



MEMORANDUM

To: William J. Mueller, Village President
Village Board of Trustees

From: Timothy Sexton, Director of Finance

Date: August 11, 2011

Subject: Village Website Transparency Policy

Attached you will find the Economic and Community Development Committee's (ECDC) comments on the Website Transparency Policy and Website Survey. Also attached is the staff memo prepared for the Finance Committee. The Finance Committee has not met yet to discuss this policy, but intends to meet prior to the Village Board's August 18th workshop on this policy. The Finance Committee's comments and/or recommendation will be provided to the Board at the workshop.



MEMORANDUM

TO: Finance Committee

FROM: Timothy Sexton
Director of Finance

DATE: August 11, 2011

RE: **Proposed Website Transparency Policy and Items for Discussion**

Staff members have reviewed the numbered items of the proposed website transparency policy as requested. The following is the Proposed Website Transparency Policy, discussion on the items requested, and staff recommendations:

As part of the commitment of the Village of Lombard to open, transparent and honest government, the Village website shall include the following information and documents in an easily accessible place on the website, with all documents provided in searchable format:

Discussion: The policy states “with all documents provided in a searchable format.” The website is currently searchable; however most documents in each category would have to be printed and rescanned for text recognition to be searchable. Scanning documents will reduce the visual quality of the document, along with wasting a tremendous amount of paper and incurring printing costs. Due to the significant amount of documents currently on the website, it is not certain what the paper and printing costs would be at this time.

Staff members recommend that any information that is new to the current website, going forward from a certain date, seems to be most feasible. In addition, all documents that can be made searchable without printing and rescanning will be done.

Recommended Policy Wording: As part of the commitment of the Village of Lombard to open, transparent and honest government, the Village website shall include the following information and documents in an easily accessible place on the website. All future documents will be provided in searchable format, as of the effective date of this policy.

1. Elected & Administrative Officials

The Village website shall include contact information, including name, phone number, and an electronic contact method for all elected officials, the Village Manager, and the head administrator for each Village department.

Discussion: Already covered on website.

2. Meeting Information

The Village website shall include notices and agendas, as available, for all future public meetings of the Village Board, along with board packets and minutes of for at least the past five years' Board meetings. The Village calendar shall include the dates of Village Board meetings at least one year into the future.

Discussion: Currently, the past two years of Board of Trustees packets (excluding expenditures) are available. We are currently looking at updating our Legistar software package. The updated software package would give us the capability to capture the past five years. The estimated cost of updating the software package is \$30,000 plus staff time. In addition, we would need to add the dates of the Village Board meetings at least one year in the future on the Village calendar.

Recommended Policy Wording: The Village website shall include notices and agendas, as available, for all future public meetings of the Village Board, along with board packets and minutes. This information shall remain available on the Village's website for five years. The Village calendar shall include the tentative dates of Village Board meetings at least one year into the future.

3. Public Records

The Village website shall include the name, address, phone number, and an electronic contact method for the Village Freedom of Information Act (FOIA) Officer, along with the address, phone number, and electronic submission method for FOIA requests. The Village website shall also include the FOIA process response time and any fees charged by the Village in connection with FOIA requests and responses.

Discussion: Already covered on website

4. Budgets

The Village website shall include the detailed budget for the current-year, along with the detailed budgets for the prior 4 years.

Discussion: Covered for the current year and last two years (FY 10, FY11 & FY12). We would need to add the budget for the past two years (FY08 and FY09). The three budgets (FY10, FY11 & FY12) on our website are searchable. Also we do have unbound copies of FY08 and FY09. FY09 is already in pdf format and would just need to be combined. FY08 is in paper form but could be scanned in.

5. Financial Audits

The Village website shall include the Village’s comprehensive annual financial reports (CAFRs) for the past 5 years. The Village website shall also include any special project report results – such as for TIF districts and special construction projects – audit schedules, and program performance audits for the past 5 years.

Discussion: The past five years of the CAFR are currently on the website. This features the audit schedules as part of the document. We would need to add any special project reports. Of those listed, TIF district reports are readily accessible to be added from the Comptroller website. As for special construction reports and program performance audits, this would need to be added for the past five years. A more definitive understanding of what is required to fulfill this is needed as well. This would take efforts from CD and PW to compile this information.

Recommended Policy Wording: The Village website shall include the Village’s comprehensive annual financial reports (CAFRs) for the past 5 years. The Village website shall also include any special project report results – such as for TIF districts and special construction projects – audit schedules, and program performance audits. This information shall remain available on the Village’s website for five years.

6. Expenditures

The Village website shall include the Village’s checkbook register and credit card expenditures to all individuals and third-party vendors – including name of payee, description of expenditure, and amount of expenditure – for the past 5 years.

Discussion: This information is not currently on the website. This information would need to be assembled by the Finance Department and added. It would take a considerable amount of time as five years worth of documents is requested. In addition, the current financial software limits the description of expenditures to commodity type for all expenditures processed through purchase orders.

As this information was not previously posted on our website, there is certain information listed on the expenditure reports that may put the Village at risk for a lawsuit due to HIPAA laws. For example, we routinely get insurance overpayments on ambulance bills. Previously, when we would refund the overpayment, in the description, we would state “Ambulance overpayment Jane Doe”. If we release this information on our website, we likely would expose ourselves to a lawsuit.

Therefore, staff strongly recommends that we begin posting expenditure information on a going-forward basis. With this in mind, staff will be much more cognizant of the description, and ensure that no confidential information is in the description field.

Also, as with other items in the proposed policy requesting five years of history, over the last several years staff has been asked to reduce staffing and costs. However, this policy would require significant amounts of staff time, when most departments are already stretched very thin in performing just the basic duties.

If the desire is to still put the expenditure information on the website for the previous five years, it is estimated that it will take staff somewhere between 300 and 500 hours of staff time to go through every description of every expenditure and redact any confidential information.

Recommended Policy Wording: The Village website shall include the Village's checkbook register and credit card expenditures to all individuals and third-party vendors – including name of payee, description of expenditure, and amount of expenditure. This information shall remain available on the Village's website for five years.

7. Salary & Benefits

The Village website shall contain the compensation information for each individual employee by name, including wages and/or salary and/or overtime and Village contributions for all benefits, including but not limited to health insurance, dental insurance, life insurance, pension, etc., for the past 5 years.

Discussion: This information is not currently included on the website. Currently, anyone looking for individual salaries may find those by filing an open records request. When a person files an open records request they provide their contact information which may help to protect the employee.

Staff members reviewing the information recommend that employees' names not be included in the information published but rather the information be referenced by position title. It may be very easy for people to use this information for identity theft purposes. Numerous staff members from all of the departments have expressed concern about their names being listed along with salary and benefit information, due to possible identity theft.

Also, when it comes to benefits, it is recommended to include all benefits in one lump amount so as not to disclose any personal information about employees that may be HIPAA protected. Other municipal websites, including Schaumburg, have provided the information in this manner.

This information would need to be assembled by Human Resources and added. It is estimated that it will take 75 to 150 hours of staff time to assemble the previous five years information if that is desired.

Recommended Policy Wording: The Village website shall contain information on gross wages and overtime for each individual employee by position title and a summary for all employee benefits paid by the Village, including but not limited to health insurance, dental insurance, life insurance, pension, etc. This information shall remain available on the Village's website for five years.

8. Contracts

The Village website shall include the following: open bids & proposals for all contracts, along with where & how to submit a bid or proposal; all approved vendor contracts for over \$2,500 in the past 5 years, along with bids for those contracts; and all employee or union contracts for the past 5 years.

Discussion: Currently, the past 2 years of contracts, bids, and some proposals over \$20,000 can be found on the Village website. According to the Village's purchasing policy, all contracts over \$20,000 need approval by the Village Board, and therefore are included in Board agendas. If a proposal is marked as proprietary, we are not allowed to give out the information. Again, upgrading our Legistar software would allow us to capture the entire past five years for contracts, bids, and proposals over \$20,000.

Collecting five years worth of contracts more than \$2,500 would be an immense task for all departments. The Illinois Policy Institute's Local Transparency Project proposes governments post contracts, bids, and proposals over \$25,000.

Recommended Policy Wording: The Village website shall include the following: open bids & proposals for all contracts for over \$20,000, along with where & how to submit a bid or proposal; all approved vendor contracts for over \$20,000, along with bids for those contracts. This information shall remain available on the Village's website for five years.

9. Lobbying

The Village website shall include the names of any lobbying associations that the Village helps or previously helped to fund in the past 5 years, whether through association or membership dues or otherwise, and any contracts with any lobbying firms in the past 5 years.

Discussion: It is estimated this section will take approximately 5 to 10 hours of staff time to accomplish.

10. Taxes & Fees

The Village website shall include the following: a central page showing the tax rate for all major Village revenue sources – property, income, sales, etc.; a

detailed listing of all Village revenue sources; and, a fee schedule showing all Village fees on residents and business.

Discussion: While some of the taxes and Village fees are included, they are not on a central page. This could be done with information that we already have. A centrally located page would be created with links to all of the required information. It should be noted that the website currently has a page that discusses property taxes in detail, and how the Village only receives approximately 8% of the property taxes paid. It is recommended that each department compile a list of all the fees that they charge and then the department lists could be combined into one for the centrally located page.

11. Building & Zoning

The Village website shall include applications and application procedures for all building permits and zoning variances.


Discussion: Applications are not currently available on the website for building and zoning. A sample application for the building division is included. Currently the building application is a three-part form. This would need to be addressed by Community Development to see what could be done and how this could be accommodated. The public hearing petition would also need to be added. It was intended that this would be addressed as part of the conversion to our new software program, as the new software has the ability to accept online applications. With respect to zoning petitions, the forms and procedures can be readily added to the website.

Staff will also send this information to the Village Attorney, to see if there are any legal issues with divulging this information beyond what has already been noted above.



MEMORANDUM

TO: David A. Hulseberg, AICP, ICMA-CM, Village Manager

FROM: William J. Heniff, AICP, Director of Community Development 

DATE: August 18, 2011

SUBJECT: **ECDC Comments on Transparency Policy and Website Survey**

At the June 16, 2011 Village Board meeting, Trustee Breen introduced a proposed Website Transparency Policy for the Village Board's consideration. The Village Board directed this item to the Economic and Community Development Committee (ECDC) and Finance Committee for additional review and comments. The ECDC first reviewed the item at their July 6, 2011 meeting. Through this discussion, the ECDC authorized and directed a larger outreach effort as outlined and included within the attached memorandum.

At their August 10, 2011 ECDC meeting, staff reviewed the overall survey findings regarding their outreach efforts and discussed elements that could be included on the website that were raised by respondents. The ECDC then reviewed each of the eleven (11) items outlined in the proposed transparency policy as originally identified by Trustee Breen for review and comments by the members.

Overall, the ECDC was supportive of the proposed modifications and additions and unanimously recommended approval, subject to incorporating the following changes:

Item #7- Salaries & Benefits

- Concerns were expressed about providing each employee's name with his or her current salaries and benefits, citing morale, privacy and general security issues. The ECDC recommended that only individual titles be used rather than names with each listed salary.
- The Committee recommended that the Village's range and average cost of benefits per option (i.e., single, married, family) be provided, rather than the specific benefits or options a given employee is utilizing. They also recommended that the average cost of benefits be provided for each Village department.

Item #11- Building & Zoning

- The ECDC recommended that the list of registered contractors, which is now required as part of the building permit process, be provided online and updated monthly. This list will be categorized based upon each contractor's specialty, allowing interested parties to

find contractors that are registered to do work within the Village. This listing should not be construed as a recommendation.

- Building permit checklists of what is needed for a permit and required for completion are provided online. This item can easily be completed, as staff has recently updated all the submittal checklists for each type of building permit and has been working to incorporate this element in the updated website design.

Recommendation

The ECDC recommends that the Village Board approve the website transparency policy, subject to the above-mentioned changes to sections #7 and #11.



MEMORANDUM

TO: Economic and Community Development Committee
Peter Breen, Chairperson

FROM: William J. Heniff, AICP *WJH*
Director of Community Development

DATE: August 10, 2011

SUBJECT: Website Survey Outreach Activity

At the July 6, 2011 Economic and Community Development Committee (ECDC) Meeting, the members reviewed a correspondence by Trustee Peter Breen regarding a proposed Village Website Transparency Policy (Attachment A), which identified a number of additional items that could be considered for incorporation into the Village's website. Within this discussion and consideration of the suggested additions, the ECDC authorized and directed a larger outreach effort to ascertain what additional elements should be added to the Village's website as well. This effort would be in conjunction with a review of the policy suggestions by the Village's Finance Committee. Ultimately, the two committees would offer their findings and recommendations to the Village Board for ultimate consideration and direction.

OUTREACH

The notification effort occurred in three ways. First, Village staff initiated the web design process update in June, 2011 when a survey was added to the website (Attachment B). Second, upon direction from the ECDC, staff initiated an outreach effort consisting of sending targeted letters to homeowner associations, business and broker entities and all businesses that opened a new business in Lombard since January, 2010 (Attachment C). In total 216 letters were sent out to those parties asking for their input on the website and specifically what element they would like to see. Third, after the letters were transmitted, staff completed a telephone outreach effort to each of the entities asking that they complete the survey online or if they preferred, to complete the survey over the phone. All results are provided in Attachment D.

RESPONSES

The results of the survey are summarized as follows:

- The overall response rate was 12.5% (27 responses of 216 letters sent). This response rate is lower than what is typically desired in surveys. In discussions with some of the respondents, they did not have a strong opinion regarding the website or they did not place completing the survey as a high priority. However, when staff followed up with telephone calls regarding the survey effort, most were aware of the survey but had not

found the time to complete it. Staff found the response to the outreach was quite favorable.

- 21 of the 27 respondents (77.8%) to the survey were the direct result of the staff outreach to the specific association and business entities.
- Of the respondents and with regard to use of the website, the frequency of visiting the website was as follows:
 - At least one a day: 0 (0%)
 - Use 2-3 times a week: 1 (3.75%)
 - Use 2-3 times a month: 7 (25.9%)
 - Use a few times per year: 8 (29.6%)
 - Use less than a few times a year: 11 (40.7%)
- While staff also was seeking input regarding the design and ease of use of the website, determining desired content was a primary component of the ECDC outreach effort (Questions 7 through 12). The vast majority of respondents believe the information provided was evenly distributed among the various Village departments and that the information provided was specific. Specific comments that were provided asked for current information (or to update out-of date information), including more direct links to the most popular items and inclusion of additional building permit information (such as forms). One suggestion asked for more information or status updates regarding upcoming or recently approved actions, while another action asked for weather/storm information.
- When asked what they look for on the website, the respondents offered a wide variety of topics. However, most of the information was directly related to the services or programs provided by Village government.
- Most found the website design, color combination and text used to be appropriate. There was not consensus as to the amount of pictures included within the website.
- Several of the comments received are currently being implemented by staff, through a new software program. This program will allow for items such as on-line payment of bills, and building permit tracking.
- The overall comments section and the telephone survey process offered positive comments regarding the website outreach effort.

ACTION REQUESTED

At the August 10, 2011 ECDC meeting, staff will review the findings in detail and will offer its comments to the Committee members accordingly.



Attachment A

MEMORANDUM

TO: Peter Breen, Chairperson
Economic and Community Development Committee

FROM: William J. Heniff, AICP, Director of Community Development *WJH*

DATE: July 6, 2011

SUBJECT: Transparency Policy

At the June 16, 2011 Village Board meeting, Trustee Breen introduced the attached Website Transparency Policy for the Village Board's consideration. The Village Board directed this item to the Economic and Community Development Committee (ECDC) & Finance Committee for additional review and comments. Per the request of Trustee Breen, staff is sharing his initial information with the ECDC now, however additional information and a full staff presentation will be made at the August, 3, 2011 ECDC meeting. This item will also be going to the Finance Committee on July 25, 2011. Comments from both Committees will be shared with the Village Board at a Village Board workshop later in August.

MEMORANDUM

To: President Mueller & Fellow Trustees

Fr: Peter Breen, Trustee, District 4

Dt: June 8, 2011

Re: Village Transparency Policy

Today, I have submitted for your consideration the attached proposed "Village Website Transparency Policy," which I am recommending for adoption at the Board's June 16, 2011, meeting. The government of the Village of Lombard is committed to providing open, transparent, and honest government for its citizenry, and providing all relevant documents about the workings of the government in an easily accessible format is a key part of that commitment.

Village elected officials and Village staff have worked hard in the past to ensure the availability to the public of government documents and information, and the attached "Village Website Transparency Policy" represents the next natural step in that work. Because transparency is so vital to the healthy functioning of government, it is particularly important that this Board continue to exercise leadership on transparency by adopting policies such as the attached "Village Website Transparency Policy."

Moreover, at this time, Village staff members have just begun the process of overhauling our Village website, with a target date of early September for the new website. Because the Board will not meet again until mid-August, the attached "Village Website Transparency Policy" should be enacted at the June 16 meeting, so that our dedicated staff members will have the time to incorporate the policy into the design and functionality of the new website.

I ask for your "aye" vote.

VILLAGE WEBSITE TRANSPARENCY POLICY

As part of the commitment of the Village of Lombard to open, transparent and honest government, the Village website shall include the following information and documents in an easily accessible place on the website, with all documents provided in searchable format:

1. Elected & Administrative Officials

The Village website shall include contact information, including name, phone number, and an electronic contact method for all elected officials, the Village Manager, and the head administrator for each Village department.

2. Meeting Information

The Village website shall include notices and agendas, as available, for all future public meetings of the Village Board, along with board packets and minutes of for at least the past five years' Board meetings. The Village calendar shall include the dates of Village Board meetings at least one year into the future.

3. Public records

The Village website shall include the name, address, phone number, and an electronic contact method for the Village Freedom of Information Act (FOIA) Officer, along with the address, phone number, and electronic submission method for FOIA requests. The Village website shall also include the FOIA process response time and any fees charged by the Village in connection with FOIA requests and responses.

4. Budgets

The Village website shall include the detailed budget for the current-year, along with the detailed budgets for the prior 4 years.

5. Financial Audits

The Village website shall include the Village's comprehensive annual financial reports (CAFRs) for the past 5 years. The Village website shall also include any special project report results – such as for TIF districts and special construction projects – audit schedules, and program performance audits for the past 5 years.

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11. Building & Zoning

The Village website shall include applications and application procedures for all building permits and zoning variances.

9) Have you found any inaccuracies/out-of-date information?*

- Yes No

If you answered YES to question 9, WHAT & WHERE specifically? Please describe & provide a URL/hyperlink to the page:

10) For what, specifically, have you used the information on the website? Please provide a brief description:

11) What are the top 3 topics for which you use the Village's website?

- A) B) C)

12) Is the village website missing the information that you were seeking?*

- Yes No

If you answered YES to question 12, WHAT specifically? Please provide a brief description:

AESTHETICS

13) Is the website layout appealing to you?*

- Yes No

14) Are color combinations on the site appropriate?*

- Yes No

15) If you could change colors on the site, what would you want to see?

16) Is the text used easy to read?*

- Yes No

17) Should the text be changed? Select all that apply

- Different font type Different color
 Different font size No need to change

18) Are there enough pictures on the site?*

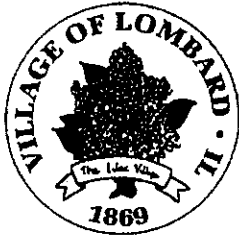
- More needed Perfect amount
 Less needed

19) How did you find out about this survey?

- Newspaper article Word of mouth
 I received a letter from the Village. Other

20) Comments:

* indicates required fields.



VILLAGE OF LOMBARD

255 E. Wilson Ave.
Lombard, Illinois 60148-3926
(630) 620-5700 Fax (630) 620-8222
www.villageoflombard.org

Attachment C

July 26, 2011

Village President
William J. Mueller

Village Clerk
Brigitte O'Brien

Trustees

Greg Alan Gron, Dist. 1
Keith T. Giagnorio, Dist. 2
Zachary C. Wilson, Dist. 3
Peter Breen, Dist. 4
Laura A. Fitzpatrick, Dist. 5
William "Bill" Ware, Dist. 6

Village Manager
David A. Hulseberg

"Our shared Vision for Lombard is a community of excellence exemplified by its government working together with residents and businesses to create a distinctive sense of spirit and an outstanding quality of life."

"The Mission of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

To ensure that the Village of Lombard is meeting the needs of its residents and businesses, we are undertaking a review of our website. This effort will help us in providing the information you would find of greatest interest and need. We are sending this letter to your attention as you represent a new business, a large established business or an association in the Village.

As Chair of the Village's Economic and Community Development Committee (ECDC), we would appreciate your interest and feedback regarding our website in general and the information provided to the public in particular. As part of this initiative, we are also looking at providing additional data pertaining to Village operations to increase openness and transparency. Many elements, such as contact information for staff and elected officials is currently available. However, areas the Village may expand upon includes, but may not be limited to:

- Expanded information regarding past and future Board meetings;
- Budgetary and audit information over the past five years;
- Salary and benefit information;
- Expanded Contract Data for Bids and Proposals;
- Lobbying Associations over the past five years;
- Expanded data regarding fees for services and taxes; and
- Expanded data regarding application procedures for building permits and zoning actions.

The Village has created an on-line website link to a survey form <http://www.villageoflombard.org/forms.aspx?FID=122> to facilitate this effort – or, you may return the form to the attention of Joelyn Kott via mail or fax 630-629-2374, if you would prefer. We will also follow up with you with a phone call as well regarding our efforts.

We also want to give you the opportunity to be a part of a future focus group on this issue. Please note in your response if you want to be a part of this activity.

We respectfully request that you please take a few moments to complete the survey form. We also ask that you please add any additional ideas or information you would like to see added to our website that would be beneficial. Once comments are received, they will be shared with the ECDC and Finance Committees and will be discussed by the Village Board at a Workshop Session on August 18, 2011.

Thank you very much in advance for your participation in this effort as we continue to serve your needs.

Sincerely,

Peter Breen

Village of Lombard Trustee District 4
Economic and Community Development Committee Chair

cc: William J. Mueller, Village President and Village Board of Trustees
David A. Hulseberg, AICP, ICMA-CM, Village Manager
Joelyn Kott, Communications & Marketing Coordinator



MEMORANDUM

TO: Finance Committee

FROM: Timothy Sexton
Director of Finance

DATE: September 28, 2011

RE: **Proposed Website Transparency Policy and Items for Discussion**

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Recommended Policy Wording: As part of the commitment of the Village of Lombard to open, transparent and honest government, the Village website shall include the following information and documents in an easily accessible place on the website. All future documents will be provided in searchable format, as of the effective date of this policy. (No change to recommended policy wording from Finance Committee)

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(Village Attorney – A disclaimer should be added to indicate that said meeting dates may be changed, and meetings may be canceled, subject to the requirements of the Open Meetings Act)

3. Public Records

The Village website shall include the name, address, phone number, and an electronic contact method for the Village Freedom of Information Act (FOIA) Officer, along with the address, phone number, and electronic submission method for FOIA requests. The Village website shall also include the FOIA process response time and any fees charged by the Village in connection with FOIA requests and responses.

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5. Financial Audits

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The Village website shall include the Village's checkbook register and credit card expenditures to all individuals and third-party vendors – including name of payee, description of expenditure, and amount of expenditure – for the past 5 years.

Discussion: This information is not currently on the website. This information would need to be assembled by the Finance Department and added. It would take a considerable amount of time as five years worth of documents is requested. In addition, the current financial software limits the description of expenditures to commodity type for all expenditures processed through purchase orders.

As this information was not previously posted on our website, there is certain information listed on the expenditure reports that may put the Village at risk for a lawsuit due to HIPAA laws. For example, we routinely get insurance overpayments on ambulance bills. Previously, when we would refund the overpayment, in the description, we would state "Ambulance overpayment Jane Doe". If we release this information on our website, we likely would expose ourselves to a lawsuit.

Therefore, staff strongly recommends that we begin posting expenditure information on a going-forward basis. With this in mind, staff will be much more cognizant of the description, and ensure that no confidential information is in the description field.

Also, as with other items in the proposed policy requesting five years of history, over the last several years staff has been asked to reduce staffing and costs. However, this policy would require significant amounts of staff time, when most departments are already stretched very thin in performing just the basic duties.

If the desire is to still put the expenditure information on the website for the previous five years, it is estimated that it will take staff somewhere between 300 and 500 hours of staff time to go through every description of every expenditure and redact any confidential information.

Recommended Policy Wording: (Village Attorney added) Except to the extent that disclosure is prohibited under Federal or State law, the Village website shall include the Village's checkbook register and credit card expenditures to all individuals and third-party vendors – including name of payee, description of expenditure, and amount of expenditure. This information shall remain available on the Village's website for five years. (Finance Committee recommended tabling this section until the new software is implemented; they expressed that prior information may not provide much value as the current software does not provide a good description in most cases, only the commodity code.)

7. Salary & Benefits

The Village website shall contain the compensation information for each individual employee by name, including wages and/or salary and/or overtime and Village contributions for all benefits, including but not limited to health insurance, dental insurance, life insurance, pension, etc., for the past 5 years.

Discussion: This information is not currently included on the website. Currently, anyone looking for individual salaries may find those by filing an open records request. When a person files an open records request they provide their contact information which may help to protect the employee.

Staff members reviewing the information recommend that employees' names not be included in the information published but rather the information be referenced by position title. It may be very easy for people to use this information for identity theft purposes. Numerous staff members from all of the departments have expressed concern about their names being listed along with salary and benefit information, due to possible identity theft.

Also, when it comes to benefits, it is recommended to include all benefits in one lump amount so as not to disclose any personal information about employees that may be HIPAA protected. Other municipal websites, including Schaumburg, have provided the information in this manner.

This information would need to be assembled by Human Resources and added. It is estimated that it will take 75 to 150 hours of staff time to assemble the previous five years information if that is desired.

Recommended Policy Wording: The Village website shall contain information on gross wages and overtime for each individual employee by position title and a summary for all employee benefits paid by the Village, including but not limited to health insurance, dental insurance, life insurance, pension, etc. This information shall remain available on the Village's website for five years. (Finance Committee recommended that a listing of salary ranges for all positions be posted, along with the annual Treasurer's Report. The Treasurer's Report lists, by \$25,000 increments, what employees' total wages were for a year. The Committee also recommended that a statement be added next to this information stating that additional information is available by filing a FOIA request, with a link to the online FOIA form.)

8. Contracts

The Village website shall include the following: open bids & proposals for all contracts, along with where & how to submit a bid or proposal; all approved vendor contracts for over \$2,500 in the past 5 years, along with bids for those contracts; and all employee or union contracts for the past 5 years.

Discussion: Currently, the past 2 years of contracts, bids, and some proposals over \$20,000 can be found on the Village website. According to the Village's purchasing policy, all contracts over \$20,000 need approval by the Village Board, and therefore are included in Board agendas. If a proposal is marked as proprietary, we are not allowed to give out the information. Again, upgrading our Legistar software would

allow us to capture the entire past five years for contracts, bids, and proposals over \$20,000.

Collecting five years worth of contracts more than \$2,500 would be an immense task for all departments. The Illinois Policy Institute's Local Transparency Project proposes governments post contracts, bids, and proposals over \$25,000.

Recommended Policy Wording: The Village website shall include the following: open bids & proposals for all contracts for over \$20,000, along with where & how to submit a bid or proposal; all approved vendor contracts for over \$20,000, along with bids for those contracts, if applicable (Village Attorney added). This information shall remain available on the Village's website for five years. (Finance Committee recommended that this be done on a going-forward basis only; the Committee recommended that employee or union contracts not be placed on the website; and the Committee suggested the recommended policy wording clarify that proprietary proposals will not be placed on the website.)

9. Lobbying

The Village website shall include the names of any lobbying associations that the Village helps or previously helped to fund in the past 5 years, whether through association or membership dues or otherwise, and any contracts with any lobbying firms in the past 5 years.

Discussion: It is estimated this section will take approximately 5 to 10 hours of staff time to accomplish. (No change from Finance Committee)

10. Taxes & Fees

The Village website shall include the following: a central page showing the tax rate for all major Village revenue sources – property, income, sales, etc.; a detailed listing of all Village revenue sources; and, a fee schedule showing all Village fees on residents and business.

Discussion: While some of the taxes and Village fees are included, they are not on a central page. This could be done with information that we already have. A centrally located page would be created with links to all of the required information. It should be noted that the website currently has a page that discusses property taxes in detail, and how the Village only receives approximately 8% of the property taxes paid. It is recommended that each department compile a list of all the fees that they charge and then the department lists could be combined into one for the centrally located page. (The Finance Committee recommended that fees be listed with the applicable area of the website associated with those fees, and not on a central page; for example,

building permit fees would be listed in the building permit section of the website; the Committee felt that this would be much more useful for residents.)

11. Building & Zoning

The Village website shall include applications and application procedures for all building permits and zoning variances.

Discussion: Applications are not currently available on the website for building and zoning. A sample application for the building division is included. Currently the building application is a three-part form. This would need to be addressed by Community Development to see what could be done and how this could be accommodated. The public hearing petition would also need to be added. It was intended that this would be addressed as part of the conversion to our new software program, as the new software has the ability to accept online applications. With respect to zoning petitions, the forms and procedures can be readily added to the website. (No change from Finance Committee)

Staff will also send this information to the Village Attorney, to see if there are any legal issues with divulging this information beyond what has already been noted above.

Lombard Website Survey Responses

13) Is the website layout appealing to you?	14) Are color combinations on the site appropriate?	15) If you could change colors on the site, what would you want to see?	16) Is the text used easy to read?	17) Should the text be changed? Select all that apply	18) Are there enough pictures on the site?	19) How did you find out about this survey?	20) Comments:
Yes	Yes		Yes	No need to change	Perfect amount		
No	Yes		Yes	No need to change	Perfect amount		
Yes	Yes		Yes	No need to change	Perfect amount		
Yes	Yes		Yes	No need to change	Perfect amount		
Yes	Yes	More green	Yes	No need to change	More needed		
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes	None	Yes	No need to change	More needed	I received a letter from the Village.	At this point I believe that the website has enough information for the Lombardians to use it!
Yes	Yes		Yes	No need to change	Less needed	I received a letter from the Village.	
Yes	Yes	I wouldn't...they are the colors of Lombard...	Yes	No need to change	More needed	I received a letter from the Village.	After reviewing the website, mainly to answer these ?'s, I will most definitely use the web-site more!
No	No		Yes	No need to change	Less needed	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	not checked	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	More needed	I received a letter from the Village.	
Yes	Yes	n/a	Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	I received a letter from the Village.	
Yes	Yes		Yes	No need to change	More needed	I received a letter from the Village.	Thank you for all your continuing efforts for the Village. Additionally thanks for all the support since we reopened.
Yes	Yes	change with the seasons	Yes	No need to change	More needed	I received a letter from the Village.	
Yes	Yes		Yes	not checked	Perfect amount	I received a letter from the Village.	
Yes				not checked		I received a letter from the Village.	Your website is easier to navigate than others. I use it to keep current on ordinances that would affect a homeowners' association or anything that would apply to managing a multi-family property.
				not checked		I received a letter from the Village.	As the Village keeps us current through mailings and letters, I do not have a need for the website. If I were to use it, I would look for things such as water restrictions and any rules and regulations that might impact a homeowners association.
				not checked		I received a letter from the Village.	
				not checked		I received a letter from the Village.	I do not own a computer so I would never use the website.
				not checked		I received a letter from the Village.	
				not checked		I received a letter from the Village.	
				not checked		I received a letter from the Village.	
Yes	Yes		Yes	No need to change	Perfect amount	Other	would really like to have the convenience of paying water/sewer bill online!

Lombard Website Survey Responses

Attachment D

1) On average, with what frequency do you visit www.villageoflombard.org?	2) What do you consider the most useful feature of the current site?	3) What is the least useful feature on the current site?	4) Is the website easy to navigate?	5) Does the Home page easily direct you to where you intended for your visit?	6) Do you have difficulty finding information on and/or within the site?	If you answered YES to question 6, WHAT specifically? Please provide a brief description:
2-3 times a month	Public Meetings Agendas and Minutes	Hard to find current projects and their status.	Yes	Yes	Yes	Sometimes, probably only because the information is not there to begin with.
2-3 times a month	meetings info	navigating	No	No	Yes	code enforcement info
A few times per year			Yes	Yes	Yes	I would like to find some way that Lombard would text Lombardians of severe weather. Vernon Hills and Plainfield has this service.
2-3 times a week	meeting agendas and front page news	n/a	Yes	Yes	No	
A few times per year	Quick links	The way the calendar is laid out - it's cumbersome	Yes	Yes	No	
A few times per year	business information - sales tax		Yes	Yes	No	
Less than a few times a year	the main page	The upkeep with present events	Yes	Yes	No	
Less than a few times a year	Phone numbers for city offices		Yes	Yes	No	
2-3 times a month	The "What's New" section/ Businesses.	N/A	Yes	Yes	No	
Less than a few times a year	nothing	nothing	No	No	Yes	code violations are hard to report
A few times per year	Village hours		Yes	Yes	No	
Less than a few times a year			Yes	Yes	No	
Less than a few times a year	The village maps	Haven't used employment section	Yes	Yes	No	
2-3 times a month	marketing our clients properties.	n/a	Yes	Yes	No	
2-3 times a month	Index	n/a	Yes	Yes	No	
A few times per year	news & announcements	I can't think of anything that I would consider least useful	Yes	Yes	No	
2-3 times a month	Easy to navigate and up to date information	N/A	Yes	Yes	No	
A few times per year		Village phone numbers	Yes	Yes	No	
A few times per year	police blotter		Yes	Yes	No	
2-3 times a month						
Less than a few times a year						
Less than a few times a year			Yes		No	
Less than a few times a year						
Less than a few times a year						
Less than a few times a year						
Less than a few times a year						
A few times per year	Special events schedules (concerts, tastings, recycling events, etc.)		Yes	Yes	No	

Lombard Website Survey Responses

7) Is the information distributed evenly across departments?	8) Should information provided be more specific?	If you answered YES to question 8, WHAT & WHERE specifically? Please provide a brief description:	9) Have you found any inaccuracies/out-of-date information?	If you answered YES to question 9, WHAT & WHERE specifically? Please describe & provide a URL/hyperlink to the page:	10) For what, specifically, have you used the information on the website? Please provide a brief description:	11) What are the top 3 topics for which you use the Village's website?	12) Is the village website missing the information that you were seeking?	If you answered YES to question 12, WHAT specifically? Please provide a brief description:
Yes	Yes	Information is usually out of date 6 months to a year. see item 12.	Yes	under public works current projects has listed projects that were complete in 2010. What new projects are in the works? what new projects are currently being worked on for 2011?	I use the quick links often to see what is happening or special notices, also the meeting agendas.	A) meeting agendas B) Public works projects C) Quick links	Yes	Meeting agendas specify a project was approved or grant was applied for, but after that no other information is available on the status. Is there Follow up information available? maybe have district specific information available, not easy to see what is happening in a specific district.
No	Yes	more direct links to most common pages	No		meetings, code enforcement	A) meetings B) code enforcement C) news	No	
Yes	Yes		Yes	more info on severe weather alerts. the info was from 2009		A) current info B) C)	Yes	severe weather info
Yes	No		No		information regarding storms, meetings, hotels, restaurants, phone numbers and links	A) current info B) meetings and events C)restaurants	No	
Yes	No		No		meeting schedules and agendas when we were asking for a variance for our renovation project; cruise night info - looking for American English band; hours of business to stop by and pay bills	A) B) C)	No	
Yes	No		No		to find trustee phone numbers and/or information	A) information B) directions C) Board Members	No	
Yes	No		No		Finding phone numbers and information to contact departments in the city.	A) phone numbers B) C)	No	
Yes	No	--> Looking up businesses is very easy!	No		Mostly to see what special events are taking place (ex: cruise nights, farmers market).	A) What's New B) News C) How do I...?	No	
No	No		No		code violations	A) B) C)	No	
Yes	No		No		recycling event, car sticker info	A) see above B) C)	No	
Yes	No		No			A) Meetings B) Events C)Maps	No	
Yes	No		No		B&Z, contact info. locating property.	A) B) C)	No	
Yes	Yes	It would be nice for the building department to have samples of the Permit Applications online so that a person can see the information that will be needed prior to making the trip to the village.	No		Finding permit information, village ordinances, community events	A) permits B) ordinance C) events	Yes	Always hoping for an application for permits, that I can print, complete, and then take to the village, or have some one drop off. if not a sample that we can show customers what info is needed.
Yes	No		No		Sometimes I would look at the employment opportunities. I use it once in awhile and I don't have problems with it at this time.	A) part time employment B) News C) announcements C)	No	
Yes	No		Yes	Glancey's has been removed but the information for Shannon's hasn't been reposted yet. Please and thank you.	1. Used a lot in winter for storm 2. CodeRed recently 3. Parking issues/employee stickers 4. Directory of ppl & businesses	A) B) C)	Yes	Just our new name and contact information.
Yes	No		No			A) Phone Numbers B) Village Minutes C) Current Events	No	
			No		police blotter	A) police blotter B) C)	No	
						A) ordinances B) C)		
						A) B) C)		
					information about opening a business, business licensing, research regarding ambulance service	A) B) C)	No	
						A) B) C)		
					Do not use website.	A) B) C)	No	
					Do not really find a need to access site	A) B) C)	No	
					Have not had a need to look at site	A) B) C)		
Yes	No		No		Special events schedules (concerts, tastings, recycling events, etc.)	A) special events schedules B) village services information C) residential handbook	No	