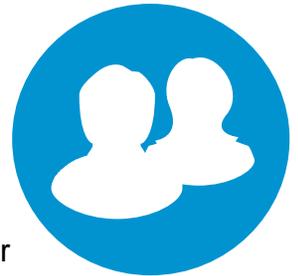




## FY2016 STRATEGIC INITIATIVE HIGHLIGHTS:

### Quality of Life:

- The Public Works Department is working to provide Lake Michigan water to over 40 properties at the request of local residents, and will participate in public meetings and discussions to determine next steps.
- The Public Works Department is currently developing plant optimization plans to determine the ability to remove phosphorus and other nutrients at the Woodridge-Greene Valley and Knollwood plants. A consultant is developing a model of existing conditions in both plants to create plans for current and future improvements.
- The Office of Homeland Security and Emergency Management (OHSEM) has developed a Rail Hazard Specific Emergency Response Plan and grant funding for the project has been obtained. A table top and full scale exercise will be held in August 2016. Additionally, a Hazardous Materials Emergency Response Plan is being developed by the Local Emergency Planning Committee.
- The County's Environmental Division has been working with municipalities to adopt the County's model partnership resolution committing to the Cool DuPage goals, and progress has been made in expanding social media and email outreach. Cool DuPage information has also been shared in the County's external newsletter and was exhibited at the Conservation Foundation's Environmental Summit.
- An online Recycling Guide was developed by the Environmental Division allowing users to sort by type of waste item, and the County's website has been updated with information on electronics recycling.
- The Building & Zoning Department has implemented changes in the adjudication process to allow for "agreed orders" which expedite the adjudication process for compliance and penalties. Staff is consolidating code enforcement inspections, adjudication and supervision into one group to ensure efficient processing and completeness. Building & Zoning has also implemented changes to allow Code enforcement officers to report directly to the Planning & Zoning Division which creates better continuity and ordinance interpretation.
- County Board staff continues to provide operational and communications support to the DuPage County Coalition Against Heroin which actively promotes awareness of heroin and opioid abuse across DuPage County. Through a County grant, the Robert Crown Center has now provided heroin education to over 4,300 students from 17 schools. The County also recently funded Project Connect, a program that offers resources to DuPage residents seeking to end their heroin addiction. County staff is actively participating in the Chicagoland Opioid Abuse Task Force (COAT) which aims to address regional opioid issues, and DuPage County is leading efforts to organize a regional, one-day summit to further advance heroin and opioid education and awareness efforts.



### Financial Planning:

- By the end of FY2015 an estimated \$100,000 of improvements were made to the current animal control facility and in FY2016 another \$950,000 of improvements were approved by the County Board. The newly renovated Animal Shelter reopened on May 24<sup>th</sup> with noise abatement upgrades along with improvements to lighting, air filtration, electrical and fire protection.
- The Finance Department launched a new Budget Module (d/EPM) under controlled availability on April 22<sup>nd</sup> and upgraded its software



in May. The department anticipates a release for general acceptance later in 2016.

- The Public Works Committee and County Board approved a contract to assist in the development of a comprehensive 20 year capital planning tool.
- The 421 Traffic Court has been relocated to the Judicial Facility to provide easier access and better security, and the Downers Grove Traffic Court has received both security and functionality upgrades.
- The Building & Zoning Department sought changes to the County's Building Code which address the Community Assistance Visit (CAV) assessment and reconciliation process, and continue with joint review and reconciliation to improve the County's flood insurance rating which helps to lower flood insurance rates for unincorporated residents.
- The Information Technology Department updated its Strategic Technology Plan (STP) for all Countywide Elected Officials and County Departments identifying various technology projects from all entities while identifying efficiencies linking to the County's Strategic Plan.
- Stormwater Management staff has worked on the development and implementation of the Stream Collector App, incorporated wetland maps onto GIS layers, and is working with County IT to optimize continuity of operations.

### **Customer Service:**

- The OHSEM recently created an Employee Response Guide to address how emergency situations are handled on the County Government Complex. OHSEM staff reports that it has held 16 Emergency Response Guide trainings for over 600 County employees.
- The OHSEM has begun enhancing volunteer support for emergency operations through recruitment of a Medical Reserve Corps (MRC) and Auxillary Communications (AuxCom) team that assist in the department's mission during emergencies and disasters.
- Taxpayers and other stakeholders are now able to view the sales price and other basic property sales parameters on the County's property lookup portal for the approximately 300,000 property transfers that have occurred in DuPage County since January of 2000. The data is compiled by the Supervisor of Assessment's Office and monthly updates are made to the website.
- County Board communications staff launched "Talk DuPage," a group of 28 municipal communicators in December 2015 which helps get County news and information to municipalities. Staff also achieved a media placement rate of 90% or higher on the ratio of County news stories placed.
- County Board communications staff has grown the County Board district external newsletter list to over 3,200 subscribers and reached an open rate of 29.5%, which is above the industry average of 22.8%.
- The Information Technology Department implemented "Fire-Eye," an advanced anti-malware application, and has procured next generation firewalls while strengthening overall network security through hardware and software changes.
- The Information Technology Department will roll out Cyber Security Awareness training for employees in 2016, and a Cyber Security Awareness segment has been added to the New Employee Orientation.



### **ACT Initiative:**

- The Transform Illinois coalition was formalized and held its first conference to promote and expand upon the principles of the ACT Initiative through collaboration and legislative advocacy.
- The County DOT, Public Works and Finance Departments forged a relationship with the DuPage Municipal Partnering Initiative (MPI) to identify additional opportunities for shared procurements. The County developed a list of cooperative purchasing contracts which allow municipalities and other local governments to take advantage of County contractual terms and pricing when agreed to by the



vendor. Public Works is now jointly procuring its underground sewer lining services which is saving \$28,000 in 2016.

- The County Ethics Commission approved a new educational ethics ordinance pamphlet and flyer at its March 2016 meeting which County Board staff worked to create. The pamphlet is now included in the new hire orientation packets and the flyer is posted in prominent locations on the County's website to further assist in understanding of the ethics ordinance.

- County staff developed and launched a Lean crash course to facilitate the training of new hires in five previously trained departments (Community Services/DOT/Stormwater/Public Works-Building & Zoning/Convalescent Center) which promotes the longevity of the Lean initiative that has empowered staff to pursue process improvements and enhance customer service.

- The OHSEM continues working to consolidate the Health Department's Office of Risk and Emergency Management (OREM) in order to leverage efficiencies and best protect the public in emergency situations.
- The Information Technology Department created a shared services agreement with the DuPage County Forest Preserve District and is sharing data with other agencies across the County through the open data sharing policy. The Department is creating a GIS Services survey to determine and assess the full GIS needs of each organization.
- The Information Technology Department continues to implement IT Enterprise Automation as Operations Analysts teams are working with the vendor on product rollouts. Monitoring software is complete, AutoOperator module is being installed and tested, and Customization is scheduled to go live by the end of June 2016.
- Stormwater Management is working toward being considered a qualifying local program (QLP) for future IEPA Notice of Intent (NOI's). The water quality group has formed a steering committee of communities to get a draft agreement for DuPage County communities interested in participating in a regional watershed NOI permit.

### **Economic Growth:**

- The Building & Zoning Department is completing a revision to the County's building and residential codes to stay current on industry trends, enhance consistency and improve efficiency for contractors.
- Stormwater Management, Building & Zoning, Public Works, and County DOT are collaborating on a central permitting system. An RFP was issued and three firms provided a demonstration proposal. A group made up of staff in each department is reviewing and evaluating the options and costs.

