



DUPAGECOUNTRY

FY2017 Strategic Initiative Implementation Summary



Strategic Planning Committee
Chairman Gary Grasso

FY2017 Strategic Initiative Implementation Summary

The County Board approved a revised Strategic Plan for DuPage County government in November 2015. The year-long process to update the Strategic Plan included significant engagement of DuPage residents, elected officials, county staff and community organizations. Prior to final County Board approval of the plan, a public comment period was initiated to allow for additional public feedback. Beginning in FY2016, each County Board jurisdiction department identified strategic initiatives they would pursue to advance the five strategic imperatives identified in the plan. An FY2016 year-end report was developed to outline the substantial progress that had been made by each department during the last fiscal year. A copy of the FY2016 Strategic Initiative Highlights report is available on the County’s website at www.dupageco.org/strategicplan/.

The five central imperatives (*Quality of Life; Financial Planning; Customer Service; ACT Initiative; and Economic Growth*) stand at the core of the Strategic Plan. For FY2017, each County department identified up to five strategic initiatives to pursue during the current fiscal year. In all, a total of 57 strategic initiatives were identified by each County Board jurisdiction department.

Since the beginning of the fiscal year, departments have taken steps to advance their strategic initiatives, and in coordination with their parent committees, have periodically provided updates regarding their implementation progress.

This document serves as a summary and provides highlights from the FY2017 departmental reports. In the body of this document, you will find the strategic initiatives listed by department and arranged under their associated strategic imperative. Highlights of the actions taken and milestones achieved during FY2017 are provided immediately below each strategic initiative. Continued implementation of the Strategic Plan is fundamental to the County’s success. Each department remains committed to implementation of the plan as an ongoing responsibility and as part of their regular operations to ensure continued success. As the plan is implemented, County leaders will continue to assess and prioritize each initiative reviewing their viability and financial impact.



The following is a snapshot of each strategic initiative and the corresponding actions required of DuPage County government to implement the Strategic Plan.



DUPAGE COUNTY



GOVERNMENT



QUALITY OF LIFE

- Keep people safe
- Maintain the social service safety net
- Protect and enhance natural resources and infrastructure



FINANCIAL PLANNING

- Plan and prioritize
- Optimize cost containment
- Identify, assess, and secure funding opportunities



CUSTOMER SERVICE

- Improve access to County resources
- Provide standards-based customer service training and professional development
- Enhance public outreach



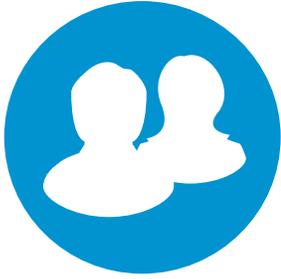
ACT INITIATIVE

- Reduce the size, scope and cost of local government
- Pursue operational efficiencies
- Expand and promote these principles beyond County government



ECONOMIC GROWTH

- Ensure DuPage County residents have competitive job skills
- Foster economic growth and development
- Champion DuPage County as a desirable place in which to live and work



QUALITY OF LIFE

The County must define and fulfill its role in supporting an enhancing the quality of life for County residents.

- **BUILDING AND ZONING:** *Comprehensively review code enforcement processes and regulations.*

(FY2017 Action)

- Building and Zoning continues developing a program to consolidate code enforcement inspections, adjudication and supervision into one group
- Building and Zoning developed and launched the DuPage County Revitalization (or “Clean and Lien”) Program in late 2016 with County Board approval, and received a \$250,000 grant from the Illinois Housing Development Authority (IHDA) to provide additional support for the program, which has identified over thirty qualifying projects
- Building and Zoning implemented a supervisor review process between multiple departments and divisions to review all code enforcement cases to ensure completeness and efficient processing through the adjudication program
- Building and Zoning has implemented changes to the adjudication process to allow for “agreed orders” which expedites the adjudication hearing process for penalties and compliance

- **CARE CENTER:** *Continue to monitor and identify long-term care needs of the aging and disabled population who require subsidized care and housing. As the healthcare market and related regulations change with the overall goal of reducing cost and improving quality, it is important to be aware of the changing role that DPCC may play in the market. DPCC needs to be prepared to study the market and make adjustments to operations that are needed of the population served.*

(FY2017 Action)

- The Care Center continues its routine analysis of data and continues to meet participation criteria in existing networks while also pursuing new preferred provider networks with hospitals, physician groups and Managed Care Organizations (MCOs)
- The Care Center also continues to explore costs related to adopting Negative Pressure Wound Therapy (NPWT) as an additional wound care intervention and continues to monitor the need for private rooms to pursue changes as necessary

- **CARE CENTER:** *Review current physician services offered to DPCC residents and identify potential alternative models for delivery of these services.*

(FY2017 Action)

- The Care Center is exploring models of physician coverage offered by other long-term care facilities, and is working to determine the base-line needs of the facility and its resident population in relation to physician services
- The Care Center is currently researching the logistics, benefits and possibility of incorporating a Nurse Practitioner

- **COUNTY BOARD:** *Continue combating the County’s heroin crisis by working with local officials and community partners.*

(FY2017 Action)

- Operational and communications support continues to be provided to the DuPage County Coalition Against Heroin
- Opioid prevention and educational programs continue to be offered to DuPage schools, and public forums have been held across the county during FY2017
- The Health Department continues to advance Project Connect which aims to link those who have overdosed to community resources and drug treatment programs
- The Health Department and Community Services Department are jointly exploring a substance abuse treatment initiative to provide greater assistance to persons that are required to complete Court mandated drug treatment programs
- Opioid prevention and educational programs are being evaluated and best practices are being researched

- **ENVIRONMENT:** *Develop recycling and disposal options for hard to manage items in the waste stream.*

(FY2017 Action)

- The Environmental Division entered an agreement for the continued collection of electronics including the expanded collection of TV's and computer monitors
- The Environmental Division continues its work to educate residents about contamination in curbside recycling bins and offers solutions for the hard to recycle items
- The Environmental Division created an educational piece to assist with identification of non-curbside recycling materials and where to dispose of them to include infant car seat recycling
- Two electronics recycling sites are now operating once per month in Lisle and Wheaton, and two additional sites are operating Monday through Friday in Burr Ridge and Naperville
- The Environmental Division continues its foam recycling in the 421 Cafeteria, and more than 100 loose cubic yards have been recycled since the launch of the program in 2015

- **ENVIRONMENT:** Facilitate the goal of reducing greenhouse gas levels 20% by 2030 and other Cool DuPage goals through education efforts.

(FY2017 Action)

- As of June 2017, eight municipalities and the Forest Preserve District have adopted a partnership resolution in support of the Cool DuPage goals
- Additional Cool DuPage communications have notified partners about programs and incentives while a meeting was held in March 2017 to discuss a cooperative approach to attaining goals
- The Cool DuPage initiative has improved its social media presence by generating more than 30,000 tweet impressions and increasing its Facebook following to 274
- More than 2,000 people signed up for Cool DuPage email updates, and communications are sent on a quarterly basis
- The Cool DuPage initiative has been featured on the County's internal newsletter (monthly Cool DuPage Tips), with various topics, including tree canopy, recycling, solar chargers, thermostats, and LED holiday lights
- Cool DuPage has sponsored and participated in various events, including the DuPage Environmental Summit and the Naperville Chamber luncheon

- **FACILITIES:** *Complete ecological and stormwater improvements on the far west campus, specifically, a flood control berm, wetland creation, creek buffering, woodland restoration and additional parking at the youth home facility.*

(FY2017 Action)

- This Facilities Management initiative was approved for construction as part of the DU-COMM project
- Facilities Management received two grants totaling \$200,000 from the Stormwater Committee for the design and construction of the projects
- With assistance from Stormwater Management, design for the project has been completed and bids have opened
- Facilities Management expects the project to be completed during the second half of 2017 in conjunction with the DU-COMM construction

- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** *Add additional hazard specific content to the County Emergency Operations Plan (EOP) and share this information with municipalities.*

(FY2017 Action)

- OHSEM planners developed an Emergency Operations Plan Hazmat Annex utilizing available data, which was adopted by the Local Emergency Planning Committee (LEPC)
- The Hazard Specific Rail Appendix has been added to the overall Emergency Operations Plan Hazmat Annex

- **PUBLIC WORKS:** *Develop and implement a capacity, management, operation and maintenance program (CMOM) for the sanitary collection systems.*

(FY2017 Action)

- Public Works is developing and implementing the asset management portion of the plan which will be completed by the end of 2017
- Public Works continues its implementation of the long-term maintenance plan developed with the CMOM program
- Public Works plans to initiate a capacity analysis of the entire wastewater collection system

- **PUBLIC WORKS:** *Complete the evaluation of the current condition and process at our wastewater treatment facilities to ensure compliance with IEPA current and future regulations by developing a master plan for the DuPage County wastewater treatment facilities.*

(FY2017 Action)

- Public Works anticipates completion of its condition assessment component of the master plan in 2017, and process control evaluation will be initiated at the end of the year
- Public Works identified certain key projects at facilities in the master plan to include Woodridge Greene Valley Raw Pumps and the Knollwood Phosphorous Removal Project



FINANCIAL PLANNING

The County must undertake comprehensive financial planning to ensure a sound and sustainable fiscal future.

- **ANIMAL CARE AND CONTROL:** *DuPage County Animal Care & Control (DCACC) and the Friends of DuPage County Animal Care and Control Foundation will combine forces on a capital renovation project that will provide a safe, healthy and welcoming environment to staff, clients and animals, now and well into the future.*

(FY2017 Action)

- DCACC completed the Phase I Kennel Renovation Project in 2016 and has now compiled a comprehensive list of Phase II requirements while successfully completing its facility design needs assessment for the project
- DCACC implemented a new fee structure in February 2017 which provides additional revenue to assist with funding for the planned improvements which enable greater service to the public and its animals, while further solidifying Animal Control's position as a leader in open admission sheltering
- DCACC is in discussions with the DCACC Foundation to discuss early projected timeline for project kick-off, design, capital campaign and groundbreaking

- **BUILDING AND ZONING:** *Continue to take action to improve the County's flood insurance rating to help reduce insurance rates for residents.*

(FY2017 Action)

- Building and Zoning completed Phase 1 of its Community Assistance Visit (CAV) reconciliation process by amending the Building Code to include regulations relative to, substantial improvements, substantial damage and damage assessments, and has developed a process to implement and track damage
- Building and Zoning completed Phase 2 of the CAV report which is the successful reconciliation of all 30 properties identified by the Illinois Department of Natural Resources (IDNR) as having potential issues in their original CAV assessment
- Building and Zoning was notified by IDNR that the County is compliant with the CAV review and will make application into the CRS program

- **CARE CENTER:** *Evaluate current operations across all departments to enhance revenues in a cost-effective manner.*

(FY2017 Action)

- The Care Center is reevaluating its case mix as necessary to promote improved bed utilization and occupancies
- The Care Center is reviewing contracts that allow the Center to be reimbursed for non-emergency resident transportation within network MCOs
- The Care Center is evaluating proposals to allow for a review of Minimum Data Set (MDS) completion to ensure that reimbursement for resident care is maximized

- **COMMUNITY SERVICES:** *Identify additional funding sources to enable Psychological Services' expansion of services for opioid addiction treatment.*

(FY2017 Action)

- Community Services is establishing contractual agreements with Medicaid MCOs
- Community Services is developing and piloting a medication-assisted treatment program in partnership with Health Department and Drug Court
- Community Services is analyzing potential 2018 capacity expansion

- **FACILITIES:** *Develop a comprehensive long-term court facilities needs assessment that includes an overall analysis of the needs of the remote traffic court locations.*

(FY2017 Action)

- Facilities Management indicates that the 421 Traffic Court and Glendale Heights Traffic Court were relocated to the Judicial Facility to provide easier access and better security
 - Facilities Management worked to provide the Downers Grove Traffic Court with security and functionality upgrades
 - Facilities Management continues to work with the Judiciary on a traffic court needs assessment, and the WorkNet DuPage Center office lease was approved for a five-year term to allow for potential future synergies if a new traffic court location is pursued
- **FINANCE:** *Maintain a long-term focus on County operating and capital needs to facilitate informed decision making.*

(FY2017 Action)

- Finance maintains a long-term focus on the County's operating and capital needs as part of the budgeting process and continuous monitoring
- **FINANCE:** *Automate Accounts Payable.*

(FY2017 Action)

- Finance initiated the automation of Accounts Payable
 - Finance went live with the MHC software in January 2017 and routing has been implemented, while roll-outs with Human Resources and the County Clerk were also initiated
 - Finance will oversee a staged roll-out of Accounts Payable throughout the remainder of 2017
- **FINANCE:** *Implement Budget Development System.*

(FY2017 Action)

- Finance acquired d/EPM in June 2017, but the project is currently on hold as a new contract is being negotiated with Infor/Cyber
 - Finance may consider alternative budget software solutions
- **FINANCE:** *Develop comprehensive finance and procurement policies and procedures.*

(FY2017 Action)

- Finance updated the County's travel policy which the County Board approved in March 2017
 - Finance is currently drafting a revision to the County's cooperative purchasing policy
- **FINANCE:** *Diversify General Fund revenue base and develop or maintain self-supporting Special Revenue Funds.*

(FY2017 Action)

- Finance remains focused on opportunities to further diversify revenue sources as part of the budgeting process and ongoing monitoring
- **INFORMATION TECHNOLOGY:** *Modernize the IT infrastructure by upgrading or replacing cabling infrastructure and telephone systems.*

(FY2017 Action)

- IT procured uninterruptible power supplies (battery backup devices) which are currently being installed
- Facilities Management procured all cabling and equipment required for upgrading the 421 building and completed the installation of prerequisite equipment in all data closets

- **PUBLIC WORKS:** *The Drainage Division is exploring a long-term, permanent funding source for operations and maintenance along with capital projects.*

(FY2017 Action)

- Public Works is continuing to work with the Finance Department and the Stormwater Management Division to evaluate its long-term funding options
- Public Works is updating the long-term funding needs of individual projects to ensure functionality
- Public Works continues working with homeowners' associations to resolve known drainage conditions which will reduce repetitive flooding and maintenance expenses

- **STORMWATER MANAGEMENT:** *Revise and update long-term maintenance and operation plans to include new and future assets.*

(FY2017 Action)

- Stormwater Management continues to thoroughly analyze major assets to ensure the capital fund is appropriately incorporated into future budgets
- Stormwater Management will take steps to update capital assets with service life updates and comprehensively review new watershed plan initiatives for capital projects for incorporation into the capital replacement budget

- **STORMWATER MANAGEMENT:** *Partner and collaborate with IT/GIS to consolidate resources.*

(FY2017 Action)

- Stormwater Management is consolidating IT support between Stormwater Management and IT
- Next steps include consolidation of the Stormwater Server and Desktop Support with IT and evaluation of Cyber Security within the Stormwater system

- **SUPERVISOR OF ASSESSMENTS:** *Formalize a procedure in preparation to acquire a new (or comprehensively improve existing) core assessment administration software system to empower employees to better serve taxpayers and other constituents.*

(FY2017 Action)

- The Supervisor of Assessment's Office continues to participate in ongoing discussions regarding migration of the legacy property tax system to a modern repository

- **TRANSPORTATION:** *Develop a Long-Range transportation plan.*

(FY2017 Action)

- DOT indicates that the DuPage County Long-Range Transportation Plan (LRTP) team conducted its first stakeholder advisory group meeting in 2017, and a draft of the Existing Conditions Report has been received and reviewed
- The LRTP Vision and Goals document is under development and public outreach activities will continue with town hall meetings held throughout the remainder of 2017
- DOT further indicates that land use and transportation modeling activities will continue in support of the LRTP



CUSTOMER SERVICE

The County must continue to enhance a culture that promotes excellence in customer service to an increasingly diverse population.

- **BUILDING AND ZONING:** *Use technology to enhance the permitting process to allow customers to have better customer service and easier access to the Building and Zoning Department.*
 - (FY2017 Action)
 - Building and Zoning began consideration of a joint approach to upgrading its permitting software in coordination with DOT, Stormwater and Public Works as a part of its Lean training, and completed an initial vetting process
 - Building and Zoning is currently evaluating whether an upgrade of the software should be pursued or whether it should partner with Stormwater Management in its efforts to implement a lower cost solution

- **COMMUNITY SERVICES:** *Improve customer service and increase efficiency by developing a department-wide client appointment reminder process.*
 - (FY2017 Action)
 - Community Services is taking steps to collect metrics on missed, cancelled and late-arriving appointments to investigate an automated electronic reminder system, including integration into existing IT systems
 - Community Services plans to pilot system the electronic reminder system as funding allows

- **CARE CENTER:** *Evaluate the effectiveness of the newly re-aligned organizational values, measure effectiveness and identify if any modification is needed.*
 - (FY2017 Action)
 - The Care Center is implementing a plan for sustainability of employee values and engagement opportunities and will monitor the effectiveness of its implementation
 - The Care Center will review its plan and modify its approach as necessary

- **CARE CENTER:** *Continue to measure levels of internal and external customer satisfaction.*
 - (FY2017 Action)
 - The Care Center continues its evaluation of survey results and comparison of previous data to gauge levels of internal and external customer satisfaction
 - The Care Center is planning a Management Retreat to prioritize opportunities for improvement and to determine best strategies
 - The Care Center is researching, planning and coordinating its Customer Service Training based on its Facility Values

- **COMMUNITY SERVICES:** *Equip all staff with the ability to appropriately respond to individuals in crisis by providing Mental Health First Aid training.*
 - (FY2017 Action)

- Community Services is completing Mental Health First Aid (MHFA) training for all existing staff and will identify key staff to be trained as instructors
- Community Services will initiate in-house training for new staff as needed
- **COUNTY BOARD:** *Promote County initiatives, events, services and opportunities impacting residents' quality of life through pro-active, multi-media information and awareness campaigns designed to reach residents through several channels.*

(FY2017 Action)

- County Communications achieved 421 media placements through the end of July, up from 221 over the same period of time in 2016
- Staff have been involved with 96% of all stories this year and recently began using Meltwater to track media placements, and this software will give an Advertising Value Equivalency, which determines how much your media coverage is worth
- Through July, DuPage County media placements have been worth more than \$5.8 million
- An estimated 139,886 people were reached through Talk DuPage placements as of July 2017, and the group has expanded to include local school, park and library districts and the Forest Preserve District
- GovDelivery was fully implemented, providing delivery of email/newsletters to the County's distribution list that now has 27,510 subscribers, which has increased 715% since July 2016.
- Staff continues to grow its social media presence weekly and is on pace to exceed social media reach from 2016
- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** *DuPage County Security (DCS) will further develop security countermeasures at critical County infrastructure at off-site locations. DCS will conduct site assessments for County infrastructure locations and assist with continuity planning for each of these locations.*

(FY2017 Action)

- DCS met with WorkNet DuPage in Lisle to conduct the Emergency Response Training for their facility, and will provide additional training on de-escalation techniques and public communications
- DCS also met with the WorkNet Emergency Response Team to reinforce evacuation procedures
- DCS is addressing emergency response for Public Work Facilities (water treatment plants) in Darien, Woodridge, and Burr Ridge and several walk throughs have been completed at the Woodridge facility, outlining procedures
- DCS will plan a training event, and the remaining Public Works facilities are scheduled for completion by the end of 2017
- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** *DuPage County OSHEM will enhance volunteer support for emergency operations by developing a strike team structure for the DuPage County Medical Reserve Corps (MRC).*

(FY2017 Action)

- OHSEM worked in partnership with the County Health Department to establish a foundation for the recruitment, screening, background checks and structure of the MRC
- OHSEM worked with the Health Department to determine the roles of each organization with respect to the MRC and is now working to develop a structure for volunteer involvement which will entail identification of strike teams from the MRC high involvement recruits

- **HUMAN RESOURCES:** *ERP Development. Completion of Employee Self Service (ESS), Implementation of Time and Attendance module, E-Recruitment module and Manager Self Service (MSS).*

(FY2017 Action)

- The HR Department successfully rolled out the LEAP - Employee Self Service (ESS) module County-wide in May 2017
- The new ESS (Infor system) allows employees to access their personal information, such as benefits and dependent data, and enables them to request an address change and execute various payroll transactions
- The HR Department is focused on developing the Accrual module for tracking and updating the annual rollover of accrued time

- **INFORMATION TECHNOLOGY:** *Provide Security for County Information and Technology Assets.*

(FY2017 Action)

- This IT initiative is constant and ongoing as the security threat landscape is constantly changing, as are the efforts to combat them
- IT completed an upgrade of its Microsoft Enterprise Agreement to include Enterprise Management Suite and has begun to investigate Port Security options
- IT installed and implemented Advance Threat Analytics

- **SUPERVISOR OF ASSESSMENTS:** *Improve taxpayers and other stakeholders access to vital property tax related information by increasing the scope and depth of public records provided online.*

(FY2017 Action)

- Sale prices and transaction circumstances for over 312,000 real estate transfers are now published on the “Sales History” tab located on the shared “Property Lookup Portal”
- The Supervisor of Assessment’s Office provides a detailed explanation, including parcel-level source data explaining the assessed value equalization process, which is updated on the same day an equalization factor is issued

- **SUPERVISOR OF ASSESSMENTS:** *Provide additional trade-specific technical and general customer service related training to all staff within the department.*

(FY2017 Action)

- The Supervisor of Assessment’s Office sent five staff members during 2017 to continuing education classes to maintain their Certified Illinois Assessment Officials (CIAO) designation

- **SUPERVISOR OF ASSESSMENTS:** *Create an assessed value e-filing system.*

(FY2017 Action)

- The Supervisor of Assessment’s Office partnered with an outside consultant and the IT Department, to establish the framework for a set electronic assessed value appeals
- The Supervisor of Assessment’s Office is working with the vendor and IT to allow requisite data to move between e-forms and the legacy system, and a soft launch of the web forms for three of the nine townships is scheduled for fall 2017
- The Supervisor of Assessment’s Office will pursue automation of the back-office workflow and evidence dissemination process once the e-forms are fully vetted through the soft-launch



ACT INITIATIVE

The County must continue to enhance a culture that promotes excellence in customer service to an increasingly diverse population.

- **COMMUNITY SERVICES:** *Expand Department transition to paperless, electronic record keeping.*
 - (FY2017 Action)
 - Community Services is examining new Family Center procedures to compare/contrast to Psychological Services and will work with IT to map out the new procedures and make required changes to the database in support of its electronic record reporting and storage
 - Once completed, Community Services will pilot the new Family Center procedures

- **COUNTY BOARD:** *Continue implementation of the ACT Initiative throughout DuPage County and statewide.*
 - (FY2017 Action)
 - The Transform Illinois Coalition (a statewide network of civic and community organizations committed to government efficiency) has been expanded to advance the principles of the ACT Initiative through research, advocacy and state legislation
 - The County partnered with the Highland Hills Sanitary District and its residents on an operational efficiency study which identified an opportunity for consolidation of services with DuPage County and the Flagg Creek Sanitary District
 - The County advocated for state legislation to consolidate the DuPage County Election Commission with the Office of County Clerk to enhance operational efficiencies
 - The County is working with the Village of Westmont and the North Westmont Fire Protection District and its residents to enable the formation of a Special Service Area which will eliminate the district's past financial obligations and establish a sustainable funding model for provision of fire suppression services
 - The County collaborated with the Forest Preserve District on a wide variety of projects across multiple county departments to share resources and enhance purchasing efficiencies, which will save taxpayers over \$275,000

- **COUNTY BOARD:** *Provide departments with Lean tools and training to empower employees, enable process improvements and enhance customer service delivery.*
 - (FY2017 Action)
 - The County launched the first Lean pro led New Hire Crash Course training session in May 2017 at the DuPage Family Center, which equipped over 30 employees in previously trained departments (Community Services; permitting staff from DOT, Public Works, Building and Zoning and Stormwater; and Care Center) with Lean tools, which allow them to participate in ongoing departmental Lean projects
 - The County reviewed Lean training consultants for the IT Department and is making a recommendation for implementation of a full Lean training seminar, which includes 3.5 days of training and check-in meetings for all IT staff

- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** *Develop and maintain the use of County strike teams for emergency operations. Not only will the County gain economies of scale by consolidating emergency management methodologies, the County will be able to reallocate personnel cost savings that may be focused on other priorities. In addition, OHSEM will increase its ability to effectively and efficiently prepare for, respond to, and recover from emergencies with a more integrated, “All-hazards,” whole-community approach.*

(FY2017 Action)

- OHSEM identified several strike teams that would benefit the County and promote emergency operations, including a clerical strike team, an Incident Management Team (IMT) and a Crisis Management Team (CMT)
- OSHEM also made progress in identifying the need for additional strike teams while working closely with the Health Department and is considering further OHSEM agency needs during an emergency response

- **INFORMATION TECHNOLOGY:** *Continue to pursue IT shared services initiatives with other governmental bodies.*

(FY2017 Action)

- IT is implementing a shared service with the Forest Preserve District for a Citizen Report application and is also working with the Forest Preserve District on a Back-Office Management application which will provide the ability to review and manage incoming reports
- The Forest Preserve installed hardware and a point-to-point circuit in the County Data Center for its Disaster Recovery backups
- IT recently submitted a scope of work to the Wheaton Park District regarding a shared Crowd Sources Management application, Parcel Query Application and training for the ArcGIS online organizational account
- IT is working with the Emergency Telephone System Board (ETSB) and DuPage municipalities to implement a standardized Countywide Computer Aided Dispatch/Records Management System (CAD/RMS) for Public Safety enhancement
- IT has taken over desktop support for Stormwater desktops and will begin a transition for moving Building and Zoning, Stormwater and Public Works data from the Stormwater domain to the general County domain
- IT is sharing its Copy Center and print contracts with other agencies to take advantage of volume pricing discounts

- **INFORMATION TECHNOLOGY:** *Modernize IT Applications and Operations – Continue project to implement Enterprise Automation throughout the year.*

(FY2017 Action)

- IT completed software installation, customization/system assurance testing and has also completed implementation of automated system maintenance utilities (i.e. reboot - down/up)
- IT is implementing critical task automated recovery and has successfully converted system billing/metric collection and daily/weekly maintenance tasks
- IT also completed several automated work routines (e.g. system alert notification, auto-reply to batch processing) implemented specifically for unattended shifts and County holidays
- IT decommissioned legacy system monitor Tivoli NetView (saving \$19,000 per year) and CICS SYSD (saving another \$4,000 per year)
- IT updated its third-party software in preparation for the z/OS upgrade

- **PUBLIC WORKS:** *Improve coordination between departments providing related permitting services- LEAN Communications Group.*

(FY2017 Action)

- Public Works continues to organize and hold joint informational training sessions for inspectors across multiple departments
- Public Works continues its multi-departmental coordination regarding abnormal permitting situations to further enhance coordination

- **STORMWATER MANAGEMENT:** *Consolidate water quality efforts within DuPage County.*

(FY2017 Action)

- Stormwater Management is working to implement the municipal IDDE response assistance program, finalize agreements with municipalities for the Countywide Stormwater program and submit a formal Notice of Intent for approval from IEPA
- Stormwater Management's next steps include completion of the comprehensive countywide storm sewer atlas, work with municipalities to provide updated outfall information to the County on an annual basis, identification of the participation level of municipalities and townships through Intergovernmental Agreements, approval of the IGA's by municipalities, Stormwater Committee, and County Board, and approval of program through Notice of Intent to the IEPA

- **TRANSPORTATION:** *Integrate the Central Signal System into a regional traffic operations network through the Gateway and municipal partners.*

(FY2017 Action)

- The first phase of construction is nearing completion, which provided the central system software and connections to the first 70 intersections
- DOT continues coordinating with outside agencies for connections to the Gateway, including Lake County, Aurora and Naperville
- DOT's next steps include issuance and completion of work orders to make connection to the Gateway, development of agreements with agency partners and integration of traffic signal communications with regional system



ECONOMIC GROWTH

The County must foster the continued growth of its economy.

- **BUILDING AND ZONING:** *Periodically review and update the County Building Code.*

(FY2017 Action)

- Building and Zoning adopted the International Existing Structures Code and the International Pool and Spa Code in May 2017, which aligns the County with other communities and assists residents by creating a level playing field across multiple jurisdictions
- Building and Zoning is working to reduce the number of local amendments to the Plumbing Code to further align with industry standards

- **PUBLIC WORKS:** *Enhance a streamlined permitting process that will reduce permitting delays and promote a positive impact upon development.*

(FY2017 Action)

- Public Works is pursuing an update to the Public Works Ordinance to account for new construction standards and techniques available to contractors
- Construction and design standards/details will be added to the Public Works website to assist during the permitting process
- Public Works is part of a multi-departmental project to replace or upgrade the entire permitting software program for better customer interaction

- **STORMWATER MANAGEMENT:** *Enhance a streamlined permitting process that will reduce permitting delays and promote a positive impact upon development.*

(FY2017 Action)

- Permitting software was selected for the Stormwater Department and contracts were approved by the Stormwater Committee and County Board in May 2017
- Meetings are being scheduled to kick-off the implementation process
- The goal of this process is to increase the efficiency of the permitting process across all departments improving the transparency and accessibility to the various applicants

- **TRANSPORTATION:** *Review DuPage County's Impact Fee Program to ensure it continues to reflect a balance between development and transportation.*

(FY2017 Action)

- The County reconfigured its Impact Fee Advisory Committee
- The Impact Fee Program is being developed jointly with the Long-Range Transportation Plan
- DOT initiated Impact Fee Advisory Committee meetings and is engaged in a thorough review of the impact fee ordinance
- Next steps include development of agreements with municipalities regarding fee collection

- **TRANSPORTATION:** *Enhance a streamlined permitting process that will reduce permitting delays and promote a positive impact upon development.*

(FY2017 Action)

- DOT is working on technological improvements to the permitting process to enhance customer service and provide easier access using upgraded permitting software
- DOT is engaged in a multi-departmental assessment of its permitting software with Stormwater, Public Works and Building and Zoning to consider a joint approach and an initial vetting process has been completed
- The departments are currently evaluating whether an upgrade of the software should be pursued or whether they can partner with Stormwater in its efforts to implement a lower cost solution

- **TRANSPORTATION:** *Improve the permitting process for overweight/over-dimension trucks through the County and region.*

(FY2017 Action)

- DOT is targeting the presentation of updates to the Overweight/Over dimension Truck Permit Fee Ordinance and Highway Classification and Weight Restriction Resolution to the Transportation Committee by third quarter of FY2017
- Following the recommendation of the final report by the Regional Truck Permitting Program (RTPP), DOT is evaluating the transition of routine OW/OD permit processing to an automated third party vendor to expedite the issuance of permits compatible with the IDOT automated system