

**Mission
Vision
Values
Goals**

- Our **mission** is that which we do.
- Our **vision** is our desired state.
- Our **values** are those beliefs which we hold dear.
- Our **goals** are those actions which will allow us to fulfill our mission and reach our vision.

Mission

- LONG: The Village of Glen Ellyn provides quality cost-effective public services for the health, safety and welfare of its residents, businesses and visitors. This is accomplished in cooperation with those vested in our community: residents, elected and appointed officials, employees,
- SHORT: The Village provides public services which reflect the excellence of the community we serve.

Vision

- LONG: The Village's vision is to continuously preserve, promote and enhance our quality of life, keeping Glen Ellyn a vital and desired destination in which to live, work, shop and visit. We respect the past, respond to current concerns and plan for the future in an open, transparent and
- SHORT: The Village consistently takes the actions necessary to reach its full

Values

We Value

Fairness in providing service to our customers

- Fiscal Integrity
- Customer Service Excellence
- Thorough and Efficient Communication/Transparency

Providing infrastructure to retain and attract investors

- Being Good Stewards of Village Property, Capital Maintenance and Improvements
- Economic Development and Progress

Village employees and being a responsible and desired employer

Enhancing that which makes us unique

- Community Character, including aesthetic beauty/trees
- Safety
- Community Involvement: Using Collective Intelligence
- Environmental Concerns (including Green Initiatives)
- Historical Preservation

Village Goals

Economic Development

Customer Service

Infrastructure

Personnel

Partnerships

Funding

Downtown Plan

Three types of goals

Strategic/planning - often start or portions of long-term, high impact, complex goals

Historic - goals identified as important that have been started but never completed due to changing priorities

Impact - often tactical, high impact, low complexity goals

Economic Development

Goals	Type	Started?	Year	On track	Date Completed	Comments
Evaluate possibility of Roosevelt Road TIF by conducting feasibility report and workshop with Village Board by November 1, 2012	S		2012			
Develop RFP for 825 N. Main and implement redevelopment plan by April 1, 2013	I		2011			
Execute plan for redevelopment of one parcel in Roosevelt Road commercial district by April 1, 2013	I		2012			
Develop an Economic Development Plan by April 1, 2013 which includes	H		2010			
Target areas for economic development	I		2011			
A marketing plan for economic development	I		2011			
A policy for growth and redevelopment to attract developers in a strategic way	I		2011			
Economic Developemnt Incentive Guidelines including those for TIF and general development	I		2011			
Develop a plan to streamline development approvals and reviews, permits, and business opening process in the Village by May 1, 2013	H		2009			
Establish related volunteer committee by October 1, 2012	I		2011			

Supplemental Goals

Establish economic development advisory counsel by September 1, 2013	I		2012			
Village Links generates an annual operating profit large enough to cover all debt service and \$100,000 in capital expenditures starting this fiscal year by May 1, 2013 and thereafter.	I		2010			
Secure three commercial property annexation agreements by May 1, 2013	H		2010			

Key

On Schedule / Completed

Not Started / Concerned about Progress

Off Track

Customer Service

Goals	Type	Started?	Year	On track	Date Completed	Comments
Increase community safety by completing ordinances to enhance enforcement efforts in necessary areas by January 1, 2013.	S		2011			
Pilot Village inquiry tracking system in Public Works by January 1, 2013 and track results	I		2011			
Develop system where by all customers are contacted by the village within two business days with an acknowledgment of their request (automatic response email or return phone call) and possible resolution date by October 1, 2013.	I		2011			
Implement quarterly financial projection/forecast for end of fiscal year by November 1, 2012	I		2011			
Increase the Village's Illinois Policy Institute transparency score to a minimum of 75 by January 1, 2013	I		2012			

Supplemental Customer Service Goals

Promote and present Village goals publicly by September 1, 2012	S		2012			
Increase the customer convenience and interactivity and functionality of the Village website by April 1, 2013.	I		2012			
Implement positive customer service training for all village employees by May 1, 2013	I		2012			
Resolve Board Meeting video issues by December 1, 2012	H		2011			
Create communication plan including best use of Village communication resources (GETV, website, print material, eNews, social media, radio station) by February 1, 2013	H		2009			
Complete Emergency Operations Plan and conduct a bi-annual simulation exercise by May 1, 2013	H		2009			

Key

On Schedule / Completed

Not Started / Concerned about Progress

Off Track

Infrastructure

Goals	Type	Started?	Year	On track	Date Completed	Comments
Major Project: Consolidate the Village's long-term capital plans/major maintenance items into a single 20-year schedule including repair, replacement and future development projects and estimated costs by November 1, 2012. (Include GEVFC and Village Links.)	S		2009			
Major Project: Complete extensive Village Links renovation by Spring, 2013 by meeting set milestones as published.	H		2009			
Major Project: With Park District, complete analysis, plan and begin implementation of Lake Ellyn and Riford channel improvements to significantly reduce flooding in that area by January 1, 2013	H		2010			
Be good stewards of Village-owned property	S		2009			
Complete Civic Center space needs study and incorporate recommended actions in the CIP by November 1, 2012	S		2011			
Engineer solutions to pedestrian connectivity issues between DuPage Blvd and Nicoll Way along Route 53 by May 1, 2013.	S		2012			
Reopen the Village Arboretum and repair Panfish Park by December 1, 2012 (complete punch list)	I		2012			
Complete native plantings in Manor Woods per annual schedule (200 plants) by September 1, 2012	I		2012			
Open Village Bike Path by April 1, 2013	I		2011			
Test Village Attraction Signage at north and south gateways and along Roosevelt Road by December 1, 2012	I		2011			
Enhance Village sidewalk policy by September 1, 2012	I		2012			
Develop and promote a community cost-share program for tree public tree replacement by October 1, 2012	I		2010			

Supplemental Goals

Invest in sanitary sewer improvements to reduce inflow and infiltration throughout the Village including sewer lining and other areas of identified concern by April 1, 2013.	S		2012			
Complete Sign Code by March 1, 2013	H		2009			

Key

On Schedule / Completed
Not Started / Concerned about Progress
Off Track

Human Resources

Goals	Type	Started?	Year	On track	Date Completed	Comments
Implement changes recommended by Salary Survey by July 30, 2012	S		2009			
Major Project: Begin negotiating a Fraternal Order of Police contract with agreed upon parameters set by the Village Board by December 1, 2012	S		2012			
Ensure 95% of Village Employee Performance Evaluations are completed within two weeks of anniversary date by April 1, 2013	I		2011			
Improve the timing and efficiency of Village Management presentations at public meetings as measured by Village Manager and Board feedback by April 1, 2013	I		2012			

Supplemental Goals

Complete the enhancement of Village employee performance evaluation instrument by January 1, 2013	I		2012			
Move Village Manager performance evaluation and incentive calculation to April 2013 to align with fiscal year	I		2012			
Move Village Commission terms to expire at the end of May to align with fiscal year and elected official terms	I		2012			

Key

On Schedule / Completed

Not Started / Concerned about Progress

Off Track

Partnerships

Goals	Type	Started?	Year	On track	Date Completed	Comments
Complete intergovernmental agreement with DuPage County and College of DuPage by June 1, 2012	S		2009			
Ensure long-term viability of the Glen Ellyn Volunteer Fire Company by:	S		2009			
Implementing Fire Special Service Areas	I		2009			
Fully prosecuting alleged theft (ongoing)	I		2011			
Making public career benefit by August 1, 2012	I		2011			
Completing an intergovernmental agreement with the Fire Company which outlines specific responsibilities of the Village and the GEVFC by April 1, 2013	I		2012			
Redefine partnership goal regarding purchasing and/or expense elimination through collaboration, insourcing or outsourcing by January 1, 2013	I		2011			
Complete intergovernmental agreement (boundary) with Lombard by June 1, 2012	I		2010			
Resolve outstanding items, including lift station and billing, with College of DuPage by January 1, 2012	I		2012			
Complete intergovernmental agreement with the Glen Ellyn Historical Society for History Park maintenance and operations by October 1, 2012	H		2010			
Complete an agreement with Chamber of Commerce for use of 810 N. Main by June 1, 2012	I		2010			
Evaluate joining the Fire Alliance and make recommendation by December 1, 2012	I		2012			
Complete Glenbard Wastewater Authority agreement regarding cost share and proposed IGA amendments by April 1, 2013	H		2009			

Key

On Schedule / Completed
Not Started / Concerned about Progress
Off Track

Funding

Goals	Type	Started?	Year	On track	Date Completed	Comments
Help to resolve long term funding challenges	S		2009			
Hold annual pre-budget workshops by November 1, 2012 with agenda discussed at April 2012 workshop including Five-year Forecast and Capital Improvements Plan	I		2012			
Achieve annual incremental tax (sales and/or property) revenue over organic growth projected in five year forecast by May 1, 2013	I		2011			
Complete necessary steps to implement Electrical Aggregation by May 1, 2013	I		2012			
Partner with Glenbard Wastewater Authority and others as applicable on all related bids to seek cost and time efficiencies for fiscal year 2013	I		2012			
Keep Administrative Expenses in Solid Waste Fund to \$1.25 or less per customer per month for fiscal year 2013 by implementing eBill and/or other cost-saving measures	I		2012			

Supplemental Goals

Secure at least three grants for fiscal year 2013	I		2012			
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Key

On Schedule / Completed
Not Started / Concerned about Progress
Off Track

Downtown Plan

Goals

As a result of the downtown traffic study

	Type	Started?	Year	On track	Date Completed	Comments
Add diagonal parking spaces to the 500 block of Duane Street by July 1, 2012	S		2010			
Eliminate customer confusion over use of the Main/Pennsylvania lot by November 1, 2012	I		2012			
Explore options to add parking spaces to the commercial block of Main, Crescent, Forest and Pennsylvania and make recommendations by April 1, 2013	I		2012			
Purchase Duane Street parcel and design and budget for new parking lot by May 1, 2013	S		2010			
Conduct downtown streetscape and parking analysis with grant money and review results by February 1, 2013	I		2012			
Assist Alliance in establishing new branding program with kiosk and banners in downtown by July 1, 2012	I		2011			
Designate downtown as a historical district by April 1, 2013	H		2010			
Replace appropriate benches, sidewalks and fencing by December 1, 2012	H		2009			

Supplemental Goals

Evaluate funding options and work with Metra/Union Pacific to advance the development of a pedestrian tunnel by February 1, 2013	S		2012			
Complete punchlist of downtown "mini-refresh" including plantings and evaluation of Praire Path vegetation by December 1, 2012	I		2011			
Complete a Village wayfinding RFP, including downtown, by April 1, 2013	H		2009			

Key

On Schedule / Completed

Not Started / Concerned about Progress

Off Track

Capital Projects Scorecard - August 13, 2012

Project	Type	Started?	Year	On track	Completed (Date)	Comments
Braeside Drainage Project	W,S		2011			Project bid opening on 8/23/12; construction fall of 2012
Central Basin Sanitary Sewer Study	S		2012			Project underway
Crescent Boulevard Sidewalks						
Park Blvd to Glenbard West	SW		2011			Fall of 2012 construction anticipated
Roger Road to Village Limits	SW		2010			Fall of 2012 construction; bid opening in September 2012; 1st priority after Braeside project is bid
Village Sidewalk Repair Program	SW		2012			3rd priority for fall bidding; work to be performed in October
Downtown Streetscaping (fencing, benches)	O		2009			Benches purchased; 1st phase of fencing to be installed pending Board approval on 8/13/12
Duane Street Parking Lot Parcel Purchase and Engineering	E		2010			Proposals for engineering due on 8/14/12
Duane/Lorraine lot reconfiguration	E		2012			Proposals for engineering due on 8/14/12
Fawell Boulevard Path	SW		2009			Alignment on west end is not defined where path is to go through Culinary Arts Building area - need COD cooperation
Glen Ellyn Bike Path	O		2011			South side loop signage being developed; work done Spring 2013
Hill Avenue Water Main and Sanitary Sewer Extensions	W,S		2009			Project on hold until resident interest is sufficient to proceed
Hawthorne Boulevard	W, S, R		2012			Project under construction and on schedule
Lake Ellyn Outlet Channel	O		2011			Bids received; project will be under construction in August
Lambert Road Right Turn Lane	R		2009			Project under construction and on schedule
Newton Water Tank Recoating	W		2012			Need approval of long-term maintenance agreement with Utility Service Company, anticipated Fall of 2012
Nicoll Way Land Bridge Repairs	R		2010			Fall of 2012 construction possible; 2nd priority after Braeside project is bid
Pershing/Route 53 Crosswalk and Roosevelt/53 connectivity	SW		2012			Engineering underway for Route 53 & Pershing intersection crosswalks
Pleasant Avenue (Cottage to Hawthorne)	R		2012			Project under construction and on schedule
Reno Center Fuel Island Replacement	O		2010			Bids received; project will be under construction in September
Roosevelt Road Street Light Painting	O		2009			Proposal for strip & paint of lower pole area to Board on 8/13/12
Roosevelt Road Undergrounding	O		2012			Lambert Road complete; other areas pending
Roosevelt Road Water Main Repl. Study	W		2012			Proposals for engineering due on 8/14/12
Roosevelt Road/Nicoll Way Crosswalk	SW		2010			Engineering underway
Sewer Lining Improvements	S		2012			2011 project complete; will investigate contract extension
Street Improvements Program						
Park Blvd STP (Rte 38 to RR Tracks)	E		2012			Phase I engineering underway
Crescent, Park to Lake	E		2012			Phase I engineering underway
Lenox / Linden	E		2012			Proposals for engineering due on 8/14/12
Oak / Euclid / Forest / Alley	E		2012			Proposals for engineering due on 8/14/12
2013 Street Improvements	E		2012			Proposals for engineering due on 8/14/12
Taft Avenue Extension	R		2011			Part of the Fresh Market development

Type Key

W - Water; S - Sanitary Sewer; SW - Sidewalk; R - Roadway; E - Engineering; O - Other

Highlight Key

On Schedule / Completed
Not Started / Concerned about Progress
Off Track