. Input should include information on how roles evolved over the past several years. A review of the remaining department staffing levels and roles will also be undertaken to help ensure they align with the succession plan.

- *Long-Range Pedestrian Improvement Plan:* Utilize information taken from the Comprehensive Land Use Plan update and incorporate recommendations into the Pedestrian Plan for Park Board and Village Board approval. This includes the review of potential transitions from office space to industrial space in certain areas of the corporate center.

- *Connection Fee Analysis and Recommendation:* Review and update the Village's connection fees for water and sewer connections. There are a variety of variables factored into the determination of these fees that will be reviewed. Also, methodology from other municipalities as well at the capstone project completed earlier in 2021 by students from Northern Illinois University will be evaluated for possible incorporation into Lincolnshire's fee structure.

- *General Maintenance Staff Cross Training:* Create and implement a set of guidelines which include a base skillset that provides every member of the Public Works Department the ability to obtain the skills required of each Division. The goal is for each staff member to be proficient in 75% (or as applicable) of each Public Works Division's responsibilities.

- *Update Public Works Policy Manual:* Review and update all Public Works policies with a focus towards meeting or exceeding all OSHA recommendations.

- *Increase Use of GIS/Mobile Technology:* Work with GIS representatives to train all Public Works staff on utilizing their Village-issued smartphones to better utilize GIS technology. Each Division will become proficient in using the specific applications for their specific workflow.