



DUPAGECOUNTRY

FY2018 STRATEGIC INITIATIVE IMPLEMENTATION SUMMARY



Strategic Planning Committee
Chairwoman Janice Anderson
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Five core strategic imperatives (Quality of Life; Financial Planning; Customer Service; ACT Initiative; and Economic Growth) make up the core of the County’s Strategic Plan. **In FY2018, each County Board jurisdiction department identified up to five strategic initiatives, for a total of 57 strategic initiatives being pursued during the current fiscal year.**

In 2015, the County Board revised the Strategic Plan for DuPage County government. The year-long process to update the Strategic Plan included significant engagement of DuPage residents, elected officials, county staff and community organizations. Prior to 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 to pursue which advance the five strategic imperatives identified in the plan. FY2018 represents the third year for implementation of the Strategic Plan.



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 implementation progress. This FY2018 Strategic Initiative Implementation Summary provides highlights from FY2018 departmental reports. In the body of the document, strategic initiatives are listed by department and arranged under the associated strategic imperative they impact. Highlights of actions taken and milestones achieved during FY2018 are provided immediately below each initiative.

Continued implementation of the Strategic Plan is fundamental to the County’s success. Each department is committed to implementation of the plan as an ongoing responsibility and as part of their regular operations to ensure continued success. County leaders assess and prioritize departmental initiatives reviewing their viability and financial impact. The following chart provides a snapshot of each strategic initiative and the corresponding strategies of DuPage County government to implement its 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 and enhancing the quality of life for County residents.



- **COMMUNITY SERVICES:** Complete the merger of Psychological Services into the Health Department to create more effective and integrated behavioral health services.

(FY2018 Action)
 - Completed the transfer of administration of Psychological Services programming and transferred employees to the Health Department
 - Medicaid billing is being established by the Health Department to allow for program expansion

- **COUNTY BOARD:** Evolve and transition the DuPage Coalition Against Heroin into an interdisciplinary special advisory group staffed by the Health Department.

(FY2018 Action)
 - Formation of a 19-member Heroin/Opioid Prevention and Education (HOPE) Task Force was announced by the County Board Chairman in late 2017 with the goal of comprehensively addressing the heroin/opioid epidemic by bringing together elected officials and experts from various fields, including: healthcare, law enforcement and substance abuse disorder treatment providers
 - Meetings of the HOPE Task Force have been hosted monthly since January 2018 to prepare recommendations for how best to comprehensively address the heroin/opioid crisis, and a plan will be presented to the County Board Chairman and Judicial Public Safety Committee in 2018
 - The HOPE Task Force participated in an informational discussion with Lt. Governor Evelyn Sanguinetti and the U.S. Department of Health and Human Services in March 2018
 - The HOPE Task Force hosted two informational roundtable discussions with Congressman Raja Krisnamoorthi (D-IL 8th) and Congressman Peter Roskam (R-IL 6th) in April 2018
 - Health Department Director Karen Ayala provided oral testimony to the House Oversight Committee's Subcommittee on Healthcare, Benefits and Administrative Rules in April 2018 regarding the heroin/opioid epidemic and its negative health and societal impacts on DuPage County and the nation

- **ENVIRONMENTAL DIVISION:** Identify and support solutions for the recycling and alternatives to disposal for waste items for residents of DuPage County such as electronics, household hazardous waster and latex paint.

(FY2018 Action)
 - Completed and distributed a Guide to Construction and Demolition Debris Recycling
 - Participating in meetings with the Illinois Environmental Protection Agency (IEPA) and the City of Naperville regarding the Regional Household Hazardous Waste (HHW) Facility

- Provided sponsorship funding for document shredding events
- Submitted required opt-in forms to the Illinois Manufacturer's Clearinghouse to maintain electronics recycling collection sites
- Pursued alternative locations for recycling drop offs
- Completed the DuPage County Solid Waste Plan 5-Year Update which included an overview of alternatives to disposal
- Continued participation in Product Stewardship Institute teleconferences regarding pharmaceuticals while also discussing sharps collection with the organization

- **ENVIRONMENTAL DIVISION:** Continue to promote the Cool DuPage goal of reducing greenhouse gas levels by 20% by working with partners to increase outreach and connect entities with programs to reduce kWh consumption, therms and vehicle miles traveled.

(FY2018 Action)

- Increased Twitter followers from 198 to 326 and Facebook followers from 274 to 218 since May 2017
- Sent two email communications to over 6,000 subscribers and a Cool DuPage Tip has been included in the monthly Inside DuPage employee newsletter
- Enlisted partner communities to share the Cool DuPage goals and encourage participation by sharing newsletter articles for greater penetration into the community
- Exhibited at the Treemendous Fair, Employee Benefits Fair and the 2018 DuPage Environmental Summit, and presented at the December Small Business Association (SBA) event
- Searching for other avenues to increase awareness and acknowledge businesses that have experienced success with energy efficiency
- Incentives were added to the document shredding sponsorship program to encourage new partnerships in Cool DuPage
- Assisting in outreach during the transition of energy efficiency funding from DCEO to the utilities



- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** Finalize the continuity of operations plan/continuity of government (COOP/GOG) for County Board departments.

(FY2018 Action)

- Held an April 2018 COOP tabletop exercise involving County Department Heads and discussion of individual departmental COOP plans
- Several non-County Board departments have received their Service Impact Analyses (clarifying essential versus critical tasks for each department) and OHSEM has initiated discussions with each entity

- Completed several milestones, including a review of all final planning materials with Essential Function owners in each department, and a review of Essential Functions contingency planning documents with exercise participants
- In June 2018, OHSEM will finalize non-County Board essential functions, collate all planning material with IT in a common location and set a date to test the non-County Board department plans
- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** Obtain updated Memorandum of Understandings (MOU's) and Intergovernmental Agreements (IGA's) with DuPage municipalities/stakeholders to update the Medical Countermeasures Plan and Closed Pod Plan efforts.

(FY2018 Action)

- Reviewed the MOU and IGA templates with the State's Attorney's Office and continue working with the DuPage Mayors and Managers Conference to finalize the documents
- Once the templates have been approved by all parties, OHSEM will begin to put the MOU's and IGA's in place to complete the plans
- In June 2018, OSHEM will update its overall Medical Countermeasure Plan and test its first responder Closed Pod plan specific to County staff
- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** Continue working with the Health Department to address the County's rising concern around Narcan.

(FY2018 Action)

- Identified the responsibilities and outlined the roles for each player within OHSEM's Narcan distribution scope
- Created the vision, mission, goals/objectives and purpose for the Narcan program
- Partnered with the Health Department to purchase and maintain an asset management program that will assist in tracking Narcan purchases, releases and refills
- By July 2018, OHSEM plans to add a cross training component to the Narcan program
- **PUBLIC WORKS:** Help residents understand and manage their flood risk.

(FY2018 Action)

- The Drainage Division is conducting multiple meetings with homeowner's associations to help them understand their flood preparedness and current drainage issues
- The Drainage Division continues to offer cost sharing projects with homeowners and other governmental agencies, including township highway departments
- **PUBLIC WORKS:** Provide wetland creation, flood protection berms and parking expansion for the County campus immediately behind the OHSEM and former Youth Detention facility along Winfield Creek, as part of the DU-COMM project.

(FY2018 Action)

- Public Works has completed over 90% of the DU-COMM construction and will finish the project by the end of June 2018
- The DU-COMM project is ahead of schedule and under budget

FINANCIAL PLANNING

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



- **ANIMAL SERVICES:** Combine forces with Friends of DuPage County Animal Care and Control Foundation on a capital renovation project that will provide a safe, healthy and welcoming environment to staff, the public and animals now and well into the future.
 - (FY2018 Action)
 - Evaluated the current state of the project and developed a timeline for project initialization
 - Initialized a bid for architectural design and awarded the contract
 - A design planning workshop was hosted in December 2017 to define project design requirements and meetings were held with Facilities to develop preliminary drawings
 - Design concepts and renderings will be unveiled to County Board, Animal Services Committee and DuPage Animal Friends in June 2018
 - Assisting DuPage Animal Friends with kicking off a capital campaign feasibility study
 - Assisting the Foundation with communicating the launch of the Phase 2 capital campaign
 - Next steps include initializing bid and awarding a contract for architectural design and construction
 - Groundbreaking for the capital renovation project is anticipated in 2020

- **BUILDING AND ZONING:** Continue to take action to improve the County's flood insurance rating to help reduce insurance rates for residents.
 - (FY2018 Action)
 - Completed Phase 1 of the Community Assistance Visit (CAV) reconciliation process and have reconciled all 30 properties of concern from the Illinois Department of Natural Resources (IDNR) and the Federal Emergency Management Agency (FEMA)
 - Completed Phase 2, the "Community Crosswalk", with the Insurance Service Office (ISO) consultant for FEMA and IDNR
 - Submitted the full CRS application to the ISO, FEMA and IDNR which included over 300 documents, maps and reports necessary for the ISO to complete CRS scoring
 - Received an initial review of the CRS application in February 2018 and additional information has been provided and reconciled so a final report and score may be issued

- **FACILITIES MANAGEMENT:** Develop a long-term court needs assessment plan that includes an overall analysis of the remote traffic court locations.
 - (FY2018 Action)
 - Renewal of the Addison traffic court lease was approved by the County Board in March 2018 along with a 90-day extension to the Downers Grove traffic court lease as staff continues to analyze long-term leasing options at the location

- Facilities Management will continue to work with the Chief Judge in 2018 to determine additional court needs related to court traffic and/or regulatory requirements
- **FINANCE:** Maintain a long-term focus on County operating and capital needs to facilitate informed decision making.
 - (FY2018 Action)
 - Maintaining 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.
 - (FY2018 Action)
 - Initiated automation of Accounts Payable, and went live with MHC software
 - Routing has been implemented, while roll-outs with Human Resources, the County Clerk, OHSEM, Community Services and the County Board were also initiated
 - Continuing a staged roll-out of Accounts Payable throughout 2018
- **FINANCE:** Implement a Budget Module.
 - (FY2018 Action)
 - Oracle Planning and Budgeting Cloud Service (PBCS) budget software will be implemented by CherryRoad Technologies per board approval in April 2018
 - Planning meetings begin in May 2018
 - The FY2019 Financial Plan document will be produced out of the Oracle Enterprise Performance Reporting Cloud Service (EPRCS)
 - Rollout of departmental budget entry will first occur during the FY2020 budget development process
- **FINANCE:** Develop comprehensive finance and procurement policies and procedures.
 - (FY2018 Action)
 - Hired a new Procurement Officer in December 2017
 - Procurement policies and procedures are currently under review and updates will be coordinated with the State's Attorney's Office
- **FINANCE:** Diversify revenue.
 - (FY2018 Action)
 - Remain focused on opportunities to diversify revenue sources as part of the budgeting process and ongoing monitoring
- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** Continue to partner with the Department of Homeland Security (DHS) to better analyze potential hazards or threats on the DuPage County campus.

(FY2018 Action)

- Working with the DHS to identify weak or inconsistent safety/security spots within the DuPage County Campus one location at a time
- Assessment of the 421 Building has been completed and recommendations for improved security/safety have been identified
- Seeking the placement of a Coordinator on the State, Local, Tribal and Territorial Council Committee to proactively plan and mitigate hazards
- Developing options to present to respective committees for consideration and will perform a DHS site assessment of another DuPage County Campus building in 2018



- **INFORMATION TECHNOLOGY:** Modernize the IT infrastructure.

(FY2018 Action)

- Partnering with Facilities Management, IT continues to update cabling throughout the campus to meet the future needs of data and voice transmittal throughout the County
- Network switches will be upgraded to support newer devices requiring power over Ethernet and legacy tape backup system will be replaced with a more current disk-to-disk system
- The County recently hired a firm to gather requirements and create a request for proposal (RFP) for the Real Estate and Tax Billing System

- **PUBLIC WORKS:** Identify a permanent funding source for the Drainage Division

(FY2018 Action)

- In partnership with Stormwater Management, the Drainage Division continues to explore the merits and potential cost savings of combining functions and operations into the Stormwater Management Group and its operations, utilizing in-house resources and expertise
- If this option is found to be beneficial to residents, then all assets of the Drainage Division will be transferred to Stormwater Management
- By the end of 2018, the Drainage Division will have all its day-to-day operations and maintenance being completed in-house by Stormwater Management crews
- Once completed, an evaluation of the program will be conducted to determine if the same or an enhanced level of service can be provided through consolidation

- **PUBLIC WORKS:** Develop a comprehensive financial and 20-year capital improvement plan for the Public Works Wastewater Treatment facilities.

(FY2018 Action)

- As IEPA regulations continue to change, the 20-year capital improvement plan will outline necessary upgrades to the treatment facilities both with respect to regulatory requirements as well as required plant maintenance
 - Costs will be controlled by Public Works through the cost-effective use of technology, procedures and efficient organizational practices as outlined in the Master Plan
 - Completion of the 20-year capital improvement plan for the Woodridge Green Valley and Knollwood wastewater treatment plants is anticipated by the end of 2018
 - By-mid 2018, the Knollwood facility must achieve a 1.0 mg/l phosphorus discharge limit, and the project is currently being constructed for \$2.5 million
- **STORMWATER MANAGEMENT:** Revise and update long-term maintenance and operation plans to include new and future assets.
 - (FY2018 Action)
 - Analyzing major assets to ensure the capital fund is appropriately incorporated into future budgets
 - Working through existing facility capital asset costs and projected costs for future capital assets
 - Continuing to update service life and incorporate into Capital Replacement Budget
- **STORMWATER MANAGEMENT:** Partner and collaborate with IT/GIS to consolidate resources.
 - (FY2018 Action)
 - Migrated the main server to IT and working with GIS on an asset management database and consolidated countywide storm sewer maps
 - Working with GIS to assist the Transportation Division in digitization of their storm sewers to ensure the County complies with National Pollutant Discharge Elimination System (NPDES) permit requirements
- **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.
 - (FY2018 Action)
 - A vendor has been selected to facilitate documentation of current system supported processes, identify opportunities to automate and improve efficiencies and co-author an RFP to identify a potential successor to the current legacy tax administration system
 - As of May 2018, swim lane process maps have been completed to outline the current state of the primary functions supported by the legacy system
 - A Needs Assessment Report ROI analysis is scheduled for completion by June 2018
- **TRANSPORTATION:** Develop a comprehensive Long-Range Transportation Plan (LRTP) to establish the current state of the County's transportation infrastructure and future directions.
 - (FY2018 Action)
 - Held four public meetings across the County
 - Issued an online survey which garnered over 500 responses

- Wrapping up an existing conditions assessment
- Presented draft goals and objectives to the Transportation Committee

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.

(FY2018 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:** Provide orientation sessions for all County employees interested in learning more about services available to residents through the Department of Community Services.

(FY2018 Action)

- Orientation sessions have been developed by Community Services and will be introduced to all County employees in the Third Quarter 2018

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

(FY2018 Action)

- All Community Services employees have been trained and certified in Mental Health First Aid, and a process has been put in place for all new employees to receive training using a no cost model for in-house staff education

- **COUNTY BOARD:** Actively engage County staff with trainings that enhance customer service and equip departments with communication tools which promote collaboration.

(FY2018 Action)

- In coordination with the Treasurer’s Office, the Supervisor of Assessment’s Office is participating in a Lean Kaizan Event for optimization of its Certificate of Error (COE) processing responsibilities
- Six interdepartmental meetings have been held in 2018, and a final process map will be delivered by the end of May 2018
- The COE process map will be provided to the vendor selected to write an RFP for the new Real Estate and Tax System

- **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 multiple channels.

(FY2018 Action)

- On track to meet or exceed 2017 metrics for news release placements with 303 media placements in the First Quarter 2018, compared to 110 last year
- Worked with a multi-media specialist to create digital video content describing: where tax dollars go; what the ACT Initiative is; providing information about safe winter driving and County DOT efforts to keep roads clear; a news conference where the County joined a regional lawsuit against opioid producers; how to get married at the County; and a video for the Regional Business Outlook which was attended by more than 700 people
- Worked with Talk DuPage partners to utilize County messaging and content reaching more than 48,000 readers/viewers
- Continue growing newsletter subscription list at the rate of 1,000 per month, and now have more than 34,000 subscribers compared with 20,499 a year ago
- Using Meltware software to calculate Advertising Value Equivalency, to determine dollar value for media coverage
- In March 2018 the County had 195 media placements worth an estimated \$2.1 million, while a total of 167 media placements were achieved in April, worth an estimated \$1.04 million

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

(FY2018 Action)

- The Recorder’s Office will display scanned images of Real Estate Transfer Declarations within the Recorder’s online document webpage
- Posting of Real Estate Transfer Declarations supplements the parcel specific tabular sales data which is accessible through the combined Treasurer-Clerk-Supervisor of Assessments real estate data portal

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

(FY2018 Action)

- Two Board of Review members have attended Certified Real Estate Assessment Designation continuing education seminars
- Three Supervisor of Assessments staff members have attended property tax administration classes
- Select staff are participating in Lean training from March to May 2018 to optimize the Certificate of Error (COE) process

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

(FY2018 Action)

- Completed review of a peer County's Board of Review e-filing workflow and identified key implementation concerns
- Engaged a document management system provider to prepare e-forms for residential and commercial properties
- Planning to run a simulation of the interaction between the e-forms and the supporting back-office systems to identify required form revisions and system work arounds that make the e-forms useable within the current legacy system and any new assessment system

ACT INITIATIVE

The County must build on the successes of the ACT Initiative and implement principles of quality and leadership across government.



- **BUILDING AND ZONING:** Engage with municipal partners and property owners in short and long-term land use planning efforts on major roadway corridors.

(FY2018 Action)

- Working with CMAP, Bensenville, Elmhurst, Addison and Villa Park in 2018 to update the Route 83 Transportation Planning Corridor Plan, similar to the efforts to update the Lake Street and Roosevelt Road Corridor plans in 2012 and 2014
- Received a Local Technical Assistance (LTA) Grant from CMAP, which was awarded based on the County's strong showing in two previous corridor studies
- CMAP is working with its Finance group to award between \$90,000 and \$120,000 for the consultant study for the corridor update
- Anticipate that an RFP will be released in 2018 so that the project can begin within the year
- Staff is working with partner communities to perform inspections on the corridor, and began outreach with neighbors and homeowner's associations in incorporated areas of the corridor to address code enforcement concerns of the communities
- Staff will partner with local communities to hold stakeholder focus groups seeking input on the draft plan to be used to further refine the plan and seek ultimate approval

- **COUNTY BOARD:** Continue implementation of the ACT Initiative throughout DuPage County and statewide.

(FY2018 Action)

- The County is supporting state legislation (HB 5123) in 2018 to consolidate the DuPage County Election Commission with the County Clerk's Office to enhance operational efficiencies in support of the countywide advisory referendum approved in March 2018
- The County Board approved an ordinance to initiate the dissolution of the North Westmont Fire Protection District under Public Act 98-0126 in April 2018 to eliminate over \$300,000 in financial obligations and \$11,000 in annual administrative costs, following establishment of a sustainable funding model for fire protection services by the Village of Westmont
- At the request of residents, the County Board approved, and the Public Works Department is now implementing an IGA with the Highland Hills Sanitary District and Flagg Creek Water Reclamation District to consolidate sewer maintenance responsibilities and provide residents with Lake Michigan water in June 2018
- The Transform Illinois Coalition, a statewide network of civic and community organizations committed to government efficiency, continues to advance the principles of the ACT Initiative through research, advocacy and state legislation

- **HOMELAND SECURITY AND EMERGENCY MANAGEMENT:** Work with Impact DuPage and DuPage Geographic Information Systems (GIS) to create and sustain a community profile.

(FY2018 Action)

- Working to develop a community profile that will provide for known critical infrastructures, at-risk populations and other essential factors that are to be considered in the event of an emergency/disaster
- Compiling useful data from various departments, with input from municipalities and townships, to develop a one-stop-shop in the event of an emergency
- Rewrote and completed the DuPage Natural Hazard Mitigation Plan (NHMP) with the assistance of the County's Stormwater Management and Building and Zoning departments
- Utilized the NHMP as a tool to garner input from municipalities to enhance and develop the community profile
- In June 2018, OSHEM will begin incorporating data with GIS and define sharing methods

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

(FY2018 Action)

- IT is working with the ETSB and DuPage municipalities to implement a countywide Computer-Aided Dispatch/Records Management System (CAD/RMS) for Public Safety
- The Public Records Management System (PRMS) Oversight Committee has been selected and held its first meeting
- IT is developing various committees under the PRMS Oversight Committee as defined in the IGA
- IT is also developing policies and procedures for the CAD/RMS
- A vendor-led train the trainer workshop will be held for all agency staff in fall 2018
- IT is finalizing system configuration control documentation and developing system acceptance criteria

- The County Board approved an IGA for GIS to perform shared services for the Village of Lisle
- An IGA with the Bloomingdale Park District is being developed to provide GIS application development and training services
- GIS partnered with the Lisle-Woodridge Fire Protection District to formalize an IGA, which was approved by the County Board in May 2018, allowing County GIS to develop a mapping application depicting call type, time and location data which aids in emergency response protocols



- **PUBLIC WORKS:** Partner with the Flagg Creek Sanitary District to consolidate the operations of the Highland Hills Sanitary District, which will transition users to Lake Michigan water and allow for the eventual dissolution of the District.

(FY2018 Action)

- Working with the District to transfer service and maintenance responsibilities pursuant to an IGA approved by the County Board in 2017
- The District is facilitating the upgrade of residential water meters with residents to aid in the transition of services and is 90% completed as of May 2018
- It is anticipated that Lake Michigan water will be provided to residents of the District in June 2018
- Following service transfers to Flagg Creek and DuPage County, the County Board will be able to initiate the dissolution of the District under Public Act 98-0126

- **PUBLIC WORKS:** Continued expansion of shared services for the Vactor receiving station.

(FY2018 Action)

- Developing IGA's with various municipalities where County Public Work's equipment and crews can be utilized, and the County is reimbursed by the municipalities for larger, more expensive equipment, including televising and lining equipment
- Continuing to add new governmental customers for the Vactor receiving station, as customers have found the station to be both economically and environmentally superior to other disposal options
- Working with the Illinois Department of Transportation (IDOT) and the Villages of Woodridge and Lisle to develop an IGA for shared services at the Vactor receiving station

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

(FY2018 Action)

- IGA's with 41 municipalities and townships have been approved by the County Board for the Countywide Stormwater program and a Notice of Intent has been submitted to the IEPA and the program is now waiting for approval

- A comprehensive countywide storm sewer atlas is being created by working with municipalities to provide updated outfall information annually
 - Requesting new or updated sewer system information which is incorporated into the dataset
 - IEPA approved the Water Quality Program framework, which includes streamlined reporting and one permit to cover all participating agencies
 - Under the program, one permit fee will be issued to cover 41 agencies, for a total cost savings in permit fees of \$40,000
 - Spill response has been incorporated into the water quality program through the shared services initiative which allows County crews and equipment to be deployed to assist communities upon request by charging staff rates and equipment costs
- **TRANSPORTATION:** Integrate the Central Signal System into a regional traffic operations network through the Gateway and municipal partners.
 - (FY2018 Action)
 - Actively engineering plans for expansion of the Central Signal System with construction planned for 2019
 - Executed an agreement with Naperville for shared use of equipment and access
 - Began working with Aurora and Lombard on similar partnerships

ECONOMIC GROWTH

The County must foster the continued growth of its economy.



- **BUILDING AND ZONING:** Comprehensively review Code enforcement Process and Regulations.
 - (FY2018 Action)
 - Developed and implemented a program to consolidate code enforcement inspections, adjudication and supervision into one group
 - Implemented supervisor review between departments and divisions to review all code enforcement cases to ensure completeness and efficient processing through the adjudication process or in an alternative process in the field
 - Changes have streamlined code enforcement resulting in additional compliance and greater efficiency in the adjudication of cases
 - Modified the adjudication process to allow for “agreed orders” to expedite adjudication process, the implementation of which has led to greater efficiency as 90% of cases monthly are being settled or brought into compliance
 - Initiated discussions with the Health Department to include Health Violation Cases within the Adjudication Hearing Program by June 2018, which will reduce the Health Department’s dependency on other departmental staff and will provide an expedited and cost-effective means by which to gain compliance for time sensitive violations
 - Implementing the new DuPage County Revitalization Program (“Clean and Lien”), which has identified 44 subject properties, with 26 properties included in Phase 1 of the program

- 15 properties have self-complied through demolition of buildings and clean-up of the properties; 5 properties have complied through property clean-up; 1 property was deeded to the County and the house has been removed by County staff; and 4 properties are awaiting adjudication or Circuit Court action

- **STORMWATER MANAGEMENT:** Implement the departmental use of permitting software to enhance a streamlined permitting process that will reduce permitting delays and promote a positive impact upon development.

(FY2018 Action)

- Accela software configuration by Sidwell was completed for Phase 1 and went live for internal Stormwater Permitting staff use in April 2018
- Continuing configuration and implementation for Accela software Phases 2 (public portal) and 3 (online submissions and review) by end of 2018

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

(FY2018 Action)

- Reconfigured the Impact Fee Advisory Committee
- The Impact Fee Program is being developed jointly with the Long-Range Transportation Plan (LRTP)
- Initiated Impact Fee Advisory Committee meetings and have engaged in a thorough review of the Impact Fee ordinance
- Discussed potential changes to the Impact Fee Ordinance with the Impact Fee Advisory Committee, including rate structure, district boundaries and use of the funds
- Developed and presented land use assumptions to the Impact Fee Advisory Committee



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

(FY2018 Action)

- Launched a streamlined online permitting process for overweight/over-dimension trucks