

MEMORANDUM

TO: Honorable President and Board of Trustees

FROM: David A. Hulseberg, Village Manager

DATE: April 21, 2011

SUBJECT: Approval of 2011 Strategic Plan

BACKGROUND

Attached is the proposed *2011 Strategic Plan* for the Village of Lombard. The *2011 Strategic Plan* is based upon input from the Village Board at the strategic workshop session held on October 19, 2010.

As part of that workshop session, the Village Board identified a number of key issues facing the Village and prioritized those issues for the upcoming year. The following is a summary of those issues along with associated action items that will be accomplished in 2011-2012.

Highest Priorities:

- **Fiscal responsibility:** Ensure that the Village continues to operate in a financially sound manner through careful fiscal planning and budgeting as well as addressing pensions and other service delivery-related costs.
- **Downtown development:** Investigate development options for Village-owned and non-Village-owned vacant properties within the downtown. Options may include identifying and pursuing an anchor restaurant, public gathering spaces, and/or land swaps to facilitate development. The Village should also examine how its money is being spent within the downtown and consider reallocating funds to achieve visible changes, including pedestrian-friendly improvements.
- **Stormwater/flooding:** Address stormwater flooding issues in the downtown Lombard area and throughout the community by reprioritizing stormwater improvement within the Capital Improvement Plan.

Secondary Priorities:

- **Customer-friendly policies:** Continue and enhance customer-friendly and business-friendly service delivery. Consider implementing a customer-service focused motto for the Village.

Other Interests:

- **Building inspections:** Evaluate the building permit and inspection process and establish measurable objectives.
- **Policing:** Ensure that the Village continues to be a safe community through adequate policing.

- **Social services:** Contract a social services coordinator for the Village.
- **Regional planning:** Educate the Village Board and the public about ongoing regional planning efforts and the Village's role in those efforts.
- **Departmental goals:** Create specific goals for each department and follow up on the achievement of those goals.

RECOMMENDED ACTIONS

Consideration of the proposed *2011 Strategic Plan* has been scheduled for the Village Board meeting of April 21, 2011.